

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MACH E, TITAN, [REDACTED], SEDAN
Engine : ECTRIC MOTOR 4
Operating Environ:
Vehicle Use :

VIN: [REDACTED]

Odometer: [REDACTED]

WCC: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
NOT LISTED

SPEED CONTROL
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: lane keeping turns on with cru

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Feature

Loc:

Photo: Atchmnts: 1

Return Loc:

Customer satisfied?: Repair Effectiveness (%):

--TYPE--
CONCER

[REDACTED] (FSE) MSS [REDACTED] REGION
a [REDACTED] ipion of Vehicl [REDACTED] MER
STATES AFTER L [REDACTED] R WHILE USING ADAPTIVE CRUISE CONTROL [REDACTED]
CENTERINH TURNED ITSELF ON AND OFF. Be sure to review these [REDACTED] ant
module programming steps, and provide feedback below as necessary:

 -Verify that any replacement part installed is correct using the
[REDACTED] catalog. Provide the full part number.
 -Verify scan tool is
[REDACTED] o date, is at the latest level and programming is completed using
a VCM3 or VCMM (try a [REDACTED] scan tool if necessary)
 -Verify that
the vehicle is identif [REDACTED] rectly in the scan tool
 -No
aftermarket electronic components installed
 -Battery passes a
test using approved [REDACTED] tooling and is fully charged
 -Battery
is maintained at [REDACTED]
 -Battery State of Charge (SOC)
is a [REDACTED] or [REDACTED] can tool to monitor [REDACTED] BATT SOC% PID
FDRS UP T [REDACTED] ES IN AP M TCU OR [REDACTED] CO GURED PCM, ABS,
CCM, [REDACTED] IPC GWM AND GFM. CLEARED [REDACTED] OR MYKEY AND
REPRO [REDACTED] WE [REDACTED]. Please list any d [REDACTED] cs already performed:
[REDACTED], D [REDACTED] AN [REDACTED]. PERFORMED [REDACTED] DEGREE CAMERA
[REDACTED] N THE LAST [REDACTED] AIR T [REDACTED] X [REDACTED]. FRONT
CAMERA FAULT, PRE COLLISION ASSIST N [REDACTED] A [REDACTED] CRUISE NOT
AVAILABLE. Par s Replaced [REDACTED] MODULE Do you have a module
programming concern? Yes Yo [REDACTED] uestion GOOD MORNING, [REDACTED],
EVERYTIME YOU TURN CRUISE CONTROL ON, [REDACTED] KEEPING ASS [REDACTED] ON AS
WELL. WHEN YOU TURN [REDACTED] KEEPING ASSIS [REDACTED] F, ITS SUPPOSE TO DEFAULT TO
WHAT SETTING IT WA [REDACTED] LEFT ON, WHICH IS SUPPOSED TO BE OFF. BUT
WHEN I DEACTIVATE CRUISE CONTROL AND THEN TURN IT BACK ON, [REDACTED]
KEEPING ASSIST WILL AUTOMATICALLY TURN ON. I VE TRIED [REDACTED]
AND [REDACTED] KEEPIN ASSIST WILL STAY OFF IF I TURN CRUISE
HAVE [REDACTED] ISE CONTROL SET ON NORMAL CRUISE AND NOT ADAPTIVE. EVEN ON
ADAPTIVE CRUISE, I VE TURNED OFF [REDACTED] CENTERING AND [REDACTED] KEEPING
ASSIST WILL AUTOMATICALLY TURN ON [REDACTED] NG WITH CRUISE. [REDACTED] LAST TIME THE
VEHICLE WAS HERE, I DID [REDACTED] BECAUSE [REDACTED] [REDACTED].
FRONT CAMERA FAULT PRE- [REDACTED] SSIST NOT [REDACTED] A [REDACTED] AD
CRUISE NOT AVAILABLE. SINCE I DID THE [REDACTED], [REDACTED] REPROGRAMS AND [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

[REDACTED] CAMERA ALIGNMENT, LANE KEEPING ASSIST WILL TURN ON AUTOMATICALLY
[REDACTED] CAMERA ALIGNMENT, LANE KEEPING ASSIST WILL TURN ON AUTOMATICALLY
NG WITH [REDACTED] CONTROL. I LOOKED AT ALL THE PINPOINT TEST FOR LANE
KEEPING BUT [REDACTED] ALL FOR EITHER INOPERATIVE OR INACCURATE. LANE
KEEPING ASSIST WORKS FINE BUT SHOULD NOT TURN ON WITH CRUISE CONTROL.
I REPLACED THE [REDACTED] MODULE BUT THIS DID NOT CHANGE ANYTHING. I BELIEVE
THIS IS A SOFTW [REDACTED] ISSUE BECAUSE I VE CONFIGURED [REDACTED] WITH
NO SUCCESS. I VE ALSO REFRESHED THE SERVERS [REDACTED] DATED
MY FDRS TO [REDACTED]

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] c [REDACTED] that [REDACTED] oft [REDACTED] is [REDACTED] n
the un [REDACTED] ed activation of the lane keeping system when the cruise
control is turned on, please continue following up with the vehicle
owner to determine when this concern [REDACTED] began. If the vehicle owner
can establish a rough time frame of w [REDACTED] his issue began, review of
the Over The Air Dashboard found on th [REDACTED] review of
[REDACTED] ([REDACTED]) website under Connected Ve [REDACTED] if a
c [REDACTED] ule update has induced the lane keeping and cruise control
issue. Establishing a timeline in which this concern began is
important since several modules could be replaced to address this
issue with no successful repair of the concern if it is a software
issue.

CONCER

[REDACTED] GTCGCQIS
E THAT I SEE ON CONNECTED VEHICLE BEFORE THE CONCERN
WAS PRESENT WAS IN [REDACTED] FOR THE IPC MODULE. IN [REDACTED], OTA
UPDATE FOR THE GWM [REDACTED] CONCERN WAS PRESENT. THE [REDACTED]
REPORTED THE ISSUE ON [REDACTED], THE DAY THAT HE PICKED UP THE
VEHICLE. THE VEHICLE I [REDACTED] CAME ON [REDACTED] FOR FRONT CAMERA
FAULTS. WHEN I RETRIEVED THE DTC S, [REDACTED] FRONT CAMERA
FAULT, PRE-COLLISION ASSIST NOT AVAI [REDACTED] DA [REDACTED] NOT
AVAILABLE. THAT S WHEN I PERFORMED THE [REDACTED] A [REDACTED] ROGRAMMED
THE [REDACTED], AND [REDACTED]. PERFORMED THE [REDACTED] C [REDACTED] R [REDACTED] MENT AFTER.
INIT [REDACTED] Y I DI [REDACTED] T NOTICE THE LAN [REDACTED] EEPING ASSIST ISSUE BECAUSE I
THOUGHT THAT THE CUSTOMER HAD THE FEATURE ON WITH [REDACTED]. I ALSO
NOTICED THAT THE CUSTOMER S BLUE [REDACTED] EXPIRED ON [REDACTED]. I M
SENDING A PICTURE OF WHAT THE CUS [REDACTED] WROTE DOWN O [REDACTED]. HE IS
VERY DETAILED ABOUT HIS CONCERN.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] y [REDACTED] d [REDACTED] i [REDACTED] rma [REDACTED] re [REDACTED] h
timeli [REDACTED] n which the lane centering activating un-commanded concern
began and its relation to the module updates performed to satisfy
Technical Service Bulletin ([REDACTED]) [REDACTED]. As this concern can be
potentially related to a mod [REDACTED] s [REDACTED] update and several like units
do not perform in the same manner when cycling cruise control on and
off, please continue with starting a [REDACTED] Diagnostic & Repair System
(FDRS) session on a like unit that do [REDACTED] perate as designed. Once the
FDRS session is established record the [REDACTED] [REDACTED]
([REDACTED]) and [REDACTED] [REDACTED] [REDACTED] tware
p [REDACTED] number [REDACTED] n [REDACTED] the vehicle being
tested. Gathering this information will allow a comparison to be

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

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

--TYPE-- COMMENT TEXT --
performed between [REDACTED] in regards to the software in [REDACTED]
performed between [REDACTED] in regards to the software in [REDACTED]
module used for la [REDACTED] nd cruise control function.

----- S -----

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4 I N E - - -
Bld Dt: Calb: Tag: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shft: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

City: [REDACTED]
Country: [REDACTED]

State : [REDACTED]
Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

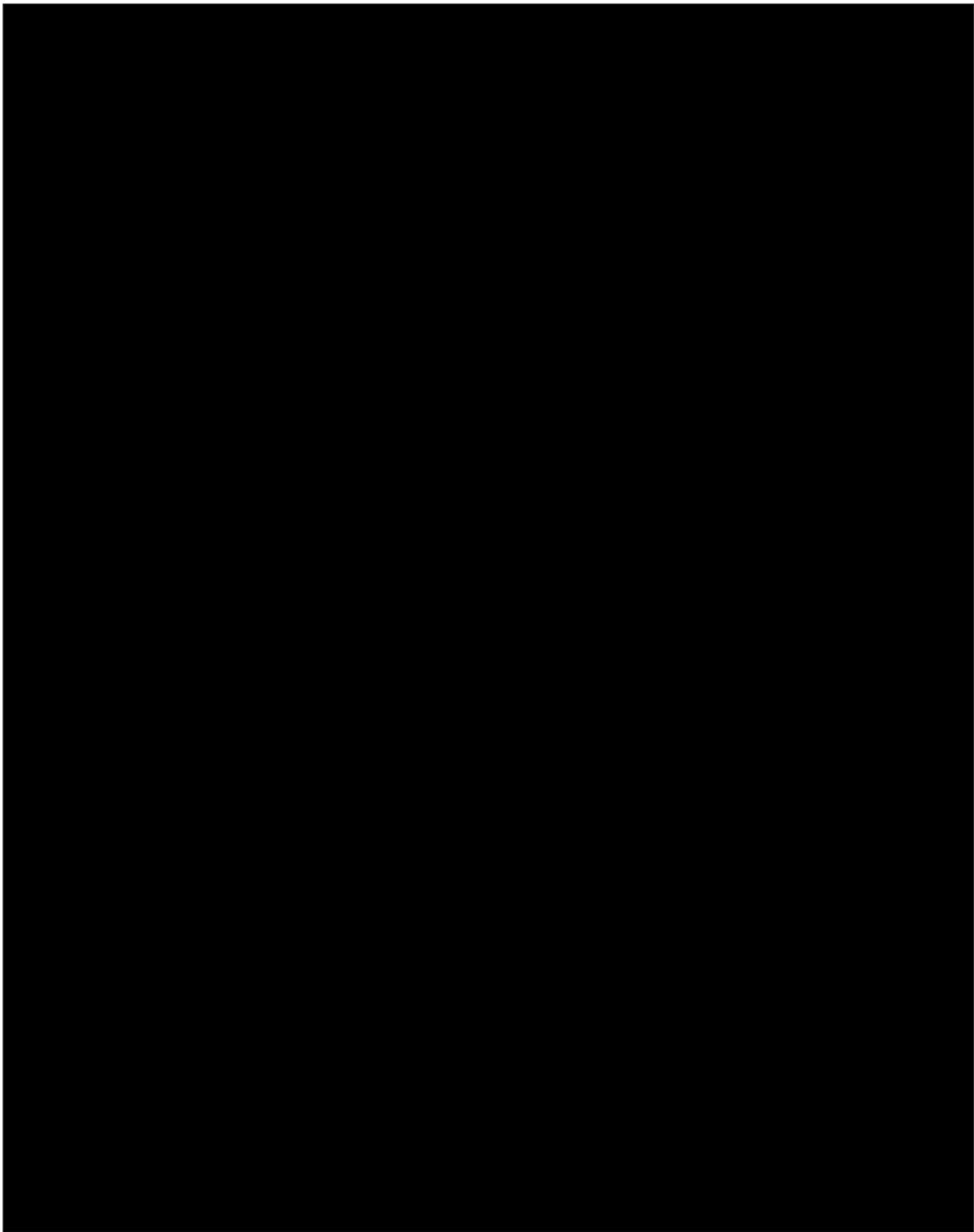
Specialist's
Name : [REDACTED] ([REDACTED])

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

[illegible]



Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] E, [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : C M 4

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION CONTROLS

SPEED CONTROL INOPERATIVE

Additional Symptom: [REDACTED] inop

Other Veh. With Conc

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 (%):

--TYPE--
CONCER

[REDACTED] iption of
states driving the cruise the vehicle has too many warnings to
put hands back on the wheel Please list any diagnostics already
performed: we performed every tsb and ssm to program. ssm [REDACTED] had us
use [REDACTED]. we reprogrammed the pcm, and did the recall. w [REDACTED] e tried
to c [REDACTED] ure as many modules. no codes after clearing. I did the blue
cruise programming originally at [REDACTED] and I have a photo that
it was showing the steering wheel [REDACTED] and I know it works. I
cannot get it to work anymore. Parts Replaced: none Your Question: I
dont know where to go now. I have spent the [REDACTED] trying to
configure, program and nothing is working. w [REDACTED] cruise
highway [REDACTED] from here and I do get the message to look at the
road, bu [REDACTED] e green steering wheel does not go blue and it will
not work

RECOMM

[REDACTED] concern, th
GWM configuration data that may be playing a role in this concern.
At this time, the needed data corrections have been made. To apply
these changes, start a new FDRS session with the vehicle (it is
crucial a previous session is not used) and perform configuration
programming on the GWM. Then, rerun the network test and check for any
additional updates applicable to [REDACTED]. Then reset [REDACTED] through
FDRS and reevaluate the concern. [REDACTED] also importa [REDACTED] o [REDACTED] that any
DTCs in modules used for [REDACTED] can disable the system or make it
work incorrectly. Looking [REDACTED] nnected vehicle data, it is noted
there are a few DTCs that are setting in the CMR. To help clear these
codes, [REDACTED] refer to [REDACTED]. Any DTCs in the CMR that are not
cleared [REDACTED] ugh this S [REDACTED] be resolved using standard WSM
diagnostics. Update this form with any further questions which may
arise, and we will be happy to help. [REDACTED] Technical Assistance Team
Member [REDACTED] K. As your dealership [REDACTED] quipped with the See What I
See (SW [REDACTED] dset, if additional technical assistance is required and
a SWIS session would be beneficial (live video or picture would help),

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] CENTER Report Date: [redacted]

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

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

click <A target=[redacted]
click <A target=[redacted]
href=[redacted]
[redacted]
[redacted] ntment a [redacted] representa [redacted] will
reach out [redacted] you at the appropriate time. Ver [redacted] the following prior
to your appointment:Your See What I See ([redacted]) headset is
charged, the headset is turned on, and is updated [redacted] h the latest
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the [redacted] can be reached at
[redacted], from [redacted] thru [redacted] Time to
call.
[redacted] targe [redacted]
href=[redacted]
q.fac [redacted]
concerns

<A [redacted] get=[redacted]
href=[redacted]
[redacted]
[redacted] - [redacted] CENTER
[redacted] - [redacted] CENTER
ADD-ON [redacted] S [redacted] us :
[redacted] Comm : NA
CONCER [redacted] GTCGCQSP
[redacted] t [redacted]. I didnt see this and described exactly what I
needed to do. [redacted] ave issues with trying to configure. had to also
remove battery negative cable [redacted] to just let it power down.
that seemed to help. customer [redacted] ppy. thank you

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: [redacted] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [redacted] -----

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

----- [redacted] -----
Vehicle Build Date: [redacted] tart Date: [redacted]

Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
 Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
 LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED]: EN EH9 97
Bld Dt: Cal
Serial #:

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

Model: Shift:

Tire : [REDACTED] [REDACTED] A/S [REDACTED] Brand :
 Radio : [REDACTED] A/C : AC G-????????????????????
 Paint : [REDACTED] -?????????????????????----- 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   : ██████████ Title: ██████NICIAN
Phone        : ██████████
```

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Sympt Cat	Causal Part Description	Dealer Id
			AID/ ET/FN/BD	COVER-TOP	

-- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
 SURVEY HAS NOT BEEN SENT

[illegible]

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CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----													
Repair		Repair	Odometer	Rp	Cau	e Part		Number	Labor				
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	D4	[REDACTED]	[REDACTED]	DD	[REDACTED]				
				1	D4	[REDACTED]		A					
				1	D4	[REDACTED]		A					
				1	D4	[REDACTED]		BD					
				1	D4	[REDACTED]		S450B					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	2				
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									
				[REDACTED]									

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CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION OVER-THE-AIR UPDATE
SOFTWARE UPDATES UNABLE TO CONNECT

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

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

--TYPE--
OWNREL -Hi, I am wondering if you can help me with this, I dropped my car [REDACTED]
[REDACTED] (on [REDACTED]) at my dealership for [REDACTED] but they are tellin me
[REDACTED] nt working and that the [REDACTED] waiting for [REDACTED]
engin [REDACTED] lp them. It seems like nothing is progressin [REDACTED] is [REDACTED]
[REDACTED] and i cant get clear updates. Could you help me out? I have th
for [REDACTED] and its been sitting at the dealership for [REDACTED]
[REDACTED] du his, the roof recall, the sw calibration...t [REDACTED] ot
[REDACTED]. Its my [REDACTED], I wanna love it but this isnt going great so
far..Here are [REDACTED] f low:VIN: [REDACTED] age: [REDACTED]
milesFull name: [REDACTED]
-mail: [REDACTED] method of con [REDACTED]
[REDACTED] Deal [REDACTED] -Hi [REDACTED] Thank
taki he time t [REDACTED] e [REDACTED] is [REDACTED] nd I am a
Social Media Agent for [REDACTED]. I can look into how [REDACTED] assist you with
this concern you have w your Mach-E. Thank you for sending that
information. To clarify, what was the latest update you received from
the service department at [REDACTED] about the software update you
are waiting for?-they told [REDACTED] ey contacted [REDACTED] engineering
about my car throwing some errors after doing the [REDACTED] cruise update.
They (the dealership) are waiting for engineering to respond to them
and thats been the case for [REDACTED] now, so nothing is
progressing and that is frus [REDACTED] k you for reaching out to [REDACTED]
[REDACTED] with this concern. I will be escalating this case to
[REDACTED] rience Specialist on the Electric Vehicle Team. They will
contact you through your best contact method within a few business
days to assist you. Your case number is [REDACTED].

OWNREL [REDACTED] ([REDACTED] OBC TO [REDACTED] [REDACTED] see if
[REDACTED] ew [REDACTED] es from [REDACTED] e [REDACTED] n [REDACTED] ecommendations.
EMAIL: [REDACTED] to [REDACTED] stated that [REDACTED]
[REDACTED] t a t [REDACTED] ime. Provided [REDACTED]
for references.NEXT STEPSCXS will search GCOIS for updates a
try recontact [REDACTED] for updates. [REDACTED]
[REDACTED] arrisSheHerHe Custom mer Ex [REDACTED] t [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED]:

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

OWNREL [REDACTED] [REDACTED] verify
[REDACTED] a [REDACTED] n [REDACTED] o [REDACTED] e [REDACTED] e tech info submit
TAR. [REDACTED] to [REDACTED] still no updates from Hotline stated when he
last [REDACTED] ked [REDACTED] no response. Stated from plast note on [REDACTED]
advised to perform a TSB, exhausted that option and still no [REDACTED] nse
however is shown as escalated for additional assistance. RO: [REDACTED]
DATE: [REDACTED] [REDACTED] I [REDACTED] CXS will
[REDACTED] SM [REDACTED] sista [REDACTED] unclear path
to repair. Reach out to cust with updates on next steps taken to have
vehc repaired. [REDACTED]
Experience Spe [REDACTED]

OWNREL [REDACTED] [REDACTED] [REDACTED] calling cust to
[REDACTED] e [REDACTED] t [REDACTED] e [REDACTED] h ehc concern
resolved. [REDACTED] advised that she has engaged her resources for
additional [REDACTED] sistance and will f/u on [REDACTED] with updates from TAR or
Hotline. PER CUSTCust ststaed thank you [REDACTED] r doing your best to assist
it has been [REDACTED] and still no new information can be
provided. [REDACTED] t [REDACTED] is working extremely hard to ensure we
retrieve [REDACTED] best solution. [REDACTED] e you currently in a loaner or in need
of rental assistance? Cust advised he is in a loaner just ready to have
his vehc back will be on the lookout for any contact on [REDACTED]
STEPSCXS will schedule f/u for [REDACTED] check for updates fro [REDACTED] r
hotline provide cust with updat [REDACTED]
[REDACTED] Experie [REDACTED]

OWNREL [REDACTED] [REDACTED] A [REDACTED] on
[REDACTED] a [REDACTED] n [REDACTED] r GCQIS troubleshooted and tried different
avenues [REDACTED] is now operable vehicle operating as normal. NEXT
STEPSCXS [REDACTED] ow up with [REDACTED] to verify if repairs are completed and
cust has been notified. [REDACTED]

OWNREL [REDACTED] [REDACTED] [REDACTED] to
[REDACTED] f [REDACTED] ith [REDACTED] customer has pick [REDACTED] vehicle [REDACTED] able. NEXT STEPS: [REDACTED]
[REDACTED] stomer Relationship Center-Car/S [REDACTED] m [REDACTED] ext.

OWNREL [REDACTED] [REDACTED] [REDACTED] TO [REDACTED] [REDACTED] [REDACTED] calling to
[REDACTED] f [REDACTED] v [REDACTED] his [REDACTED] e [REDACTED] v [REDACTED] repairs PER
CUSTCust advised he has retrieved vehc and is satisfied with the
repairs. Everything seems to be running good. No additional questions
or concerns at this time. [REDACTED] [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

----- C O M M E N T S -----
--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] mer Experience Specialist, [REDACTED]
[REDACTED] mer Experience Specialist, [REDACTED]
[REDACTED] m ice:
[REDACTED]
[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective
[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #:

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? 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

----- 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: [REDACTED] [REDACTED] [REDACTED] -???????????????????? Ph#:
City: :
Country: :

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C Q I S V I [REDACTED] I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

--- [REDACTED]: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	----------------	-----------------	---------------------	----------	-------------	-----	----------------	---------------	--------------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC :

Vehicle Use :

[REDACTED] Act:

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: hand off steering wheel message

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 1

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE--
CONCER

COMMENT TEXT

[REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] a [REDACTED] r s description veh ern
none Please li agnostics already performed, including results
of any TSB, GSBs or Pinpoint Test self test Parts Replaced, including
service part number if available none What is the level of the scan
tool being used? Are any error messages noted? [REDACTED] Your Question: i
completed the [REDACTED]. all the modules are up to [REDACTED] there are no
codes. when i [REDACTED] and use bluecruise, [REDACTED] i get the
message Keep hands on steering wheel. In [REDACTED] uecruise is
on...after [REDACTED] i get that message...i reach and grab the wheel
and let go ([REDACTED] eeze the wheel with [REDACTED]) the message goes
away. [REDACTED] the message returns [REDACTED] i grab the wheel
and le [REDACTED] the message returns. and this continues
the whole ro [REDACTED] performed [REDACTED]. still have same
problem, no better. all modules are up [REDACTED]. several times i have
received CMR codes. [REDACTED], [REDACTED], [REDACTED] I PERFORMED [REDACTED]
[REDACTED] CODES HAVENT [REDACTED] Y [REDACTED] H [REDACTED] HY DO I ONLY [REDACTED]
[REDACTED] OF BLUECRUISE FUNCTION?

[REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] k [REDACTED] r [REDACTED] ion provided. [REDACTED] e lane
ing aid is active, the [REDACTED] continuously monit [REDACTED] the torque
sensor in the [REDACTED] system t [REDACTED] termine if a hand is on the steering
wheel and send [REDACTED] e data to the IPMA. If the IPMA detects that the
drivers hands are off the wheel for [REDACTED] during an
intervention, the hands-off warning [REDACTED] did
not resolve the concern, self-test the IPMA, and the [REDACTED] to [REDACTED] e if
there is any DTC present and refer to [REDACTED] for the app [REDACTED] iate PPT. If
no PPT is present, run the IPMA and th [REDACTED] learned value resets for
[REDACTED] to see if the concern is sti [REDACTED] resent. As your dealership
with the See What I See ([REDACTED]) headset, if additional
technical assistance is required and [REDACTED] session would be
beneficial (live video or picture would [REDACTED] p). click <A [REDACTED] = blank
href=

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

with the [REDACTED]. After booking an appointment a [REDACTED] representative will reach out to you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.
[REDACTED] href=[REDACTED] q.fac concerns

[REDACTED] get=[REDACTED] href=[REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - SOUTHWEST REG
d O ll P m appears to have been completed correctly, and configuration data is correct. Suspected that concern is caused by recurring CMR DTCs.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - SOUTHWEST REG
o s e sary S sion Sub Status :

CONCER [REDACTED] SWIS Comments : N/A ([REDACTED]) [REDACTED] REG
d e on i h s fied
t al the related mod were updated. He noted that the vehicle has been driven on non Blue cruise roads During testing and he has driven other blue cruise vehicles on the roads without the message appearing. We then discussed performing the road tests and checking for the operation of blue cruise on a blue cruise approved road to see if the message is still appearing. We also discussed that there is an SSM that goes over the operation of the blue cruise. Discuss that if the message was still being received after driving on a blue cruise road, there is most likely a concern with the [REDACTED].

RECOMM [REDACTED] ([REDACTED]) [REDACTED] REG
y h im d s and
perfor SWIS session. At this time it is recommended review <A
target=[REDACTED]
href=ht www.fordtechservice.dealerconnection.com/Transport?link=0
01&param=[REDACTED] >SSM [REDACTED] . This SSM goes through the operation of the syste provi link to a video for additional information. This link is https://www.youtube.com/watch?v=2YaEsRixv1E. This video notes that there is a blue cruise indicator which changes different colors depending on whether blue cruise is available(Blue) or hands on driving is available (Green). If it is found that the system is in blue cruise mode and we are still getting the steering wheel message then theres most likely a concern with the [REDACTED]. Proceed with the replacement of the [REDACTED] and reevaluate the conce Have a

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

wonderful day. [REDACTED] Team Member

ADD-ON wonderful day. [REDACTED] Team Member

[REDACTED] TLANTIC REG

[REDACTED] s e SW Ses Sub Status : Needs

Investigation, SWIS Comments : The vehicle needs to be test driven to ensure that the vehicle is in blue cruise mode when the concern occurs.

CONCER [REDACTED] GTCGCOIS

[REDACTED] R RKS PERFECTLY FINE ON A BLUE CRUISE APPROVED ROAD. NEW PROBLEM DEVELOPED. WHENEVER I PUT THE VEHICLE IN REVERSE...MESSAGE APPEARS [REDACTED] ASSIST NOT AVAILABLE SEE MANUAL PINPOINT TEST W IN [REDACTED] ADS NOWHERE [REDACTED] ASSIST IS ON TRACTION ASS [REDACTED] S ON PARKING AT [REDACTED] HE DOORS ARE CLOSED FOUND [REDACTED] THERE IS NO UPDAT FOR THE [REDACTED] I DID PERFORM ALIGNM [REDACTED] CAMERA ALIGNMENT, AND [REDACTED] CONFIGURATON TH PROBLEM IS [REDACTED] E. I AM TOTALLY LOST ON [REDACTED] IS VEHICLE....NEEEED HEEEEELP

RECOMM [REDACTED] - [REDACTED]

[REDACTED] B Message c be

tes/programming completed. The message can be due to DTCs or if the vehicle has not been driven after programming or an update. When reviewing the connected vehicle data, it is seen that there are multiple DTCs reported earlier in the day. Most of the DTCs are suspected to be due to an update, clear out DTCs with [REDACTED] and then take the vehicle on a short test drive. After the test ve, ensure that the DTC did not return. If any return aside from [REDACTED] DTCs [REDACTED] and [REDACTED], then they will need to be diagnosed. If no s retu if 1 [REDACTED] DTCs are setting, then take the vehicle on another drive and ensure [REDACTED] at the vehicle is driven straight at a speed [REDACTED] with little to no steering input for [REDACTED] o that is flat and smooth. Once driven, [REDACTED] in reverse and determine if the message is still present. If it is, then Reset the [REDACTED] values and then the [REDACTED] values using [REDACTED]. Once reset, carry out [REDACTED] alignment proced During the [REDACTED] lignment, ensure that NO i [REDACTED] lected when asked if you want to [REDACTED] the current wheel arch heights. Enter the LH front and RH front wheel arch heights and then complete the alignment. Once the [REDACTED] alignment is complete, carry out the [REDACTED] alignment. Once th [REDACTED] mera alignment is complete, then driv [REDACTED] cle on a flat/smooth road [REDACTED] with little steering input for [REDACTED] at [REDACTED] seconds o [REDACTED]

[REDACTED] - [REDACTED]

[REDACTED] s Necessary WIS b

Technical, SWIS Comments : SWIS unable to be used due to vehicle needing to be driven

CONCER [REDACTED] GTCGCOIS

[REDACTED] O THE [REDACTED] VALUES THERE IS [REDACTED]-RESET THE POWER STEERING CONTROL MODUL VE TRIED THIS SEV TIMES AND IT FAILS. I BELIEVE THIS PROCEDURE IS TO UNLOCK A FROZEN MODULE. I HAVE TRIED EVERYTHING YOU SUGGESTED, EXCEPT CHANGING WHEEL ARCH HEIGHTS. HOW IS

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

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

THAT DIMENSION MEASURED?

THAT DIMENSION MEASURED?

RECOMM [REDACTED]
[REDACTED] s
e for measuring the wheel arch height. Run through the alignments
recommended after the [REDACTED] learned values reset and then drive the
vehicle as outlined. O [REDACTED] done, determine if the message is still
present. [REDACTED]

ADD-ON [REDACTED]
[REDACTED] s
Technical, SWIS Comments : General question. Still needing to follow
previous direction [REDACTED]

CONCER [REDACTED] GTCGCQIS

[REDACTED]

Symp. Verif?: [REDACTED] 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

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

[REDACTED]

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R [REDACTED] - - -
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]

01/07/2022 08:42:38 (Eastern Daylight Time)



CQIS Report Number: [REDACTED] Program Type: Q Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E, SELMD-N, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 2 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] LIGHTING/GLASS/VISION WINDOWS/GLASS
[REDACTED] POWER FUNCTION

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

Causal Component: [REDACTED] SWITCH ASY-WINDOW RE
Causal Factor: [REDACTED] eature: 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 [REDACTED] [REDACTED]
[REDACTED] T EN USING AUTO TOUCH ROLLING UP ON DRIVER FRONT
WINDOW, WINDOW WILL INTERMITTENTLY GO ALL THE WAY DOWN BY ITSELF,
CHECK AND ADVISE
TECH/C [REDACTED] [REDACTED]
[REDACTED] C S CONCERN OF DRIVER FRONT WINDOW BOUNCING BACK. RAN
[REDACTED], NO TSBS OR SSMS FOUND. REFERRED TO WORKSHOP [REDACTED] PPT
[REDACTED]: YES, RKE WORKS OK. WORKSHOP STATED TO PERFOR [REDACTED] OW
INITIALIZATION.
AUDIT [REDACTED] [REDACTED]
[REDACTED] 4G

----- [REDACTED] -----
Intermittent?: Come Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

----- [REDACTED] -----
Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	[REDACTED]	SERVICE	SWITCH ASY-WINDOW RE	YES

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

CQIS Report Number: [redacted] Program Type: Q Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] Report Date: [redacted]

Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

Engine: ELECTRIC MOTOR [redacted] - - - E N G I N E - - - : EN C19 [redacted]
Bld Dt: [redacted] Cal [redacted]
Serial #: [redacted]

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

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????
Paint : [redacted]-???????????????????????????????????? VAPOR BLUE/WHISPER BLUE

----- [redacted] I [redacted] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

----- [redacted] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	DRV PERF		[redacted]

--- [redacted] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
DISENGAGE/DROPOUT

Additional Symptom: Cruise Control Inop

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 1

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

--TYPE--
CONCER

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
a p n of icl nce er
states vehicle forward collision not available Please list
any diagnostics already performed: performed self tests Parts
Replaced: none Your Question: had [REDACTED], cleared all
codes, has no codes after clearing [REDACTED] cannot verify this
complaint before or after repair. how ever while driving the neither
the regular or adaptive cruise control will work. when letting off the
accelerator pedal the brakes apply by their self all the time. not
quite understanding what is going on here... i have performed testing
per symptom chart for cruise control inop but it passes all testing.
need some thoughts. If you look at vha info you will see the codes.
Just remember they are not coming back and everything passes testing.
also i programmed the gsm, sccm, and 1 other module that i forget what
it was.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
k b hemse s t lik that
customer is driving in [REDACTED] drive mode. This feature is
selectable in the screen wh [REDACTED] s the vehicle to have a longer
range with regenerative braking being engaged as soon as the
accelerator is released. As far as having the cruise controls
inoperable, it would be advised to follow [REDACTED] A in [REDACTED]
to try and determine a root cause for the [REDACTED] cern.
likely has you check it but be sure to check what cruise control the
customer has active by checking the cruise control information
selected in the center display screen as well. Thank you, [REDACTED]

CONCER

[REDACTED] GTCGCQIS
i test E for the adaptive cruise control not
available. ppt [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] -YES. THE ONLY THING IS
WHEN I DID PINP [REDACTED] TE [REDACTED] I [REDACTED] N [REDACTED] VE [REDACTED] E CODE THAT IS IN THE
PINPOINT TEST. BUT IT DID ET A [REDACTED]. I DID THE TSB FOR CODES
LISTED IN THE IPMB [REDACTED] SO [REDACTED] NOT LET ME UPDATE ANYTHING.
NOW IT SAYS FRONT C [REDACTED] TEM FAULT AND PRE-COLLISION WARNING WHICH

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

IS WHAT IT CAME IN FOR ORIGINALLY [REDACTED] AND WHEN I DID THE TSB

IS WHAT IT CAME IN FOR ORIGINALLY [REDACTED] AND WHEN I DID THE [REDACTED]
[REDACTED] IT PROGRAMMED ALL THE MOD [REDACTED] ED IN THE TSB, [REDACTED]
[REDACTED] D [REDACTED]. I ALSO DID THE CAMERA ALIGNMENT AND ALL CO [REDACTED] WE AWAY
[REDACTED] DROVE IT [REDACTED] AND NO CODES BUT THE ADAPTIVE
[REDACTED] S NOT AVAILAB [REDACTED] OT THE CODES PROVIDED IN PHOTO AND
THE FRONT CAMERA SYSTEM FAULT WARNING, PRE-COLLISION NOT AVAILABLE
WARNING. I AM SO LOST AT WHY RE-ALIGNING THE CAMERA A [REDACTED] MADE
ALL THIS STUFF HAPPEN. I AM CHARGING THE CAR OVER THE [REDACTED] AS IT IS
AT 10% RIGHT NOW. LET ME KNW WHAT YOU THINK PLEASE

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] e [REDACTED] t g and e i mat i i
[REDACTED] s as if it is pointing toward a [REDACTED] concern. Please for the
appropriate PPT for the [REDACTED] codes [REDACTED] in [REDACTED] and [REDACTED] in
[REDACTED]. If t [REDACTED] codes [REDACTED] t le t solut please
[REDACTED] sults for these codes and I will review and get back
with you on [REDACTED] as I am out of office on [REDACTED]. Thank you,
[REDACTED] - [REDACTED]

CONCER

[REDACTED] G CQIS
[REDACTED] r [REDACTED] per your request for codes. I got rid of [REDACTED], but
still have [REDACTED]. I performed ppt r in shop manual, i put [REDACTED] n
alignment m [REDACTED] t and drove it and it completed on fdrs but camera
system fault on ip is still on and will not clear off. still has code
[REDACTED]. Is this code being set by the camera or the ipma? where do
me to go to next. i see [REDACTED] and have already
programmed all these modules. i a [REDACTED] but that is only
for code [REDACTED] i have [REDACTED]

RECOMM

[REDACTED] t [REDACTED] the
[REDACTED] edure in [REDACTED] >desc ion and operation needs to be
completed. We typicall [REDACTED] unter this code when all alignment
procedures are not completed. I understand that you have already
reviewed [REDACTED], however, we will want to revisit it and perform
[REDACTED] dure in the exact order as outlined. Start by
[REDACTED] learned values through [REDACTED]. Since the [REDACTED] is
already at the [REDACTED] est level, next complete [REDACTED] alignm
procedure that has you drive the vehicle as out [REDACTED] d in the [REDACTED]
Following the [REDACTED] alignment procedure, complete the [REDACTED] - [REDACTED]
view camera al [REDACTED] ent. After it completes then run th [REDACTED] st
[REDACTED] Cluster (IPC) configuration application. Once the configuration
etes then test drive the vehicle to confirm the he [REDACTED] CAMERA
MALFUNCTION - SERVICE REQUIRED message in the IPC disapp [REDACTED]. If the
message still does not clear then replace the front facing camera and
reattempt the [REDACTED] alignment procedure. [REDACTED] [REDACTED] [REDACTED]

CONCER

[REDACTED] GTCGQIS
[REDACTED] requested for the [REDACTED] and still same results. i
have already done what [REDACTED] sugge [REDACTED] already, but that is
ok, i did it for a [REDACTED] I did it i [REDACTED] ame order as he
requested. still sa [REDACTED] t. ordered camera.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED], Thank you for letting us know that the alignment procedures were

[REDACTED], Thank you for letting us know that the alignment procedures were
mpted, and the concern was still present. Once the camera is
installed and all installation procedures are followed according to
the [REDACTED], re-evaluate the concern and update this form with the
resu [REDACTED]. Thank you, [REDACTED] - [REDACTED]

CONCER [REDACTED] G [REDACTED] IS [REDACTED]

[REDACTED] a in and installed it. I cleared codes, cleared ipma
learned values, test drove per fdrs and tried to align camera. It
shows completing on the fdrs, but the message center still says front
camera fault service required. it changed the code though, its a
[REDACTED] and not a [REDACTED] as previous. i do not know what else to do
s damn car. call me [REDACTED] as I am struggling hard.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]

[REDACTED] e s ll ta d a ov e n
the modules are up to date, then try and perform the alignment
procedures if that doesnt work let me know and we will look closer at
the IPMA coax and perform testing. Thank you, [REDACTED] - [REDACTED]

CONCER [REDACTED] GTCGCQIS [REDACTED]

[REDACTED] e odules and just had the gfm module pop back up. all
modules are up to date. I then cleared all codes, re-ran a network
test and all passed. i relearned the ipc configuration, and the ipma
configuration. i then drove it in alignment mode for the camera and it
programmed and the light went off. i tried the cruise control and it
worked , for [REDACTED] then a message popped up that said stop
safley. then [REDACTED] em fault message came on and i pulled back
into the shop and the camera fault message went off. the stop safley
stayed on. i re-ran self test and the only code i had was a u101e in
the sobdmc. i performed the pinpoint test and it shows no fault. i
dont kow what to do now, this thing is becoming a nightmare. i did the
on the on demand test to the gsm and it passes. it tells me there is
nothing wrong and then the code clears off and when i disconnect the
fdrs to go drive it the stop safely light comes back on, then it has
the same code in the sobdmc and it is an on demand code. its weird
because when i get out of the test the sobdmc turns green and the code
is gone but the message is still there.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]

[REDACTED] r ion. [REDACTED] loo ike [REDACTED]

age came about after the GSM was updated. Please proce
mentioned to perform a PMI on the GSM and re-evaluate. If that concern
is still present, please disconnect the [REDACTED] battery. Then
reconnect and see if the [REDACTED] code clea [REDACTED] doesnt return. As far
as the [REDACTED] code retu [REDACTED] please verify ride height as mentioned
and fur [REDACTED] earch is being conducted. Thank you, [REDACTED] - [REDACTED]

[REDACTED] GTCGCQIS [REDACTED]

[REDACTED] a [REDACTED] brand after market windshield installed. replaced
windshield with [REDACTED] brand windshield and all modules programmed.
cruise control a [REDACTED] luecruise working to designed intent after
windshield replacement.

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

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

--TYPE-- COMMENT TEXT
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] k h d ing tha he ern
installation of an aftermarket windshield and installing the
correct windshield resolved the issue.

----- C [REDACTED] -----

----- D [REDACTED] -----
Symp. Verif?: [REDACTED] 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

----- I [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #:

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

Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shft: [REDACTED]

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

Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: SHOP FOREMAN
Phone :

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] Y -----

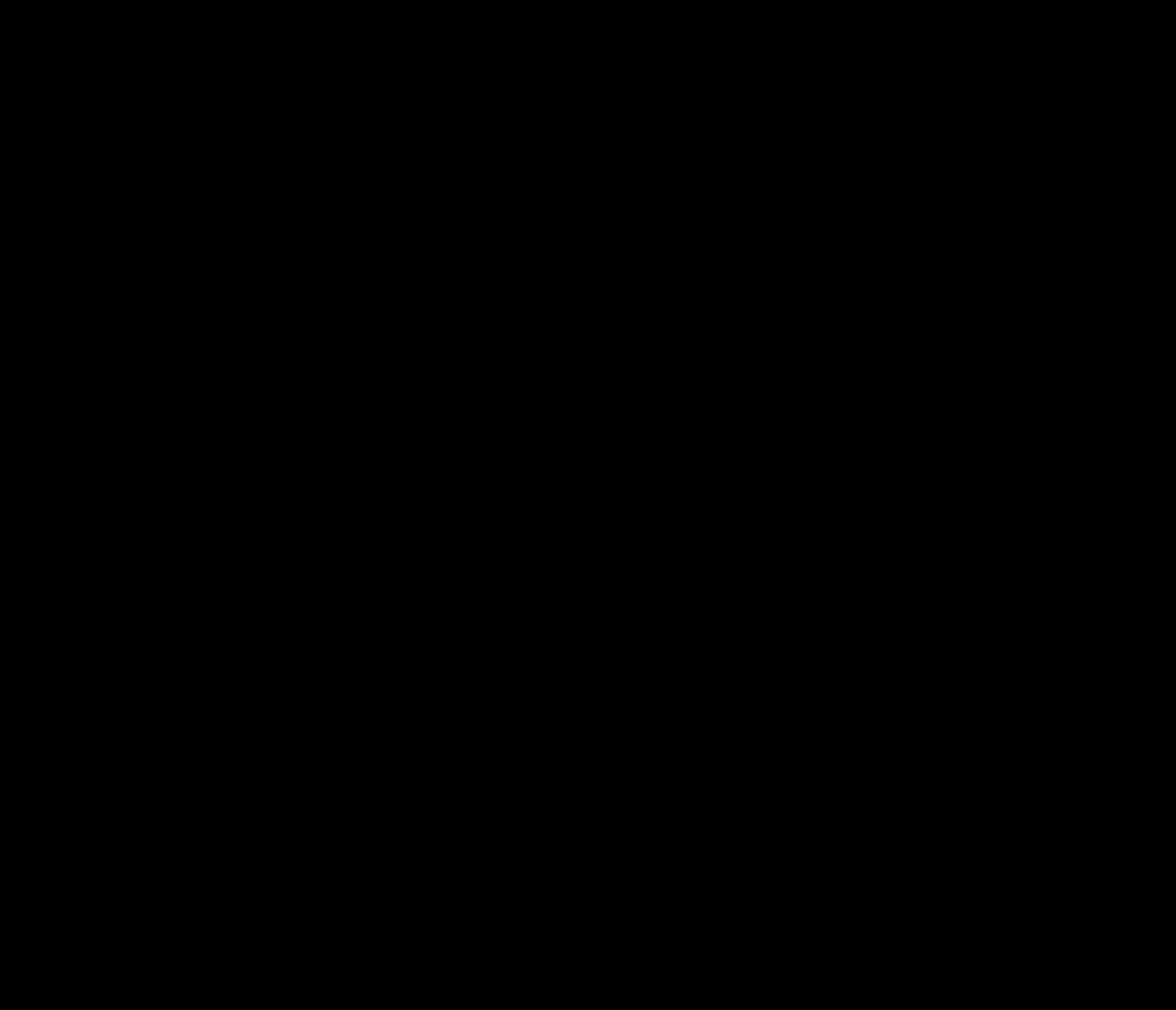
Date	CQIS Report #	Pro Type	Sym Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	CREDSR	[REDACTED]		[REDACTED] [REDACTED]

--- S [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				2 2	V	W	13 G 439	



VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION FORWARD SENSING
PERFORMANCE 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 (%):

--TYPE--
AUDIT [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] CUSTTh
[REDACTED] yback for his
vehicle. Current Concern : warning Message came on the vehicle.
telling the customer to slow down and to not drive the vehicle. The HV
contactor warning as stated in the [REDACTED] recall. The customer is a
Service Director at [REDACTED]. T cident happened [REDACTED].
The customer also ha [REDACTED] frozen screens Inquiry C
Template:VIN# [REDACTED] e? buyback request VEH.at the
Dealership: [REDACTED] YESYear of VEH: [REDACTED] WSD:
[REDACTED] 21Mile [REDACTED] : 76Transfer to Concern: YE cern Agent
[REDACTED] Customer Relationship
Center
[REDACTED] to
[REDACTED] ce -Case MP P.
[REDACTED] -CaseComments.txt t [REDACTED] cleConcern.t txt OutboundSeq.txt I
INQUIRY AGENT PLEAS NOT REFER THE CUSTOMER TO ME FOR A CASE
THAT WAS CREATED OR WORKED ON BY ME** PLEASE CREATE A NEW CASE &
ASSIST THE CUSTOMER** DO NOT REOPEN CLOSED INQUIRY CASES**
[REDACTED] COME [REDACTED] CUST HAS TOOK IT IN TO THE [REDACTED] FOR
F UES AN FEEL SAFE IN IT AND I SUBMI D ACK
FOR HIM.
To [REDACTED]
[REDACTED] in progress
vehicle is down, please confirm if FSAs will be
performed.21S42PANORAM MIC ROOF GLASS RESEAL21C22WINDSHIELD GLASS
RESEAL22S41<label style="box-sizing: border-box; max-width: [REDACTED];
display: inline-block;
[REDACTED] Emailed CXS - requesting to ask customer INTAKE questions.Is vehicle
primarily for Personal or Business? -Vehicle Use /
Purpose IF BUSINESS, how many total vehicles are
registered to the Business in the State of [REDACTED]? IF BUSINESS, what
type of business? -Transport? Does vehi e have any Modifications

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
OR Aftermarket components? ____ (Ex: Oversize Tires, GPS, Alarms)&
OR Aftermarket components? ____ (Ex: Oversize Tires, GPS, Alarms)&
Goodafternoon bobbledid you see my buyback template in the case Yes
the car at dealer The vehicle is personal use No mod or aftermarket
Arrived at the dealer this last time [REDACTED] Dealership (if yes): [REDACTED]
[REDACTED] So the
part is i rocessed And the tech contacted a hotline for more help
and information. [REDACTED] experience specialist Phone
[REDACTED] ext [REDACTED]
[REDACTED] CXS o [REDACTED] h [REDACTED] t: [REDACTED]-[REDACTED]
stopped the part fr eing made due to a defect [REDACTED] t being
processed-Tech contacted a hotline for more help and info
Called [REDACTED], reviewed ROs with [REDACTED] advisor, added info to
GFR.NOT [REDACTED] is [REDACTED] mgr at dealer p
Case Analyst Initial R ew Complete. Transferring to [REDACTED] for Initial
Review.
Sent to [REDACTED] for update
Updated [REDACTED] ng for review
[REDACTED] review in progress
TIAL [REDACTED] Review Complete. TRANSFERRING BACK TO CASE ANALYST TO
MONITOR INAL REVIEW.
call the dlr check eng light start a hotline and ttest driving the car
to get the code back it happens when drive orver [REDACTED] adv me that
when are tiring to get the code to come back [REDACTED]
come [REDACTED] warrantable y tech has a clear p i
[REDACTED] S update: check Engine light on, start a Hotline, test
he car to get the code back. It happens when drive [REDACTED]
[REDACTED]. [REDACTED] advised that they are trying to get the code to come
h s a clear path to fix. warrantable repair.
Case Analyst Review Complete. Transferring to RES for Review
RES Review Complete. Transferring to COM for Final Review &
Processing.
APPROVAL UPLOADED TO PORTAL. TRACKING IS [REDACTED] WILL BE SENT
WITHIN THE NEXT [REDACTED]
Obc to cust [REDACTED] to [REDACTED] Regarding: about his bb
Information [REDACTED] was call to he cust about his bb was
approved and he should get a letter in the [REDACTED] next step set
up a new f/u [REDACTED] pv Team
[REDACTED] ext.
[REDACTED] re tring to duplicate the problem.
Customer has been contacted and RAV case is moving forward.

Sym. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN EH9 97
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? LUCID RED TC/RED CARPET TC

----- [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]
			AID/INFO			
			AID/INFO			
--- [REDACTED] ---				NONE		

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
							RENTAL	[REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: IPC update fails
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 [REDACTED]

STATES PERFORM [REDACTED] ease list any diagnostics already performed: AS
PER RECALL REPR [REDACTED] MODLES ON THE LIST THAT ARE AVAILABLE FOR
UPDATES. Parts Replaced: NONE Your Question: NO UPDATES TO GWM, TCU,
APIM. BEGAN REPROGRAMING WITH IPMA THEN [REDACTED]-PSCM AND CRM. FDRS TOOK ME
IN THAT ORDER. ATTEMP TO UPDATE IPC AS P [REDACTED]. WAS UNABLE TO
UPDATE VIA USB. FDRS STATED I CAN DO THE UP [REDACTED] A DLC WITH FDRS BUT
WAS ALSO UNABLE TO AFTER A [REDACTED]. NEED HELP UPDATING IPC TO
MOVE ON UPDATING MODULES AN [REDACTED]. IS THERE SOFTWARE UPDATE
ISSUES GOING ON?

RECOMM [REDACTED]

aining [REDACTED] throughout the entire programming
process (via atte [REDACTED]) and the FDRS being used is updated to
[REDACTED]. Also, FDRS will require a good internet connection. To help
his, it would be recommended to hardwire the internet connection
if possible and not already done so, or move as close to the Wi-Fi
router as possible. You could also connect to an alternative internet
source such as a mobile hotspot and reevaluate the concern. If the
same error is encountered, ensure the IPC is able to pass a network
test and that there are no DTCs setting in any modules which may
indicate an IPC communication fault. A module must be properly
communicating for any programming to take place. If no faults are
found, attempt programming using a different FDRS that has never been
connected to this vehicle previously. This will rule out a fault with
the FDRS being used. If additional assistance is requested, please
call the [REDACTED] at [REDACTED]
[REDACTED] What I See [REDACTED]
</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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
target=_blank
target= blank
href=https://m.youtube.[REDACTED]
[REDACTED] link>SWIS How-To Videos
or contact <A target= blank href=mailto:[REDACTED]
target= blank>[REDACTED]
this web form [REDACTED] your cell number. [REDACTED]
Technical Assistance Team Member [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC [REDACTED] 4 Tag: [REDACTED] 97
Bld Dt: [REDACTED] lb:
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????????????????----- LUCID RED TC/RED CARPET TC

----- 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: [redacted] - TECH [redacted] Report Date: [redacted]

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

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted]

Specialist's
Name : [redacted]

-----						-----	
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

--- S U [redacted] U R [redacted] Y: NATIONAL HOTLINE SURVEY [redacted] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
				1	01			
				2	82		RENTAL	[redacted]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION [REDACTED] CRUISE/ACTIVE GLIDE
NOT LISTED OWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]

[REDACTED] s descr
PERFORMED [REDACTED] ase list any diagnostics already performed,
including [REDACTED] f any TSB, GSBs or Pinpoint Test BCE TESTS, ALL
PASSED Parts Replaced, including service part number if available NONE
What is the level of the scan tool being used? Are any error messages
noted? [REDACTED] Your Question: I PERFORMED [REDACTED] CRUISE
UPDATES [REDACTED] E TROUBLE BUT I DID GET ALL [REDACTED] P [REDACTED] D
SUCCESSFULLY. I HAVE ENSURED ADAPTIVE CRUISE CONTROL IS TURNED ON AND
LANE CENTERING WITH HANDSFREE IS TURNED ON. I HAVE ENSURED HANDSFREE
DRIVING MODE AVAILABLE SHOWS A DATE OF [REDACTED]. WHEN ROAD TESTING
VEHICLE, ON SAME ROUTE I HAVE ROAD TEST [REDACTED] L OTHER [REDACTED] CRUISE
VEHICLES, VEHICLE NEVER GOES INTO HANDSFREE MODE. I HAVE [REDACTED] D OTHER
REPORTS, SO I UPDATED EVERY MODULE IN VEHICLE, I UNINSTALLED FDRS AND
REINSTALLED, I PERFORMED PMI ON [REDACTED], I HAVE OPENED NEW SESSIONS, I
HAVE PERFORMED MULTIPLE [REDACTED] RES [REDACTED] ALL MODULES ARE UP TO DATE, ALL
[REDACTED] CRUISE INFO IS SHOWN [REDACTED] UP TO DATE, [REDACTED] CRUISE WILL NOT ENGAGE
IGHWAY WHERE OTHER [REDACTED] CRUISE VEHICLE [REDACTED] O. IS THIS NORMAL FOR
THIS VEHICLE OR DO I HA [REDACTED] CRUISE CONCERN. THANKS

RECOMM [REDACTED]
[REDACTED] size=3>
>The [REDACTED] has
dete ned that a follow-up is necessa [REDACTED] his
customers issue. Our Customer Handling Team
will contact you and/or the Service Manager, either by phone or by
updating this form within [REDACTED] to obtain additional
information and provide re [REDACTED] assist in resolving the
customers concern.</p>

ADD-ON [REDACTED]
[REDACTED] a very st
document and still do not have the hands free option. Escalating as
outlined in the concern document.
ADD-ON [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Reason For Escalation : Supervisor Recommendation

RECOMM Reason For Escalation : Supervisor Recommendation

[REDACTED] i programming that a relevant modules are updated to the latest level in accordance with the [REDACTED] technical bulletin. We also reviewed the DTCs stored by the vehicle going to PTS > Connected Vehicle > Connected Vehicle Home. We see that the Camera Module (CMR) was storing DTCs [REDACTED], [REDACTED] and [REDACTED]. The CMR module is responsible to monitor the driver's eyes and ensures that they are watching the road, a critical input to the [REDACTED] and hands free driving feature. We suggest road testing the [REDACTED] module again. When completed, run the On-Demand DTC self-test on specifically the CMR module. Diagnose any stored DTCs. If no CMR module DTCs are found via the On-Demand DTC self-test, we suggest also self-testing the PCM, PSCM, GWM, APIM, IPMA and ABS modules. Diagnose any DTCs stored in these modules, as they too have critical inputs to make the [REDACTED] feature operational. Thank you, [REDACTED] Module Programming

[REDACTED] GTCGCQSP

[REDACTED] RED THE CMR DTCs AND RETESTED PER [REDACTED] AND ALL PASSED. PER YOUR REQUEST WITH NO DTCs PRESENT IN ANY [REDACTED] I ROAD TESTED VEHICLE AND ATTEMPTED TO USE BLUE CRUISE HANDSFREE, WHEN I RETURNED TO THE SHOP I CHECKED FOR ALL CMDTCs AND SELF TESTED CMR, PCM, PSCM, GWM, APIM, IPMA, ABS. ALL PASS ON DEMAND SELF TESTS. ABS WILL SET DTCs [REDACTED] AND [REDACTED] WHEN SELF TESTING PSCM AND IPMA, BUT ABS PASSES ON DEMAND COD [REDACTED] CLEAR. THE ONLY CMDTCs FOUND AFTER ROAD TEST ARE IN THE GFM, [REDACTED] AND [REDACTED], AND THEY ARE NOT LISTED UNDER TO GFM DTC CHARACTERISTICS. NEXT STEP?

RECOMM [REDACTED]

[REDACTED] that the [REDACTED] update do not have codes setting in them. We have continued to work with the teams associated with [REDACTED] and they have identified an issue with the [REDACTED]-A information [REDACTED] MA information was corrected and is available to [REDACTED]. The next step to enable [REDACTED] would be to uninstall [REDACTED], [REDACTED] stall it at the latest [REDACTED] run the [REDACTED]-A Configuration application. Then use [REDACTED] to run the [REDACTED] Reset [REDACTED] and drive the vehicle to verify [REDACTED] is working. At this time, it is suspected that the codes in [REDACTED] are setting falsely and can be ignored at this time. [REDACTED]

[REDACTED] Module Programming Specialist

[REDACTED] GTCGCQSP

[REDACTED] REINSTALLED [REDACTED], I DOWNLOADED AND RAN THE [REDACTED]-A CONFIGURATION APPLICATION AND [REDACTED] T APIM [REDACTED] AS INSTRUCTED, [REDACTED] D THEN ROAD TESTED VEHICLE. BLUE CRUISE STILL DO [REDACTED] T ENGAGE. NEXT STEP? THANKS

RECOMM [REDACTED]

[REDACTED] n for the [REDACTED]

[REDACTED] ars that [REDACTED] did not use the corrected information during the last configuration attempt. The As-Built for the IPMA has been reset

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
again. It is recommended to locate an FDRS that has not touched the
again. It is recommended to locate an FDRS that has not touched the
vehicle before and use it to run the IPMA configuration again. Then
run the SYNC Reset [REDACTED] and check the operation of hands free
driving. [REDACTED] gramming Specialist
CONCER [REDACTED]
[REDACTED] E S, I PERFORMED THE IPMA CONFIGURATION,
RESET [REDACTED] AND ROAD TESTED VEHICLE, DURING ROAD TEST BLUE CRUISE
ACTIVA F LY [REDACTED] THEN WOULD NOT ENGAGE ANY MORE. I
WENT AHEAD AND CONF [REDACTED], AND [REDACTED] SINCE THEY PROGRAM AFTER
THE IPMA WHEN PERFORMING [REDACTED]. TER CO URING THOSE MODULES, I
FOUND THAT THERE WERE SOF [REDACTED] UPDATES AVAILABLE FOR [REDACTED], [REDACTED], AND
[REDACTED], I REPROGRAMMED [REDACTED], THEN [REDACTED], ANOTHER [REDACTED] DA HOWED,
I PERFORMED THAT AT [REDACTED] D NO MO UPDATES WE HOWN, I THEN
RESET [REDACTED] AND ROAD TESTED VEHICLE. BLUE CRUISE NOW OPERATES
NORMAL T FOR THE HELP Dealership selected No Reply Required
when submitting these comments.
CONCER [REDACTED]
[REDACTED] R TIONS, UPDATED ALL MODULES SHOWN AFTER IPMA
CONFIGURATION, BLUE CRUISE NOW OPERATES

----- S -----
----- G N O [REDACTED] O R M [REDACTED] O N -----
Symp. Verif?: [REDACTED] se of D [REDACTED] vel of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

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

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR [REDACTED] I N E - - - : EN EJ9 9U
Bld Dt: [REDACTED] Cal
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]

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

Serial #:

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- LUCID RED TC/RED CARPET TC

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

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Cant complete [REDACTED]
Other Veh. With Concern: [REDACTED] Se [REDACTED] y Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] ([REDACTED]) [REDACTED] REG
[REDACTED] a [REDACTED] cr
ENABLE BLUECRUISE list any diagnostics already performed,
including results of any TSB, GSBs or Pinpoint Test [REDACTED] Parts
Replaced, including service part number if available [REDACTED] DRIVE What is
the level of the scan tool being used? Are any error messages noted?
FDRS [REDACTED] Your Question: attempted to performed [REDACTED].
was a [REDACTED] pma, pscm, and cmr. IPC and [REDACTED] modu
will not program. ipc [REDACTED] through usb. and [REDACTED]
via CAN communication [REDACTED] ys popping up fail
attempted [REDACTED] via usb [REDACTED]. no status display on screen when
usb drive [REDACTED] n. there [REDACTED] modules than [REDACTED] and ipc that
state sw downloads availabl [REDACTED] further assit [REDACTED]. possible data
issue? or software conflicts?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] REG
[REDACTED] e [REDACTED] t
[REDACTED] system to operate properly are the IPC and [REDACTED]. All of the
[REDACTED] e modules are unnecessary to update for [REDACTED]. Please
ensure that the following list of programming stip [REDACTED] s met
before our next attempt. The bolded bullet points are typically the
problem causers of the group: Latest FDRS Level & VCI Manager Level
Battery health (test with [REDACTED] or [REDACTED]
Set Charger to Maintain [REDACTED] Vehi [REDACTED] ry
SOC at or [REDACTED] Full [REDACTED] battery, disconnect
charger, t [REDACTED] t app in FDRS)< [REDACTED] Remove All Aftermarket
Electronics Intern [REDACTED] Connection (Strong Connection/Fast Internet)
[REDACTED] USB Drive formatted exFAT The [REDACTED] may require an extra step
[REDACTED] ell listed in [REDACTED]. The techni [REDACTED] info states that if the
[REDACTED] or TCU fail t [REDACTED], use the Module Update Repair with the
of <A target= blank
href=[REDACTED]Transport?link=0
[REDACTED]&am [REDACTED] ally corrupt
[REDACTED]ftware. When doing the Module Update Repair, we will get [REDACTED] of
[REDACTED] per FDRS: This TSB does not apply. This means e

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
update is failing for reasons other than corrupt software. A mention
update is failing for reasons other than corrupt software. A mention
of USB or Fastboot. This means we should be using the USB Adapter
Recovery Method. Mention of [REDACTED]. This means we should be using
the [REDACTED] Adapter Recover [REDACTED]. Be sure if we get prompt 2 or 3
we a [REDACTED] only the adapters and connectors listed in the Special
Tools section of the TSB as they have been proven to work across all
vehicle lines that require the Module Update Repair. Once we complete
the IPC and GWM updates, we can them move forward with the technical
info listed in [REDACTED]. Thank you! - [REDACTED]
Assistance [REDACTED] /

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN C29 9S
Bld Dt: Calb:
Serial #: [REDACTED]
- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- LUCID RED TC/RED CARPET TC

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MTRESET
									OSP PATSKEY
									RENTAL RENTAL
									[REDACTED]
									BAG [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG [REDACTED] E,SEL AWD, [REDACTED] ,SEDAN VIN: [REDACTED]
Engine : ELE C MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: bluecruise/frunk 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 [REDACTED] ([REDACTED] [REDACTED] ATLANTIC REG
[REDACTED] d ion veh e concern
customer stste e cruise and front collision warning disable at
times Please list any diagnostics already performed, including results
of any TSB, GSBs or [REDACTED] Test FDRS TEST [REDACTED] AND [REDACTED]
CLEARED THESE CODES DID NOT RETURN s d, i
service part number if available NONE What is the level of the scan
tool being used? Are any error messages noted? FDRS IS AT THE LATEST
LEVEL... Your Question: PERFORMED ALL UPDATES ON SYSTEMS LISTED
IN [REDACTED] NOW HAVE FRUNK ERROR AND ON ROAD TEST WHICH HAVE
BEE E [REDACTED] WHEN IN BLUECRUISE MODE THE HANDS OFF WHEEL
THAT USUAL THE [REDACTED] ON THE LEFT SIDE NEVER APPEARS TO TELL
YOU THAT YOU CAN REMOVE HAND ROM STEERING WHEEL AND WHEN DRIVING IN
BLUECRUISE THE BUBBLE WILL APPEAR WITH THE HAND ON THE BOTTOM OF THE
STEERING WHEEL WHICH LETS ME KNOW THAT BLUE CRUISE IS IN OPERATION
, WITH THE CRUISE CONTROL SET AND DRIVING ON HIGHWAY FOR A [REDACTED]
AT TIMES THE BUBBLE WILL GO AWAY AND TURN A DIFFERENT COLO
DISCONNECTED THEN THE BUBBLE WILL COME BACK AND THE CRUISE HAS NEVER
DROPPED OUT ,THIS HAS ONLY HAPPENED [REDACTED] SINCE WE HAVE UPDATED EVERY
MODULE IN VEHICLE AND PMI THE [REDACTED] C TED THE [REDACTED] AGAIN AND
VERIFIED THE SYSTEMS WERE WORK WHAT DIRECTION S D I GO NOW !!
THE FRUNK ITEM APPEARS TO HAVE NO [REDACTED] YET AND IM NOT SURE ABOUT
BLUECRUISE CONCERN WITH THE DROP O AND THE STEERING WHELL NOT
APPEARING ON THE LEFT OF THE [REDACTED] NOTE I HAVE PERFORMED THE APIM RESET
ON THIS MODULE

RECOMM [REDACTED] ([REDACTED] [REDACTED] ATLANTIC REG
[REDACTED] e Hom b w in PTS,
Eng ring is aware of the Frunk, System Fault, Service Required
message and is investigating this concern. Please continue to monitor
[REDACTED] for updates regarding this issue to make their way down the
ine. In regard to the BlueCruise concern this vehicle is
experiencing, we recommend completing ppt Q from [REDACTED] of
the [REDACTED]. After completing the direction provided is
reco nded to reevaluate the concern. If further assistance is

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
required for this vehicle, please update this form with the results to
required for this vehicle, please update this form with the results to
of the rpt. [REDACTED]
ADD-ON [REDACTED] NTIC REG
O N o e p amming concerns
noted. Adaptive cruise and front collision faults suspected to be
present.
CONCER [REDACTED] GTCGCQIS
determine if the HIGHWAY ASSISTANCE FEATURE IS
TURNED ON AS WHEN I PUT THIS TERM IN THE SEARCH BAR OF THE OWNERS
[REDACTED] IT GIVES A ANSWER OF THE [REDACTED] WHICH I AM
S NOT IN THE OWNERS [REDACTED] L THE CRUISE
CONTROL IS WORKING FINE AN [REDACTED] LANE KEEPING IS WORKING FINE SO FOR [REDACTED]
IM NOT SURE WHAT IS THE ANSWER Q2 [REDACTED] TEST FINE ALL MODULES
RESPONDED Q3 NO CODES IN [REDACTED] Q4 N [REDACTED] S IN C-CM [REDACTED] THIS MODULE DOES
NOT APPEAR IN THE LEFT SI [REDACTED] ENUE OF THE FDRS OR I [REDACTED] T LISTED ANYWHERE
IN THE OTHER MENUES BUT ON [REDACTED] WHEN CLEARING ALL DTC CODES THEIR ARE NO
CODES IN ANY MODULES AT THI [REDACTED] TIME AND IT DOESNT SHOW UP IN THAT MENUE
EITHER ... IM NOT SURE YOU ARE UNDERSTANDING MY QUESTION SO I WILL
REFRASE IT .WHEN TURNING ON THE LANE KEEPING AND CRUISE CONTROL THE
BLUE BUBBLE SURRONS THE CAR IN THE IPC ... THEN WHEN DRIVING THE
BUBBLE HAS A STEERING WHEEL IN THE BOTTOM WITH [REDACTED] ON IT ... WHEN
DRIVING I NEVER GET THE MESSAGE THAT I CAN RELE [REDACTED] STEERING WHEEL
WHICH SHOULD SHOW UP ON THE IPC ON THE LEFT SIDE ... AS I AM DRIVING
THIS IS THE PROBLEM .WHEN DRIVING AND ALL COMPONENTS ARE WORKING
,MOMENTARLY FOR [REDACTED] WILL SAY DISCONNECTED THEN
IT WILL COME BAC [REDACTED] ED ... SO I THINK IT IS A
SOFTWARE CONCERN OF SOME KIND AS IT ONLY HAPPENS IN THE BLINK OF AN
EYE ,, I AM GOING ON A ROAD TEST AGAIN TO SEE IF BY CHANCE ANYTHING
MAY HAVE CHANGED !!!!
RECOMM [REDACTED] - [REDACTED]
[REDACTED] k n tact in [REDACTED]
a plea [REDACTED] to help. Ok , let s start by saying that [REDACTED] is the
intelligent version a Hands Free version of the ada
control. You are correct on your thoughts that the information that
was found on the owner's manual is is not the information that you
need. [REDACTED] Q evaluates adaptive cruise control performance, if the
adapti [REDACTED] cruise is disabling at times, this [REDACTED] will help to evaluate
the concern. However, after review vehicle e [REDACTED] pment (double click on
VIN) it was detected that this vehicle is not equipped with blue
cruise feature. The blue bubble with the steering wheel with [REDACTED]
icon indicates that the driver needs to put its hands on the
wheel. If the concern appears only for [REDACTED] and no DTCs are
detected it is possible that the concer [REDACTED] ted to module
software, so we recommend to check for any new module upates and
apply. Please let us know your findings. Thank you, we will be glad to
assist if further assistance is needed. [REDACTED]
[REDACTED] Technical Support Anal
[REDACTED] GTCGCQIS
T CANCELED WHEN I SEE THE MESSAGE AND IT ONLY HAPPENS

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
FOR ABOUT [REDACTED] THEN EVERTHING RESUMES AS NORMAL !! I HAVE UPDATED
FOR ABOUT [REDACTED] THEN EVERTHING RESUMES AS NORMAL !! I HAVE UPDATED
EVERY MODU [REDACTED] IS IN THIS VEHICLE ,ON THIS ROAD TEST I RECIEVED A
MESSAGE FRONT CAMERA FAULT DID NOT SEE THIS ON OTHER TEST , [REDACTED] CODE
U3000:89 AND [REDACTED] SENT TO [REDACTED] WHICH I HAVE [REDACTED] ADY
PERFORMED AND [REDACTED] ALSO WHAT [REDACTED] H [REDACTED] EADY PERFORMED ..ANY
OTHER IDEAS WO [REDACTED] P SAW THIS [REDACTED] WHEN I WAS LOOKING FOR A
POSSABLE SOLUTION TO THE CANCEL IS [REDACTED]
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] k [REDACTED] r [REDACTED] W the 000 and [REDACTED] present
he [REDACTED] , if no done, perform PPT N in [REDACTED] agnosis
and tes [REDACTED] to determine the cause of the [REDACTED] fault is
found, refer to wiring cell [REDACTED] to make [REDACTED] n the ignition is in
start or run, there is full [REDACTED] ry volt at [REDACTED] , and the is less
than [REDACTED] when the ignition is off. If [REDACTED] is found, replace
the [REDACTED] eevaluate the concern. [REDACTED]

[REDACTED] GTCGCQIS
[REDACTED] M [REDACTED] AND START OVER WITH THE [REDACTED] !! SO FAR ALL IS
GOING OK!!! WILL [REDACTED] TE AFTER FINISHED AND ROA [REDACTED] ESTED
RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED]
[REDACTED] T [REDACTED] u [REDACTED] , t kno fu s ce
is n d. [REDACTED]

----- S -----

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] 9S
Bld Dt: Calb:
Serial #:

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

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A F T E R M A R [REDACTED] 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: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] ate [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AU2	[REDACTED]	DB	22P31B
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LJ9	[REDACTED]	J	999A
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	4	42	[REDACTED]	[REDACTED]	AP	999A

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] (FSE) [REDACTED] - [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] a [REDACTED] descr ion veh e concern
ROUTINE RECALL PDATE FOR BLUE CRUISE Please list any
diagnostics already performed, including results of any TSB, GSBs or
Pinpoint Test PERFORMED [REDACTED], AND [REDACTED], AND
[REDACTED]. Parts Replac [REDACTED] part lable
EPLACED What is the level of the scan tool being used? Are
any error messages noted? [REDACTED] WITH [REDACTED] Your Question: AFTER
PERFORMING [REDACTED] FOR B [REDACTED] DURING [REDACTED] D TEST FOUND BLUE
CRUISE NOT [REDACTED] S DESIGNED UPDATED THE FOLLOWING MODULES [REDACTED]
UPDATES HAD FAILED FOR APIM [REDACTED] GWM AND TCU. UPDATED THE
[REDACTED]-[REDACTED]-PSCM-CMR. THEN NO M [REDACTED] LES LISTED UPDATE FOR THIS [REDACTED] SO I
O [REDACTED] D [REDACTED] STARTING [REDACTED] WITH THE
PCM-SOBDMB [REDACTED] OBDM-BECM. THE [REDACTED] PROMPTED FOR AN UPDATE
UPDATED THE [REDACTED]-GVM-APIM THEN I PERFORM [REDACTED] UPDATING
OBCC-DCMH-RF [REDACTED] ROADTESTED VEHICLE TO VERIF [REDACTED] USE WITH NO HANDS
FREE OPERATION WILL ENABLE HANDS ON DRIVING BUT NO HANDS FREE VERIFIED
WITH [REDACTED] AND [REDACTED] NO [REDACTED] REQUIRED MODULES NEEDING
UPDAT [REDACTED] E [REDACTED] RO [REDACTED] STED [REDACTED] ME CONCERN PERFORMED [REDACTED]
CONFIGURING THE [REDACTED] TESTED SAME RESULT. CENTER STACK DI
SETTINGS SHOW HA [REDACTED] FREE ENABLED AND WHEN YOU LOOK UP THE APIM INFO
THE BLUE CRUISE DOESNT EXPIRE UNTIL [REDACTED]. THERE ARE NO DTCS
PRESENT. WHAT AM I MISSING ??

RECOMM [REDACTED] (FSE) [REDACTED] - [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] o [REDACTED] a was nd [REDACTED] he [REDACTED] ver and has
corrected. W [REDACTED] n close out of [REDACTED] and launch a new session
using the latest version of [REDACTED]. Ru [REDACTED] e [REDACTED] Configuration
Application to input this co [REDACTED] ted server [REDACTED] a into the module. Once
this is complete, there may or may not be new modules available for
update in the SW Update tab on [REDACTED]. If there are perform them as they
arise. Once this is complete, w [REDACTED] n retest operation. Thank you!
[REDACTED] <i>As your
deal [REDACTED] ee (SWIS) headset, if
additional technical assistance is required and a SWIS session would

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

be beneficial (live video or picture would help), click <A

be beneficial (live video or picture would help), click <A

[REDACTED] ntment a [REDACTED] representa will reach out you at the appropriate time. Ver the following prior to your appointment: Your See What I See [REDACTED] headset is charged, the headset is turned on, and is updated wi he latest software level. [REDACTED] TeamViewer login card is ready to scan (Contains unique d code & dealership name) The vehicle you are working on is in a bay with good Wi-Fi connectivity If the bullet points above are met, the [REDACTED] can [REDACTED], from [REDACTED], [REDACTED], E [REDACTED] br>

/A>

<A

ADD [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] c ec da [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] o e ry [REDACTED] ub Status :

CONCER [REDACTED] Contact. [REDACTED] Comm : 1

[REDACTED] GTCGCQIS
I OUT FDRS AND RELAUNCHED THE FDRS PROGRAM SELECTED
READ VIN AND GO. MY VERSION OF FDRS [REDACTED] 32.5.4 PERFORMED IPMA
CONFIGURATION NO ADDITIONAL MODULES OMPTED UPDATES. I WENT AND
PERFORMED ROAD TEST TO VERIFY BLUE CRUISE AND STILL DOES NOT WORK AS
DESIGNED. BACK AT THE SHOP I LOOKED AGAIN AT THE MODULES THAT NEEDED
TO BE UPDATED AND ARE LISTED AS FOLLOWS :DSM-HVAC-WACM-GSM. LOOKING AT
OTA DATA IT [REDACTED] SHOWING THAT THE APIM HAS FAILED AN OTA UPDAT AS OF
TODAYS [REDACTED] 344PM. THIS [REDACTED] THE [REDACTED] IT [REDACTED]
STATING [REDACTED] Status: TA Re LECT HE
APIM TAB ON F [REDACTED] DOES NOT SHOW A UPDATE AVAILABLE. I PERFORMED A
APIM CALIBRATION, AND A GWM CALIBRATION WITH NO UPDATES SHOWING. OTA
[REDACTED] STATING TARGET IDENTIFIERIS 8033 CURRENT SOFTWARE: [REDACTED]-JU
D AVAILABLE SOFTWARE [REDACTED]-JV . NOT SURE HO D
WITH THIS CONCERN

[REDACTED] DSTOKER2
[REDACTED] m to have further changes made to the vehicle data.
e monitor this form for further updates.

ADD [REDACTED] DSTOKER2
[REDACTED] s : [REDACTED] Not Necessary, [REDACTED] Session Sub Status :
Technical. [REDACTED] Co ts : N/A

CONCER [REDACTED] GTCGCQIS

[REDACTED] is vehicle has been rewritten a second

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

time. Perform the same procedure a [REDACTED] to ensure the updated
time. Perform the same procedure a [REDACTED] to ensure the updated
data is installed. Delete FDRS from [REDACTED] ter and download a fresh
install from PTS. Start a new session and run the Calibration tool on
the [REDACTED]. Perform another self-test afterwards to check for updates.
[REDACTED] has a list of locations to test [REDACTED] for [REDACTED]
p. Thank you [REDACTED]

ADD-ON [REDACTED] d [REDACTED] y [REDACTED]

ADD-ON [REDACTED] s [REDACTED] Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : N/A
[REDACTED] GTCGCQIS
[REDACTED] F [REDACTED] M MY PC AND INSTALLED THE LATEST VERISION [REDACTED]
STARTED A NEW SESSION AND PERFORMED MODULE CALIBRATION ON TH [REDACTED]
AFTERWARDS PERFORMED A [REDACTED] AND NO NEW MODULES
LISTED IN UPDATE CENTER [REDACTED] ST TO VERIFY BLUE CRUISE ON
THE SAME ROAD I HAVE ROAD TESTED THE OTHER VEHICLES I HAVE PERFORMED
THIS UPDATE ON AND BLUE CRUISE HANDS FREE NEVER STARTED ONLY HANDS ON
DRIVING. THERE WERE ONLY [REDACTED] THAT PROMPTED FOR AN UPDATE :WACM
HVAC GSM AND DSM. I UPDAT [REDACTED] THOSE MODULES, AND PERFORMED
ANOTHER NETWORK TEST WITH NO MODULES PROMPTING UPDATES. I WENT AND
PERFORMED MODULE CONFIGURATION ON THE CMR, I LOOKED LIKE IT WHEN IT
CHECKED UPDATES IT UPDATED TO ANOTHER CALIBRATION. IT TOOK ABOUT [REDACTED]
[REDACTED] TO CONFIGURE. AFTER THAT I CONFIGURED THE [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] AND [REDACTED] TOOK ABOUT [REDACTED] T 'NF 'RE 'FO 'D
D T WITH ME [REDACTED] N ONLY DRIVI [REDACTED] BLED IT NEVER SWITCHES TO
BLUE CRUISE HANDS FREE. I AM USING THE SAME ROUTE I HAVE TESTED 4 [REDACTED]
OTHER BLUECRUISE UPDATES ON THAT WORK AS DESIGNED 3 [REDACTED] AND [REDACTED]
I DONT KNOW WHAT ELSE TO TRY. ANY HELP IS APPRECIATE [REDACTED]

RECOMM [REDACTED] (FSE) [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] r [REDACTED] ta cha s t [REDACTED] As Built are
ticking on the server. This data has been corre [REDACTED] once more.
Close and relaunch FDRS being sure to use the latest software level.
We can run the [REDACTED] Configuration Application only once more to
correct the dat [REDACTED] the module with updated server data. Thank you!
- [REDACTED]

ADD-ON [REDACTED] o [REDACTED] s [REDACTED] essary [REDACTED] WIS [REDACTED] ATLANTIC REG
[REDACTED] Technical, SWIS Comments : More data changes [REDACTED] ub Status :
[REDACTED] GTCGCQIS
[REDACTED] GTCGCQIS
[REDACTED] T [REDACTED] KED BLUE CRUISE WORKS AS DESIGNED FIX IS VERIFIED
Dealership selected No Reply Required when submitting these comments.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? [REDACTED] 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AU2	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JX7	[REDACTED]	B	[REDACTED] B

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION LANE DEPARTURE/LANE KEEPING
NOT LISTED UNKNOWN ([REDACTED] NOT AVAILABLE)
Additional Symptom: [REDACTED] PMI Error
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 1
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED]
INITIALLY CAME [REDACTED] FRONT CAMERA MALFUNCTION ALERT AND PRE
COLLISION NOT AVAILABLE ABOUT [REDACTED]. HAD [REDACTED] PRESNET
IN [REDACTED] FOR INTERNAL ELECTRONI [REDACTED] THE [REDACTED] A [REDACTED] Y BEEN
REP [REDACTED] D IN THE PAST DUE TO THE SAME [REDACTED] (BE [REDACTED] ALL THESE NEW [REDACTED]
CAME OUT). AT THE TIME, THE COAX CABL [REDACTED] WAS ON BACKORDER. THE
CUSTOMER DROPPED VEHICLE OFF [REDACTED] ONCE ALL PARTS WERE HERE Please
list any diagnostics already [REDACTED] : [REDACTED] REFERENCING Parts
Replaced: REPLACED ALL COAX CABLING FOR [REDACTED], REPLACED [REDACTED] Your
Question: PERFORMED [REDACTED]. GOT TO [REDACTED] FINAL STEP [REDACTED] R TEARING
INTERIOR APART AND R [REDACTED] A [REDACTED] L COAX CABLING (FROM [REDACTED] CAMERA TO A
PILLAR CONNECTOR [REDACTED] AND FROM FEMALE SIDE OF [REDACTED] T [REDACTED] CK OF VEHICLE
TO [REDACTED] AND [REDACTED] CONNECTION TO PASSENGER S [REDACTED] FOOTWELL CONNECTOR).
I A [REDACTED] TEMPT [REDACTED] ERFORM [REDACTED] UPDATE AND KEEP GETTING THE FLASH
ACTION PART TOPOLOGY ERROR [REDACTED] AGE. I THEN SEE A NEW [REDACTED] CAME OUT
[REDACTED]. PER [REDACTED], I VERIFIED BATTERY SOC AT [REDACTED] HOOKED UP
CHARG [REDACTED] AND BEGAN UPDATING ALL MODUL [REDACTED] D ALL DOOR
CONTROL MODULES, GFM, [REDACTED], PSCM, AND [REDACTED], WHICH THEN POPULATED A [REDACTED]
SOFTWARE UPDATE. I COM [REDACTED] ED [REDACTED] SOFTW [REDACTED] UPDATE, RE-RAN NETWORK T [REDACTED],
AND THERE ARE CURRENTLY NO SO [REDACTED] ARE UPDATES AVAILABLE FOR ANY MODULES
ON THE VEHICLE. ANY AVAILABLE SOFTWARE UPDATE HAS BEEN COMPLETED. PER
[REDACTED], I THEN RE-ATTEMPTED [REDACTED] PMI AND I AM STILL GETTING THE
ACTION PART NUMBER TOP [REDACTED] Y ERROR. IVE EXHAUSTED EVERY
EFFORT POSSIBLE TO GET THIS VEHICLES FRONT CAMERA SYSTEM WOR [REDACTED] AND
THERE STILL SEEMS TO BE AN ERROR ON THE SERVER SIDE [REDACTED]

RECOMM [REDACTED]
[REDACTED]
[REDACTED] with all other modules in the vehicle updated. To start, inspect
the vehicle for and remove any aftermarket electronic accessories such
as remote start kits, global positioning system (GPS) devices, radios,
or insurance trackers. Then confirm the new [REDACTED] is able to pass a
network test and that there are no DTCs sett [REDACTED] in any modules which
may indicate an [REDACTED] communication fault. The module must be properly

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
communicating for any programming to take place. From here, ensure a
communicating for any programming to take place. From here, ensure a
[REDACTED] battery charger is connected (negative lead on chassis ground) and
to maintain [REDACTED] to [REDACTED]. Next, confirm the battery state of
charge, as seen [REDACTED] he [REDACTED], is [REDACTED]. If it is not this
high, continue to slow [REDACTED] batte [REDACTED] reaches this point.
If needed, a BMS reset can be performed once the battery is fully
charged to boost the SOC higher. Once SOC is above this level, obtain
a different FDRS that has not yet been connected to this vehicle.
Then, refer [REDACTED], General Procedures, Module Programming,
and complete [REDACTED] procedure for the IPMA as seen towards the
bottom of this page. Update this form with any further questions which
may arise, and we will be happy to help. [REDACTED] Technical Assistance
Team Member [REDACTED]

ADD- [REDACTED] - FCSD - TECH ASSIT CENTER
[REDACTED] OG - GetFl [REDACTED] ActionPartNumbers Unable to
obtain Flash Action part numbers from Available Topology!

CONCER [REDACTED] GTCGCQIS
[REDACTED] ESSORIES, IPMA PASSES NETWORK TEST. CODES PRESENT
ARE RELATED TO IPMA NOT BEING CONFIGURED YET. [REDACTED] BATTERY CHARGER WAS
PROPERLY HOOKED UP AND CHARGING BATTERY DURING [REDACTED] L [REDACTED] UPDATES,
ATTEMPTED WITH ANOTHER FDRS AND PROBLEM STILL PRESE

RECOMM [REDACTED]
[REDACTED] e changes to the data on the IPMA, at this time
ed to uninstalling FDRS making sure to delete all settings/data
when the prompt appears. Reinstall the most recent version of FDRS
[REDACTED]) and refer [REDACTED] > General Procedures > Module
ming > Recov [REDACTED] he recovery procedure word for word
to get the new data programmed into the IPMA. Have a fantastic day,
[REDACTED] Center

ADD- [REDACTED]
[REDACTED]: [REDACTED] changed the IPMA data to end of
line and a [REDACTED] o [REDACTED] e [REDACTED] very procedure.

CONCER [REDACTED] GTCGCQIS
[REDACTED] rected the data, I was able to successfully PMI the
IPMA, I was then able to calibrate it and the lane assist and pre
collision systems are working. Although now I have hard fault codes
for Left front side sensor, Right front side sensor, Left rear side
sensor, and Right rear side sensor, which were not present prior. The
park aid fault message displays on the cluster when trying to Reverse.
I am uploading a screenshot of the codes, they are all for Bus
Signal/missing message failures. I checked connector [REDACTED] at the
IPMA and there are no issues, it seems likely there w [REDACTED] ther error
with the IPMA data when programming [REDACTED]

RECOMM [REDACTED]
[REDACTED] o [REDACTED] or each of the side sensors. Additional research of the
IPMA data needs to be performed to further assist you. Please continue
monitoring this form for updates. [REDACTED]
[REDACTED] Center

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

----- COMMENT TEXT -----

ADD-ON

ADD-ON

RECOMM

incorr [REDACTED] art has been. Advise Installing IPMA part number [REDACTED] and program as follows. Obtain an FDRS that has not been [REDACTED] the vehicle and verify the FDRS is at the latest level ([REDACTED]). If you do not have an FDRS that has not been connected to t [REDACTED] icle, uninstall and reinstall FDRS. Plug the FDRS into a wall outlet. Connect the FDRS and program referencing [REDACTED] Module Configuration > General Procedures > Module Progr [REDACTED] > Recovery to PMI the module. [REDACTED]

ADD-ON

CONCER

TCGCQIS
THE CASE. I CROSS REFERENCED THE ENGINEERING NUMBER FOR SERICE PART NUMBER [REDACTED] AND IT IS [REDACTED] --- PULLED THE IPMA OUT OF [REDACTED] HE ENGINEER [REDACTED] THE LABEL IS [REDACTED]. IT APPEARS THERE WAS A MISPACKAGE BECAUSE THE PART ORD [REDACTED] T [REDACTED] IM WORKING WITH MY PARTS TEAM NOW TO FIGURE OUT WHAT H [REDACTED] CLUDE IF IT IS A MISPACKAGE. WILL UPDATE THIS FORM ONCE CORRECT PART IS ORDERED AND REPLACED --- THANK YOU FOR YOUR HELP

RECOMM

r m
ify the part as incorrect. These can be tricky when the box says the correct part number, but the part is incorrect. Continue with ordering and installing the correct IPMA, and update this form if assistance is needed. Thank you, [REDACTED] [REDACTED]
[REDACTED] ([REDACTED])

Symp. Verif?: [REDACTED]

of Assistance:

Comp. Timing: [REDACTED]

Base Timing

:

MIL light on? [REDACTED]

:

Test Stand :

Road Test

:

Number: [REDACTED]

Prior Repair Attempts:

R air Prior to Call: NO

Equipment/Procedure Used

Effective? Equipment/Procedure Used

Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED]

Start Date: [REDACTED]

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

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: EN [REDACTED] 9S
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

Date [REDACTED] CQIS Report # [REDACTED] Pro Type NHL Symp Cat AID/INFO Causal Part Description Dealer Id [REDACTED]
--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] U	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]					RECAL		[REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION OVER-THE-AIR UPDATE
SOFTWARE UPDATES ERROR MESSAGE

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

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

--TYPE--
AUDIT [REDACTED]
[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] from [REDACTED] ked how come his [REDACTED] t have the [REDACTED].
[REDACTED] said i [REDACTED] like [REDACTED] stopped it [REDACTED], so his VE
included in it. I aske [REDACTED] SME chat, [REDACTED] y said it is just
because [REDACTED] decided to add [REDACTED] at that point. They suggested
asking m [REDACTED] p about reimbursin [REDACTED] f he wants a [REDACTED]. I told
the CUST that I will look into seeing if we can re [REDACTED] for his
[REDACTED]. CUST is scheduled to go to the [REDACTED] on [REDACTED] for the
[REDACTED] and bluecruise recalls, so he wan [REDACTED] to t [REDACTED] care of it at
that point.Next Steps: CKD, VOR, safety net to Sup to see if we can
[REDACTED] fin assist with the [REDACTED]
[REDACTED] Passenger Vehicle Con [REDACTED]

OWNREL [REDACTED]
Phone : [REDACTED] Phone : LTV Score : [REDACTED]
91Vehicl [REDACTED] tus : Ori [REDACTED] Credit Contract Number [REDACTED]
: N/APart Number : N/ADealer Name : [REDACTED] of [REDACTED]
P&A : 09657Dealer phone : [REDACTED]
[REDACTED] Make : FORDModel : [REDACTED] age [REDACTED]
[REDACTED] ification : ELECTRI [REDACTED] smission Specification : 1 SPD
AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: : [REDACTED]
PANORAMIC ROOF GLASS RESEAL21C22 [REDACTED] ASS RESEAL21G01 [REDACTED]
BLUECRUISE MODULE PROGRAMMING22S41 BATTERY ENERGY CONTROL MODULE [REDACTED]
SOFTWARE UPDATEESP : [REDACTED] NEW 24/25K PREM MAINT(M&W) [REDACTED]
INTERVALHotline Conta [REDACTED] y History : N/A [REDACTED]

OWNREL **Safety Net***NEXT STEPS: FOR CXS: Approved to fully cover the cost
of the [REDACTED] CasianoBusiness Operations [REDACTED]
Supervi [REDACTED]

OWNREL OBC to [REDACTED] A i [REDACTED]
[REDACTED] a [REDACTED] OB [REDACTED] SAFrom [REDACTED]
[REDACTED] (R.) Sen [REDACTED] PMTo: [REDACTED]
[REDACTED], This is [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
Company. I am reaching out on behalf of a mutual customer, [REDACTED]
[REDACTED]. I am reaching out on behalf of a mutual customer, [REDACTED]
[REDACTED], who is scheduled for some recall
[REDACTED] mentioned he wants to get a [REDACTED] for his
cle, so I wanted to let you know that [REDACTED] entering the
cost of the [REDACTED]. Therefore, please [REDACTED] provide me the following
information [REDACTED] ble so we can provide you an approval code
after repairs have been completed:RO #:RO line #:Open Date:Open
Mileage Date:At warranty pricingParts Cost:Labor Cost:Total Cost
(including taxes):Dealer P&A Code: How long would it take for the
repair to be completed?Are there any parts that have to be ordered?If
so, are there any parts on backorder?Thanks. [REDACTED] to CUST
[REDACTED] didnt answer. Left him a VM an [REDACTED] will send him an
UST From: [REDACTED] (R.) Sent: [REDACTED]
PMTTo: [REDACTED] Subject: [REDACTED] lo
[REDACTED], After [REDACTED] available [REDACTED] ng
to c [REDACTED] he cost of the [REDACTED]. I tried to let yo [REDACTED] service
advisor, [REDACTED], kn [REDACTED] as off [REDACTED]. I did send him an
email abo [REDACTED] will try to cover the [REDACTED] without any out of
pocket expense for you regarding the key fob. Thanks and I will follow
back up with you [REDACTED]. [REDACTED] CompanyRASHIE [REDACTED]
HisPassenger Vehi [REDACTED] rn [REDACTED]
[REDACTED]: [REDACTED] ext: [REDACTED]
[REDACTED] T [REDACTED] s: F/U [REDACTED] get [REDACTED] not
[REDACTED] ceived.
OAS Single Interaction Reviewed
[REDACTED] to [REDACTED] [REDACTED]: VEH is correctly at the [REDACTED]. Still
king [REDACTED] a [REDACTED] is hoping to have the [REDACTED] done
by [REDACTED], b [REDACTED] windshield and panoramic roof, th
sch [REDACTED] it to the body shop and they had lots of work, so [REDACTED] didnt
have an ETA. He said it will at least take a few [REDACTED]. He w l ask
Enterprise to extend the rental for the [REDACTED] UST
[REDACTED]: [REDACTED] (R.) Sent: [REDACTED]
[REDACTED] ect: RE: [REDACTED]
[REDACTED] er [REDACTED] o [REDACTED], he s [REDACTED] king on the
recall, then t [REDACTED] ll schedule your vehicle in for the
and panoramic roof issues. He didnt have an exact ETA for
completion just yet, but said it will at least take a few [REDACTED]. He
also mentioned that he will call Enterprise to extend your [REDACTED] tal. I
will follow up with them again [REDACTED] and try to provide another
update. [REDACTED] CompanyRASHI [REDACTED] HisPassenger Vehicle
Concern [REDACTED]
ext: [REDACTED] me
F/U w [REDACTED] et u [REDACTED] n ETA for completion.
IBE from [REDACTED] From: [REDACTED] Sent: [REDACTED]
[REDACTED] AMTo: [REDACTED] Subject: [REDACTED]
[REDACTED] #: [REDACTED] 1
[REDACTED] At [REDACTED] y pricingParts Cost:
st: 28.51Total (including taxes): 332.25Dealer P&A
Code: [REDACTED] | [REDACTED] AdvisorPhone | [REDACTED] Email |

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED]
[REDACTED] was
[REDACTED] till e [REDACTED] B AFfrom:
[REDACTED] (R.) Se : [REDACTED] PMTo:
[REDACTED] Subie [REDACTED]
[REDACTED] Can I e
[REDACTED] m ? If not, is there an ETA for completion? I
will generate the approval code for the key fob once all the repairs
have been completed. Also, is the RO Line number the letter I as in
[REDACTED] or the number 1? Just want to make sure before I generate the
val code for later. Thanks. [REDACTED] to [REDACTED] updates were
provided to the [REDACTED]. He knows t the e a module
update by the [REDACTED]. Then it was going to the glass shop
for service [REDACTED] being charged for the rental because the
[REDACTED] said the ly er [REDACTED], so [REDACTED] is being charged for the
ainder of the rental. I to [REDACTED] to h his receipts and we can
look into DC reimbursement after the [REDACTED] is repaired, which [REDACTED] was
okay with. Next Steps: F/U with [REDACTED] to updates on repairs get an
ETA for completion.
[REDACTED] from SAFrom: [REDACTED] Sent: [REDACTED]
[REDACTED] PMTo: [REDACTED] Subject [REDACTED]
[REDACTED] Its line "
[REDACTED] n i rently finishing up g the 2
window recalls performed, after that I have a module to install so we
can complete the bluecruise reprogramming recall. Ill let you know as
soon as theyre complete. Looking like end of the week. Thank you, [REDACTED]
[REDACTED] | Service AdvisorPhone | [REDACTED] Email | [REDACTED]
[REDACTED] o get updates
[REDACTED] tion.
OWNREL [REDACTED] to [REDACTED] was at lunch. Different [REDACTED] said the
[REDACTED] is l t orked on. OBE to SAFrom: [REDACTED]
) Sent: [REDACTED] PMTo: [REDACTED]
Subject: RE [REDACTED]
[REDACTED], Can I p
[REDACTED] et an ETA for completion if available? T o
[REDACTED] HisPassenger Vehicle Concern Advo
[REDACTED] : [REDACTED] ext: [REDACTED]
[REDACTED] me [REDACTED] d
on [REDACTED] lass recalls were do M hey
wer g on has come in. They will run the updates on [REDACTED] and if
everything was good, they will release it. [REDACTED] never got all back
so he thinks those updates didnt work or go ough. [REDACTED] is worried
the [REDACTED] doesnt know how to fix it. I told him we can a Tech SME
invo d. Next Steps: F/U with [REDACTED] to get updates on repairs and get an
ETA for completion.
[REDACTED] from SAFrom: [REDACTED] Sent: [REDACTED]
[REDACTED] AMTo: [REDACTED] subject: [REDACTED]
[REDACTED] ,Repairs a d

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
just need the approval code for the new key.Thank you, [REDACTED] |
just need the approval code for the new key.Thank you. [REDACTED] |
[REDACTED] AdvisorPhone [REDACTED] Email [REDACTED]
[REDACTED]
PMTTo: [REDACTED] Subject: R [REDACTED]
[REDACTED], Thank [REDACTED] e
o [REDACTED] y which should cover the [REDACTED]:
[REDACTED]. Thank you very much for your assistance wi [REDACTED].
[REDACTED] HisPassenger Vehicle Conce [REDACTED]
[REDACTED] ext: [REDACTED]
[REDACTED] T s: F/U
see [REDACTED] U with [REDACTED] to check his
satisfaction with [REDACTED] airs and offer him the [REDACTED] ESP.
[REDACTED] to [REDACTED] the [REDACTED] that I r [REDACTED] his rental
oice t [REDACTED] look o available programs and keep him
in the loop of the process. Next Steps: Wait for safety net approval,
then transmit DC and ESP in [REDACTED]
ShahPassenger Vehicle Concer [REDACTED]
[REDACTED]
[REDACTED] Reimbu a [REDACTED]
A [REDACTED] rHersBusine ess Operations Supervisor -
[REDACTED] Passenger Vehicle-O: [REDACTED]
[REDACTED]: [REDACTED] Will offer approvedSHANTELE
[REDACTED] e s Supervisor - [REDACTED] Passenger
Vehicle-O: [REDACTED]
[REDACTED] to [REDACTED] answer. Left a VM.OBE to [REDACTED] From: [REDACTED]
[REDACTED]
t: RE: [REDACTED] r looki [REDACTED]
available pro [REDACTED] y rei se you the [REDACTED]. Can
you just verify your complete address for me so there a
complications once the debit card gets mailed out? Also, as mentioned
in the voicemail, I wanted to make you an offer of goodwill from
[REDACTED]:As an offer of goodwill, I would like to offer you a [REDACTED]
[REDACTED] for your vehicle with a [REDACTED] e
[REDACTED] ide you with peace of mind going
forward. However [REDACTED] ou are a loyal [REDACTED] customer, it will be
completely free of charge for you and is [REDACTED] ictly an offer of goodwill
from [REDACTED]. It is our most comprehensive service contract available and
cover [REDACTED] for [REDACTED] from the
warrant [REDACTED] (odom [REDACTED] hichever
comes [REDACTED] coverage is [REDACTED] backed by [REDACTED]
[REDACTED] s [REDACTED] parts for co d repairs a
ed and c [REDACTED] fied technicians.If any future repairs are
needed, the Extended [REDACTED] Plan provides rental car reimbursement
for [REDACTED] and [REDACTED] towing costs [REDACTED]. There is no
limi [REDACTED] er of repairs during the [REDACTED] eriod, and there
is only a [REDACTED] deductible per occurrence.Do you approve of this offer?
Upon your [REDACTED] oval, I will begin the process to purchase this service
plan on your behalf. [REDACTED] HisPassenger

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

Vehicle Concern Advocate [REDACTED] | [REDACTED]

Vehicle Concern Advocate [REDACTED] | [REDACTED]

[REDACTED] ext: [REDACTED] 1
ps: F/ [REDACTED] to [REDACTED] ejects the
offer.

Case #: [REDACTED] Reason for Reimbursement
s):Reimb [REDACTED] for his rental expense. [REDACTED] s Mach-E
needed recall repairs don [REDACTED] nd according to the lette [REDACTED] he [REDACTED] was
supposed to cover the rental. However, they only covered [REDACTED] so
[REDACTED] had to pay the remaining portion OOP. Reimbursement [REDACTED] roved
up through a safety net.Is this reimbursement due toaparts delay:
NoPart Name/Number:N/ADateor Expected Dateof Vehicle Repair:Already
repaired<td style="border-bottom: [REDACTED] solid #bdd6ee; border-left: [REDACTED]
solid #bdd6ee; border-right: [REDACTED] s #bdd6ee; border-top:none;
height: [REDACTED]; padding: [REDACTED]; vertical-align
IBE fro [REDACTED]: [REDACTED];
AMTo: [REDACTED] t: Re: [REDACTED]
shif,M [REDACTED] ss is: [REDACTED] there is
no cost for the service [REDACTED] very
generous and greatly appreciated.Regards, [REDACTED] to [REDACTED]
[REDACTED] the [REDACTED] that I submitted [REDACTED] d i
g thr [REDACTED] QA. [REDACTED] said he want to t [REDACTED] to my Sup
about how I greatly helped h [REDACTED] I told him after we close the case, he
can fill out the survey to let them know.Next Steps: F/U with [REDACTED] to
keep him updated on the [REDACTED] and [REDACTED]
ShahPassenger Vehicle Co ern [REDACTED]
[REDACTED]: [REDACTED]
[REDACTED] n [REDACTED] * [REDACTED] t [REDACTED]
transmitted.NEXTSTEP: Contact cus [REDACTED] and advise [REDACTED] debit card will
be received within 7 - [REDACTED] daysOlaseni [REDACTED] MOTOR
COMPANYLead Agent/[REDACTED]
[REDACTED] to [REDACTED] h [REDACTED] active and he
uld [REDACTED] i [REDACTED]. I told him we will be
closing the case an [REDACTED] i sent to [REDACTED]: [REDACTED]
[REDACTED] (R.) Sent: [REDACTED] PMTo [REDACTED]
t: [REDACTED] just w [REDACTED] t
you know [REDACTED] ontaining [REDACTED] reimbursement has been
approved by [REDACTED]. You should expect to receive it within [REDACTED]
[REDACTED] e not received it within that time frame,
t [REDACTED] at [REDACTED]. I also wanted to thank
you for contact [REDACTED] wing us to assist you
with your [REDACTED] artnering with [REDACTED] of
[REDACTED] a [REDACTED] to address your r [REDACTED] rns
ing you updated throughout the process.The complimentary
[REDACTED] Protect PremiumCare plan that was added to your vehicle is to
ide you with peace of mind knowing [REDACTED] has your back. This plan
has a retail value of [REDACTED]-that cover [REDACTED] ur [REDACTED]
components after the e [REDACTED] ion of the warrant [REDACTED] er
great benefits should you have an issue in the future.Moreover, I was
glad to be able to assist financially with this repair reducing your

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C [REDACTED] rt Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
key fob cost by [REDACTED] and covering the out of pocket rental expense
key fob cost by [REDACTED] and covering the out of pocket rental expense
because you are [REDACTED] a loyal customer. It has been a pleasure working
with you, and I would like to thank you for being a part of the [REDACTED]
[REDACTED] I'll be sending you an email within the [REDACTED] h
vey regarding your experience with me as
Experience Specialist (Sometimes it may go to your spam/junk folder).
The [REDACTED] "Brand Likelihood to Recommend" rating section is reflective
of y [REDACTED] experience with me and your honest feedback is greatly
appreciated. There will be a separate survey regarding your experience
with the dealer. Respectfully, [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: EN EH9 [REDACTED]
Bld Dt: Calb:
Serial #: [REDACTED]
- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- [REDACTED] BLUE TC/OCEAN DRV BLU

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] Y -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
2 [REDACTED] U MT232155

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN
Engine : [REDACTED] E [REDACTED] M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]
WCC : [REDACTED]
[REDACTED]: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
FLUCTUATES

Additional Symptom:

Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo: YES Atchmnts: 3

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

--TYPE--
CONCER

[REDACTED] a nated speed. Verified cruise control speed change from set speed [REDACTED] to [REDACTED]. Found [REDACTED] from [REDACTED] for blue cruise iss [REDACTED] volv [REDACTED] softw [REDACTED] netwo [REDACTED] e [REDACTED] und [REDACTED] not configured. I config d [REDACTED] properly, updated [REDACTED], APIM, and [REDACTED]. Went for another road test t [REDACTED] ave the exact same [REDACTED] ise control issue. I could not find a WSM pinpoint test for issue. ...Sent in Tech assistance contact ID [REDACTED]. Turned speed sign recognition tolerance from [REDACTED] o [REDACTED] sign to [REDACTED] over speed sign. Road test: verified [REDACTED] r operation. Noted [REDACTED] s cruising at [REDACTED] with the speed sign recognition tolerance at [REDACTED]. The highway [REDACTED] a temporary construction sign that is put [REDACTED] ly at night. This [REDACTED] sign was moved way away from the road, near the edge of the tre [REDACTED] d pointed away from the road. While i was cruising [REDACTED] in traffic, the vehicle recognized the [REDACTED] and quickly changed [REDACTED] eed to [REDACTED]. This wasn't an active sign a [REDACTED] s clearly away from the road not to confuse any driver. The sensitivity of the system might need to be re-evaluated. ...

AUDIT

N

Symp. Verif?:

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

NO SERVICE ACTIONS AVAILABL

VEHICLE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Shift:

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

A

Phone : [REDACTED]
Rpr Dlr: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

RENTAL

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

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

1 PJ8 FNF
UTCU







Attachment 16 (2/13/20)

[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 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 [REDACTED]
AUDIT [REDACTED]
OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
Cust-Hi,Ive [REDACTED] ting the error messa [REDACTED] r facing cam [REDACTED] ault
and lane centering not available. I dropped my MME off [REDACTED].
Hoping they can fix it soon, but it sounds like a prett [REDACTED] rom
reading the threads about the issue. Any help would be greatly
appreciated.My VIN is [REDACTED] dealership is [REDACTED].
[REDACTED] in [REDACTED] [REDACTED].
[REDACTED] achi [REDACTED] e happy to [REDACTED] ssa
concerns. Before we start, I just need to confirm a few details. Could
you please provide the following:-The vehicle owners full name and
your relation to them (if applicable)-Estimated mileage-Your zip
code-Email address-Phone number-Best method of contact [REDACTED] Social
Media TeamCust--The vehicle owners full name and your [REDACTED] to them
(if applicable): [REDACTED] (self)-Estimated mileage: [REDACTED]-Your
zip code: [REDACTED]-E [REDACTED]-Pho [REDACTED] mber:
[REDACTED] st method of con [REDACTED] u [REDACTED] Just
[REDACTED] are you experiencing any [REDACTED] cerns with [REDACTED] ach-E
at this time? [REDACTED] Social Media TeamCust-[REDACTED]-Thanks s once
again, [REDACTED]. [REDACTED] had a case created and [REDACTED] o our [REDACTED] for
further [REDACTED] ew. The [REDACTED] will have the resources need [REDACTED] est
assist with your mes [REDACTED] ncerns. Once your case has been fully
reviewed, they will reach out to you with more information. Thanks
again for taking the time to talk with us about this; your case number
is [REDACTED] eemFord Social Media Team
OWNREL [REDACTED] to [REDACTED] in
[REDACTED] eh. [REDACTED] ai [REDACTED] ompleted.
[REDACTED] - Lane centering not
[REDACTED] a [REDACTED] OPEN & CLOSE
[REDACTED] 27replaced camera [REDACTED] loaner - yesrepairs are warrant-ableNEXT
[REDACTED] to CX- To confirm satisfaction. He confirmed and accepted
the esp [REDACTED] gwg. [REDACTED] submitted863334Ford [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

FilesCustomer Experience Specialist, [REDACTED] |

FilesCustomer Experience Specialist, [REDACTED] |

[REDACTED] to [REDACTED] - To adv esp is
[REDACTED] s my contact info. Cx didnt
answer left a vm for a call ba EXT STEPS- SN to [REDACTED]
[REDACTED] Experience Specialist, [REDACTED]

[REDACTED] To [REDACTED] sp is
[REDACTED] s my contact info. Cx didnt
answer left a vm for a call ba EXT STEPS- SN to [REDACTED]
[REDACTED] Experience Specialist, [REDACTED]

[REDACTED] sto advised that
warning light since the repair, but only [REDACTED]. He
doesnt want to continue to be inconvenienced by being at thaler
without his vehicle but he wants it fixed. Unsure of what he wants to
do to proceed. Customer would like time to decide what he wants to do.
Next Steps: Do another satisfaction check with the customer on [REDACTED]
to decide if the customer would like us to assist with a [REDACTED]

[REDACTED] or [REDACTED] visit. [REDACTED] ess
ons Battery [REDACTED]

Supervisor moving follow up to [REDACTED] to accommodat [REDACTED] er.
[REDACTED] erations Supervisor - Battery

[REDACTED] to [REDACTED] - To schedule service
[REDACTED] swer left a vm requesting a
call back.NEXT STEPS [REDACTED] u [REDACTED] due to cxs being out. [REDACTED]
[REDACTED] Exper [REDACTED] e Specialist, [REDACTED]

[REDACTED] To [REDACTED] schedule a
[REDACTED] to [REDACTED] - [REDACTED] stated only
heavy duty vehs can be scheduled [REDACTED] & t /u [REDACTED]
[REDACTED] Ex [REDACTED] nce Specia [REDACTED]

[REDACTED] To [REDACTED] ule service
[REDACTED] Issu [REDACTED] came back. Spoke
with [REDACTED] who adv c [REDACTED] n drop off veh [REDACTED] and will put cx in an
[REDACTED] ([REDACTED] kay with thatNEXT STEPS- Adv [REDACTED] l f/u [REDACTED] and
[REDACTED] al [REDACTED] t a tech sme [REDACTED] veh is at [REDACTED]
[REDACTED] Experienc [REDACTED] ecialist, [REDACTED]

[REDACTED] to [REDACTED] - [REDACTED] stated
[REDACTED] a we [REDACTED] o [REDACTED] eh was
given back to the cust. Veh is safe to drive per [REDACTED].3-5 days
eta on partsLJ8Z14D202UML3Z14 [REDACTED] to
CUST- To adv of part updates b [REDACTED] ft a vm [REDACTED] updates.
F/u 8/4 [REDACTED] Experience Specialist, [REDACTED]

[REDACTED] xt2 [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] to [REDACTED] - Parts

[REDACTED] to [REDACTED] - Parts
hav o find an [REDACTED] has an
eta off bo of [REDACTED] bo no etaand [REDACTED] who o [REDACTED] is per
partsNEXT STEP BC to [REDACTED] - Adv him [REDACTED] rts are still on bo and
he is aware as well. Adv [REDACTED] ill partner with dlr to help escalate
parts. [REDACTED] FilesCustomer Experience Specialist,
OWNREL [REDACTED]

[REDACTED] to [REDACTED] - [REDACTED] wasnt
arrived. Only [REDACTED] that i l [REDACTED] ome in & copis
readsCAS [REDACTED] 9SHIP PLAN IS - [REDACTED] 7- [REDACTED] PCS [REDACTED] 11-
PCS [REDACTED] 18 [REDACTED] S 9/1- [REDACTED] PCS 9 [REDACTED] CS 9/ [REDACTED]
PCS, [REDACTED] W ING W H S LIER ON SH PLANNEXT PS- OBC to [REDACTED]
Adv that [REDACTED] have arrived and that [REDACTED] is working
supplier on a [REDACTED] plan for the last remai [REDACTED] part and I will
continue to monitor the status of the last part and provide weekly
updates. F/u [REDACTED] 21 [REDACTED] FilesCustomer Experience
Specialist, [REDACTED]

[REDACTED] to [REDACTED] - [REDACTED] confirmed
available before cust brings veh back in. [REDACTED] or a [REDACTED] an ecome
outside rental companies for [REDACTED] to reimb e dlr to put cust in
rental so they have to wait u [REDACTED] of their loaners are available.
I adv that I will also adv cust of [REDACTED] r rr just in case.NEXT STEPS- OBC
to [REDACTED] - To adv that all parts arrived and that the dlr is just
wai [REDACTED] on a loaner to become available for cust to bring veh in
however adv cust that [REDACTED] can reimburse for up to; [REDACTED] for
[REDACTED] vehicles [REDACTED] for third-party rental
c [REDACTED] cust deci [REDACTED] get a rental out of pocket to [REDACTED] ibly
repair the veh faster. F/u [REDACTED] 28 [REDACTED] FilesCustomer
Experience Specialist, [REDACTED] X

[REDACTED] to [REDACTED] - [REDACTED]
back [REDACTED] The dlr
will have a loaner for the cust as well.NEXT STE [REDACTED] - Adv
cust of the updates. F/u 9/7 [REDACTED] Files omer
Experience Specialist, [REDACTED]

OWNREL [REDACTED] r a [REDACTED] pairs should be completed by the
end of the week [REDACTED]

[REDACTED] to [REDACTED] - To confirm
declined the gas reimbursement due to him stating it wouldnt be worth
it so cxs offered FPR [REDACTED]) & cust [REDACTED] declined then
changed his mind, but [REDACTED] ember ID [REDACTED] y and asked for

--TYPE-- COMMENT TEXT -----
me to email him so he could provide the points.NEXT STEPS- Waiting on
me to email him so he could provide the points.NEXT STEPS- Waiting on
cust to send over member [redacted] FilesCustomer
Experience Specialist. [redacted]
[redacted] | [redacted] |

C [redacted]

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----
Vehicle Build Date: [redacted] Warranty Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [redacted]: EN EJ9 9U
Bld Dt: Cal
Serial #: [redacted]

----- T R A N S M I S S I -----
Trans: [redacted] AUTO TRANS Part [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shft: [redacted]
----- A D D I T I A L -----
Tire : [redacted] A/S BSW Br :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- VAPOR BLUE/WHISPER BLUE

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] t [redacted]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1					
				1				AC	
				1			RENTAL	D	
							NPF RENTAL		NPF
							TCARE RENTAL NPF		NPF

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
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
[REDACTED] IBPMI need to get this [REDACTED] case extended as we are still waiting on
the back ordered part to arrive. thanks
[REDACTED] part number [REDACTED] on [REDACTED] case
[REDACTED] CAS [REDACTED]
[REDACTED] OBP [REDACTED] for reaching out seeking rental extension. I was
able to extend the rental until [REDACTED] an extension is needed
beyond [REDACTED] please reach out to [REDACTED] so we can review
this matter with you. Ford [REDACTED] roadside Customer
Dealer [REDACTED] m Office: [REDACTED]
[REDACTED] ext. [REDACTED]
[REDACTED] e [REDACTED] part has
[REDACTED] ed yet and is still on back order. We have emergency ordered
the part and have an open copis . Just asking for an extension of
rental coverage.
[REDACTED] PER DOWLJ8Z [REDACTED] DLR CANC DOES
[REDACTED] OBPMUpon rev [REDACTED] tem shows this part was cancelled.
[REDACTED] Can you please enter another order and open a new copis case so we can
extend the rental. Thank you
[REDACTED] IBPMWe have place another order for the part. Emergency ordered it in
[REDACTED] , parts will get copis on it as well. thanks
[REDACTED] IBPMHad another portal message for extension of rental , came back the
part was cancelled by [REDACTED]. We have reordered in the part again under
emergency order. Still waiting on the part from [REDACTED]. Can we get a
rental extension for this please. I had reached [REDACTED] in the timeframe
that you wanted me too about the extension previously on [REDACTED]
style="color:#000000; display:inline important; float:right; font-family: [REDACTED]; font-size:medium; font-style:normal; font-variant- [REDACTED]; font-weight: [REDACTED]; letter-spaci
[REDACTED] New copis case [REDACTED] mm s: "Good MorningI see that
[REDACTED] the order has b [REDACTED] ealers end in [REDACTED]
[REDACTED] system.Please re-order if needed."
[REDACTED] OBPMGood morning.I see a new copis case was entered
[REDACTED]. These are the comments on that case:Good MorningI
[REDACTED] has been cancelled on the dealers end in [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT -----
system.Please re-order if needed."Can this please be completed to
system.Please re-order if needed."Can this please be completed to
review for rental extensionThank you
IBPMYes we reordered in the part already with [REDACTED]. Just looking to
get the rental extension please. thanks [REDACTED]
OBPMI can look into extending the rental
copis case. The new copis case that was created shows that further
action is needed. Please provide a copis case that shows this matter
has been escalated, per the comments a new order is needed. Thank you
IBPMWe are showing that there is a copis created on [REDACTED] for the part
when we reordered it. Shows on copis that the suppli past due
that the pending order is pending . Showing an ETA in the parts
inquiry screen that it comes off back order on [REDACTED].
[REDACTED], I am assisting your Proactive Roadside Advocate agent
following case due to case volume. Thank you for your request
for a extension. The system has already auto extended your rental to
[REDACTED] regards,
[REDACTED] tomer Dea [REDACTED]
[REDACTED]: [REDACTED] urs: [REDACTED]
[REDACTED] t ta s s
e module we have on order for this vehicle hicle is down
and can not be driving. We have emergency order on part as well as
open copis. please extend the rental for this customer. thanks
[REDACTED], I am assisting your Proactive Roadside Dealer/Advocate agent
following case due to case volume. Thank you for your request
for a extension.The system has already auto extended your rental to
[REDACTED] regards,
[REDACTED] tomer Dea [REDACTED]
[REDACTED]: [REDACTED] urs: [REDACTED]
[REDACTED] t de p
in the part [REDACTED] and the vehicle is the customer
is picking it up [REDACTED] anks
[REDACTED], Can I p get a extension on this case to [REDACTED]. We
the part [REDACTED] and have installed it and the c has
dropped off rental [REDACTED] with us. Just need rental to be extended [REDACTED]
[REDACTED]. thank yo
rental has been extended until [REDACTED] anything else is
needed. please let me know. Thank you a eat day [REDACTED]
[REDACTED] Proactive Roadside Customer Dealer AdvocateMonica
[REDACTED] Office: [REDACTED] ext. [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

----- S -----

----- D ----- M -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] L [REDACTED] E [REDACTED] L S -----
Vehicle Build Date: [REDACTED] W ty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #: [REDACTED]

----- T R [REDACTED] M I S S I [REDACTED] -----
Trans: [REDACTED] AUTO TRANS Part
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I [REDACTED] -----
Tire : [REDACTED] A/S Br : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- [REDACTED] BLUE TC/OCEAN DRV BLU

----- A [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

--- S U [REDACTED] E M E N T [REDACTED] S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Date Order (Miles) Nr Co Base Sfx Operation

Page: XXXXXXXXXX

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VC
SERV
AE
65
CONEXP

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] CENTER Report Date: [redacted]

VEHICLE: [redacted] SEDAN VIN: [redacted]
Engine : M
Operating Environ: [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] COMFORT & ENTERTAINMENT AUDIO
SPEAKER NO SOUND
Additional Symptom: Sound from [redacted] (Center)
Other Veh. With Concern: [redacted] ating - Customer: Engineering:
Causal Component: [redacted] AMPL & BRKT RADIO PWR BST
Causal Factor: [redacted] eature: Loc:
Causal Condition: [redacted] Photo: Attchmnts: 4
Component Test Status: [redacted] ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: [redacted] Repair Effectiveness (%): [redacted]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [redacted]

Description of Vehicle Concern: [redacted]
WORKS ONLY CEN [redacted] UMENT PANEL Please list any diagno y
performed: VERIFIED CONCERN, ONLY CENTER INSTRUMENT PANEL SPEAKER
OPERATES. SCANNED FOR CODES AT THE DSP MODULE, [redacted] MODULE, APIM
MODULE. NONE. PERFORM PIN POINT TEST C1 [redacted] NET K TEST PASSES. C2
APIM NETWORK TEST PASSES, C3 DSP NETWORK [redacted] ST PASSES, C4 SCANNED, NO
DTC AT ANY OF THE MODULES. C5 SAME RESULT, C6 SAME RESULTS FOR DSP. C7
REMOVED LOAD SPACE TRIM ASSEMBLY, REMOVED RIGHT SIDE C PANEL TO ACCESS
DSP MODULE, [redacted] -3 TO GRD, CME27 YE/VT CKT CHECK FOR VOLTS, NONE.
SPEC CALLS F [redacted] TO [redacted]. [redacted] AT THE [redacted] BEHIND THE
INSTRUMENT PANE NACC T C [redacted] TECH CH [redacted] FOR VOLTAGE AT
[redacted] PIN 4 AND PIN 8 TO GRD, [redacted] ON [redacted]. GOOD. [redacted] TEST
ONABLE, [redacted] TO GRD, [redacted] PER ING PMI APIM
ORIGINAL MODUL [redacted] SFUL, PROGRAM PMI ON DSP, UNSUCCESSFUL WILL NOT
COMMUNICATE AS PER FDRS ALTHOUGH IT PASSED NETWORK. PERFORM PMI ON [redacted]
FAILED SOFTWARE. REACH OUT TO FSE HOT LINE. PLEASE NOTE TRIED
CONFIGURATION ON ALL [redacted] AND CONFIGURATION WENT THROUGHT. Parts
Replaced: NONE Your Q [redacted] WITH THE [redacted] UNACCESSABLE WITHOUT
REMOVING COMPLETE DASH, AND NO PMI UNSU SSFUL TO DSP. I WOULD
REPLACE THE DSP , BUT THE FAILED SOFTWARE ON THE [redacted] IS ALSO
CONCERNING. HAVE IMAGE TO SUBMIT FOR YOU WHEN NEE .

RECOMM [redacted]
[redacted] t e during [redacted] there was no voltage
t and the specification shoul n [redacted] This means
the [redacted] is not communicating with the DSP module to the wiring
diag s [redacted] and [redacted] and verify that circuits [redacted], and
[redacted] a te g ch [redacted] the
uits test out fine and since you tried to PMI [redacted] the DSP
and [redacted] it would be recommended to replace the [redacted]. Check the
conn ors on the [redacted] for bent pins, corrosion, pushed out pins
when removing the [redacted]. Best, [redacted] FSE

AUDIT [redacted]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

SYNC: [REDACTED] MODEM: 4G

SYNC: [REDACTED] MODEM: 4G

RECOMM

[REDACTED] her way to retrieve an ESN for the Audio unit. the [REDACTED] needed to be a D?

[REDACTED] o er way to get the ESN number off the module t pulling the module unfortunately. Best, [REDACTED]

ADD-ON

[REDACTED] ing this is what message i get, [REDACTED] is with the or nal [REDACTED], [REDACTED] is with new [REDACTED]. Ple how to proceed. Thank u [REDACTED]

RECOMM

[REDACTED] U MODPROG - It looks like there are a couple similar cases in the consult webspace and GCQIS. Correct part number is being used and it seems to be a programming concern. No DTCS.

[REDACTED] r is fai g i t will need to be send t he escalated handling team. <p>The [REDACTED] has determined that a follow-up is lving this customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern.</p> <p> Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for more information. </p> [REDACTED], [REDACTED], Module Programming Team.

ADD-ON

[REDACTED] - [REDACTED] same fa re replacement [REDACTED]

ADD-ON

[REDACTED] i r Recom dat

[REDACTED] d s ed claim, it has been [REDACTED] since last contact [REDACTED]

RECOMM

[REDACTED] i n [REDACTED] rently r ewi

[REDACTED] provide an up end of business on [REDACTED]. Thank you for your patience and have a great evening! [REDACTED]

[REDACTED] r y status [REDACTED], client is extremely upset as he thinks there is no direction f s or ford.

[REDACTED] u as place o t [REDACTED] was advised to reattempt another [REDACTED] PMI. [REDACTED] nformed

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
a ticket to engineering would be opened to investigate the programming
a ticket to engineering would be opened to investigate the programming
error shown when running [REDACTED] PMI.
RECOMM [REDACTED]
[REDACTED] ne [REDACTED]. We are currently working with engineering in
resolving [REDACTED] ming related concern. It s advised to reattempt
another PMI on the [REDACTED] due to the last attempt being performed on
[REDACTED]. Before conduc g any programming, please test the vehicle s [REDACTED]
ery. Replace or charge as necessary. Once the battery is fully
charged or if the battery passes a load test install a battery
maintainer and set voltage between [REDACTED] This is important to
note as the programming log on [REDACTED] ery voltage at [REDACTED]. Once
the battery maintainer is insta start a normal session us FDRS
that is at the latest level and rerun [REDACTED] PMI. Please update the form
once the PMI attempt has been complete Have a great day! [REDACTED]
Module Programming Support
ADD-ON [REDACTED]
n
Session Sub Status : Technical, SWIS Comments : NA
CONCER [REDACTED] GTCGCOIS
[REDACTED] Battery SOC at [REDACTED],
Trickle charge al [REDACTED] n [REDACTED], this is w [REDACTED] s,
images are submitted. Please advise. Thank u and have a good day.
CONCER [REDACTED]
[REDACTED] u
[REDACTED] was informed application changes were made to th [REDACTED] MI to
the programming error from occurring.
RECOMM [REDACTED]
[REDACTED]. Engineering has made changes to the PMI application to
the programming failure. Please reattempt rerunning the
[REDACTED] PMI after testing/charging the vehicle s [REDACTED] battery and
talling a battery maintainer. Set voltage tween [REDACTED] Once
the application is downloaded, click on the refresh i [REDACTED]
making a circle), and then run the application. This will he
application is at the latest level when performed. Please update the
form with the results. Have a great day! [REDACTED] Module
Programming Support
ADD-ON [REDACTED]
n
Session Sub Status : Technical, SWIS Comments : NA
AUDIT [REDACTED]
A
CONCER [REDACTED]
[REDACTED] e
[REDACTED] pleted successfully but the origi ce till present.
[REDACTED] was advised that the report would be closed since the
tion concern had been resolved and to continue working with
their [REDACTED] to resolve the audio related concern.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

RECOMM

RECOMM

ADD-ON

ADD-

ADD-

CONCER

ADD-

AUDIT

CONCER

ne. Since the PMI completed successfully and the audio related concern is still present, we have escalated this report to your [REDACTED]. Please continue following published diagnostics for the symptom currently present. Document any testing results and continue working with your [REDACTED] to determine the next appropriate step. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealer [REDACTED] management (Service Manager or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] directly, please consult with your Dealers [REDACTED] management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. [REDACTED] Module Programming Support

concern [REDACTED] to lack of technical progress. The vehicle was brought in for an audio concern that led to ACM replacement. There was an issue with the application that led to module programming escalation. After engineering resolved the application concern, the ACM PMI completed successfully. The audio concern is still present. Technician [REDACTED] is overseeing the repair. [REDACTED] is currently diagnosing the concern since module replacement did not resolve the issue. Estimated number of days down: [REDACTED] days. Estimated number of repair attempts: 1 attempt. Contact Type : Phone, SWIS Session Status : SWIS Not Necessary,
 SWIS Session Sub Status : Technical,
 SWIS Comments : NA.

announced [REDACTED] to provide in person diagnostic assistance.

er again and it recommends replacing the ACM again. Found PPT G for one [REDACTED] not working correctly. Checked wiring by load testing [REDACTED] concerns at this time. I recommended replacing the DSP module at this time. Found previous reporting PQZDF002 with the same customer concern and ACM replacement not fixing the concern. DSP module was replaced and it fixed the customer's concern in that case.

and accompanied with [REDACTED] replaced DSP part [REDACTED] AL. Perform PMI, clear code [REDACTED] check operation. All [REDACTED] rate per design. Concern, fixed

DK
O BE CAUSING THE CUSTOMER'S CONCERN. PPT C LEAD TO REPEAT ACM REPLACEMENT BUT WAS DISREGARDED AS THIS WAS ALREADY TO MODPROG TO ASSIST IN PROGRAMMING THE NEW ACM.

DKRESGE
AL HAS BEEN CLOSED

GTCGCQIS

GCQIS

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
After extensive testing and working with escalation. Replaced DSP
After extensive testing and working with escalation. Replaced DSP
module and verified all speakers operating. Tech notes that the WSM
directing to replace ACM is incorrect and lead to false diagnosis.
Part is also listed to help in this particular concern.
RECOMM [redacted] h [redacted] that y
. Have a great day! [redacted] Module Programming Specialist

Symp. Verif?: [redacted] 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

Repair Type	Component Number	Number Type	Description	Causal Comp.
	[redacted] AL	SERVICE	AMPL & [redacted] RADIO PWR BST	YES

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN EJ9 9U
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [redacted] Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] XL [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- 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

PE24 [REDACTED] GCQIS

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : E M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: unwanted brake in cruise cont
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 [REDACTED]

Description of Vehicle Concern: WHEN DRIVING ON HIGHWAY WITH [REDACTED] ON, THE VEHICLE IS APPLYING THE BRAKES WHEN PULLING ALONGSIDE A BIG TRUCK. Please list any diagnostics already performed: SELF TEST. CLEAR ALL CODES. (NUMEROUS CODES, NONE SEEMED TO PERTAIN TO CONCERN) PERFORM IPMA ALIGNMENT. IPC CONFIGURATION. (SAW THAT IN [REDACTED]) MONITOR PIDS, FOUND [REDACTED] ALIGNMENT OFF [REDACTED]. PERFORM [REDACTED] ALIGNMENT. REMOVE BUMPER OVER TO INSPECT [REDACTED]. MOUNTING [REDACTED] parts Replaced: NONE Your Question: WHEN DRIVING, VEHICLE DEFINITELY DOES WHAT CUSTOMER STATES. THIS VEHICLE WAS AT ANOTHER DEALER FOR SAME CONCERN, THEY WERE WAY OFF BASE WITH DIAG BUT THATS WHY I LABELED THIS AS ATTEMPTED REPAIR BEFORE. WHEN IT HAPPENS, THE RED TRIANGLE WARNING COMES ON DASH MOMENTARILY ACTIVE CRUISE COLLISION AVOIDANCE DOES NOT COME ON. ALSO NOTICE WHEN I DRIVE WITHOUT CRUISE ON, THE BUBBLE IN FRONT OF CAR SYMBOL IS SHOWING A VEHICLE IN MY FRONT BUBBLE WHEN IM PASSING THE VEHICLE. THE VEHICLE WOULD BE ON MY RIGHT AS DRIVING, DOES NOT HAPPEN WHEN A VEHICLE IS ON MY LEFT. THERE ARE NO CODES THAT COME BACK AFTER THESE EVENTS. THIS IS JUST SEEING A VEHICLE IN ITS PATH AND ACTING ACCORDINGLY THE [REDACTED] ANGLES WERE AT [REDACTED] AFTER ALIGNMENT THE [REDACTED] AND MOUNTING B [REDACTED] KET ARE INTACT A [REDACTED] PEARS LEVEL. TRIED AL [REDACTED] CAN THINK OF, SCOURED HAR REPORTS. AN [REDACTED] NPUT WOULD BE APPRECIATED.

RECOMM [REDACTED]
[REDACTED] e [REDACTED] t the [REDACTED] angles are at 0, it is suspected t you are referring to the [REDACTED] GN OFF PID in the [REDACTED]. If this is reading 0, then it would be within specification si [REDACTED] this PID needs to read within +/- 3 in order for the [REDACTED] to complete the [REDACTED] alignment procedure. Due to this, and [REDACTED] fact that the al [REDACTED] ment completes, then refer to [REDACTED] > Diagnosis and Testing > Symptom Chart: Adaptive Cruise Co [REDACTED] xpected ACC braking > Pinpoint test R. Perform this pinpoint test and make repairs/replacements as directed. <div style=>Beaus [REDACTED] dealership is equipped with the See e (SWIS) headset, if more technical assistance is needed and

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE--

COMMENT TEXT

a [REDACTED] session would be beneficial (live video or picture would help),
a [REDACTED] session would be beneficial (live video or picture would help),
use the link at the bottom of the page, to book a [REDACTED] call with the
[REDACTED]. After booking an appointment a [REDACTED] representa [REDACTED] will reach out
to you at the appropriate time. Verify the following prior to your
appointment:<[REDACTED]><div [REDACTED]=>Your See What I See ([REDACTED])
headset is charged, the [REDACTED] set is turned on, and is updated with the
latest software level.Ensure [REDACTED] login card is ready
to scan (Contains unique dealer code & [REDACTED] ship name)The
vehicle you are working on is in a bay with good Wi-Fi
connectivity<[REDACTED]><div [REDACTED]=>If the bullet points above are
met a [REDACTED] call can be scheduled within the hours of [REDACTED]
ET.&nb [REDACTED] ont><[REDACTED]><div [REDACTED]=><[REDACTED]><div [REDACTED]=>

 $\geq A$

C

><div

><

><div

$$\Rightarrow \langle \text{br} \rangle \langle A$$

fantastic day,

ADD-ON

5

Not Necessary,

Session Sub Status :

CONCER

E

EVERYTHING THAT I HAVE DONE ALREADY. I TOOK ALL THE TIME TO GIVE YOU ALL THAT INFO SO WE COULD AVOID THIS. I DON T HAVE ANY ELECTRICAL CONNECTION ISSUES OR I WOULD HAVE CODES. ALSO PLEASE PASS THIS ON TO SO HE CAN SEE WHY WE GET FRUSTRATED!! THANK YOU AND I WILL FOR YOUR RESPONCE!!

RECOMM

date. I a

After searching the customer symptom as outlined in your statement, I found that this concern has been reported in the past on other vehicles. This concern has been found to be attributed to a concern or a fault within the [REDACTED] itself. Understanding that the IPC has already been undated, it would be recommended to configuration application on the SOD modules, the [REDACTED], and the IPMA followed by carrying out the [REDACTED] Degree View Camera Alignment procedures then re-evaluate. It remains unresolved, replace the [REDACTED] and retest for proper operation. - [REDACTED] Sr. Technical Support Specialist, [REDACTED]

ADD-ON

i

Not

nical,

Commen

Dealer has not

duled a call.

CONCER

N

VEHICLE FIXED THANKS TO

!! DID THIS

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
GET SENT TO [REDACTED] AS I ASKED?? IF NOT, PLEASE DO.. THANK YOU
GET SENT TO [REDACTED] AS I ASKED?? IF NOT, PLEASE DO.. THANK YOU
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] y fie ser en r ank you
for update an d hotline contact. I appreciate that you
took the time to do so and that we were able to assist in resolving
this concern.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] s e sary WIS sio us :
Non-Technical. SWIS Comments : N/A
CONCER [REDACTED] GTCGCQIS
[REDACTED] ENGINEER JUST SCANNED THROUGH WHAT I WROTE AND TOLD
ME T WHAT I ALREADY HAD DONE. [REDACTED] CAME AND SAVED THE DAY, READ
WHAT WAS WRITTEN AND WHAT DO YOU K THERE HAVE BEEN OTHER REPORTS
OF THIS CONCERN. THAT KIND OF ATTENTION WOULD SAVE A LOT OF
FRUSTRATION FROM THE FIELD AND A LOT LESS SNARK REMARKS FROM THIS END.
INSTEAD OF THE CONSTANT WE APOLOGIZE FOR YOUR FRUSTRATION MAYBE FIX
THE CAUSE OF THE FRUSTRATION. JUST AN OBSERVATION, DO WITH IT WHAT YOU
WILL!

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 6 g: EN EK9 9E
Bld Dt: Calb:
Serial #: [REDACTED]
----- T -----
Trans: [REDACTED] AUTO TRANS
Bld Dt:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] ity [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's
Name : CHYER -????????????????????

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED] MUSTANG [REDACTED], SELMD-N, 4 DOOR, SEDAN VIN: [REDACTED]
Engine : [REDACTED] ELE [REDACTED] MOTOR 2 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

-----S-----		-----XT-----	
--TYPE--			
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED] M	BY [REDACTED]
AUDIT	[REDACTED] M	CHANGED TO [REDACTED] M	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED] M	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]
AUDIT	[REDACTED]	CHANGED TO [REDACTED]	BY [REDACTED]

[REDACTED] request in the forum [REDACTED] e the detail
[REDACTED] IN [REDACTED] bac t (but
1) of the software updates. Since then, the camera problem. The
above dealer is not the closest to me ([REDACTED] away) but I couldnt
get the closest one (DCH [REDACTED] at [REDACTED]
[REDACTED]) to rep o my back
will definitely need a loaner as I dont currently
hav her car. Thanks [REDACTED]

[REDACTED] GCQIS

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

Phone : [REDACTED] Phone : [REDACTED] Phone : [REDACTED]
Phone : [REDACTED] Phone : [REDACTED] Phone : [REDACTED]
Score : [REDACTED] Base Stat [REDACTED] Owner [REDACTED]
Contract Number : n/aPart Number : n/aDealer Name : [REDACTED]
P&A : [REDACTED] phone : [REDACTED] : [REDACTED]
[REDACTED] Ma del : [REDACTED] lea [REDACTED]
ification : BATTERY IC MOTOR #2 Transmission Specification :
1 SPD AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: :
[REDACTED] SOFTWARE CALIBRATION UPDATE21G01 DULE
AMMINGESP : [REDACTED] NEW [REDACTED] PREMIUMCARE
W/ROADSIDE0972 - [REDACTED] IRECA 1-INCLUDE
RENTALHotline Con t / ranty History : [REDACTED]

[REDACTED] omer
[REDACTED] and
3273740 [REDACTED] 106. .1GALPIN [REDACTED] ***
* [REDACTED] ommentsCustome [REDACTED] CALL [REDACTED]
W [REDACTED] RESEAL [REDACTED]

OWNREL

[REDACTED] / [REDACTED] to [REDACTED] introduced
[REDACTED] ed Cust ted that since
the last time he went to [REDACTED] the front exterior cameras/ sensors do
not work-theres no cruise ol, collision warning etc. all
functions that need the camera do not work. [REDACTED] states that he only
has [REDACTED] so he will NEED loaner/rental.OBE Next Step: f/u cust on
appo nt [REDACTED] Experience
[REDACTED] ext.

OWNREL

[REDACTED] to [REDACTED] DCH [REDACTED] of
[REDACTED] an [REDACTED] o [REDACTED] of
[REDACTED] ted t the earl st t [REDACTED] an get
u [REDACTED] anytime [REDACTED]. He stated that they will
have a rental for mOBE Nex U on app [REDACTED]
[REDACTED] Experience [REDACTED]

[REDACTED] to [REDACTED]. spoke to
[REDACTED] st [REDACTED] snt r e [REDACTED]
to [REDACTED] spoke to [REDACTED] he stated that the [REDACTED] t
par r the [REDACTED] attery and then they figure the
windshield.OBC to [REDACTED] poke to [REDACTED] he stated that he doesnt
show anything on o r. he said that ent to walk down there and
say the veh in bay being worked n for diag they dont have parts on
order. He said that he went in there and the [REDACTED] had [REDACTED] in front
of him and maybe just forgot. I advised i wil allow r diag i
advised hotline.Next steps: f/u dlr on hotline contact relay to
cust [REDACTED] Customer Experience Operations [REDACTED]

[REDACTED] | [REDACTED]: [REDACTED] ext.

OWNREL

[REDACTED] / [REDACTED] to [REDACTED] spoek to service
[REDACTED] d [REDACTED] for part its an
ter tool needed to make the APIM take the updateOBC to [REDACTED] parts

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

spoke to [REDACTED] he stated that he doesnt show anything on order for cust

spoke to [REDACTED] he stated that he doesnt show anything on order for cust
i advised [REDACTED] s an adapter he said that tools needed for repairs is
something separate he xfer me to PM. no answer left VM.OBE CUSTNext
steps: F/U dlr veh status relay to [REDACTED] Customer
Experience Operations [REDACTED]

[REDACTED] st [REDACTED]

[REDACTED] ext. [REDACTED] ***A-TE [REDACTED] ssion on
[REDACTED] accur [REDACTED] rd [REDACTED] Customer

Experience [REDACTED] ity [REDACTED] -----For

[REDACTED] sons, [REDACTED] not submit any sensitive personally
identifiable information, such as credit card numbers, drivers license
number, SSN, DOB, etc. Thank you.

[REDACTED] to [REDACTED] service [REDACTED] he
[REDACTED] ter. [REDACTED] called [REDACTED] to

parts he said that they actually just got it. he said if all goes well
they are looking to wrap up repairs by [REDACTED] to CUST no answer
left VMOBE CUSTNext steps: F/U dlr on r [REDACTED] see if veh has
been picked upFord [REDACTED] Customer Experience Operations [REDACTED]

[REDACTED] to dlr spoke to [REDACTED] she xfer me to
someone else.. [REDACTED] left [REDACTED] CUST he stat [REDACTED] at he has [REDACTED]
before a meetin [REDACTED] vided [REDACTED] l shoot him an email.Next st [REDACTED] f/u
cust on [REDACTED] Customer Experience Operation [REDACTED]

[REDACTED] to [REDACTED] spoke to [REDACTED]

[REDACTED] should have the veh completed [REDACTED] she said that [REDACTED] contact
cust when they get the update. [REDACTED] stated that she has been waiting
for an update regarding an exte [REDACTED] on the IWL. i advised she needs
to contact [REDACTED] she asked if i can message them i
advised i c [REDACTED] cc [REDACTED] of us on it so that they can
respond if that is the issue.OBE CU [REDACTED] xt steps: f/u cust and dlr if
cust picks up check satisfaction and offer esp.Ford [REDACTED]
Customer Experience Operations [REDACTED]

[REDACTED] to [REDACTED] spoke to [REDACTED]
[REDACTED] er u [REDACTED] ting with [REDACTED]
[REDACTED] s.he was very surprised, he [REDACTED] communicated with fse on it
and all he said that the cust can come in as early as [REDACTED]
CUST he stated that he will be able to drop off [REDACTED] to
see abut taking it in [REDACTED] to dlr again, i w [REDACTED] ed that
service is currently i [REDACTED] ing she told me to try in [REDACTED] min.i
advised cust that he can try to contact them on his own. her wise i
will still contact them again later to see about [REDACTED] steps: f/u

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

with dlr on veh diag appointment 6/8Ford [REDACTED] Customer
with dlr on veh diag appointment 6/8Ford [REDACTED] Customer
Experience Operations [REDACTED]

OWNREL [REDACTED] TO [REDACTED] service
[REDACTED] st [REDACTED] d fo e to call back in
30minFord [REDACTED] Customer Experience Operations [REDACTED] ext.

OWNREL [REDACTED] / [REDACTED] / [REDACTED] to [REDACTED] spoke to
[REDACTED] th e [REDACTED] t he will be in
[REDACTED] she said that she does have record t the veh was
off or anything.obe custNext steps: f/u cust and dlr on
appointmentFord [REDACTED] Customer Experience Operations [REDACTED] xt.

OWNREL [REDACTED] / [REDACTED] / [REDACTED] to [REDACTED] 4X Spoke to [REDACTED]
[REDACTED] i ed [REDACTED] an hat the veh i
ther ntly and has been since [REDACTED] ed him that this could
not have been true.. i just spoke t ust [REDACTED] we are still
trying to bring the veh in. [REDACTED] the [REDACTED] he xfer
me to someone else, [REDACTED] he a t me [REDACTED] me to his
VM. I requested [REDACTED] a hat point receptionist stated that she would
actually give hi a personal message.OB C to cust he stated that his
veh is not at the dlr he has been trying to text and call them as well
he said that he got a text from manager but that they need time for a
loner to come back and fse to come i explained that i have the ability
to contract them [REDACTED] is getting the veh to the dlr. I advsd i will
contact them again .Next steps: f/u dlr an cust on appoinmetFord
[REDACTED] Customer Experience Operations [REDACTED] ext.

OWNREL [REDACTED] / [REDACTED] / [REDACTED] to [REDACTED] spoke to [REDACTED]
[REDACTED] e pp [REDACTED] she ld leave [REDACTED]
note for him to contact me back.Next steps: contact dlr on cu next
steps and [REDACTED] Customer Experience Operation [REDACTED]

OWNREL [REDACTED] / [REDACTED] / [REDACTED] to [REDACTED] spoke to service
[REDACTED] te [REDACTED] a m ing, [REDACTED] to [REDACTED]
[REDACTED] o [REDACTED] in reservatio he set the appoint t up r
dr he xfer me to an adviser ester he stated that
they laoners at all and they do not have any accounts with [REDACTED]
party rentals.OBE CUSTNext steps: F/U CUST AND [REDACTED] ON CUS [REDACTED]
[REDACTED] Customer Experience Operations [REDACTED] ext.

OWNREL [REDACTED] (E.) Sent: [REDACTED] AMTo: [REDACTED]
[REDACTED] y [REDACTED] ize I left [REDACTED] ello

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

family emergency. I am glad that you were able to contact them and family emergency. I am glad that you were able to contact them and reschedule. There will not be any push back I promise just casually shoot over the receipt and the process will began. If you have questions meantime let me know. I will update my calendar with the new appointment. Thanks From m: [REDACTED]
mSent: [REDACTED]: [REDACTED]
[REDACTED] RNING: [REDACTED] riginated clicking li [REDACTED]. Use caution when opening attachments, up rescheduling for [REDACTED]. Hev [REDACTED] Due to calendar issues. I ended There is a hertz nea [REDACTED] pping off [REDACTED]. will be an [REDACTED] car SUV type. Thanks [REDACTED] t

OWNREL [REDACTED] to [REDACTED] spoke to [REDACTED] in no answer left vm remind [REDACTED] of appNext steps: f/ [REDACTED] e status [REDACTED] Customer Experience Operations [REDACTED].

OWNREL [REDACTED] to [REDACTED] spoke to [REDACTED] he he said that they can have repairs completed by [REDACTED] if all goes well OBC to [REDACTED] parts spoke to [REDACTED] he confir [REDACTED] all parts are currently i [REDACTED] to CUST to ad [REDACTED] the update i advised repairs will possibly [REDACTED] ready by [REDACTED]. [REDACTED] thanked me and wanted to say or tell sa to thorough [REDACTED] xt ps: f/u dlr on veh status [REDACTED] Customer Experience Operations [REDACTED].

OWNREL [REDACTED] to [REDACTED] [REDACTED] did not are still wo [REDACTED] to [REDACTED] air veh i advised to contact hotline. Next steps: f/u dlr repair status [REDACTED] Customer Experience Operations [REDACTED].

OWNREL [REDACTED] to [REDACTED] spoke to [REDACTED] on t [REDACTED] are havin network issues and cant get update. i advised according to hotline that isnt true he said that he would need to reach out to me in [REDACTED] all techs and SM on lunch. Next steps: f/u dlr on status [REDACTED] Customer Experience Operations [REDACTED].

OWNREL [REDACTED] TO [REDACTED] service no indicates th [REDACTED] would be released to [REDACTED] [REDACTED].. but [REDACTED] left VM saying that its still being worked on [REDACTED] d [REDACTED] actual [REDACTED] t Next steps: f/u dlr get update relay to [REDACTED] Customer Experience Operations [REDACTED].

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --

[REDACTED] to [REDACTED] direct

[REDACTED] to [REDACTED] direct

[REDACTED] is in [REDACTED] x [REDACTED] e no [REDACTED] swer. IBC to [REDACTED] he stated that he is jus [REDACTED] vond fr [REDACTED] ted with his whole thing t [REDACTED] eh wasnt even driven [REDACTED] and the collision warning cruise control began to malfunc [REDACTED] in. [REDACTED] said that he contacted [REDACTED] right away he said to brng it back whe [REDACTED] can he said he will try o bring it in by [REDACTED], and get another rental i advised to send final bill [REDACTED] said he will contact me when the veh is in. Next steps: f/u dlr [REDACTED] when [REDACTED] will be coming in ensure they are utilizing hotline. Ford [REDACTED] Customer Experience Operations [REDACTED] | [REDACTED]:

[REDACTED] to [REDACTED] service [REDACTED] ow t [REDACTED] veh is still currently waiting to be diag. OBC to [REDACTED] i advised him that they are still waiting for diag. [REDACTED] said h [REDACTED] sumed so. hes glad i will update him i advised i wi [REDACTED] each out again [REDACTED] steps: f/u dlr veh statsu on diag relay to [REDACTED] omer Experience Operations [REDACTED] | [REDACTED]:

[REDACTED] to [REDACTED] service spoke to [REDACTED] dri [REDACTED] right now, he can see in the system that the [REDACTED] has been assigned to a tech which is good news but there arent any notes. Contact hotline. he xfer me to [REDACTED] left message OBE [REDACTED] Next steps: F/U [REDACTED] on veh status hotline to get an [REDACTED] Cust [REDACTED] r Experience Operations [REDACTED] | [REDACTED]:

[REDACTED] to [REDACTED] spoke to [REDACTED] e, i [REDACTED] uld have to leave VM, i et detailed VM requesti [REDACTED] an ETA as to when repair would be diag, - hotline OBE [REDACTED] Next steps: F/U dlr see if diag completed and relay to [REDACTED] get [REDACTED] on repair/ parts etc Ford [REDACTED] Customer Experience [REDACTED] erations [REDACTED] | [REDACTED]:

[REDACTED] to [REDACTED] spoke to [REDACTED] ot b [REDACTED] in his office all day [REDACTED] it has been bust there. she said veh is not in dlr [REDACTED] picked u [REDACTED] r weekend. i advised [REDACTED] is having same issues OBE [REDACTED] Next steps: F/U [REDACTED] on next st [REDACTED] has issues with fulat on ckFord [REDACTED] Customer Expe [REDACTED] ce Operations [REDACTED] | [REDACTED]: [REDACTED] ext.

[REDACTED] to [REDACTED] no answer left [REDACTED] ll h [REDACTED] g issues if he wants to do BB [REDACTED] n submit otherwise [REDACTED] nt to get veh fixed. Next steps: f/u [REDACTED] on next steps what doesnt [REDACTED] want to do Ford [REDACTED] Cus [REDACTED] r Experience Operations [REDACTED] | [REDACTED]:

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

OWNREL [REDACTED]: [REDACTED]

[REDACTED] camera [REDACTED] rH [REDACTED] to the
airport [REDACTED] and returned [REDACTED] - a [REDACTED]
round tr [REDACTED] camera errors. I then drove [REDACTED] al [REDACTED]
appointment to find it happened [REDACTED] - [REDACTED] - on the way t [REDACTED] ain
on the way back. It then happene [REDACTED] in [REDACTED] ght on the way to dinner -
staying on for a [REDACTED]. All listed in my [REDACTED] app. So
definitely not fi [REDACTED] l me about the next [REDACTED] ny time
after [REDACTED]

[REDACTED] m
[REDACTED] ont
camera [REDACTED] not happening. This is what I keep trying to get
across. [REDACTED] had printed me manual entries on how [REDACTED] wont work
with cer [REDACTED] road conditions, glare, other factors [REDACTED] ready knew
- I understand the technology very well and that isnt the problem.
There is a fault in the front camera. I believe that [REDACTED] introduced
the fault when they performed the windshield recall t [REDACTED] arted it
allin [REDACTED]. nbsp;

OWNREL [REDACTED] to cust he wanted to
[REDACTED] cust selected
dlr.OBC to dlr spoke to [REDACTED] she sta [REDACTED] she can get cust in
[REDACTED] with a rental [REDACTED] d to add line to ro i will refund
to get issues reolsved. app setNext steps: f/u dlr on app
and diaFord [REDACTED] Customer Experience Operations [REDACTED]
[REDACTED] | [REDACTED]: [REDACTED] ext.

OWNREL [REDACTED] to [REDACTED] app at
[REDACTED] pera [REDACTED] ns [REDACTED]
[REDACTED] | [REDACTED]: [REDACTED] ext.

OWNREL [REDACTED] to [REDACTED] she
[REDACTED] omer
Experience Operations [REDACTED]
[REDACTED]: [REDACTED]

OWNREL [REDACTED] to [REDACTED] no answer left
[REDACTED] lr o [REDACTED] iag relay to cust
get hotli [REDACTED] inFord [REDACTED] Customer Experience Operations [REDACTED]
[REDACTED] | [REDACTED]: [REDACTED]

OWNREL [REDACTED] to [REDACTED] no
[REDACTED] omer
Experience Operations [REDACTED]
[REDACTED]: [REDACTED]

OWNREL [REDACTED] S [REDACTED] EGAIN*****CONCERN:VEH H
has [REDACTED] ked up, but problem is still present NEXT STEPS:document
recontactFord [REDACTED] Customer
Experience Spe [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

OWNREL [REDACTED], repair complete

OWNREL [REDACTED], repair complete

OWNREL [REDACTED] to [REDACTED] service spoke to [REDACTED] is lunch she can
t the app she cant provide any de l on a rental. she took my
info own for a call back.OBE CUSTNext steps: F/U dlr on app for diag
again and rental [REDACTED] Customer Experience Operations [REDACTED]
[REDACTED]: [REDACTED] e

OWNREL [REDACTED] to [REDACTED] no answer left [REDACTED] contact me
to s app again with cust wit rental ps: u dlr on
app [REDACTED] Customer Experience Operations [REDACTED]
[REDACTED]: [REDACTED] ext.

OWNREL [REDACTED] to [REDACTED] spoke to [REDACTED] pp s l set [REDACTED] for
app and rental.OBE CUSTNex steps: [REDACTED] off road [REDACTED]
[REDACTED] Customer Experience Operati [REDACTED]
[REDACTED]: [REDACTED]

OWNREL [REDACTED] to [REDACTED] service no [REDACTED] e st d that he would
take a note em a have them call m provided contact
numberNext steps: f/u cust and see if they have been contacted if not
try dlr again [REDACTED] Customer Experience Operation [REDACTED]
[REDACTED]: [REDACTED]

OWNREL [REDACTED] (E.)Sent: [REDACTED]:
[REDACTED] RE:
[REDACTED] H [REDACTED] Can
u prov me a status of where we are with di [REDACTED] rom:
[REDACTED] (E.)Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED]: RE: [REDACTED]
[REDACTED] d [REDACTED] e it to e
lership. Also if so can we e utilize hotline gain and do
extensive road test before advising repair complete. Please provide me
with the RO# aas well.Thanks, [REDACTED]
JCustomer Experience Speciali [REDACTED]
[REDACTED]: [REDACTED]
[REDACTED] comSen [REDACTED]
[REDACTED] (E.) [REDACTED]
[REDACTED] for yes i that
appoi ent?From:< [REDACTED]>

OWNREL [REDACTED] to [REDACTED] spoek to [REDACTED] he
[REDACTED] y fi itsMS to [REDACTED]
custNext steps: f/u cust if [REDACTED] s good offer esp and close
[REDACTED] Customer Experience Operations [REDACTED]
[REDACTED]: [REDACTED]
OWNREL Fr [REDACTED] ([REDACTED])
[REDACTED]: [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: [REDACTED]
SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
[REDACTED] from [REDACTED] you contact him to see how soon you can arrange
[REDACTED] from [REDACTED] you contact him to see how soon you can arrange
th him
ousandoaks.comS [REDACTED] o: [REDACTED]
[REDACTED] (E.) [REDACTED] have
t him [REDACTED] (E.) [REDACTED]
[REDACTED] : : [REDACTED] PMTo: [REDACTED]
[REDACTED] RE: [REDACTED]
[REDACTED] dvised t t
[REDACTED] has the issue occur again. t [REDACTED] after leaving. Can we
in again with hotline help<span s [REDACTED] font-size:1
OWNREL From: [REDACTED] (E.)Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] : RE: [REDACTED]
[REDACTED] mer to
me in [REDACTED] r agnosing with a rental/loaner provided?
[REDACTED] JCustomer Experience Specialist
OWNREL [REDACTED] : [REDACTED]
[REDACTED] ot t espond to
t he want ahead set cust app [REDACTED] with a rentalOBE CUSTNext
steps: F/U CUST On [REDACTED] tomer Experience
Operations [REDACTED] :
OWNREL [REDACTED] to [REDACTED] spoke to [REDACTED]
[REDACTED] hedug cust app
mon drop offNext steps: sms cust [REDACTED] Customer Experience
Operations [REDACTED] :
OWNREL [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] : : RE: [REDACTED]
[REDACTED] vehicle
mes in [REDACTED] : [REDACTED] (E.)Sent: [REDACTED]
[REDACTED] : RE: [REDACTED]
[REDACTED] omer to me in [REDACTED] r agnosing with a
rental/loaner provided? [REDACTED] JCustomer
Experience Specialist [REDACTED] :
[REDACTED] ext. [REDACTED]
[REDACTED] : : RE: [REDACTED]
[REDACTED] arrange th him
[REDACTED] ousandoaks.comSent: [REDACTED]
[REDACTED] (E.) [REDACTED] om
[REDACTED] <sp
OWNREL InformationName(s) on the Title: [REDACTED] : [REDACTED]
[REDACTED] Ad
[REDACTED] ect purchasing or leasing the
cle InformationVIN: [REDACTED] rship
Status/ Type of Purchase: NewPurpose of ve [REDACTED] cles
registered to the business. (If yes to business) N/APurchase Date-

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: SD - CUST ASST C rt Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
[REDACTED] Information State Where Purchased: [REDACTED] Where
[REDACTED] Information State Where Purchased: [REDACTED] Where
[REDACTED] CA Dealer Information Purchased from [REDACTED] YES Dealership
(if yes): [REDACTED] Primary Reason for Repurchase: [REDACTED] has been in
[REDACTED] front camera fault [REDACTED] unable to fix even with
1 [REDACTED] is there a current concern with the vehicle? Yes front
camera inop causing collision assist brake asst etc dont work with out
that camera. (INTERMITTENT PRE-COLLISION ASSIST WARNING THAT BEGAN
OCCURRING AFTER [REDACTED] WAS PERFORMED) What is the repair status of
the vehicle? [REDACTED] y in [REDACTED] waiting next steps hotline Were
repairs compl d for this concern at multiple dealerships? (if yes):
Yes ([REDACTED] Only) Was the vehicle purchased/leased by full time active duty
memb of the [REDACTED] who was stationed or had legal residency in
[REDACTED] at [REDACTED] purchase/lease or at time of claimed? No
OWNREL [REDACTED] r: [REDACTED] stomer: [REDACTED]
Phone: [REDACTED]
Score: [REDACTED] hase Stat [REDACTED] Owner [REDACTED]
Contract Number: n/a Part Number: n/a Dealer Name: [REDACTED] of
[REDACTED] Oaks Dealer P&A: [REDACTED] phone: [REDACTED]:
[REDACTED] tio BATTERY CTRIC MO [REDACTED] Mileage: [REDACTED]
[REDACTED] fication: 1 SPD AUTO TRANS Warrant Start Date: [REDACTED] 05 Open
Recall/ESA: [REDACTED] REPROGRAM HVAC CONTROL MODULE ESP: [REDACTED]
NEW [REDACTED] UMCARE W/ROADSIDE 0972 - [REDACTED]
TIRE [REDACTED] P 1-INCLUDE [REDACTED] RENTAL Hotl [REDACTED] a
hotliner-CBISHO41Warra an [REDACTED] orv: [REDACTED] OF
[REDACTED] E N U N [REDACTED] A r ments
[REDACTED] LIGHT CAME ON CHECK AND ADVISE 5680371 [REDACTED] OF
[REDACTED] GCQIS- [REDACTED] t
[REDACTED] VehicleConcern.t txt OutboundSeq.txt
[REDACTED] ents TMP P.txt [REDACTED] t
GCQIS-VehicleConcern.t txt OutboundSe [REDACTED] Comments
[REDACTED] ADDITIONAL REMOTE CONTROL AND KEY BLA [REDACTED]
[REDACTED] OF [REDACTED] GCQIS-CaseCom [REDACTED]
[REDACTED] Q [REDACTED] concern.t txt OutboundSeq.txt
[REDACTED] nts TMP P.txt [REDACTED] t
[REDACTED] VehicleConcern.t txt Outbounds [REDACTED] Comments
[REDACTED] BLUECRUISE MODULE PROGRAMMING 5680562 [REDACTED] OF
[REDACTED] GCQIS-CaseC e t
[REDACTED] VehicleConcern.t txt OutboundSeq.txt
[REDACTED] ts TMP P.txt [REDACTED] t
[REDACTED] -VehicleConcern.t txt Outbound [REDACTED] Comments
CUSTOMER STATES FRUNK AJAR LIGHT IS ON DASH [REDACTED] SE5232942
[REDACTED] GCQIS-CaseComments TMP P.txt
[REDACTED] Concern.t txt OutboundSeq.txt
[REDACTED] nts TMP P.txt [REDACTED] t
[REDACTED] VehicleConcern.t txt Outbounds [REDACTED] Comments
Customer states pre-collision warning and f [REDACTED] ning and
blue cruise goes out back on [REDACTED] scince picked up and stays out

--TYPE-- from [redacted] to [redacted] refer ro [redacted] 3.1 &nb
from [redacted] to [redacted] refer ro [redacted] 3.1 &nb

----- S -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

----- E -----
Engine: ELECTRIC MOTOR [redacted] : EN C19 [redacted]
Bld Dt: Cal [redacted]
Serial #: [redacted]

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

Model: [redacted] Shift: [redacted]
----- A D D I T I O N A L -----
Tire : [redacted] A/S BSW Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????
Paint : [redacted]-?? [redacted] 3

----- A F T [redacted] M [redacted] I F I [redacted] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted]
Country: [redacted] Region : [redacted]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C Q [REDACTED] O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED] AID/INFO [REDACTED] [REDACTED]
[REDACTED] AID/INFO TECH COMMENTS [REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] 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
[REDACTED] Case Number : [REDACTED] stomer : [REDACTED]
[REDACTED] Phone : [REDACTED]
[REDACTED] Score : [REDACTED] hase Stat [REDACTED] ner [REDACTED] C [REDACTED] t
[REDACTED] Number : Part Number : Dealer Name : [REDACTED] aler P&A : [REDACTED]
[REDACTED] 07702Dealer phone : [REDACTED] : [REDACTED] : [REDACTED] Make : [REDACTED]
[REDACTED] Model : [REDACTED] : [REDACTED] ati [REDACTED]
[REDACTED] ERY ELEC [REDACTED] TOR #3Transmissio [REDACTED] ion : 1 Speed
[REDACTED] TransmissionWarranty Start Date : [REDACTED] Recall/FSA: : 22P31
[REDACTED] REPLACE THE ELECTRONIC PARKING [REDACTED] NECTORESP : [REDACTED]
[REDACTED] [REDACTED] TRIPLECARE-[REDACTED] 1-IN [REDACTED] RNTLHotline Con [REDACTED]
[REDACTED] a ty History : [REDACTED]
[REDACTED] OB PORTAL:Hello is there assistance needed within this case? Please
[REDACTED] advise for review.Thanks [REDACTED]
[REDACTED] Experience Specialist, [REDACTED]
[REDACTED] : [REDACTED]
[REDACTED] A WANTS TO START A BUY
[REDACTED] BACK AND WOULD LIKE TO PURCHASE ANOTHER MACHE THIS ONE HAS JUST HAD TO
[REDACTED] [REDACTED] ENGINNERING HAS BEEN INVOLVED WITH THIS REPAIR AND
[REDACTED] I AS ALL THE SAME ISSUES PLUS NEW PROBLEMS THAT KEEP
[REDACTED] OCCURING PLEASE START BUY BACK PER CUSTOMER REQUEST WE ARE TRYING TO
[REDACTED] FIND A REPLACEMENT MACHE PLEASE LET ME KNOW WHAT I NEED TO DO TO HELP
[REDACTED] THE PROCESSIB PORTAL:SORRY I WAS INTERRUPTED CUSTOMER SEEKING BUY BACK
[REDACTED] I JUST SENT ANOTHER PORTAL MESSAGE
[REDACTED] customer requesting a BuybackLAURA [REDACTED] ([REDACTED]) is asking
[REDACTED] for a Buyback. Assigning this case [REDACTED] te [REDACTED] ownership
[REDACTED] of the case and start the Buyback evaluati [REDACTED] process for the customer.
[REDACTED] [REDACTED] has reported to the dealer that a [REDACTED] is taking over the case and
[REDACTED] l contact them and the customer wit [REDACTED]
[REDACTED] OB PORTAL:Hello thank you for the update, [REDACTED] nsferring the case
[REDACTED] to the [REDACTED] team and they will be in contact with the customer on this
[REDACTED] request [REDACTED] Experience
[REDACTED] Speciali [REDACTED]
[REDACTED] : [REDACTED]
[REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

pm CST

OWNREL pm CST
In reference to Case No. [REDACTED]. Thank you for contacting [REDACTED]. As promised, I will work with you to bring the ea resolution to your case, providing you with regular updates in the interim. Current Update: Good Afternoon, we are still waiting on your buyback Should you need to contact me, you may reach me directly at this email address or at [REDACTED] on my extension [REDACTED]. If Im unavailable, please leave [REDACTED] ed voice message [REDACTED] will return your call as soon as possible. Note: If you do call back, please be prepared to provide your case number to enable quicker service. Thank you again for contacting [REDACTED], we appreciate your loyalty and are committed to resolving y case as soon as possibleCustomer Relationship Center -Passenger Vehicle [REDACTED] Office: [REDACTED] ext. [REDACTED] of [REDACTED]

OWNREL VIN lis hec [REDACTED] lts: nothing returnedPer [REDACTED]
: Original Owne [REDACTED] NHLDEVON [REDACTED] ([REDACTED])
[REDACTED] y g [REDACTED]

OWNREL After review [REDACTED] does not meet state guidelines for buyback/replac nt criteria for OH. Talking Points: -Deny GFR -Review note in milestone-[REDACTED] is at the dealership-Recommend Dealer Engage Hotline for Repair sistance if needed.-Engage Tech SME-Focus on getting [REDACTED] repaired-Follow Repair Assistance Procedures Per Process
-Ca omments TMP [REDACTED] t
-VehicleConce rn.t [REDACTED] u [REDACTED] STOMER FACING AGENT
-CaseComments TMP [REDACTED] t
-VehicleConce rn.t [REDACTED] u [REDACTED] PROVIDE CONTACT
MATION TO CUSTOMER [REDACTED] -CaseComme TMP [REDACTED]
[REDACTED] t -VehicleConce rn.t [REDACTED] OutboundSeq. [REDACTED]
[REDACTED] Bu ck Handling T [REDACTED]

OWNREL [REDACTED] does not [REDACTED] tate guidelines for OH; [REDACTED] is outside the [REDACTED] sumption time period.customer said want [REDACTED] s can she do i
advised to contact bbb NEXT STEPS: CASE CLOSE ustomer Relationship Center -Passenger Vehicle [REDACTED] Office: [REDACTED]
ext. [REDACTED] of Operati [REDACTED] [REDACTED]

OWNREL ----S [REDACTED] afe for closure [REDACTED]
[REDACTED] Experience Supe [REDACTED]

----- S -----

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

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] - CUST ASST C [REDACTED] Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] S -----
Vehicle Build Date: [REDACTED] a Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 3 E - - -
Bld Dt: [REDACTED] Tag: [REDACTED]
Serial #: [REDACTED] Calb: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I [REDACTED] O N A L - - -
Tire : [REDACTED] A/S BSW rand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]

----- [REDACTED] -----
Date [REDACTED] rt # [REDACTED] Pro [REDACTED]
[REDACTED] Symp Cat Causal Part Description Dealer Id
[REDACTED] AID/INFO PROGRAM CHANGE PLT [REDACTED]
[REDACTED] AID/INFO [REDACTED]

--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Number Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer	Rp	Cau	e Part		Number	Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]							[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] ELE [REDACTED] MOTOR 3 [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE STEERING/STEERING WHEEL
PERFORMANCE INOPERATIVE
Additional Symptom:
Other [REDACTED]. With Concern: Severity Rating - [REDACTED] omer: Engineering:

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

--TYPE--
AUDIT

OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] **BEV V
[REDACTED] VI [REDACTED] est VEH.at the
Dealership: [REDACTED] of [REDACTED] E Mileage:
14062CLV: 81 [REDACTED] o Concern: nConcern A [REDACTED] eason for
Concern: [REDACTED] from Inquiry team has [REDACTED], [REDACTED] battery
goes from [REDACTED] charge and drain and go [REDACTED] ar [REDACTED] has
been to the dealer. [REDACTED] say if he doesnt use a/cor heater h [REDACTED] et full
range of the battery [REDACTED] st winter he was getting a slight difference
like [REDACTED]. He lives in [REDACTED] and it is cold but he said the
batte [REDACTED] ining. The dea [REDACTED] d his veh has to throw a code. He
couldnt se his cruise control w/o the fear of it driving him into
traffic. [REDACTED] said he cannot make it back and forth without making it
back.Beca [REDACTED] his front sensor issues are not able to be resolved,
dealer say normalized characteristics, and when he use the cruise
control it bounces him around instead of keeping him center. [REDACTED]
[REDACTED] says the dealer has watched the video and the dealer sai
[REDACTED] ing that they can do. [REDACTED] veh went to the dealer for a mth and
[REDACTED] last visit to the an [REDACTED] says his [REDACTED] is working fine [REDACTED]
[REDACTED] s to submit a BB.NEXT S [REDACTED] : Contact [REDACTED] dealer regarding [REDACTED] ious
repair attempts and a possible appt. [REDACTED]
She/Her/Hers [REDACTED] omer Experience Cen [REDACTED] P [REDACTED] m
[REDACTED] office: [REDACTED] Office Hours:
OWNREL [REDACTED] n [REDACTED] xt. [REDACTED] / [REDACTED] IBC From [REDACTED]
([REDACTED]) [REDACTED] ; [REDACTED] ber/Vin: [REDACTED]
[REDACTED] sue [REDACTED] ar Port Issue [REDACTED] SAYS: I am working
[REDACTED] on an case for my lemon [REDACTED] application; but, I
am having issue [REDACTED] the charging port.CRC ADV: Provided [REDACTED] of
scheduled Follow Up appt; Advised of case notations.Next S [REDACTED] : Notate
the case: [REDACTED] agent of call [REDACTED] FRIASSheHerHers Truck
Concern [REDACTED] er Experience S [REDACTED] TeamO: [REDACTED]
ext. [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

OWNREL [REDACTED] SAYS: [REDACTED] I have an open case and i want

OWNREL [REDACTED] SAYS: [REDACTED] I have an open case and i want
peak t s [REDACTED], they called me [REDACTED] and i
missed that. they didnt call [REDACTED] PER [REDACTED] SAY
ADVISED: Scheduled Follow Up [REDACTED] t ext number of the
handler and since it is assi [REDACTED] Transferred to [REDACTED]:

OWNREL [REDACTED] ext [REDACTED] from
[REDACTED] use t us
ersh o duplicate the issue that he was having it
wasnt giving any codes for the dealership so they could not state of
the specific error. however the customer did have video recording
showing the dealership of the specific issue they were aware of it but
they just could not duplicate the concern. advise the customer that I
would love to reach out to the local dealerships to see which one
would be able to diagnose the vehicle but advised the customer that if
the dealership is not able to diagnose the issue or duplicate the
issue right then and there then they would have to keep the vehicle
for an X amount of time just so they can get the codes to show up I
understand that this is not something that you would like to go
through since youve been having this issue for [REDACTED] now. stated
to the customer that I would also ask the deale [REDACTED] they are able
to provide a loaner vehicle while the customers vehicle is being
diagnosed for the issue that he is presented. customer was
understanding of this information and advised of his scheduled time of
when he would be able to bring in the vehicle. schedule: anytime
[REDACTED] time. [REDACTED] to dlrshp [REDACTED]
[REDACTED] customer n with
port of t cl ious dlrshp was not able to dup
the issue , would you be able to provide loaner vehicle or partner
with work with enterprise loaner is [REDACTED] be available
customer has appointment [REDACTED] next steps
message cxs

OWNREL [REDACTED] says: been problwm with the battery sensor on my veh. i am at the
now but they dont have a loaner or rental veh. i was told from
[REDACTED] that they already set me up for rental and i have a case
[REDACTED] cust [REDACTED] says: N/ACRC advised: Advised the cust that
[REDACTED] t. Advised that I can transfer him to their
dept to further c k on this case.

OWNREL CXS [REDACTED] / [REDACTED] / [REDACTED] Email:
[REDACTED] rom [REDACTED] ncern for calling [REDACTED]
[REDACTED] to t at [REDACTED] d sa [REDACTED] hey could not give hi
r. They dont have a lo il [REDACTED]. [REDACTED] is not leaving
veh at dlr. Agent advised: the dealer i be osition to
provide loaners and rentals. Also advised, rental reimbursement
guidelines [REDACTED] for a [REDACTED] rental. [REDACTED] says at this time he does
not think h go wit at option [REDACTED] thinks he will wait until
the dlr has loaners. Inquired if there is any update on his buyback
review. Advised there is no update. He should expect a decision by
next Wed. Next Steps: None. [REDACTED] Experience

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

Specialist, [REDACTED] [REDACTED]:
Specialist, [REDACTED] [REDACTED]:

OWNREL [REDACTED] -To cust to inform him
on his BB request...NEXT STEPS: F.U w/ cust and dealer(dlr was closed I will keep him update
during MO time) [REDACTED] She|Her|Hers Customer
Experience Cent [REDACTED]
office: [REDACTED] Office Hour [REDACTED]
OWNREL OGC VIN [REDACTED] 5 [REDACTED] date
of current OGC List [REDACTED]: NoneNa
New [REDACTED] OMER FACING AGENT
GCQIS-CaseComments TMP P. [REDACTED] t
GCQIS-VehicleConcern.t [REDACTED] u [REDACTED] ROVIDE CONTACT
INFORMATION TO [REDACTED] OMER [REDACTED] F [REDACTED]

OWNREL [REDACTED] Buyback Review S [REDACTED] Team
o [REDACTED] t state guidelines for
buyback/replac [REDACTED] nt criteria for IL Talking Points:-Review BRT notes
in the Buyback Milestone-Advise [REDACTED] of the denial reason and provide
resources per the KB.- [REDACTED] is not [REDACTED] the dealer-Continue to work with
[REDACTED] and [REDACTED] to get [REDACTED] ack in to the [REDACTED].-Focus on getting [REDACTED]
ired- low Repa Assistance Proce [REDACTED] es Per
Process [REDACTED]

OWNREL [REDACTED] Buyback Review Sp [REDACTED]
[REDACTED] -Spoke with [REDACTED]
Spoke to [REDACTED] said the veh will steer [REDACTED] w l
cruise co [REDACTED] no duplication and veh wouldnt fully charge and it
charged for the dealer, no duplication.Light switch not there and
window was reprogrammed [REDACTED] She|Her|Hers
Customer Experience Cent [REDACTED]
[REDACTED] office: [REDACTED] Office [REDACTED]
[REDACTED] / [REDACTED] ** [REDACTED] V
[REDACTED] Cu [REDACTED] and
[REDACTED] mention that they were not able to duplicate [REDACTED] cern.Cust
to a [REDACTED]. The [REDACTED] dlr in cust area has him for
23.NEXT [REDACTED] To hi [REDACTED] to confirm appt and loaner.Fox [REDACTED]
[REDACTED] [REDACTED] - [REDACTED] irv
[REDACTED] [REDACTED]: [REDACTED] Hours:

OWNREL [REDACTED] A [REDACTED] g i have an open claim supposed to get a
the veh did not charge last night and this issue is still
over [REDACTED] ver again.PER [REDACTED], [REDACTED] SAYS:CRC ADV:Advised the cust that
there is a case number e [REDACTED] at [REDACTED] there would be a [REDACTED] but to
further assist provide the [REDACTED] / [REDACTED]
transfer the call.NOTE: can [REDACTED] b [REDACTED]

OWNREL [REDACTED] / [REDACTED] ** [REDACTED] V
[REDACTED] Lo [REDACTED] r [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

out for loaner.. Spoke to [REDACTED] Cust is getting a [REDACTED]
out for loaner.. Spoke to [REDACTED] Cust is getting a [REDACTED]
[REDACTED]. The battery i [REDACTED] g roblem He had it pl [REDACTED] n
controlhead switch for the window. His head light doesnt
turn [REDACTED] She|Her|Hers Customer Experience
Cente [REDACTED] office:
[REDACTED] Office H [REDACTED]
[REDACTED] V
over. Cust n [REDACTED] to rent a veh [REDACTED] upon dropping the v [REDACTED] lay
STEPS: Look into veh rental rei [REDACTED] rsement b4 diagnoses [REDACTED] NEXT
[REDACTED] She|Her|Hers Customer Experience
[REDACTED] office: [REDACTED]
Office Hours: [REDACTED]
Approved to co [REDACTED] n [REDACTED] when the vehicle is
dropped off at the dealer, due to shop cap [REDACTED] ty issues and on
diagnostic time frame. [REDACTED] Electric
Vehicle Supervisor [REDACTED]
[REDACTED] ** [REDACTED] V
[REDACTED] h been
diagnosed and ETA on repairs. Confirm with cust he did secure a
rental.. [REDACTED] She|Her|Hers Customer
Experien [REDACTED] r [REDACTED]
office: [REDACTED] Office Hour [REDACTED]
[REDACTED]
not provide [REDACTED] ma [REDACTED] o cust and he said the dlr has been
provided the [REDACTED] STEPS: [REDACTED] with the dlr to see if veh has been
diagnosed and ETA on repairs. Confirm with cust he did secure a
rental. [REDACTED] She|Her|Hers Customer
Experien [REDACTED] r [REDACTED]
office: [REDACTED] Office Hour [REDACTED]
[REDACTED]
the tech was [REDACTED] to drive cus [REDACTED] nd the veh is still being
diagnosed. [REDACTED]
She|Her|Her [REDACTED] C [REDACTED] a [REDACTED]
[REDACTED] office: [REDACTED] Office Hours:
[REDACTED]
A [REDACTED] connect with his case handler.DEALER
CUST/[REDACTED] SAYS:N/ACRC ADVISED I transferred cust to his case handler.
Calle Name: [REDACTED] Relationship to registered
owner: [REDACTED]:Requesting callback, CUST wanting to
do buy [REDACTED] ed veh vet and it has been [REDACTED]
NEXT STEPS:Doc [REDACTED] nt recontact [REDACTED] Customer Re [REDACTED] hip
Center- Truck TeamKeirra [REDACTED]
[REDACTED]
[REDACTED] ** [REDACTED] V
[REDACTED] O
attempts. [REDACTED] No answer Left a VMagents notes states:Requesting

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

callback, [REDACTED] wanting to do buyback as [REDACTED] has not diagnosed veh yet

callback, [REDACTED] wanting to do buyback as [REDACTED] has not diagnosed veh yet
and it has n [REDACTED] NEXT STEPS: F/U w [REDACTED] cust regarding his request
to submit for a [REDACTED] She/Her/Hers
omer Experien T [REDACTED]
[REDACTED] office: [REDACTED] Office [REDACTED]

[REDACTED] ** [REDACTED] V
ti he want to
submit a BB request. [REDACTED] expressed his veh has been at multiple
[REDACTED]. [REDACTED] says [REDACTED] veh has been at the dealer and they havent
e OBC-To [REDACTED] and no update and veh hasnt been looked at
yet.NEXT STEPSCheck for an update on the BB request and f/u with the
dealer for an update. f/u w/cust [REDACTED]
She/Her/Hers [REDACTED] omer Experience T [REDACTED]
[REDACTED] office: [REDACTED] Office Hours: [REDACTED]

a [REDACTED] ith the case handler my case is
cas [REDACTED] cust/dlr says:n/acrc advise:advise cust that [REDACTED]
set [REDACTED], i will send her an email and I update the c [REDACTED] ce
i got her [REDACTED] d cust would like to speak with the case handler i
will connect the cust to [REDACTED], but cust hung up while connecting
the call

BCM: [REDACTED] MOBILE [REDACTED] omer says: I have a [REDACTED] and I want
to ta [REDACTED] ase han [REDACTED].As per customer, de [REDACTED] /ACRC [REDACTED]
Advised: Advised that there is a scheduled follow up call on [REDACTED]
and Ill be updating this case to notify the case handler. Pro [REDACTED]
[REDACTED] and transfer the customer.

[REDACTED] ** [REDACTED] V
He ates his
veh has not [REDACTED] ched. [REDACTED] doesnt have a rental anymore he cannot
pay out of pocket. [REDACTED] wa [REDACTED] his veh bought bck.OBC- [REDACTED]: Spoke to [REDACTED]
who said he has to [REDACTED] w/ his tech for an update. He [REDACTED] k my email
email me an update. [REDACTED] was advised that his BB request is still being
evaluated and I wil [REDACTED] u with him later in the week.NEXT TSERS:
Contact dlr for an update and f/u with cust: [REDACTED]

<span style="line-heig
[REDACTED] from [REDACTED] stated he may have started a buyback and
statu [REDACTED] omer stated he has [REDACTED] and vehicle
is down due to battery [REDACTED] ern and dealer had [REDACTED] to use for
loaner and not satisfied with multiple concerns.Apologized for
experience and we do have resources to recommend to dealer and of
delay of next step. Informed agent is trying to progress case and bb
has been submitted on his behalf. [REDACTED] omer stated he has videos and
pictures regarding issues due to [REDACTED] as been documenting if additional
details is needed.Informed will send internal message to Agent to
reach out for statusAgent sent webex to contact of updateAAF Buyback
Non [REDACTED] Team | [REDACTED]
[REDACTED]:

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT -----
IBC FROM CUST: [REDACTED] called in because the vehicle has been at the
IBC FROM CUST: [REDACTED] called in because the vehicle has been at the
dealership for [REDACTED] and has not been diagnosed yet nor does
he have a rental vehicle and he is getting worried now. he
has also requested buyback [REDACTED] and has not been able to get anywhere
. He would like to start the buyback and he is over this process for
the vehicle repair. NEXT STEPS: Reach out to [REDACTED] via [REDACTED] ADVISED:
Attempted to call dlr and was able to leave voice message. A call to
be returned. Also advised that I have reached out to [REDACTED] via [REDACTED]
[REDACTED] Customer Experience
[REDACTED] Specialist, [REDACTED] TeamE:
[REDACTED]: [REDACTED] : NO ANSWER
[REDACTED] VIA WEBEX [REDACTED] N T ST REACH OUT TO
[REDACTED] Specialist/De [REDACTED] Customer Experience
[REDACTED]: [REDACTED] TeamE:
[REDACTED] re [REDACTED] : No return ([REDACTED])
@ [REDACTED] Original Owner per [REDACTED] Adler
Te [REDACTED]
[REDACTED] OME
[REDACTED] P P.txt [REDACTED] t
[REDACTED]-VehicleConcern.t txt Outb [REDACTED] PROVIDE CONTACT
[REDACTED] MATION TO CUSTOMER [REDACTED]-CaseComments TMP P.txt
[REDACTED] t [REDACTED]-VehicleConcern.t txt OutboundSeq.txt
[REDACTED] ten lease disregard GFR. Vehicle does not
meet state guidelines for buyback/replacement criteria for [REDACTED]. Talking
Points:-Deny GFR-Review notes in milestone-Veh is not currently at the
dealer, if there is a current concern, recommend cust contact dealer
for an appt. to have veh diag-Recommend Dealer Engage Hotline for
Repair Assistance-Follow Repair Assistance Procedures Per
Process-Focus on getting veh repaired [REDACTED]
AdlerSupport Team. [REDACTED]
[REDACTED] ** NOT A
[REDACTED] E
[REDACTED]-VehicleConcern.t txt OutboundSeq.txt DO
FOR N TO CUSTOMER [REDACTED]-CaseComments TMP
P.txt [REDACTED] t [REDACTED]-Vehicle [REDACTED] rn.t txt
Outb [REDACTED]
[REDACTED] ** [REDACTED] V
[REDACTED] n I left a
VM.I see the [REDACTED] mail stating:The [REDACTED]
[REDACTED] are still in the process of diagnosis
ing ect. Please ckbck with me towards [REDACTED]. hopefully,
i will have more info.Thank you, [REDACTED]: To cu S: F/U with
cust and dealer. Check email for [REDACTED] update<span st
[REDACTED] ** [REDACTED] V
[REDACTED] IP pdate for
the bluecrui y verifi o with the head light, head
light switched needs replace, work completed. Tech said he has not been
able to verify the cust range yet, they have to test drive. [REDACTED] To cust

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

advise him of the [REDACTED] decision and the dealers info. The cust is upset
advise him of the [REDACTED] decision and the dealers info. The cust is upset
and stated [REDACTED] ne s to purchase the veh back. I provided cust with
[REDACTED] d he denied the info and wants to speak to a
I did advise the cust that the [REDACTED] decision isnt in our
delegacy and that we have submitted it [REDACTED] I advised the cust that
I am working on getting his vehicle rep successfully. I thanked
cust for his patience during this and for being a Valued and Loyal
customer of [REDACTED]. I advised cust that once his veh is repaired I will
be happy to [REDACTED] into any GWG for him. The cust stated he appreciates
my help but he doesnt want this veh. [REDACTED] states he
PerSupervisor Escalation: [REDACTED] - on-demand VP and future
rental approved on 2/2SHAN [REDACTED] ry Electric
Vehicle Supervisor [REDACTED]

[REDACTED] **BEV V
[REDACTED] ess. [REDACTED] said
he spoke to [REDACTED] and he didnt get the email about [REDACTED] due to
not being properly informed of the rental needing [REDACTED]
veh. [REDACTED]: [REDACTED] is expecting for the veh to be repaired
[REDACTED] a [REDACTED] d her to pls give the cust a call. [REDACTED]
[REDACTED] She|Her| [REDACTED] - n
[REDACTED] | <a [REDACTED] style="color: [REDACTED]
[REDACTED] **BEV V
[REDACTED] im come pick up
his veh [REDACTED]. All concerns were addressed except for the fast
charge i [REDACTED] said he will drive the veh for a [REDACTED] to confirm
the repairs. N [REDACTED] STEPS: F.U with the dlr regarding [REDACTED] charge
concern [REDACTED] She|Her|Hers &nbs

[REDACTED] **BEV V
[REDACTED] wasnt able to
speak to any [REDACTED] ut cust fast charge concern. ([REDACTED] needs a [REDACTED]
to drive his veh to confirm the other repairs. NE [REDACTED] TEPS: F.U [REDACTED] e
dlr regarding the fast charge concern [REDACTED]
She|Her| [REDACTED]

[REDACTED] **BEV V
[REDACTED] dont have a
[REDACTED] char [REDACTED] d cust use te [REDACTED] chargerhimself. [REDACTED]
harger wrks fineNEXT STEPS: F [REDACTED] ust to confirm ve [REDACTED] rs
and speak about the long range battery. [REDACTED]
She|Her| [REDACTED] - eam
[REDACTED] : [REDACTED] Hours:
[REDACTED] IBC from [REDACTED] says: I
[REDACTED] w [REDACTED] till open. [REDACTED] CUST on
hold to check case status. When I came back to the line CUST was
unresponsive.CUST disconnected the call.CXS called CUST back and left
VM. Case is still open. FU scheduled for [REDACTED] STEPS: Document
case [REDACTED] Experience
[REDACTED] : [REDACTED] x

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: SD - CUST ASST C rt Date: [REDACTED]

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

OWNREL [REDACTED] ** [REDACTED] V
[REDACTED] i ropped as
if he use [REDACTED]. The long range battery he fast charger. Cust
use a EA f ger and it doesnt work. He said it has nothing to do
with short trips. Cust said the veh sat there for [REDACTED] and he said
he looked into [REDACTED] app and he can see the veh [REDACTED] even for [REDACTED]
[REDACTED]. If veh h back to the dealer he needs a loaner. I adv sed
that heneeds to take longer trips to get accurate driving history
which all goes into calculating his range. Its the equivalent of a
cust driving in the city vs highway miles. (Its picking up the stopping
and going [REDACTED] / [REDACTED] <span

OWNREL [REDACTED] ** [REDACTED] V
[REDACTED] R NEXTSTEPS:
f/u w/ dlr t ee of any next steps f/u w/custFord [REDACTED]
[REDACTED] She|Her|Hers Customer Experience Cente Team
[REDACTED] office: [REDACTED]

OWNREL [REDACTED] to [REDACTED] r etailed [REDACTED] [REDACTED] pressed 0 line
uest i left a VM automatically. no one s OBC CUST he says
Released veh to him [REDACTED], veh still cant fast charge
d veh range battery l gnificantly still, cust says
that he will call [REDACTED] himself, but would like us to find dlr that
will take him and ssues and provide him a loaner, cust wants all
hands this time, i advised we will need to direct dlr to "hotline"
when app set agent will let cust know dateCUST request a supe to
contact him i advised with the kind of issues hes having they will
document his feedback, as we would, but veh needs to go to dlr nothing
supe can do or suggestNEXT STEPS: agent contact [REDACTED] dlr ey certified
for cust fast charge issue and range decreasingF [REDACTED]
Customer Experience OperationsElisa [REDACTED]

OWNREL [REDACTED] Ext [REDACTED] to
[REDACTED] n repa oke
h s he vehicle was completed [REDACTED] and customer
has p up vehicle. [REDACTED] to customer [REDACTED] called
customer to confirm rep satisfaction [REDACTED] d he said the
vehicle still is having issues. They only replaced the light switch
and adjusted the sensor.He is unable to fast charge the vehicle and
that is still going on as well as Battery draining concern. I offered
to call [REDACTED] back to set up another appointment to get those concerns
addresse He said he keeps losing time for work and feels [REDACTED] doesnt
know how to fix it. He said he already has gone to 2 [REDACTED]
wants to speak with agent. Customer asked to speak wi
step: add sup escalation to the case.

OWNREL QAS [REDACTED] Reviewed
OWNREL IBC: [REDACTED] aid his veh is not repaired and looking for a
drils that can fix itIssue: lane assist sensors not workingCust
requesting CXS to return his callCust currently has the veh but no

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

appt set to take it to the [REDACTED]

appt set to take it to the [REDACTED]
HennesyCustomer Experience [REDACTED] Ext [REDACTED]

[REDACTED] & [REDACTED] ** [REDACTED] V [REDACTED] s e to Laura
and the appt for [REDACTED] L nd check the fast
charge. [REDACTED] o advise him of this appt. It was
set to r e [REDACTED] t but can be changed, No answer OBE To cust NEXT
STEPS: f/u with cust to verify this appt works for him. [REDACTED]
Company [REDACTED] She/Her/Hers Customer Experience C r
Inquiry [REDACTED] office: [REDACTED]

[REDACTED] H [REDACTED] ** [REDACTED] V [REDACTED] hi eh to for
the fast cha issue and lane as rking. Cust needs a
loaner veh. Fox [REDACTED] Sales<div
style="color:#0 0 0 l I , Helvetica Neue
,sans-serif; font-size:[REDACTED]; font-s normal; font-variant-caps:norm
mal; font-weight:[REDACTED]; l r-spacing:normal; ; text-align:start;
text-decoration-c r: :initial; text-decoration-style: :initial;
text-decoration

[REDACTED] ** [REDACTED] V [REDACTED] and he
said they do ve a [REDACTED] and have loane starting
[REDACTED]. It was said that only vehs purchased
d ner.<div style="color:#000000;
font-family:[REDACTED] UI , Helvetica Neue ,sans-serif; font-size [REDACTED];
font-style:no font-variant-caps:norm mal; font-weight:[REDACTED];
letter-spacing:normal; ; text-align:start; text-decoration- or:
:initial; text-decoration-style: :initial; text-decoration-thickn
ness:initial; text-indent:[REDACTED];
[REDACTED] Cust seeking a update Dealer/rentalEmailed BEVXSPlease be
ise i am a inquiry [REDACTED] MurphyCustomer
Experience [REDACTED]: [REDACTED]
Ext. [REDACTED]

[REDACTED] seeking to speak with agent case going on [REDACTED] to
h s he is overdue callbackCXS reach out via w r
agent GCQIS-CaseComments TMP P.txt [REDACTED] t
GCQIS-VehicleConcern.t txt Outbound [REDACTED] act [REDACTED]
Company Customer Experience Specialist PV TeamCrystal
[REDACTED] | [REDACTED]: [REDACTED]

[REDACTED] f UStCalled requesting a call from agent at a later time
ause he dont get [REDACTED] also asked for the name of
the [REDACTED] that e Golf mill motor CUST was okay
with u te

----- XXXXXXXXXXXXXXXXXXXX S -----

----- [REDACTED] -----

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

----- C Q I [REDACTED] S T O R Y -----

GCQIS

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

[illegible]

AB

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] MACH E, SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE UNINTENDED MOVEMENT
IGNITION ON FORWARD
Additional Symptom: accelerates on its own
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: NPF NO PROBLEM FOUND (NRTH AMER)
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED]
TIME ACCELARAT ON FROM A STOP AT RANDOM TIMES Please list any
diagnostics already performed: TESTED FOR CODES NONE PRESENT DRIVEN
VEHICLE HOME [REDACTED] AND UNABLE TO DUPLICATE CONCERN Parts Replaced:
NONE Your Que VE BEEN TRYING TO DUPLICATE CONCERN WITH OUT ANY
PROGRESS WHAT ELSE CAN I TRY IN ORDER TO DUPLICATE THIS SYMPTON I FEEL
LIKE ITS GOING TO BE SOFTWARE RELATED OR BLUECRUISE RELATED.

RECOMM [REDACTED]
r
g bunched up in the area of the gas pedal which may case the
pedal to be pushed down depending on how the customer positions their
feet on the mat. If there are no concerns found with the mat and there
being no fault DTCs set in any module, obtain as much information from
the customer on he operating conditions of the vehicle before the
fault occurs and/or have the customer visit the dealer then test drive
the customer with a member of the service department with them so that
they can try and induce the fault. Once the fault is duplicated, check
for DTCs in the PCM, SOBDMC, BECM, DC/DC, GSM, BCM, ABS, and BCMC by
performing individual on-demand self testing as hybrid modules may not
always populate DTCs unless on-demand self testing is completed. If
there are DTCs found, perform the appropriate PP testing in the
on-line workshop manual. The [REDACTED] is not
currently tracking this conce
Specialist [REDACTED] / [REDACTED] Diagnostician

ADD-ON [REDACTED]
s
CONCER [REDACTED] SWIS Comments : n/a
[REDACTED] GTCGCQIS
P E SYMPTOM IS NOT ABLE TO BE DUPLICATED NEED TO KNOW
WHAT ELSE CAN BE DONE AS THIS ISSUE IS A SAFETY CONCERN
RECOMM [REDACTED] BISHOP [REDACTED]
n for the update.
fault be duplicated however, with no codes present and with the

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

vehicle is operating as intended at this time, it would be extremely difficult to say with any degree of accuracy what may be causing the concern. After [REDACTED] checking Engineering investigation reports for other vehicles [REDACTED] his symptom, I was unable to find any. I [REDACTED] checked the self-help tool and found a similar report where the customer indicated the concern seemed to occur with the vehicle is operated in [REDACTED] drive mode. However, no fix information has been relayed back [REDACTED] from the dealer. As you are suspecting, this concern does appear to be software related. [REDACTED] > Description and Operation > [REDACTED] Drive [REDACTED] n [REDACTED] M for additional information on [REDACTED] nature. If not already done so, it would be recommended to check for available software updates in all modules. Install any updates that are available to address this concern. In addition, we recommend interviewing the customer at length to gather as much information as possible about the operating conditions present when the fault occurred. This will aid with duplicating the concern. - [REDACTED]

ADD-ON [REDACTED] o [REDACTED] s [REDACTED] Necessary

CONCER [REDACTED] Technical, SWIS Comments : vehicle fault cannot be duplicated. [REDACTED] ([REDACTED]) [REDACTED] t [REDACTED] of

ACCELERATING O [REDACTED] Please list any diagnostics already performed: HAVE CHECKED FOR CODES AND TESTED MODULES NO CODES PRESENT. Parts Replaced: NONE Your Question: THIS IS THE [REDACTED] VEHICLE COMING IN WITH THIS ISSUE CANT FIND ANY ISSUES WITH [REDACTED] CONTROL ACTIVATES AT A STOP ON HIS OWN AND TAKES OFF FORWARD CUSTOMER HAS TO BE ALERT TO SLAM ON THE BRAKES TO AVOID COLLISION. WEB-[REDACTED]-INT-[REDACTED]

[REDACTED]-[REDACTED]: Callback Done...WEB-[REDACTED]-EX [REDACTED]

[REDACTED]-[REDACTED]: [REDACTED], It is und [REDACTED] ood t [REDACTED] e marked Yes

t [REDACTED] er [REDACTED] plicated? , but it is unclear if you, the technician, have actually had this concern present while driving since you stated that you cannot find any issues with the vehicle. If this concern is only present with the customer driving, it is recommended to perform a test drive with the customer and/or obtain more information from the customer on the exact driving conditions which are present when the concern occurs. If we can duplicate the concern and verify this concern is not being caused by driver error, refer to Workshop [REDACTED] [REDACTED] Diagnosis and Testing and utilize the information [REDACTED] under Late or Lack of ACC Braking .

RECOMM [REDACTED] e [REDACTED] o [REDACTED] ave

[REDACTED] be duplicated? , but it is unclear if you, the technician, have actually had this concern present while driving since you stated that you cannot find any issues with the vehicle. If this concern is only present with the customer driving, it is recommended to perform a test drive with the customer and/or obtain more information from the customer on the exact driving conditions which are present when the

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

concern occurs. If we can duplicate the concern and verify this concern occurs. If we can duplicate the concern and verify this concern is not being caused by driver error, refer to Workshop Manual [REDACTED] Diagnosis and Testing and utilize the information in [REDACTED] under Late or Lack of ACC Braking [REDACTED]

CONCER [REDACTED] G [REDACTED] L [REDACTED] THE [REDACTED] RN BUT WHEN TESTING THERE ARE NO CODES PRESENT OR DAMAGE PRESENT.

CONCER [REDACTED] ([REDACTED]) [REDACTED] ails [REDACTED] sent [REDACTED] m. This occurred on [REDACTED] while he was at a stop light. When the light turned green [REDACTED] his foot off of the brake pedal, and the vehicle took off on its own before he touched the accelerator pedal. He also confirmed that when this fault occurred, the cruise control light turned on, although it was not on at all before this event.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED] o [REDACTED] e [REDACTED] we [REDACTED] i [REDACTED] r to drive the vehicle over the weekend and put a flight recorder on the vehicle to monitor the accelerator pedal position and the cruise control PID values. I will perform addition research and will follow-up on [REDACTED]

ADD-ON [REDACTED] n [REDACTED] n [REDACTED] atus [REDACTED] N [REDACTED] S [REDACTED] Session Sub Status : Non-Technical. SWIS Comments : n/a

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] W [REDACTED] H [REDACTED] CON [REDACTED] L [REDACTED] L [REDACTED] FLIGHT RECORDER WAS [REDACTED] ED ON [REDACTED]. HE CONFIRMED THAT TH E SPEED SIGN TOLERANCE SETTINGS A [REDACTED] AND THAT ALL MODULE SO FTWARE UPDATES ARE AT THE LATEST LEVELS. I HAVE CREATED AN ESCALATION REQUEST FOR ASSISTANCE. F/U ON [REDACTED].

CONCER [REDACTED] GTC [REDACTED] G [REDACTED] ONCE [REDACTED] PPENED ON [REDACTED] I DONT KNOW IF YOU CAN SEE WHAT IT DID AT THAT TIME.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] P [REDACTED] - C [REDACTED] t [REDACTED] i [REDACTED] finally was able [REDACTED] cate the concern for the [REDACTED] on [REDACTED]. I recommended that he install a flight recorder an [REDACTED] e th [REDACTED] concern again. The concern was duplicated again on [REDACTED] with the flight recorder installed. I also confirme [REDACTED] that the speed sign tolerance settings is not enabled. Also [REDACTED] ed that all modules have been updated to the latest software update and no change. I found a [REDACTED] report ([REDACTED]) with a similar concern and they have the same D [REDACTED] hat our c [REDACTED] vehicle has ([REDACTED] , [REDACTED] , [REDACTED] , and [REDACTED]). It was noted in this r [REDACTED] at [REDACTED] as [REDACTED] conce [REDACTED] nintended movement related to [REDACTED]. Is it possible that this vehicle has some programming iss [REDACTED] ng this concern and can the flight recorder data help diagnose this concern?

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

RECOMM

RECOMM

u e once
the blackbox recordings. We will update the TSR form with additional information and/or diagnostics once they have been reviewed. Thank you for your patience. Module Programming Team Member

ADD-ON

d o All
related programming concerns are known for this. If normal diagnostics or the flight recorder indicate a programming issue please return to modprog.

ADD-ON

L HYB E
CONCERN. I REACHED OUT TO TO [REDACTED] FRIED ON [REDACTED] REGARDING THIS VEHICLE AND A WEBEX SPACE WAS ED TO BRIN HER ENGINEERS UP TO SPEED ON THIS CONCERN. WE HELD A PHONE CALL MEETING WITH [REDACTED] NICIAN [REDACTED] TO DISCUSS EXACTLY WHAT HAPPENED WHEN THE C RN WAS T R HIM. THE CONCLUSION OF THIS MEETING WAS THAT WE NEEDED TO HAVE TOKENS INSTALLED ON THIS VEHICLE AND CONTINUE TO TRY TO DUPLICATE THE CONCERN. TAR BEING RE-OPENED AS THE ESCALATED HANDLING TEAM IS NO LONGER ASSISTING.

AUDIT

ADD-ON

A E
N O E
NS AND HOW TO SUBMIT A BUG REPORT O CONCERN. I [REDACTED] LED THESE PDFS TO [REDACTED] AND TEXTED HIM LETTING HIM KNOW THA SENT HIM AN EM ALL.

ADD-ON

T
AND HE WILL INUE TO THE CLE TO TRY TO DUPLICATE THE C CERN IN ORDER TO SUBMIT THE BUG REPORT. I WAS OUT OF THE OFFICE FROM [REDACTED] AND GOT A CALL FROM [REDACTED] ([REDACTED]) THAT THE DE A ANAGEMENT SENT HIM HO Y [REDACTED] ND HAS NOT BEEN TOLD TO RETURN TO WORK YET BECAUSE THE CUST LAIMED THAT NOBODY AS KED FOR PERMISSION TO DRIVE THE VEHICLE OUTSIE OF NORMAL BUSINESS HOUR S. I CALLED [REDACTED] AND DISCUSSED THIS SITUATION AND CALLED [REDACTED] UT GOT NO AN EFT VM FOR [REDACTED]. I ALSO SENT THE FOLLO N [REDACTED] L TO [REDACTED] AND [REDACTED]:..... a [REDACTED],... Just wanted to send mail there s e f of do tation that isn t captured o ver phone calls.... I ve been working with [REDACTED] since [REDACTED] (as shown in Hotline Contact [REDACTED] is [REDACTED] - IN [REDACTED]) with Uni cceleration. As o ned in the la on [REDACTED], I recommended we obtain permiss ion to drive the vehicle ove kend to put as many miles on the vehicle as possible in order to duplicate the concern while we have ou r diagnostic equipment set up on the vehicle.... I escalated this Hotli ne contact to myself and the remaining direction and communication I h ad with [REDACTED] was via phone call, text, and email where I would foll

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

ow-up with [REDACTED] to identify if the concern was
ow-up with [REDACTED] to identify if the concern was
duplicated f [REDACTED] and finding the concern wa
s not duplicated, I continued to rec [REDACTED] that we should continue to
drive the vehicle and would verify that we were getting permission fro
m the customer. ... It sounds like there was some miscommunication betw
een the service writer and the customer (not asking for permission) an
d/or possibly between [REDACTED] and the service writer (not confirming t
hat permission was rec [REDACTED]I CALLED SM [REDACTED] AGAIN AND ASKED WHAT
THE PLAN WAS FOR THIS VEHICLE AND [REDACTED] STA [REDACTED] HAT TECHNICIAN [REDACTED]
WILL BE COMING BACK INTO THE DEAL P [REDACTED] AND HE WILL GIVE
ALL. F/U [REDACTED] IF I DON'T HEAR BACK FROM [REDACTED].

CONCER [REDACTED] GTGCGQIS
V [REDACTED] VEHICLE FOR ABOUT [REDACTED] AND UNABLE TO DUPLICATE
THE CONCERN THE TOKEN IS INSTALLED. FEELS VEHICLE IS UNSAFE
DO WE GIVE BACK THE VEHICLE TO THE CUSTOMER? MANAGEMENT WANT TO RETURN
VEHICLE TO CUSTOMER. WHAT DO YOU SUGGEST WE DO?

RECOMM [REDACTED] ([REDACTED]) - [REDACTED] - [REDACTED]
[REDACTED] h [REDACTED] e d th yo r d d
icle in order to attempt to duplicate the concern to allow
engineering to review the data to identify the root cause of this
concern. If the customer feels like it is unsafe to drive and does not
want the vehicle back until the concern is resolved, that is the
customers choice. Please continue to work on duplicating this concern
and submit a bug report for engineering's review as long as the
customer is willing to leave the vehicle at the dealership and allow
us to drive the vehicle for testing purposes. If you hear differently
from the customer, please let me know. If I hear differently from
engineering, Ill let you know. - [REDACTED] - [REDACTED] - [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) - [REDACTED] - [REDACTED]
m p f s ng:
do feel that we have driven [REDACTED] vehic [REDACTED] and no k so
far. Sounds excessive. If [REDACTED] feels [REDACTED] cle should be dr
iven more and tested then I t [REDACTED] should buy it back and keep tes
ting it. Being that the car has [REDACTED] in the shop for [REDACTED]
, a buy back is almost inevitable. But we are prolong
opardizing my staff at the same time. If the car has an acceleration
problem, and you want us to keep driving the car, doesn't that put ou
r employee at risk? ...Thanks, [REDACTED]I responded on [REDACTED] stating:
No problem, [REDACTED]I greatly [REDACTED] the extent that [REDACTED] and y
our staff hav [REDACTED] ne through to attempt to duplicate this [REDACTED] I
n regard to the vehicle being bought back or not, that is up to the cu
stomer and [REDACTED]. It is my understanding that this vehicle is in the pr
ocess of be [REDACTED] bought back but it is normal process to continue with
diagnosis even for vehicles bought back until told otherwise by the R
eacquired Vehicle (RAV) Team.However, if you do not want to service
this vehicle any longer, please let me know and I can forward this in
formation onto the RAV Team and engineering team to have this vehicle
transferred to another dealership for service. ... NOTE: If the custome
r does not want the vehicle bought back for some reason, we would defi

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
nitely need to involve the Customer Relationship Center (CRC) Team to
nitely need to involve the Customer Relationship Center (CRC) Team to
work with the customer for approval before transferring the vehicle to
[REDACTED] dealership for service. [REDACTED] responded on [REDACTED] stating: [REDACTED]
[REDACTED] e servicing cars, that s n [REDACTED] he point. See [REDACTED] xcessive t
rive [REDACTED] and be asked to keep driving the car to try and du
plica [REDACTED] I ve just never been involved with diagnosing a veh
icle and been asked to drive [REDACTED]. [REDACTED] Also, Not sure h
ow much time we will be compen t [REDACTED] lem is found, since we h
ave to pay our techs to drive a vehicle that many [REDACTED]. [REDACTED] Thanks, [REDACTED]
[REDACTED] I responded on [REDACTED] stating: [REDACTED], [REDACTED] I m [REDACTED] you love servi
cles the reason [REDACTED] I brought [REDACTED] he option of sending the
vehicle to [REDACTED] Ford Dealership is because you mentioned that drivin
ng this veh [REDACTED] putting your employees at risk. [REDACTED] As for the amount
of [REDACTED] driven, simply we have no other option at this time. This co
ncer [REDACTED] very intermittent and from my understanding, the customer is
not willing to take the vehicle back at this time so we cannot expect
the customer to drive the vehicle in order to duplicate the concern ag
ain to generate the bug report for engineering. [REDACTED] My direction has alw
ays been the same. Contact the customer for approval to drive the vehi
cle outside of normal business hours. This allowed us to drive the veh
icle [REDACTED] without disrupting normal business at the dealersh
ip le [REDACTED] e better service for the customer. [REDACTED] In regard to c
ompensation for the time spent, I ve confirmed with [REDACTED] that the m
ajority (nearly all) of [REDACTED] he drove th [REDACTED] le in order
to duplicate the concern [REDACTED] i [REDACTED] normal business hours. Obvious
ly, the small amount of time spent during normal business hours drivin
g this vehicle in an attempt to duplicate the concern should be compen
sated for. [REDACTED] IMPORTANT: If you would like to spend your time driving th
is vehicle during normal business hours and are worried about compensa
tion, please let me know how much time you have already spent and how
much time you expect to spend driving this vehicle during normal busin
ess hours (obviously excluding lunch). I can provide a special labor o
p code for you to use which will allow you to [REDACTED] % of the actual
time stamped for normal business hour diagnos [REDACTED] g. [REDACTED] I hope this
information helps and again [REDACTED] I greatly appreciate you and all those
involved at your dealership with attempting to diagnosis this [REDACTED] Mac
h-E. These type of concerns do not happen often but when they [REDACTED] i
s critical we put extra attention and effort on them to resolve th [REDACTED] co
ncern quickly and correctly.

ADD [REDACTED] (FSE) [REDACTED] - [REDACTED] [REDACTED] REGION
[REDACTED] is the [REDACTED] dr [REDACTED] g [REDACTED] now an
d verified that h [REDACTED] k [REDACTED] how to generate the bug report in the scenari
o where the concern is duplicated. [REDACTED] F/U on [REDACTED].
ADD [REDACTED] (FSE) [REDACTED] - [REDACTED] [REDACTED] REGION
[REDACTED] d that t [REDACTED] con [REDACTED] t occur
red. I have rec [REDACTED] nded that we drive the vehicle a [REDACTED]
[REDACTED] with [REDACTED] driving [REDACTED] and [REDACTED] said [REDACTED]
[REDACTED] e [REDACTED] h [REDACTED] nex [REDACTED] w [REDACTED] F/U on [REDACTED].
ADD [REDACTED]) [REDACTED] - [REDACTED] [REDACTED] REGION

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
CONFIRMED WITH [REDACTED] THAT HE HAS DRIVEN THE VEHICLE HIMSELF FOR A TO
CONFIRMED WITH [REDACTED] THAT HE HAS DRIVEN THE VEHICLE HIMSELF FOR A TO
TAL OF [REDACTED] W UT THE CONCERN DUPLICATING. WE ARE GOING TO CALL
THE CU FIND OUT IF THEY WANT US TO KEEP DRIVING IT, IF THEY
DO NOT CARE. OR IF THEY WANT THE VEHICLE BACK. F/U [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] C OMER ES CAR
DIAGNOSIS IS PE O AS THEY ARE JUST WAITING FOR FORD TO SEND THEM
A BUYBACK OFFER (WHICH IS IN THE WORKS). I DIRECTED [REDACTED] TO
DEACTIVATE THE TOKENS THAT WERE PREVIOUSLY INSTALLED N VEHICLE BY
FOLLOWING THE SAME INSTALL INSTRUCTIONS BUT TO SELECT DEACTIVATE
RATHER THAN ACTIVATE. TAR BEING CLOSED AS CONCERN CANNOT BE DUPLICATED
IN ORDER TO PERFORM DIAGNOSIS.
AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
A O

----- C E R T -----

----- D -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

Repair Type Component Number Number Type Description Causal
OTH NPF SERVICE NO PROBLEM FOUND (NRTH AMER) YES

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: EN C29 9S
Bld Dt: Calb: PCGWC2N A
Serial #: [REDACTED]

----- T R -----
Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A/S [REDACTED] N A L - - -
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A [REDACTED] M [REDACTED] O [REDACTED] F [REDACTED] O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN:

Engine : E M

Odometer:

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION
NOT LISTED

MOBILE INTERFACE

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: PAK features

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

ANT BL/TH MOD

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

```

----- Return Loc:

```

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C O M M
--TYPE--
CONCER [REDACTED] ([REDACTED])
COMME

KEY DOES NOT WORK. I HAVE THE LIST ANY DIAGNOSTICS ALREADY PERFORMED:
PINPOINT TEST C. C1 YES, C2 NO OV, C3 YES OL, C4 YES [REDACTED] OHMS, C5 NO
OV, C6 YES OL, C7 YES [REDACTED] OHMS. SWAPPED [REDACTED] WITH [REDACTED] UNSOLD [REDACTED]
[REDACTED] AND CODE WENT [REDACTED] AWAY, [REDACTED] PASSED [REDACTED] ND TEST WITH NO C
[REDACTED] a [REDACTED] placed: 6 [REDACTED] TOOTH [REDACTED]. Your Question: WHEN I ORDERED
THE [REDACTED] FOR THE [REDACTED]. I [REDACTED] HE ENGINEERING NUMBER OFF OF IT
AND [REDACTED] S DEPARTMENT [REDACTED] LD ME THAT NUMBER CANNOT BE ORDERED. WE
OPENED A CPOIS CASE AND THEY GAVE US A NUMBER TO USE TELLING US THE
NUMBER OFF THE VEHICLE IS NOT VALID. [REDACTED]. AFTER
INSTALLING THE ONE THEY TOLD US TO GET [REDACTED] HE [REDACTED] SAYING
INVALID/INCOMPATIBLE SOFTWARE COMPONENT. I SENT [REDACTED] A MESSAGE SAYING
THAT WE USED A NEW [REDACTED] [REDACTED] WITH THE TEST [REDACTED] Y TOLD US TO
CONTACT HOTLINE ABO [REDACTED] R [REDACTED] BUT ITS A [REDACTED] THAT THE
BOOK JUST SAYS TO REPLACE AND SELF TEST [REDACTED]. [REDACTED] G ABOUT
THERE BEING NO WAY TO GET THE OLD PART? I [REDACTED] HERE [REDACTED] HING ELSE I NEED
TO DO FOR THE [REDACTED]. OR DID I JUST GET A BAD ONE? PART NUMBER FOR
[REDACTED] OFF OF [REDACTED]: [REDACTED]

RECOMM

With the [REDACTED] pricing tool, we found the number provided by [REDACTED] to be accurate. Since the concern was able to be resolved with a good antenna installed, follow with SPW of the current Bluetooth antenna and retest operation. Please continue to work with [REDACTED] to confirm that the part number listed in the catalog matches [REDACTED] should be supplied for this VIN. If the Phone as a Key features are still inoperative from within [REDACTED], continue testing by referring to [REDACTED] [REDACTED] and work [REDACTED] S for [REDACTED] being [REDACTED] This will verify the cellular [REDACTED] testing the TCU antenna and coax cable leading back to the module.

CONCER

██████████ GTCGCQSP
ORDER THIS NUMBER: ██████████. THE NUMBER ██████████
HAS PROVIDED ME HAS NOT WORKED ██████████ N ██████████ TAKEN A ██████████

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

OUT OF ANOTHER MUSTANG WITH THE ORIGINAL PART NUMBER AND THE [REDACTED] GOES
OUT OF ANOTHER MUSTANG WITH THE ORIGINAL PART NUMBER AND THE [REDACTED] GOES
AWAY. THERE IS NO NEED TO DO ANYTHING WITH THE RFA TO FIT THE
NUMBER ON THE ANTENNA. I JUST NEED THE ORIGINAL NUMBER. THIS NEW
NUMBER [REDACTED] GAVE ME WILL NOT WORK NO MATTER HOW MANY TIMES I GET A
NEW ONE [REDACTED] PARTS DEPARTMENT TOLD ME THAT THERE ISNT A WAY TO ORDER IT
BUT THATS WHAT WE NEED.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] i e e
on in this vehicle, we advise opening a [REDACTED] ticket for the
parts back order escalation process. This will [REDACTED] w further review on
this concern to make sure the correct part can be found to restore
vehicle operation again.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] d [REDACTED] a t
parts concern

CONCER [REDACTED] GTCGCQSP
[REDACTED] O GET THE PART I NEED FROM [REDACTED]. I
HAVE ALSO VERIFIED [REDACTED] THAT THE PART NUMBER [REDACTED] L FIX
THE CONCERN. I GOT [REDACTED] TENNA FROM [REDACTED] NEW [REDACTED] T WORKED.
[REDACTED] IS TELLING OUR PARTS DEPTME [REDACTED] THE [REDACTED]
[REDACTED] RRECT. BUT EVERY TIME I TRY IT WITH THE NEW PART
[REDACTED] [REDACTED]. IT STATES THAT SOFTWARE COMPONENT IS NOT COMPATABLE.
[REDACTED] E PDATE FOR THE RFA MODULE AND I CANT THINK OF A WAY TO
PROGRAM AN ANTENNA. [REDACTED] KEEPS INSISTING THE PART THEY ARE GIVING US
IS RIGHT AND WANT US [REDACTED] ET AN [REDACTED] INVOLVED FOR PROGRAMMING. IS THERE
SOMETHING YOU GUYS CAN DO?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] d [REDACTED]. We ag
ming required when this antenna is replaced. It would be
advised to continue working with [REDACTED] and [REDACTED] team to open a new
case and get the parts escalation [REDACTED] ess s [REDACTED] ed. We will email this
report over to [REDACTED] for additional support as well. We appreciate
your patience.

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] r rding t [REDACTED] [REDACTED]

AUDIT [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

ADD-ON [REDACTED] A [REDACTED] PENED [REDACTED] [REDACTED]
[REDACTED] P [REDACTED] H A KNOWN [REDACTED]
UNIT AND VEHICLE RECOGNIZED IT [REDACTED]. THIS TELLS ME THAT THERE IS
A PART CATALOG CONCERN. I WILL [REDACTED] IS ISSUE WITH ENGINEERING TO
FIND A QUICK RESOLUTION SUCH AS GOOD PART THAT CAN FIX THIS ISSUE.

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] W [REDACTED] ING TO UN [REDACTED] A
PART NEEDED.

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] E [REDACTED] T CATALOG [REDACTED] D
ORDERING SYSTEM. AS OF [REDACTED] ISSUE HAS BEEN RESOLVED AND NEW PART
SHOULD ARRIVE [REDACTED] TO CO [REDACTED] TE REPAIR.

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
ADD-ON [REDACTED]
ADD-ON [REDACTED]
C
WORKI WITH ENGINEERING TO GET AN UPDATED SOFTWARE ON [REDACTED]. ON
PARALLEL WE ARE TRYING TO GET A BC LEVEL ANTENNA THAT W OW CAN
RESOLVE THIS CONCERN.
ADD-ON [REDACTED]
N
RECOMMENDED. CLOSING TAR.
AUDIT [REDACTED]
A

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
UNKNOWN# [REDACTED], [REDACTED], [REDACTED]
Equipmen [REDACTED] t ipment/Procedure Used Effective

Repair Component Number Number Description Causal
Type Type SERVICE ANT BL/TH MOD Comp.
[REDACTED] [REDACTED] [REDACTED] YES

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED] 9U
Bld Dt: Cal
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : PN4-???????????????????????????????? [REDACTED] 3C/ [REDACTED] 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 -----

--- S U [REDACTED] E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

GCQIS

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED]
Other Veh. With Conc 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 [REDACTED] ([REDACTED]
a [REDACTED] f
PRE-COLLISION SAGECOMES ON, INTERMITTENTLY AND THEN CRUISE
CONTROL INOP Please list any diagnostics already performed: VERIFIED
TESTED ALL MODULES = [REDACTED] UPDATED [REDACTED] MODULES,
CLEARED ALL CODES FOU [REDACTED] RE-R = THESE
WARNING CODES COME BACK [REDACTED] PERFORM PPT D D1 [REDACTED] = STATES TO
REPLACE [REDACTED] DRIVER STATUS M [REDACTED] R CAMERA Parts Repl d: NONE Your
Question LEANING TOWARDS REPLACEMENT OF THE DRIVER STATUS MONITOR
CAMERA BUT WANTED TO KNOW IF THERE WERE ANY OTHER REPORTS FOR THE SAME
CONCERN
RECOMM [REDACTED] ([REDACTED]
n [REDACTED] be
the driver statu era. Please continue with installing a new driver
status camera to resolve this concern. [REDACTED]
ADD-ON [REDACTED] ([REDACTED]
o s ry
Contact
AUDIT [REDACTED]
4G
CONCER [REDACTED] GTCGCQIS
ix concern. Thanks
RECOMM [REDACTED] ([REDACTED]
T u g that
res this concern. If you have not already, please take oment
and submit the online survey with the specific vehicle repair
information as this will assist other technicians who submit a request
with the same symptom coding. Have a great day! [REDACTED]
ADD-ON [REDACTED] ([REDACTED]
o s N ssary
Non-Technical, SWIS Comments : Fix verified

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CMR# [REDACTED]
Equip [REDACTED] d [REDACTED] ipment/Procedure Used Effective

[REDACTED] R [REDACTED] C [REDACTED] [REDACTED] N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED]
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- LUCID RED TC/RED CARPET TC

----- A [REDACTED] I [REDACTED] O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Repair Odometer Rp Cau e Part Number Labor
 Date Order (Miles) Nr Cond Pfx Base Sfx Operation
[REDACTED] [REDACTED] [REDACTED] 1 D4 [REDACTED] [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED
Additional Symptom: CC increases speed
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

--TYPE--
CONCER [REDACTED] [REDACTED] [REDACTED] CENTER
[REDACTED] a [REDACTED] ption of [REDACTED] ER
STATES WHEN DR [REDACTED] H CRUISE VEHICLE WILL INCREASE [REDACTED] WITH OUT
TOUCHING ANYTHING Please list any diagnostics already [REDACTED] med: TEST
MODULES ROAD TEST TO DUPLICATE Parts Replaced: NONE Your Question: WAS
DRIVING AT [REDACTED] CRUISE SET AT [REDACTED], NUMBER ON DASH SWITCHED TO [REDACTED] AND
VEHICLE TOO [REDACTED] NEVER TOUCHED A [REDACTED] THING, MONITOR CRUISE BUTTONS [REDACTED] D
DROVE AGAIN SAME CONCERN NO INPUTS FROM SWITCHWS. ALSO NOTICED AT LOWER
SPEED THIS OCCURS, ALSO WHEN DRING AND ASET AT [REDACTED] BRAKES SOMETIMES
THE [REDACTED] WILL SET TO [REDACTED] RESUME VEHICLE WILL [REDACTED] NOT HAPPEN
ALL [REDACTED] E TIME BUT GE [REDACTED] O ACT UP ON EVERY TEST DRIV

RECOMM [REDACTED] [REDACTED] [REDACTED] CENTER
[REDACTED] 1 [REDACTED] r the con [REDACTED] t the
intell [REDACTED] t adaptive cruise control system speed sign tolerance
settings has not been adjusted to [REDACTED] and that it is set with no
adjustments to speed. Make the nec [REDACTED] y change and re-evaluate if the
setting is not as described. We also recommend verifying that the
navigation maps is updated. Navigation map data is stored in the APIM
module. If no concerns are found or if the fault remains after making
an adjustment, perform a PMI on the [REDACTED] and [REDACTED] then re-evaluate. If
the concern is still present, replac [REDACTED] t of [REDACTED] is recommended.
<div
style=>Because you [REDACTED] rship is equipped with t [REDACTED] at I See
([REDACTED]) headset, if more technical assistance is needed and a [REDACTED]
s [REDACTED] on would be beneficial (live video or picture would help [REDACTED] se
the link at the bottom of the page, to book a [REDACTED] call with the [REDACTED].
After booking an appointment a [REDACTED] representat [REDACTED] will reach out
you at the appropriate time. Ve [REDACTED] y the following prior to your
appointment:< [REDACTED]><div style=>Your See What I See ([REDACTED])
headset is ch [REDACTED] d, the headset is turned on, and is update [REDACTED] th the
latest software level.Ensure [REDACTED] login card is ready
to scan (Contains unique dealer code & [REDACTED] ship name)The
vehicle you are working on is in a bay with good Wi-Fi
connectivity< [REDACTED]><div style=>If the bullet points above are

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
met a SWIS call can be scheduled between the hours of [redacted]
met a SWIS call can be scheduled between the hours of [redacted]
[redacted]. [redacted]><[redacted]><div[redacted]=><[redacted]><div[redacted]=>

ef=[redacted]
[redacted]><A[redacted]
href=[redacted]
q.fac[redacted]
concerns<[redacted]><div[redacted]><[redacted]><div[redacted]=>
<A[redacted]
href=[redacted]
[redacted] Technical Support Specialist,
ADD-ON [redacted] - [redacted]
d [redacted] DY - Crui con
Session Status : Necessary, SWIS Session Sub Status : [redacted]
Contact, SWIS Comments : [redacted]
CONCER [redacted] GTCGCQ
o +20

Symp. Verif?: [redacted] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [redacted] -----
Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive:
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: EN [redacted]
Bld Dt: Calb: NCGWEHN A
Serial #:
- - - T R [redacted] I [redacted] I [redacted] - - -
Trans: 1SPD AUTO TRANS rt
Bld Dt:
Serial #:

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-??

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : E M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION POWER/CHARGE PORT/PAD
PERFORMANCE INOPERATIVE
Additional Symptom: No charging at set time
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 (%):

--TYPE--
CONCER [REDACTED]

STATES: WHEN V [REDACTED] SET TO CHARGE NOW, VEHICLE CHARGES NORMALLY -
WHEN SET TO A SCHEDULED TIME, IF THE VEHICLE IS PLUGGED IN AFTER SET
TIME, IT WILL CHARGE NORMALLY BUT IF THE VEHICLE IS PLUGGED PRIOR TO
SET TIME, IT WILL NOT CHARGE WHEN SET TIME ARRIVES - Please list any
diagnostics already performed: [REDACTED] IN [REDACTED] & [REDACTED]:00 IN
[REDACTED] - PINPOINT TEST H FOR [REDACTED] ERN [REDACTED] ULT [REDACTED] -
OINT TEST AJ FOR [REDACTED]: [REDACTED] N, [REDACTED]=Y (FAULTY CHARGING ION -
CUSTOMER STATES CHARGE T S WI TURN ORANGE & GETS A MESSAGE
STATING CHARGER FAULT Parts Replaced: NONE Your Question: BOTH RESULTS
LEAD TO FAULTY [REDACTED] &/OR CHARGING STATION - CUSTOMER HAS THE WALL
MOUNTED [REDACTED] IN [REDACTED] GARAGE - HOW DO WE PROCEED FROM HERE

RECOMM [REDACTED]
[REDACTED] ss one at your dealer to help determine if the fault is
g caused by the customer s [REDACTED]. If the concern still occurs with
another [REDACTED], it would be sugg d to check for any available updates
for the [REDACTED] or the [REDACTED]. IF the concern is still present or no
updates availabl r the modules, it would be suggested to refer
to [REDACTED] H, starting with [REDACTED] 2. Which could lead
to [REDACTED] f [REDACTED]. [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
[REDACTED] # [REDACTED], [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????????????
Paint : [REDACTED] -?? [REDACTED] / [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] ES DRV PERF HIGH VOLTAGE [REDACTED]
[REDACTED] [REDACTED] [REDACTED] ANT BL/TH MOD [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

----- C Q I S V [REDACTED] S T O R Y -----

Date	Report #	Type	Symp	Cat	Causal	Part Description	Dealer Id
------	----------	------	------	-----	--------	------------------	-----------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------	------------	------------	------------

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	----------	-----	-------------	------------	-----------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		V	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
POWERTRAIN MALFUNCTION (WRENCH STAYS ON)
Additional Symptom: [REDACTED] / [REDACTED]
Other Veh. With Conc [REDACTED] everity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]

[REDACTED] ption of
STATES HIGH VO [REDACTED] TERY WARNING ON DASH STATES TO PULL OVER
SAFELY. Please list any diagnostics already performed: CHECK AND COULD
NOT VERIFY, NO WARING LIGHTS ON AT THIS TIME NO UPDATES PRESENT FOR
PCM. CHECK FOR CODES, ONLY MEMORY CODES PRESENT. [REDACTED] BATTERY
CHARGER A INUT VOLTAGE TOO HIGH, [REDACTED] B [REDACTED] Y PACK A
VOLTAGE SYSTEM ISOLATION FAULT. [REDACTED] O [REDACTED] M WITH ECM/PCM A.
[REDACTED] LOST COMM WITH [REDACTED] /EV P [REDACTED] CONTROL. [REDACTED]
[REDACTED] /EV COOLING SYS [REDACTED] PERFORMANCE. DC/DC [REDACTED] C [REDACTED] ITH
[REDACTED] /EV POWERSTRAIN CONTROL. CLEARED ALL COD [REDACTED] YSTEM PASSED. ROAD
OR [REDACTED], AND NO WARNING LIGHTS, HAS BEEN DRIVEN A [REDACTED]
[REDACTED] BY [REDACTED] WNER AND STILL NO WARNING LIGHTS. Parts Rep [REDACTED] NO
Your Question: NO UPDATES AVAILABLE, CONCERN INTERMITTENT, NEED

HELP. [REDACTED]
RECOMM [REDACTED]
[REDACTED] hen the v
not h [REDACTED] curred while the vehicle was being driven (would
set when charging the vehicle). With the error described by the
customer it would lead to the [REDACTED] and [REDACTED]. With these [REDACTED],
[REDACTED] check the MECs coolant [REDACTED] the [REDACTED] ct level (che [REDACTED] e
[REDACTED] oir) and inspect all the MECs lines, checking for signs of a
leak. Due to all the DTCs mentioned, check all of the HV connections
at the HV battery, especially the connection for the dedicated HV
cable to the charge port (the dedicated cable mentioned is only used
when charging the vehicle with a [REDACTED] [REDACTED]). If there are no
concerns with the above checks, d [REDACTED] h [REDACTED] Cs listed, check if the
DTCs can be duplicated by placing the vehicle in [REDACTED] mode
and road testing the vehicle. If driving the vehi [REDACTED]
[REDACTED] mode does not assist with duplicating the DTCs, ch [REDACTED] e
[REDACTED] can be duplicated after charging the vehicle with a [REDACTED] [REDACTED]
(commonly referred to as fast chargers). [REDACTED] [REDACTED] /
Member [REDACTED]

ADD- [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER [REDACTED] SWIS Comments : [REDACTED]
[REDACTED] GTCGCOIS
[REDACTED] EL [REDACTED] RESERVOIRS OK. HOOKED UP TO CHARGER FOR
[REDACTED], ROAD TEST, N [REDACTED] LIGHTS COMING ON. PULLED CODES, SOBDM
DC/DC BECM PASSED. CODES THAT CAME UP [REDACTED] INVALID DATA
RECEIVE FROM CAMERA MODULE, [REDACTED] CAMERA [REDACTED] DRIVER SIDE
LED, [REDACTED] PASSENGER SIDE LE [REDACTED] LOST COMM WI [REDACTED] M PCM A.
[REDACTED] COMM WITH HYBRID/EV [REDACTED] E [REDACTED] IN CONTROL MODULE A.
RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] e returned l n [REDACTED]
[REDACTED] were no errors noticed with the vehicle, it would not
recommended to focus on the DTCs you mentioned returned during the
last self test at this time. It is not interpreted as the DTCs listed
would result in a warning indicator (the DTCs listed will not cause
the stop safely now message/vehicle to be disabled). Please ensure
when the vehicle was being tested - connecting to a known good [REDACTED].
that it was a [REDACTED]. Most dealerships only have a [REDACTED].
If the vehicle s with a [REDACTED] and there w
concerns, check if there is a [REDACTED] ation nearby that can be
used to charge the vehicle (ch i e [REDACTED] can then be
duplicated). If the vehicle is tested with a [REDACTED] and there
are no concerns, if not already performed, ro [REDACTED] vehicle with
the vehicle in [REDACTED] mode, checking if the [REDACTED] can then be
duplicated. [REDACTED] Team Member [REDACTED]
ADD- [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] W Necessary WIS [REDACTED] u
CONCER [REDACTED] Technical. SWIS Comments : clarified diagnostic direction
[REDACTED]
COME ON Pleas [REDACTED] diagnostics already performed: VEHICLE CAME IN
[REDACTED] NO WRENCH LIGHT DISPLAYED. PULLED CODES [REDACTED] IN MEMORY NOT
ROAD TEST TO ATTEMP TO DUPLICATE CONCERN [REDACTED] UNABLE TO
DUPLICATE. RAN PINPOINTEST R TO SEE IF I COULD PINPOINT CAUSE OF
INTERMITTENT WRENCH LIGHT DISPLAYED. R1 NO LEAK RES OVERALL [REDACTED]
OHMS. R2 YES VEHICLE STARTS. R3 YES LEAK RES OVERALL [REDACTED]
NO LEAK RES POS [REDACTED]. [REDACTED] NO, [REDACTED] NO, WITH [REDACTED] LT
OF [REDACTED]. ATTEMP T [REDACTED] D [REDACTED] LD NO [REDACTED] ETURN. VEHICLE WAS DRIVING
FOR [REDACTED]. UPON ROAD TEST WRENCH LIGHT CAME ON AGAIN ON
[REDACTED] SSED POAA6 DID NOT RETURN. POA5F:00 DRIVER MOTOR A
CURRENT HIGH PRESENT IN SOBMC AS A HARD FAULT. WAS INFORMED
THAT WHILE DRIVING IF FELT LIKE THE CAR WAS BEING HIT FROM BEHIND ON
TAKE OFF AND HAD REDUCED POWER. ONCE KEY WAS CYCLED WRENCH LIGHT
TURNED OFF AND CODE NO LONGER PRESENT AS A HARD FAULT. WAS ABLE TO
CLEAR, ROAD TEST AND COULD NOT DUPLICATE. NO OTHER CODES PRESENT.
PERFORM UPDATE ON AVAILABLE MODULES. ALL MODULES IN VEHICLE ARE UP TO
DATE. Parts Replaced: NO PARTS AT THIS TIME. Your Question: IM HAVING
TROUBLE DUPLICATING THE ORIGINAL CONCERN POAA6. NO POA5F CAME ON WHICH
HAD NEVER CAME UP BEFORE. NONE OF THE [REDACTED] ARE AT ALL TIMES TO

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

FOLLOW PINPOINT TEST TO FIND THE FAULTED COMPONENT. NEED HELP

FOLLOW PINPOINT TEST TO FIND THE FAULTED COMPONENT. NEED HELP

SWIS-[REDACTED]-INT[REDACTED]: SWIS Session Status :

SWIS Nece[REDACTED]: [REDACTED] SWIS

Comments : [REDACTED] for this visit ...WEB-[REDACTED]

[REDACTED] The leak resistance IDs

[REDACTED] (normal readings - no

[REDACTED] any of the leak resistance PIDs

[REDACTED], it would indicate the conditions were not meet for

check the PIDs. If this is encountered it would be

recommended to turn the ignition off [REDACTED] and after

the time mentioned re-attempt the dia [REDACTED] being

attempted. If not already performed when attempting to duplicate

either BECM/[REDACTED] DTCs, place the vehicle [REDACTED]

when road test the vehicle (checking if [REDACTED] ed

with the leak resistance PIDs). When checking the leak resistance

PIDs, check all of the PIDs (CON, NEG, POS, and overall). If there is a

a [REDACTED] that can be used for testing and the issue can not be

du [REDACTED] h the vehicle [REDACTED], check if [REDACTED]

[REDACTED] returns when [REDACTED] c [REDACTED] there are

[REDACTED] rns with the a [REDACTED] ecks [REDACTED]

charging), due to the [REDACTED] DT [REDACTED]

cleared, since in the [REDACTED] portion of the vehicle t [REDACTED] use the

[REDACTED] DTC could be the root cause of [REDACTED], perform the FDRS

[REDACTED] rgize procedure, and then check [REDACTED] ble connections at the

HV battery (rear) and the [REDACTED] /inspect the HV cable for visual

concern. If there are no e [REDACTED] reference the circuit testing in PPT

AA ([REDACTED] for the [REDACTED] DTC), when checking the harness from the

[REDACTED] uni [REDACTED] ck if wiggle testing the harness affects

[REDACTED] st resul [REDACTED] he [REDACTED] cell [REDACTED] can be referenced for this

portion of the vehicle [REDACTED] V Team Member

Alec...WEB-[REDACTED]-INT[REDACTED]: Callback Done...

RECOMM

[REDACTED] s [REDACTED] nce PIDs can read [REDACTED] CENTER

[REDACTED] - [REDACTED] (normal readings - no is

[REDACTED] nos [REDACTED] of the leak resistance PIDs [REDACTED], it

would indicate the conditions were not meet [REDACTED] check

the PIDs. If this is encountered it would be recommended to turn the

ignition off [REDACTED] and after the time mentioned

re-attempt th [REDACTED] t was being attempted. If not

already performed when attempting to duplicate either BECM/[REDACTED]

DTCs, place the vehicle [REDACTED] when road t [REDACTED] the

vehicle (checking if a c [REDACTED] with the leak

resistance PIDs). When checking the leak resistance PIDs, check all of

the PIDs (CON, NEG, POS, and overall). If there is a [REDACTED] that

can be used for testing and the issue can not be dupl [REDACTED] the

vehicle [REDACTED], check if [REDACTED] returns when [REDACTED]

[REDACTED] chargi [REDACTED] e are no co [REDACTED] th the above c

[REDACTED] charging), due to the [REDACTED]

[REDACTED] cleared, since in theor

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

portion of the vehicle that can cause the [REDACTED] DTC could be the root cause of the [REDACTED], perform the FDRS de-energization procedure, and then check the HV connections at the HV battery (rear) and the [REDACTED] /inspect the HV cable for visual concern. If there are no errors reference the circuit testing in [REDACTED] ([REDACTED] for the [REDACTED] DTC), when checking the harness for [REDACTED] the drive cell [REDACTED] can be referenced for this portion of the vehicle. [REDACTED] Team Member [REDACTED]

ADD- [REDACTED] MCE [REDACTED] - [REDACTED] CENTER [REDACTED] WIS Not Necessary WIS [REDACTED] us : [REDACTED] Contact. SWIS Comments : [REDACTED] contact for this visit

CONCER [REDACTED] GTCGCQIS [REDACTED] S AND COULD NOT DUPLICATE. INSPECT HIGH VOLTAGE CABLES, NO CONCERNS. WHILE CHECK PIDS AS [REDACTED] PINPOINT TEST R CAREFULLY WIGGLE TEST HIGH VOLTAGE CABLES. DROVE AN [REDACTED] WRENCH LIGHT COULD COME ON BUT CONCERN WOULD NOT STAY ON DEMAND. [REDACTED] VEHICLE WOULD NOT START. HAD CODES [REDACTED] POWERTRAIN CONTROL MODULE-BATTERY DISABLED. AND [REDACTED] REPROGRAM PC. VEHICLE NOW STARTS. BUT WRENCH LIGHT ON [REDACTED] MES. WITH [REDACTED] CURRENTLY PRESENT. WITH VEHICLE IN STALL P [REDACTED] FROM PINPOINT TEST [REDACTED] FIRST [REDACTED] READ [REDACTED]. LET VEHICLE SAT AND THEN READ NORMAL. [REDACTED] LEAKSRESPOS [REDACTED] AN [REDACTED] VERALL [REDACTED]. ATT [REDACTED] DUPLICATE AS BEFORE, WHEN [REDACTED] IVE VEHICLE NOT MOVING [REDACTED] READ NORMAL BUT ONCE VEHICLE MOVES ABOUT A FOOT IN DRIVE OR SOMETIMES IN REVERSE PIDS DROP. READING WHEN THIS HAPPENS ARE [REDACTED] OHMS LEAKRESNEG 575075 OHMS. LEAKRESPOS [REDACTED] RALL [REDACTED]. WAS ALSO ABLE TO DO IT IN THE LOT [REDACTED] GOING ABOUT [REDACTED] BUT [REDACTED] TIME [REDACTED] WAS READING [REDACTED] LEAKRESNEG [REDACTED] LE RESPOS [REDACTED] ES OVERALL RE [REDACTED] OHMS. I STOP AND ST GEAR RESISTANCE WILL GO TO LE [REDACTED] N [REDACTED] LEAKRESNEG [REDACTED] LEAKRESPOS [REDACTED] AND LEAK RES OVERALL [REDACTED]. NEED HELP [REDACTED] ING THE FAULTED COM [REDACTED] T THATS CAUSING THIS C [REDACTED].

RECOMM [REDACTED] a fault with either the Primary drive unit bly (rear drive unit) [REDACTED] an issue with the HV cable from HV battery to primary drive unit [REDACTED]. Since the fault can be duplicated proceed with testing the HV cable following the steps found in step R5 of PPT R [REDACTED]. If the resistance checks between the shield and [REDACTED] 1 [REDACTED] then proceed with replacing the [REDACTED] re ctr [REDACTED] Removal and Installation). [REDACTED] Hybrid/BEV [REDACTED] Team

ADD- [REDACTED] replace the electric drive unit on this RWD car because it had previously set [REDACTED] for overcurrent on Phase U. The pinpoint test [REDACTED] takes [REDACTED] h through testing the phases for short to ground [REDACTED] ion testing) and it directs to replace the [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

CENTER Report Date: [REDACTED]

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

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

drive unit if any of the phases are shorted to ground. In addition to
drive unit if any of the phases are shorted to ground. In addition to
this the fault only occurs while moving, so I suspect that the phase
that was previously faulted ([REDACTED]) is causing this leakage fault when
moving (phase activated). ,SW [REDACTED] ssion Status : SWIS Not Necessary,
SWIS Session Sub Status : Non-Technical, SWIS Comments : directed tech
to replace drive unit.

CONCER [REDACTED] GTCGCOIS
[REDACTED] EST [REDACTED] READING WERE OL AND WHILE TWISTING HV
CABLES A [REDACTED] WOULD [REDACTED] TO [REDACTED] AND BACK TO O/L THIS
WOULD ONLY HAPPEN FOR A [REDACTED] COUL [REDACTED] T A STEADY READING.
WOULD THIS INDICATE A BA [REDACTED] E SINCE THE SHIELD AND PINS 1 AND 2 SEEM
TO HAVE RESISTANCE EVEN THOUGH IT READ [REDACTED]. OR SHOUL I
PROCEED WITH REPLACEMENT OF THE REAR EL [REDACTED] ASSEMBLY. ALSO THE
REAR ELECTRIC DRIVE ASSEMBLY DOES NOT COME WITH THE [REDACTED] - [REDACTED]
[REDACTED] IF CABLE IS OK THEN REPLACE [REDACTED]. O [REDACTED] L [REDACTED] E

RECOMM [REDACTED]
[REDACTED] c [REDACTED] e value stays well above the [REDACTED]
hold while moving the cable we can move on to the [REDACTED] ps. I
apologize I did not realize that the [REDACTED] did not come as part of
the complete electric drive assembly. [REDACTED] eason we suspect it is a
fault with the rear electric drive assembly is due to the [REDACTED] that
was previously setting. In the PPT for [REDACTED] [REDACTED] of th [REDACTED] ps is
to check the phases in the drive unit f [REDACTED] a [REDACTED] t ground and
replacing (electric drive assembly) if found shorted. We can further
narrow down if the fault is within the drive assembly or the [REDACTED] by
performing PPT AA ([REDACTED]) starting with step [REDACTED]. This
lead you through ch [REDACTED] the phase connection [REDACTED] ng for high
resistance, and shorts to ground. If the checks at the phase
connections are within spec (reading from phase connections to ground
reads [REDACTED]) then proceed with only replacing the [REDACTED]. If
the re [REDACTED] [REDACTED] then proceed with replacing [REDACTED] rear
electric drive as [REDACTED] [REDACTED] [REDACTED]
Hybrid/[REDACTED] Team [REDACTED]

ADD-ON [REDACTED]
[REDACTED] o [REDACTED] s Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Need to perform additional tests. SWIS
not needed for these tests.

CONCER [REDACTED] GTCGCOIS
[REDACTED] ECKING WITH PARTS TO MAKE SURE THE CORRECT [REDACTED]
CONNECTOR WAS INSTALLED PER PREVIOUS REPAIR, WE NOTICED THE C [REDACTED] IS
DISPLAYING A DIFFERENT PART NUMBER FROM WHEN WE [REDACTED] REPAIRED THE
HIGH VOLTAGE BATTERY FUSE BOX. WHEN WE [REDACTED] REP [REDACTED] THIS VEHICLE FOR
A DIFFERENT CONCERN WE INSTALLED THE H [REDACTED] OLTAGE BATTERY FUSE BOX
PART [REDACTED]. OUR CATALOG IS NOW DISPLAYING [REDACTED]... THIS
WAS N [REDACTED] N WHEN WE [REDACTED] REPAIRED THIS VE [REDACTED] CURRENT
CONCERN WAS NOT PRESENT TI [REDACTED] TER HIGH VOLTAGE REPAIRS. COULD THIS BE
WHY WE ARE EXPIERNcing THE CURRENT ISSUE??? SHOULD WE INSTALL
[REDACTED] AND RETEST?

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

RECOMM

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] i a r-W Dr
uni aning it is not equipped with the GT Package). You can see in
<A target= blank
href=[REDACTED]Transport?link=0
01&am [REDACTED] art number for
the [REDACTED] on a RWD Base unit is [REDACTED]. Since you confirmed
that [REDACTED] was replaced with [REDACTED] part number, then
the corre mponent was installed. P n the Parts Catalog
will sometimes change due to various reasons, but it is not suspected
to be related to this concern. Please do NOT attempt replacing the
[REDACTED] at this time. Please continue with the previous repair direction
eck the phase connections, check for high resistance, and shorts
to ground in Steps [REDACTED] through [REDACTED]. If the checks are okay, then
proceed with only r cing the MC. However, if the readings are
[REDACTED], then proceed with replacing the rear electric drive
rds. [REDACTED] - [REDACTED] - [REDACTED]

ADD-ON

s e ry WIS sio
Technical, SWIS Comments : Redirecting the technician away from a
distraction

Symp. Verif?:

Comp. Timing:

Test Stand :

Prior Repair Attempts:

Equipment/Procedure Used

Base Timing

Road Test

:

:

of Assistance:

MIL light on? :

Number:

R air Prior to Call: NO

Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date:

Date of Sale:

Dealer Special Order:

LH/RH Drive:

Start Date:

Selling Dlr(Geo/Mkt,Dlr,Sub):

Gross Vehicle Weight:

Engine: ELECTRIC MOTOR

Bld Dt:

Serial #:

Cal

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

EH9

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

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

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] MODULE KIT
Causal Factor: [REDACTED] Loc:
Causal Condition: [REDACTED] Photo: Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: [REDACTED] Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNER [REDACTED] () [REDACTED]
AUDIT [REDACTED] G T [REDACTED]
[REDACTED] [REDACTED] E [REDACTED]
[REDACTED] A OR [REDACTED]
ENGINEERING GUIDANCE, UPDATED M [REDACTED] ES AN ROAD TESTED VEHICLE TO SEE
IF ANY FURTHER CONCERNS WERE PRESENT. ROAD TESTED VEHICLE AND NO
WARNING LAMPS PRESENT. DEALER TO CLEANED CAR AND RETURNED TO
CUSTOMER'S WORKPLACE.
AUDIT [REDACTED] () [REDACTED]
[REDACTED] S [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB#C# [REDACTED] 00
Equip rocedure Used Effective? Equipment/Procedure Used Effective

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	BODY MODULE KIT	YES

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

GCQIS

CQIS Report Number:
Report Source:

Program Type: FF

Orig Rpt #:

Report Date:

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
 Repair Repair Odometer Rp Cau e Part Number Labor

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

RENTAL
AG
DB

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] SEDAN VIN: [REDACTED]
Engine : [REDACTED] M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]:

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION [REDACTED] CRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) OWN (CODE NOT AVAILABLE)
Additional Symptom: Blue 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 [REDACTED]
[REDACTED] a [REDACTED] stomer s description of vehicle concern
[REDACTED] CRUISE FU [REDACTED] INOPERATIVE Please list any diagnostics
ady performed, including results of any TSB, GSBs or Pinpoint Test
VERIFIED CUSTOMER CONCERN, [REDACTED] CRUISE FUNCTION IS INOPERATIVE AT THIS
TIME. CHECKED FOR POSSIBLE [REDACTED] AND OBTAINED NUMEROUS DTCS FROM [REDACTED]
AND CMR MODULES. [REDACTED] FROM [REDACTED] AND [REDACTED], AND [REDACTED] FRO [REDACTED] R
MODULE. FOUND NUM [REDACTED] TSBS [REDACTED] UDING [REDACTED] REPRO [REDACTED] ING
[REDACTED] TO LATEST CALIBRATION [REDACTED] R TSB REPROGRAMMED [REDACTED],
[REDACTED] R MODULES TO LATEST CALIBRATION. PERFORMED [REDACTED]
[REDACTED] ALIGNMENT PROCEDURES AND PERFORMED [REDACTED] CONFIGURA [REDACTED] USING
[REDACTED] RED CODES AND NO DTCS PRESENT AT THI [REDACTED] TIME. TEST DROVE
[REDACTED] CLE AND VEHICLE GOING INTO [REDACTED] CRUISE MODE BUT NEVER ALLOWING
VEHICLE TO FULLY ENTER HADS FRE [REDACTED] IVING WITH [REDACTED] REMAINING IN KEEP
HANDS ON STEERING WHEEL. WENT THROUGH MULTIPLE [REDACTED] TLINE CONTACTS AND AS
PER SEVERAL RECOMMENDATIONS, DELETED [REDACTED] FROM COMPUTER CLEARING ALL
PREVIOUS SESSIONS FROM COMPUTER, RE D [REDACTED] OADED [REDACTED] AND PERFORMED [REDACTED]
PMI PROCEDURE, PERFORMED [REDACTED] INITIALIZATION, [REDACTED] ALIGNMENT
[REDACTED] ALIGNMENT AND ISSUE [REDACTED] L PRESENT. I HAVE [REDACTED] A PICTURE OF
[REDACTED] SCREEN THE [REDACTED] STAYS IN. Parts Replaced, including service part
number if avail [REDACTED] e NONE What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] [REDACTED] Your Question: WHAT
NEXT RECOMMENDED PROCEDURE OR REPAIR [REDACTED] R [REDACTED] NDED AT THIS TIME. ALL
MODULES ARE UPDATED TO LATEST CALIBRATION, [REDACTED] [REDACTED] AND [REDACTED]
INITIALIZATION AND CALIBRATIONS HAVE BEEN P [REDACTED] R [REDACTED] L AS [REDACTED] AND
[REDACTED] CONFIGURATIONS HAVE BEEN PERFORMED AS WELL AS [REDACTED] PMI
[REDACTED] RAMMING HAS BEEN PERFORMED AFTER DELETING [REDACTED] DELETING
PREVIOUS SESSIONS. [REDACTED] CRUISE IS OPERATIONAL [REDACTED] VER FULL FUNCTION OF
[REDACTED] CRUISE IS STIL [REDACTED] OPERATIVE, HANDS NEED TO REMAIN ON STEERING
[REDACTED] L AND COMPLETE HANDS FREE FEATURE WITH [REDACTED] [REDACTED] SCREEN IS NOT
ACHIEVED. COULD THERE BE A PROGRAMMING ISSU [REDACTED] L [REDACTED] I NOTICE THAT WHEN
ATTEMPTING TO USE [REDACTED] CRUISE, I MOMENTARILY BLOCKED OF CMR CAMERA AND
NORMALLY IT THROWS [REDACTED] AULT LIGHT FOR OBSTRUCTED CAMERA OR SOMETHING
BUT NO FAULT OR WARNING LIGHT EVER CAME UP. COULD THERE BE AN ISSUE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
WITH THE CMR CAMERA OR MODULE EVEN WITHOUT DTCS PRESENT SINCE THE CMR
WITH THE CMR CAMERA OR MODULE EVEN WITHOUT DTCS PRESENT SINCE THE CMR
MODULE DID ORIGINALLY HAVE THE 3 DTCS?
RECOMM [redacted]
[redacted] g out to us. Since all updates have been
ed and no DTCs are present the [redacted] has
determined that a follow-up is necessa [redacted] his
customers issue. Our Customer Handling Team will contact you and/or
the Service Manager, either by phone or by updating this form within
[redacted] to obtain additional information and provide
[redacted] o assist in resolving the customers concern.
Respectfully, [redacted]
ADD-ON [redacted]
[redacted] s as per the Concern DOC recommendation for
Time Down: [redacted] Original concern: [redacted] Current concern:
[redacted] Tech: [redacted] SWIS Session Status
[redacted] ssary, [redacted] SWIS
Comments : Contact escalated
ADD-ON [redacted]
[redacted] i [redacted]ervisor Recommendation
RECOMM [redacted]
[redacted] a [redacted] th the [redacted]
ehicles that is preventing [redacted] d
ssfully. There was an alert r [redacted] on [redacted]. A message was
also added to the [redacted] landing page instru [redacted] to n perform it on
[redacted] vehicles at [redacted] time. That same issue is the cause of
[redacted] not being enabled on this vehicle. Please monitor the alert
[redacted] and the landing page for the [redacted] as they will be updated
with fur [redacted] r direction when the issue is [redacted] ed. [redacted]
Programming Specialist
ADD-ON [redacted]
[redacted] s [redacted] t Necessary
Technical, SWIS Comments : monitor OASIS

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CMR# [redacted]
APIM [redacted]
Equi [redacted] c [redacted] ed Effective? Equipment/Procedure Used Effective

----- [redacted] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [redacted]
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted]

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
----- A D D I T I O N A L -----
Tire : [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- SPACE [redacted]

----- [redacted] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] e : [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted] [redacted]

Specialist's Name : [redacted] -????????????????????

----- [redacted] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	VOC	[redacted]	[redacted]	[redacted]

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

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----
Dealer ID Date Order (Miles) Nr Co Base Sfx Operation

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Orig Rpt #:
Report Date:

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] COMFORT & ENTERTAINMENT MEMORY FEATURE
PERFORMANCE INACCURATE
Additional Symptom: Seat Moves w/o Command
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 [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] i of
using blue cru slam on brakes and swerve at times says blue
cruise canceled. Please list any diagnostics already performed: self
test Parts Replaced: none Your Question: any known concerns with this
- can the rear camera module cause these issues with blue cruise?
seems all codes point to a camera module error. cust has been at other
dealerships with this concern they stated.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] s c ra ing
ver of the vehicle during use of the BlueCruise system. While
it does stand for Camera Module Rear, it would be easier to understand
it as the Interior Camera Module for this system. So those DTCs are
relevant to the customer s concern and thus diagnostics should be
performed based on those. Given we see no diagnostics were performed
other than a Self-Test but also that this is intermittent, start with
the DTCs other than [REDACTED]. For [REDACTED], [REDACTED], and [REDACTED] all
setting together we an obs t -vehic as
or LED line of sight is happening. Inspect the driver status camera
and LEDs for dirt, debris, damage, or blockages by added electronic
equipment or wires such as added dash cameras or chargers. If this
inspection passes, then attempt to wiggle and shake these components
where they are mounted. Finding they are loose or mis-aligned would
confirm why these intermittently set and BlueCruise shuts off.
Continue with re-installation of the camera to insure it is stable. If
there are no issues found with installation, then have someone discuss
with the customer that the issue the vehicle is detecting is with an
obstruction between the camera and driver so if they are typically
driving with added electronics or objects that interfere with that
line of sight it will cause the issue they experience. Your DTCs
indicate an obstruction or mounting issue, so if it is not mounting or
something currently present to block the view it is likely a blockage
that is present when the customer is driving and experiencing this
issue. We do not suggest replacing the Camera as [REDACTED] D in

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

ADD-ON

CONCER

[REDACTED] would suggest as we do not believe that will resolve the [REDACTED] would suggest as we do not believe that will resolve the [REDACTED] tently blockage/mounting/view concern. Rather resolving the environmental based concern will be necessary. [REDACTED]

[REDACTED] e [REDACTED] aviga an [REDACTED] qu d with [REDACTED] / [REDACTED] se [REDACTED] e [REDACTED] re is [REDACTED] ruction to the in-vehicle cameras or [REDACTED] s line of sight. These [REDACTED] will not set because of a faulty camera, faulty CMR module or faulty LEDs. PPT for the [REDACTED] in the WSM state to replace the camera if the [REDACTED] remain, but [REDACTED] will not correct the concern. Direct the technician that the [REDACTED] can only be set due to incorrect mounting of the camera or LEDs hat it is obstructed in some way but DO NOT replace the camera, module or LEDs. A fault of the camera itself would result in different [REDACTED] setting. If there is no obstruction to line of sight of Camera LEDs, and they are correctly installed, self-test should pass after any prior blockage [REDACTED] are cleared. The WSM is in the process of being updated to reflect this. Marked as safety concern because customer alleged the issue is causing brakes to apply and vehicle to swerve when concern occurs which would have to be in Highway/Interstate type conditions. [REDACTED]

[REDACTED] a [REDACTED] i of [REDACTED] ing profile change [REDACTED] started moving and driver monitor camera inop comes on dash Please list any diagnostics already performed: checked codes - codes returned for camera - cnd any codes for seats Parts Replaced: none Your Question: have seen any issue with driver profile - says this started after i replace module last time and now code for camera has came back , cust swears doesnt put anything on column. i wiggle all wires going to inside camera and cnd concern yet - what code should i go after [REDACTED] WEB-[REDACTED]-EXT-[REDACTED] [REDACTED]-CBOVARD1: Hey [REDACTED], Si r to [REDACTED] s [REDACTED] contact, the camera [REDACTED] e having set are based on [REDACTED] ronmental causes rather than [REDACTED] onent faults. Since then, [REDACTED] has been released. Please review that and check whether th [REDACTED] bytes match. If these are non 8F statuses, then the cause would likely be the movement of the seat from the driver profile issue (if it is happening while driving in [REDACTED] mode) or from dust/debris/positioning. Start by checking [REDACTED] ing of the driver status monitor camera. While wiggle testing could not recreate the [REDACTED], check that the camera itself is not loose, able to shift wh [REDACTED] umps are driven over, or otherwise wiggling in place. If so, then it needs to be removed and reinstalled properly. After the [REDACTED] and [REDACTED]:49 would be the focus. Refer to Pinpoint [REDACTED] to [REDACTED] lete steps [REDACTED] and [REDACTED] while continuing your wig [REDACTED] stin [REDACTED] ld it pass, replace he monitor camera module completing PMI with As-Built similar to [REDACTED]. Next, you ll want to jump to steps [REDACTED] and [REDACTED] in [REDACTED] whil continuing your wiggle tests. Shou they [REDACTED] s, d [REDACTED] eplace the

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

RECOMM BECMB. Instead, inspect fuse [REDACTED] in [REDACTED] and trace circuit [REDACTED] for poor pin fitment or inter [REDACTED] resistance taking out leg of run/start power. [REDACTED] Service Engineer...WEB-[REDACTED]-INT-[REDACTED] OVARD1: Callback Done...

RECOMM [REDACTED] a [REDACTED] o [REDACTED] ra DTCs [REDACTED] e having set are based on [REDACTED] ronmental causes rather than component faults. Since then, [REDACTED] has been released. Please review that and check whether [REDACTED] s bytes match. If these are non 8F statuses, then the cause would likely be the movement of the seat from the driver profile issue (if it is happening while driving in BlueCruise mode) or from dust/debris/positioning. Start by checking the mounting of the driver status monitor camera. While wiggle testing could not recreate the DTCs, check that the camera itself is not loose, able to shift when bumps are driven over, or otherwise wiggling in place. If so, then it needs to be removed and reinstalled properly. After the [REDACTED] and [REDACTED]:49 would be the focus. Refer to Pinpoint Test A in [REDACTED] to co [REDACTED] e [REDACTED] and [REDACTED] while continuing your wiggle tes [REDACTED] should it pass [REDACTED] l e the onitor camera module completing PMI with As-Built similar to [REDACTED]. Next, you ll want to jump to [REDACTED] [REDACTED] and [REDACTED] in [REDACTED] whi [REDACTED] inuing your wiggle tests. S [REDACTED] v pas [REDACTED] do n [REDACTED] ace the BECMB. Instead, inspect fuse [REDACTED] in [REDACTED] and trace circuit [REDACTED] for poor pin fitment or in rmit [REDACTED] sistance taking out [REDACTED] leg of run/start power. [REDACTED] Service Engineer

CONCER [REDACTED] COIS [REDACTED] c [REDACTED] d [REDACTED] has returned so far only - i wiggled wires no change - pi [REDACTED] ays replace cam Driver Status Monitor Camera

RECOMM [REDACTED] ([REDACTED]) [REDACTED] ion [REDACTED] inspec [REDACTED] ther than wiggle wires. Given there is NO mention of this in your update we assume you have failed to perform so. Do so now before attempting any repairs or replacements. Next, our recommendation advised to complete [REDACTED] [REDACTED] and [REDACTED] while doing the wiggle test. Simply pull/push/shake [REDACTED] h harne [REDACTED] without monitoring the values will not bring further value. We assume you have not done those tests as no specific values were provided. Do so now before attempting any repairs or replacements. Finally, we advised if that passes to replace the Camera Module. Based on your update we assume no repairs have been performed. Please refer to our previous for our repair recommendations regardless of what DTCs cleared versus reset for this Intermittent issue youve been unable to duplicate. In regards to the codes that disappeared and did not return, because all of this is intermittent and the Dealership is struggling to duplicate we suggested specific [REDACTED] for the Driver Profile symptom. We assume this has not been comp [REDACTED] based on your update only indicating the codes cleared. Refer to the last recommendation on what to do regarding that. If you require Technical Assistance, you will need to

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

update with the specific results of all recommended test steps and

update with the specific results of all recommended test steps and repair suggestions. Your lack of detail and failure to follow [REDACTED] recommendations has been flagged and will result in a convers with your stores new Fixed Operations Management Team as a breach of Service Repair and Technical Assistance Process.

CONCER [REDACTED] GTCGCOIS [REDACTED] number [REDACTED] as you know - i am just asking for info on help with th [REDACTED] wing what you said the [REDACTED] - i dont do garbage work - i would appreciate not be called [REDACTED] o my managers - if this is how the field engineers help people i will no longer be using this service. i only asked before diag because they said the seats moved by themselves while driving - i am not aware of this happening on any ford - and wanted to see if that was even possible to happen.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] f n on [REDACTED] th ough test results from the recommended steps. Again we recommended [REDACTED] and [REDACTED] in regards to the Camera Issue. We also recommended [REDACTED] and [REDACTED] in regards to the Seat Profile movement/reset. [REDACTED] and [REDACTED] ing ns we recommended to replace the Camera Monitori Modu . Per your previous [REDACTED] attempt [REDACTED] ago we advised not to replace the Camera for this [REDACTED] e. If you [REDACTED] assistance better understanding the Service Repair and Technical Assistance Process, please consult with your management team. The [REDACTED] system is to be used after all internal steps have been completed [REDACTED] thorough documentation is expected. If you need assistance better understanding how to use this system appropriately and in a professional manner, please refer to eLearn course [REDACTED] Using the [REDACTED].

CONCER [REDACTED] GTCGCO [REDACTED] r [REDACTED] and [REDACTED] passed. module was replaced last visit and was gone for [REDACTED] i le bi followed b14 and b15 and found no issue. so at this time i am going to fully reassemble car and get permission to drive every day till concern happens or doesn t happen. with no status byte [REDACTED] - might be a customer concern.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] u i tio [REDACTED] ed driv me at this stage if approved by the customer. If you get the CMR type fault to occur or the warning messages about the BlueCruise system, but there are no environmental causes you can tie to the symptom, then at that point we would support and recommend camera replacement. The PPT for those other CMR DTCs is in the process of being edited to remove the direction to replace the camera but you would have eliminated all other causes by your own visual confirmation at that point. If direct sunlight into the drivers face or other outside causes are found to cause it, or you can still not duplicate the concern after prolonged driving, then at that point Id agree it appears to be on the customers end. Id suggest having an advisor or someone work with them to see if they can demonstrate and duplicate for the Dealership before continuing to put diagnostic time into this.

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

COMMENTS

```
--TYPE-- ----- COMMENT TEXT -----
If for whatever reason you experience the seat movement symptom, watch

If for whatever reason you experience the seat movement symptom, watch
for any warning messages in the cluster regarding key or ignition
status. Also recheck for that BECMB type DTC. This is because if that
some of the modules sense or lose ignition status messages, it could
cause the seat to move backwards to prepare for a customer to exit the
vehicle. Alternatively, perhaps they are switching key related
profiles by losing track of [REDACTED] (even phone-as-a-key) and thus
move the seat to a different [REDACTED] position. Without further evidence
behind it, the causes largely range from a memory button being
accidentally pushed to a network message corruption from [REDACTED] of many
possible modules. [REDACTED] FSE
```

Symp. Verif?: _____ of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CMR# _____
Equip _____

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
[REDACTED] - - - E [REDACTED] E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN C19 [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

```
Model: - - - A D D I T I O N A L - - - Shift:
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -?????????????????????????????????????----- SPACE [REDACTED]
```

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Blue Cruise map expiration
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 [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] SA
[REDACTED] a [REDACTED] m descr ion veh
[REDACTED] Please I diagnostics already performed, including results
y TSB, GSBs or Pinpoint Test NONE Parts Replaced, including
service part number if available NONE What is the level of the scan
tool being used? Are any error messages noted? [REDACTED] Your Question:
GWM IS CURRENT BUT BLUECRUISE EXPIRES [REDACTED] SCREEN.... IS
THERE SOMETHING ELSE I CAN DO TO MAKE [REDACTED] SHOW IN THE FUTURE?????

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e d c ful, i s s cte
cle just needs some resets done to get the changes to populate.
Please do a [REDACTED] battery disconnect, then a Master Reset on the touch
screen, foll d by cycling the ignition [REDACTED]. Once all this
is done, retest that the expiration date [REDACTED] f the concern
remains, please update and provide an image of the [REDACTED] showing the
mentioned expiration date. Thank you, [REDACTED] Module gramming Team -
[REDACTED] As your dealership is equipped wi See What I See ([REDACTED])
set, if additional technical assistance is required and a [REDACTED]
session would be beneficial (live video or picture would help [REDACTED] ick
<A [REDACTED] = [REDACTED]
hre [REDACTED]

[REDACTED] [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.
href=[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

q.faces? [REDACTED]=EN-US&GEO=[REDACTED]&dswid=[REDACTED]>Headset software/hardware

q.faces? [REDACTED]=EN-US&GEO=[REDACTED]&dswid=[REDACTED]>Headset software/hardware

concerns

<A href=[REDACTED]

[REDACTED] - [REDACTED] - MIDWEST REGION

[REDACTED] s essary WIS sion Sub Status :

RECOMM [REDACTED] Contact [REDACTED]

additi dealersh further assist in

resolving this vehicle s concern(s). [REDACTED] of the [REDACTED]

Vehicle Off Road Spec ists</st ou

the Service Manager within [REDACTED] to obtain additional

information and provide recommenda t in successfully

repairing the vehicle.</p><p>
</p><p>If you have not been contacted

or provided additional information from your service team within [REDACTED]

[REDACTED], please contact the [REDACTED] Hotl ne

[REDACTED] a ur

designat Road Specialist.</p> - [REDACTED] Sr. Vehicle

Off Road Specialist, [REDACTED]

ADD-ON [REDACTED]

[REDACTED] Necessary, SWIS Ses on-Technical, SWIS Comments

: Escalating contact for [REDACTED] support.

ADD-ON [REDACTED]

[REDACTED] i al Progre

ADD-ON [REDACTED]

[REDACTED] O Y - Not a

ESCLHD [REDACTED]

[REDACTED] K N HIS CEL

...WAS U LE TO LM BECAUS E MB IS FULL. CALLED THE DLR ASKED TO

SPEAK ...WITH [REDACTED] ABOUT THE VEHICLE CONCERN. THE PERSON THAT

ANSWERED ...PL OLD THEN CAME BACK SAYING THAT [REDACTED] WAS

ASSISTING A ...CUSTOMER AND UNABLE TO TAKE THE CALL. I AS TO SPEAK

WITH [REDACTED] AND WAS ...TOLD HE WAS UNABLE TO TRANSFER THE CALL TO THE

SHOP THAT I WOULD ...HAVE TO SPEAK WITH [REDACTED]. I LEFT MY CONTACT

INFORMATION AND REQUESTED A ...CALL BACK FRO [REDACTED]

RECOMM [REDACTED]

[REDACTED] k

vehicle at the dealer. [REDACTED] s the tech working on the

vehicle, but he is not sur if the cedure published on [REDACTED] about

this concern had been performed. We then got [REDACTED] on the c who said

this procedure had not yet been performed. Th you for taking time

to speak with me [REDACTED], Gentlemen. As we discussed during the call,

[REDACTED] does no w on the [REDACTED] report for this vehicle which

as per the Dealer Bul portion of the recall, that the

recall was successfully deployed via the OTA process. I reviewed the

connected vehicle data for this vehicle, and I was able to confirm

that an update was successfully installed on [REDACTED]. At this

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
time, it is recommended to cycling the ignition [REDACTED] as
time, it is recommended to cycling the ignition [REDACTED] as
mentioned in the Alerts section found on the [REDACTED]
re-evaluate the concern. Please update this request or give me a call
back to let me know if the BlueCruise maps are still shown as expired
in the center display screen.
ADD-ON [REDACTED]
Non-Technical, SWIS Comments : Necessary
RECOMM [REDACTED] The vehicle was not in the shop
[REDACTED] on his ce
started the vehicle to see the blue cruise maps updated after the
OTA update went through on [REDACTED]. [REDACTED] said the concern is no longer
present and that the blue c ma w shows an expiration date in
[REDACTED]. Thank you for taking time to speak with me [REDACTED], [REDACTED].
cellent news! Because the vehicle concern has [REDACTED] ved,
this contact will be closed. If you need any additional information or
assistance, as always, please do not hesitate to update this request.
ADD-ON [REDACTED]
Non-Technical, SWIS Comments : Necessary
The vehicle has been repaired.

----- C O N -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB# [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]
Equ d ? u tive

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] : [REDACTED]
Bld Dt: Cal
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????- - - - - DARK MATTER/STARLIGHT GRAY

----- A [REDACTED] I [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] ure [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED] E,SEL AWD,4 [REDACTED] ,SEDAN VIN:[REDACTED]
Engine : [REDACTED] ELE [REDACTED] C MOTOR 3 [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: BC inop
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] CENTER
[REDACTED] a [REDACTED] ption of [REDACTED] er
states that th [REDACTED] uise will stop working at times. Please list
any diagnostics already performed: [REDACTED] test and PPT. Parts Replaced:
IPMA Your Question: I am trying to [REDACTED] lace the IPMA module and it will
not program. I have tried [REDACTED] using the old module for an inhale
exhale and with out the ol [REDACTED] dule and receive the same error message
[REDACTED]. Procedure Unsuccesful-GetFlashActionPartNumbers Unable to
sh Action part numbers from Available Topology Is there an
issue with the data base for the programming of this module? What do I
need to do to get this module to program? Thank you
RECOMM [REDACTED] CENTER
[REDACTED], [REDACTED] r [REDACTED] ating bec [REDACTED] ted
flashe [REDACTED] at need to be up to date in order to program a new IPMA.
Make sure the IPC, GWM, TCU, APIM, [REDACTED] and [REDACTED] are at the latest
software level before attempting IP [REDACTED] MI. T [REDACTED] e updates may not all
show at once, so continue performing the updates and rechecking for
available updates to appear. Once [REDACTED] of those are at the latest
level, perform PMI on the new IPMA [REDACTED]

----- S -----

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA# [REDACTED]
Equip [REDACTED] d [REDACTED] ? [REDACTED] u [REDACTED] tive

NO SERVICE ACTIONS AVAILABLE [REDACTED] -----

GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	C	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION NAVIGATION
DISPLAY/TOUCHSCREEN APPEARANCE
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
AUDIT [REDACTED]

[REDACTED] 4G
IBPM: I GET AN APPROVAL CODE FOR THE LOANER SO I CAN GET THE PAPER
WORK PROCESSED PLEASE [REDACTED]

OBPM: Please see attachment on how to generate approval code for
rentals. [REDACTED] ext.

THANK YOU, I NOW HAVE THE INFORMATION NEEDED. THE CUSTOMER WAS IN
A LOANER ON SEPERATE OCCASSIONS FOR THIS REPAIR. IS THERE A WAY TO
COMBNINE THEM FOR THIS APPROVAL OR DO I NEED TO DO SEPERATE IWL CASES?
[REDACTED], Please provide on this open caseFord [REDACTED]
Dealer AdvocatesKerri [REDACTED]

[REDACTED], TOTAL [REDACTED]
OF [REDACTED] AS NOTED ON THE BILL
IBP UPLOADED [REDACTED] WITH THE REPAIR ORDER IN THE NOTES
SECTION

[REDACTED], Please advise that you can combine the [REDACTED] in
however but them on different line numb [REDACTED]
[REDACTED] Customer Dealer AdvocateKerri [REDACTED]

M G [REDACTED] E [REDACTED] ON THE RO
FOR [REDACTED] FOR A TOTAL OF [REDACTED] N THE RO FOR
[REDACTED], I HAVE [REDACTED] THE COPIES OF
RTAL

[REDACTED], Please create a new financial assistance in the case for the
with [REDACTED] and you can generate the
codeFord [REDACTED] mer Dealer AdvocateKerri [REDACTED]

[REDACTED] K, SO THIS CASE WILL BE FOR INVOICE [REDACTED], [REDACTED] AT [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

FOR A TOTAL OF [REDACTED], THE [REDACTED] WILL ONLY ALLOW ME TO DO [REDACTED] AND
FOR A TOTAL OF [REDACTED], THE [REDACTED] WILL ONLY ALLOW ME TO DO [REDACTED] AND
NOT MORE. HOW D [REDACTED] THE R [REDACTED] APPROVED?

OWNREL Mr. [REDACTED] I was able to find the miles of [REDACTED] I am also calling
now. [REDACTED] got your vmPlease may you advise [REDACTED] our best time to call
for direct phone partnership [REDACTED] regards [REDACTED]
[REDACTED] Roads [REDACTED] r Dealer
[REDACTED] : [REDACTED] ext.
[REDACTED] : [REDACTED] c
[REDACTED] are d f
[REDACTED] not provided s amount needed. Ro date : [REDACTED] Ro date :
[REDACTED] closed [REDACTED] miles : [REDACTED] correct mil line : 3 14
[REDACTED] e [REDACTED] e rental [REDACTED]
P11MSPA98 [REDACTED] Roadside
Customer Deal [REDACTED]:
[REDACTED] ext.

OWNREL [REDACTED] AMTo: [REDACTED]
[REDACTED] ct: COP [REDACTED] is mes
[REDACTED] outside of [REDACTED]. Use caution when opening
attachments, clicking [REDACTED] ng. GOOD AFTERNOON, WE ARE
TRYING TO GET AN APPROVAL FOR RENTAL FOR A MACH E CUSTOMER BY THE NAME
OF [REDACTED]. HIS VIN IS [REDACTED]. THERE ARE 2 RENTAL
CAS [REDACTED] USTOMER ARE: [REDACTED], I NEED A TOTAL OF
[REDACTED] FOR [REDACTED] OF RENTAL [REDACTED] ROVED. THIS WOULD BE
[REDACTED] O [REDACTED] HAD TO U [REDACTED] GCCT FOR THIS AND
[REDACTED] NEED A TOTAL [REDACTED] FOR [REDACTED] OF RENTAL
[REDACTED] IS WOULD BE [REDACTED] O AME R [REDACTED] NTIONED
ABO [REDACTED] IS ANYTHING YOU [REDACTED] O TO HELP ME WITH THIS I WOULD
APPRECIATE IT GREATLY. THANK YOU, [REDACTED] Service ManagerEmpire
[REDACTED] of [REDACTED] e [REDACTED]

OWNREL [REDACTED]
[REDACTED] COPIS [REDACTED], I have
[REDACTED] r voicemail from phone : [REDACTED] Please [REDACTED] phone
partnership may we verify the Ro info [REDACTED] ind regards [REDACTED]
[REDACTED] Roadside Customer Dealer
[REDACTED] : [REDACTED] ext.

OWNREL [REDACTED] AMTo: [REDACTED]
[REDACTED] ct: Re: [REDACTED] A COP [REDACTED] E
[REDACTED] THE RENTALS AS WELL AS THE RO ITSELF [REDACTED] Service
ManagerEmpire [REDACTED] of [REDACTED] ext

OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] COPIS [REDACTED] od
[REDACTED] hank you for this information, To confir [REDACTED] are
for the same customer, The correct Ro information for [REDACTED] f 9
and [REDACTED] are needed is to be under : RO : [REDACTED] Date : [REDACTED]
line d 3 Ro Miles : please confirm Kind [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Company [REDACTED] Roadside Customer Dealer
Company [REDACTED] Roadside Customer Dealer
[REDACTED]: [REDACTED] ext.

OWNREL [REDACTED] PMTo: [REDACTED]
[REDACTED] ct: Re: [REDACTED] ART OF
[REDACTED] NCERN, THE MILEAGE KEPT RESETING, THERE WAS NO WAY TO TELL
[REDACTED] WHAT THE MILEAGE WAS [REDACTED] ManagerEmpire [REDACTED] of [REDACTED]

OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] COPIS [REDACTED] as able
[REDACTED] miles of [REDACTED] I am also calling now. Bu t your vm
Please may you advise our best time to call for direct phone
partnership [REDACTED] Kind regards [REDACTED]
[REDACTED] Ro Customer Deale [REDACTED]

OWNREL [REDACTED] S [REDACTED] P [REDACTED]
[REDACTED] ct: Re: [REDACTED] E AVAI
[REDACTED] UNTIL [REDACTED] ManagerEmpire [REDACTED]

[REDACTED] Ro date : [REDACTED] closed [REDACTED] miles :
[REDACTED] correct milesRo l [REDACTED] daysN [REDACTED] ended [REDACTED] tal was
[REDACTED] A9856
[REDACTED] e Custom [REDACTED]

OWNREL [REDACTED] I NEED
[REDACTED] NTAL A [REDACTED] PPROVED. THIS WOULD BE
[REDACTED] O [REDACTED] HAD TO U [REDACTED] GCCT FOR [REDACTED]
THIS [REDACTED] @ [REDACTED] I NEED A
TOTAL [REDACTED] OR [REDACTED] THIS WOULD BE
[REDACTED] 3 ON [REDACTED] ME RO [REDACTED] TIONED ABOVE. ([REDACTED]) [REDACTED] @ [REDACTED]
[REDACTED] DAY [REDACTED] id [REDACTED] mer
[REDACTED] ler [REDACTED]: [REDACTED]

OWNREL [REDACTED] ext. [REDACTED]
I HAV [REDACTED] TH MY PA [REDACTED] VICE DIRECTOR, WE WOULD LIKE TO
APPEAL THIS DECISION. [REDACTED] VEHICLES WERE NOT AVAILABLE AT THE TIME.
THE CUSTOMER WAS A POT [REDACTED] AL BUY BACK. GIVEN THE DELICASY OF A NEW
VEHICLE OWNER, AND THE VEHICLE BEING [REDACTED] FLAG SHIP ELECTRIC VEHICLE
MACH E MUSTANG, WHAT ELSE CAN WE DO A [REDACTED] THIS? CAN YOU OPEN A
FINANCIAL ASSISTANT CASE FOR THIS CUSTOMER? OR SHOULD THIS HAVE BEEN
PUT ON THE CUSTOMER AND RUINED THE DELICATE SITUATION EVEN FURTHER
THEN IT ALREADY WAS AND CAUSE A POTENTIALLY CATASTROPHIC CUSTOMER
SATISFACTION ISSUE?GUIDANCE IN THIS MATTER WOULD BE GREATLY
APPRECIATED ON HOW [REDACTED] WOULD LIKE US TO BEST KEEP THE CUSTOMER
HAPPY. [REDACTED] ManagerEmpire [REDACTED] of [REDACTED]

OWNREL From: [REDACTED] Sent: [REDACTED] AMTo: [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
[REDACTED] ; [REDACTED] Subject: RE: COPIS RENTAL APPROVAL Good
[REDACTED] ; [REDACTED] Subject: RE: COPIS RENTAL APPROVAL Good
[REDACTED] se [REDACTED] m total of amount you are requesting for
[REDACTED] caseCAS [REDACTED] - [REDACTED]
[REDACTED] : [REDACTED]
OWNREL [REDACTED] IS [REDACTED] YOU GAVE ME [REDACTED] @ [REDACTED] FOR [REDACTED],
[REDACTED] FERENCE OF [REDACTED] TOTAL [REDACTED] ME [REDACTED]
[REDACTED] FOR [REDACTED] FERENCE O [REDACTED] WE ARE LO [REDACTED] O
[REDACTED] IONAL [REDACTED], SO WE WOULD HA [REDACTED] FUNDS TO COVER THE
COST OF [REDACTED] RENTA [REDACTED] CH TOTAL AT [REDACTED] Service
ManagerE [REDACTED] e [REDACTED] of [REDACTED]
OWNREL Thank you for your response. We will need for the difference of [REDACTED]
a new line needed [REDACTED] @ [REDACTED] (given alre
[REDACTED]) total will [REDACTED] e [REDACTED] th [REDACTED] ference of [REDACTED]
[REDACTED] line needed [REDACTED] @ [REDACTED] (given alr
[REDACTED]) total will [REDACTED]
[REDACTED] Customer Dealer
OWNREL [REDACTED] : [REDACTED] AN [REDACTED] C [REDACTED]
[REDACTED] E BALANCE OF [REDACTED] E [REDACTED]
SmithService Manage [REDACTED] of [REDACTED] ext
OWNREL [REDACTED]
[REDACTED] e [REDACTED]
OWNREL [REDACTED]
[REDACTED] Thank you [REDACTED] response. We will need
for th [REDACTED] o [REDACTED] a new line needed (5) [REDACTED]
[REDACTED] @ [REDACTED] (given y [REDACTED]) total will be [REDACTED]
[REDACTED] We will ne [REDACTED] the difference of [REDACTED] a new
[REDACTED] @ [REDACTED] (giv [REDACTED] eadv
[REDACTED]) total wi [REDACTED]
[REDACTED] aler
[REDACTED] : [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E -----

Vehicle Build Date:

Start Date:

Date of Sale:

Selling Dlr (Geo/Mkt, Dlr, Sub):

Dealer Special Order:

Gross Vehicle Weight:

LH/RH Drive:

Engine: ELECTRIC MOTOR 5

Tag: EN

EJ9 9U

Bld Dt:

Calb:

Serial #:

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

Trans: 1SPD AUTO TRANS

Part

Bld Dt:

Serial #:

Model:

Shift:

----- A D D I T I A L -----

Tire :

A/S

Br

Radio :

A/C

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

Paint :

BLUE/WHISPER BLUE

----- A ----- I S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:

Ph#:

City:

State :

Country:

----- Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
			AID/INFO		
			AID/INFO		
			AID/INFO	CLUSTER ASY-INST PNL	

--- S N V E Y: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	Part Base	Number Sfx	Labor Operation
					RENTAL		
					RENTAL		
					RENTAL		
					RENTAL		

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----																		
Repair		Repair Odometer		Rp Cau		e Part Number		Labor										
Dealer ID		Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation								
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]								
											RENTAL							
											[REDACTED]							
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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED
Additional Symptom: No Bluecruise or Connectivity
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] ASY-INST PNL
Causal Factor: Loc:
Causal Condition: Photo: Atchmnts: 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 [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] p n of icl nce
STATES THEY ARE NOT ABLE TO USE THE SOUND PREFERENCES. IT IS
PERMANENTLY GRAYED OUT.. CUSTOMER STATES LANE KEEPING HAS BEEN
PERMANENTLY DISABLED. WHEN THEY TRY TO TURN IT ON, IT SAYS NOT
AVAILABLE.. CUSTOMER STATES THEY ARE ALWAYS GETTING RANDOM FAULT
MESSAGES WHILE THEY ARE DRIVING. LIKE CROSS TRAFFIC AND BLIND SPOT
DETECTION .. CUSTOMER STATES THE VEHICLE NO LONGER REMEMBERS WHICH
PHONES ARE LINKED TO WHICH KEYS EVEN THOUGH IT USED TOO.. IN REVERSE,
THEY HEAR THE SAME BEEP AS THE SEAT BELT CHIME. BLUE CRUISE WILL NOT
LOAD AND NEVER HAS Please list any diagnostics already performed:
ATTEMPTED UPDATING THROUGH SCREEN AND IDS PERFORMED RESET FIXED THE
SOUND PREFERENCE ISSUE AND THE LANE KEEP ASSIST. PHONE KEY OPTION ALSO
CLEARED SO UNSURE IF OPERATIONAL. DIDNT GET ANY WARNING MESSAGES WHILE
DRIVING DID HAVE A HUGE LIST OF CODES BUT FOUND [REDACTED] FOR [REDACTED] NOT
SURE IF IT SHOULD BE PERFORMED SINCE THEY HAVENT ARGIN UES
ALSO [REDACTED] FOR THE BLUE CRUISE ISSUE TRY PERFORMING [REDACTED] BUT AT
[REDACTED] VEHICLE CONNECTIVITY VERIFICATION /MAP UPDA NOT HAVE
NU OPTION ITS CALLING FOR I HAVE NO VEHICLE CONNECTIVITY SETTING
Parts Replaced: NO PARTS REPLACED Your Question: WHILE TEST DRIVING
FOUND THAT THE ADAPTIVE BRAKING WHILE USING CRUISE CONTROL WAS ACTING
FUNNY AND SOMETIMES SEEMED TO PICK UP CARS THAT WERENT THERE ALSO WAS
CHANGING CRUISE CONTROL SPEED ON ITS OWN I DONT KNOW IF IT SUPPOSED TO
DO THAT OR NOT BUT I ALSO CANT SEEM TO FIND THE OVERALL MILEAGE ON THE
CAR ALSO UNSURE IF THE BLUE CRUISE IS SUPPOSE TO BE FUNCTIONAL OR NOT
YET AS I BELIEVE IT DOES NOT WORK ON THE RAPTORS EITHER CORRECT?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] a t link
href=[REDACTED] Transport?link=0
&am [REDACTED] ormed at [REDACTED]
es not app there charging concerns present as yo e
indicated. [REDACTED] should be operable for this vehicle and the
Vehicle Con settings not appearing is suspected to be the
cause of [REDACTED] not operating on this vehicle. As for the

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
connectivity settings not appearing, this is suspected to be caused by connectivity settings not appearing, this is suspected to be caused by the [REDACTED] not being updated to the latest SW level. Note that some updates may not show as available until other necessary updates are performed. At this time verify the GWM is updated to the latest level and then perform any update to the [REDACTED] as available. Additionally perform any available update on the IM. If no updates are shown, proceed with a Master Reset to clear all phones connected through [REDACTED]. Then connect to the vehicle through [REDACTED] and check to [REDACTED] it asks whether you would like to enable [REDACTED] size [REDACTED]. Select Yes, and follow the Vehicle Connectivity Verification Procedure/Map Update procedure. If the vehicle connectivity setting still is not present, take the vehicle outside and ensure the vehicle has a clear view of the sky. Start a new FDRS session at the latest SW level and perform PMI on the [REDACTED] followed by an update if available and then Reset the [REDACTED] module followed by [REDACTED] Module Provisioning. Once these are complete, monitor the [REDACTED] PID and ensure it reads Waiting for Auth. If so, verify the [REDACTED] App being used is updated to the latest level and try to connect [REDACTED] once again. Thank you, [REDACTED] Field Service Engineer

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] n [REDACTED] t s are sol [REDACTED] t
required for [REDACTED] SWIS Session Status : SWIS Necessary, SWIS
Session Sub S [REDACTED]

CONCER [REDACTED] GT [REDACTED]
FOR [REDACTED] IN THE [REDACTED] SHOULD THAT BE
PERFORMED T [REDACTED] WITH THE [REDACTED] SSUES AN [REDACTED] E RANDOM MESSAGES THE
THE CUSTOMER SAYS POPS UP I JUST HAVENT EXPERIENCED IT

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] t [REDACTED] i at Co cte hic [REDACTED] t
[REDACTED] s that the repair d [REDACTED] on mentio in [REDACTED] es not
apply. Additionally, since the concern is related [REDACTED] DTCs
messages, this [REDACTED] will not resolve these concerns. However t [REDACTED] DTCs
are likely rela [REDACTED] to these [REDACTED] and CTA messages which the customer
has found to be popping up a [REDACTED] ndom times. The [REDACTED] DTC setting
in these modules indicates that the [REDACTED] and [REDACTED] intermittently
missing communication messages from [REDACTED] al [REDACTED] the Private CAN.
Additionally, the [REDACTED] indicates an [REDACTED] rnal electronic failure
has been detected. [REDACTED] o diagnosing these DTCs it is advised to
check for an intermittent communication fault by running a live
network monitor while trying to get the warning messages to duplicate.
It is suspected that an intermittent communication fault may be
causing these DTCs to appear resulting in these DTCs. Refer to [REDACTED]
[REDACTED] if an individual module is dropping out or if an entire
[REDACTED] is found to be dropping out and always start diagnosis with
the fastest network that is failing. If a network communication fault
is not identified at this time, perform PPT Q in [REDACTED] [REDACTED] and be
sure to inspect the connectors for any signs of P [REDACTED] f [REDACTED] concerns,
corrosion or damage since this is highly likely due to the low mileage

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

for this vehicle. Additionally, check for any software updates to the

for this vehicle. Additionally, check for any software updates to the IPMA, SODCMC, SODL, and GWM and perform these as applicable. Prior to replacement of the SODCMC or SODL in PPT Q, load test the power and ground to the IPMA to ensure it has sufficient voltage since it supplies power and ground to these modules. Refer to Wiring Cell [REDACTED] and temporarily connect [REDACTED] of a [REDACTED] bulb to [REDACTED] P and [REDACTED] using flex probes [REDACTED] age dr [REDACTED] cross the [REDACTED] with the [REDACTED] nition in run and ensure it is within [REDACTED] of source voltage. Additionally, check the case ground [REDACTED] re it is clean and tight. If no concerns are identified, continue with PPT Q and replace the affected modules as necessary. Thank you, [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) - [REDACTED] - [REDACTED]

Technical, SWIS Comments : Sufficient direction

CONCER [REDACTED] GTCGCOIS

M [REDACTED] O PERFORM TCU MODULE PROVISIONING CAN NOT GAIN ENOUGH CELL PHONE SERVICE TO PERFORM IT DROVE TO DIFFERENT SPOT TO TRY STILL VERY HIGH ON THE CHART

ADD-ON [REDACTED]

H [REDACTED] YNC - T

connectivity settings missing in the SYNC menu

RECOMM [REDACTED]

T [REDACTED] at mode

[REDACTED] factory mode , ensure that th [REDACTED]

[REDACTED] (PMI) has been run at [REDACTED] r.

[REDACTED] indicates the strength t [REDACTED] signal received by the TCU through the primary antenna and coax cable. A reading of [REDACTED] or greater indicates a good or excellent signal. Anything less should be diagnosed due to weak signal. Move the vehicle outside of the shop to see if the signal improves. Diagnose the antenna if the signal does not improve. The TCU obtains the Country or Network ID the [REDACTED] it contacts the mobile network. A reading of [REDACTED] the TCU has not communicated with the mobile n [REDACTED] rks. A primary antenna or coax fault may be present. As the connectivity settings are still not shown in the SYNC menu, is suspected that the TCU is faulted and replacement is required. Prior to replacing the module, perform the following steps: PMI on the TCU TCU provisioning Reset the TCU module [REDACTED] Connect Reset through the touchscreen settings Ensure the l [REDACTED] vel [REDACTED] app version is downloaded Re-check the connectivity setting [REDACTED] ncern is still there, replace the TCU

ADD-ON [REDACTED]

s [REDACTED] g conce

not working as designed.

ADD-ON [REDACTED] ([REDACTED])

A [REDACTED]

WOR NG WITH THE CUSTOMER TO GET THE VEHICLE BACK IN ON [REDACTED], AND PROVIDE THEM A LOANER.

ADD-ON [REDACTED] ([REDACTED])

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
[REDACTED] FROM SM. CONFIRMED THAT THE VEHICLE WILL BE AT THE DEALERSHIP ON
[REDACTED] FROM SM. CONFIRMED THAT THE VEHICLE WILL BE AT THE DEALERSHIP ON
ADD-ON [REDACTED] L [REDACTED] E IS [REDACTED]
ADD-ON [REDACTED] C [REDACTED]
ADD-ON [REDACTED] HNICIAN. HIC
[REDACTED] TIPLE [REDACTED] COMPLAINTS, INCLUDING BLUE CRUISE OPERATION AND
[REDACTED] SETTING TO ZERO. TEST DROVE VEHICLE TO VERIFY BLUE
[REDACTED] I NE CENTERING IS NOT ENABLING AND MESSAGE APPEARS
"UNAVAILABLE" WHEN SELECTED. VERIFIED [REDACTED] COUNT
S WHILE DRIVING, AFTER A KEY CYCLE IT RESETS T [REDACTED]
R DATA IS STORED INTERNALLY IN THE [REDACTED], ADVISE TO REPLACE T
AT THIS TIME. AFTER IPC IS INSTAL [REDACTED] LL RE-EVALUATE THE LANE CENT
ERING FUNCTIONS. SUSPECT INTERNAL IPC FAILURE MAY BE AFFECTING BOT
H SYSTEMS. [REDACTED] HAS BEEN ORDERED HOWEVER IS CURRENTLY ON BA
CKORDER WITH NO E [REDACTED] ISED TO OPEN A COPIS CASE, [REDACTED] WILL FOLLOW U
P TO ENSURE COPS HAS BEEN OPENED AND WILL PROVID ASE NUMBER.
ADD-ON [REDACTED] d [REDACTED] r, custo [REDACTED] ha [REDACTED] u
rn with vehicle for the repair. Customer is currently traveling and wi
ll schedule appointment when he returns.
ADD-ON [REDACTED] W [REDACTED] V [REDACTED] Y PHONE, [REDACTED]
PROGRAMMED. THE MILEAGE IS NOW COUNTI [REDACTED] STORING CORRECTLY, ALL
BLUE CRUISE FUNCTIONS ARE OPERATING NORMALLY. CUSTOMER CURRENTLY DOES
NOT HAVE ANY OTHER CONCERNS WITH THE VEHICLE. DTCS HAVE BEEN CLEAR,
VEHICLE TEST DRIVEN TO VERIFY AND RETURNED TO THE CUSTOMER.

Sympt. Verif?: [REDACTED] 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

Repair Type Component Number Number Type Description Causal Comp.
[REDACTED] SERVICE [REDACTED] ASY-INST PNL YES

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] - - - T R A N [REDACTED] - - -
Bld Dt: [REDACTED] AUTO TRANS
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- VAPOR BLUE/WHISPER BLUE

----- A [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	6	6	PJ8	RENTAL RENTAL RENTAL RENTAL RENTAL	[REDACTED] B	[REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

AUDIT [REDACTED] 4G
AUDIT [REDACTED] M CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] : Cus ing MVDN dat
[REDACTED] d /s The vehicle has been out of
[REDACTED] or more substantial defects.C/s
There ha substantial defe ts: Front Camera display,
pre-collision fault: blue cruise inpoerableCust seeks: Final
resolution under [REDACTED]. --Final repair attempt.Consumer
Affairs scanning andling.
[REDACTED] checked and VIN is not listed on [REDACTED]
[REDACTED] n m Made [REDACTED] to Cust [REDACTED]. Left
[REDACTED] received IBC from Cust. Cust advised
[REDACTED] o o d not in for repair at present. Cust
advised is a purchased vehicle not a leased vehicle. [REDACTED] advised cust
will get FRA dates from [REDACTED] and follow up for FRA at [REDACTED]
[REDACTED] : TFOAM [REDACTED] OPENED
[REDACTED] sent [REDACTED] to [REDACTED] report and
[REDACTED] R [REDACTED] received [REDACTED] DLR
[REDACTED] sent [REDACTED] to [REDACTED] requesting FRA dates
[REDACTED] sent [REDACTED] to [REDACTED] requesting FRA dates
[REDACTED] recei IBE om [REDACTED]: I would like to
[REDACTED] d [REDACTED] with drop o at the dealer by
[REDACTED]. Please let me addi dates need to be provided.

CQIS Report Number: [REDACTED] Program Type: C1
Report Source: [REDACTED] - CUST ASST CTROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] made OBC to Cust [REDACTED]. Left

[REDACTED] made OBC to Cust [REDACTED]. Left

[REDACTED] made OBC to Cust [REDACTED]. Left VM

[REDACTED] sent OBE to Cust [REDACTED]
[REDACTED]: m following up to confirm for [REDACTED]
a [REDACTED] or the final repair attempt with dro

[REDACTED] sent OBE to [REDACTED]: I left messages for
m n o e FRA [REDACTED].
[REDACTED] sent [REDACTED]
[REDACTED] ques [REDACTED] te
[REDACTED] from [REDACTED]: I have attached
m s n ort along with a co of the RO. I was
able to verif he customers concerns of pre-collision and front
camera fault warning messages present in the IPC. IPMA programming and
camera alignment allowed operation of the system but intermittently it
would stop working. I advised the dealer to replace the [REDACTED] harness
for this concern. Please let me know if you need any add [REDACTED] info.

[REDACTED] Received IBE from [REDACTED] at
[REDACTED] ad us order a wire [REDACTED]

[REDACTED] sent OBE to [REDACTED]

b [REDACTED] av I [REDACTED] ?

[REDACTED] received IBE from [REDACTED] at
[REDACTED] e t arrived, thank yo [REDACTED]
[REDACTED] sent OBE to [REDACTED] cc [REDACTED]
[REDACTED] : Ma [REDACTED] a

r [REDACTED] is [REDACTED] for the FRA to be
completed.

[REDACTED] received IBE from [REDACTED] at
[REDACTED] hop capacity we are [REDACTED] an

[REDACTED] sent OBE to [REDACTED]

p [REDACTED] ehicl [REDACTED] en scheduled? r in

[REDACTED] received IBE from [REDACTED] at
[REDACTED] t op capacity with th [REDACTED] anty

he tech can set the appointment for [REDACTED]. I
will reach out to the customer and let them know.

[REDACTED] sent OBE to [REDACTED]

[REDACTED] lease have

a [REDACTED] sent OBE to [REDACTED] ([REDACTED]) at [REDACTED]
[REDACTED] cc [REDACTED] ha [REDACTED] ?

[REDACTED] sent OBE to [REDACTED]

a [REDACTED] lease have

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: [REDACTED]
SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED] received [REDACTED] from [REDACTED] at [REDACTED]

[REDACTED] received [REDACTED] from [REDACTED] at [REDACTED] for [REDACTED]

[REDACTED] c s still he and tr [REDACTED]

[REDACTED] rv busy and trying our best. [REDACTED]

[REDACTED] sent OBE to [REDACTED] [REDACTED]

[REDACTED]) [REDACTED] lease have [REDACTED]

a [REDACTED]

[REDACTED] received [REDACTED] from [REDACTED] at [REDACTED]

[REDACTED] a poke with [REDACTED] custo [REDACTED]

[REDACTED] by [REDACTED]

[REDACTED] sent OBE to [REDACTED] [REDACTED]

[REDACTED]) [REDACTED] lease have [REDACTED]

a [REDACTED]

[REDACTED] received [REDACTED] fr m [REDACTED]: The final [REDACTED]

e x e complete [REDACTED] hat is the next [REDACTED]

step? [REDACTED]

[REDACTED] sent OBE to [REDACTED] [REDACTED]

[REDACTED]: ould submit t inal repair to the [REDACTED]

r eview the complete vehicle repair history [REDACTED]

along with the state guidelines and let me know what the status is. [REDACTED]

Once I have that information I would update you. [REDACTED]

[REDACTED] received [REDACTED] from [REDACTED] at [REDACTED]

[REDACTED] a harness a concer [REDACTED]

[REDACTED]

[REDACTED] received [REDACTED] from [REDACTED]: Morning, the [REDACTED]

s e ed, when c I expe o hear something [REDACTED]

from you as to next steps? [REDACTED]

[REDACTED] received [REDACTED] from [REDACTED]: Im following [REDACTED]

n be a week nce I d from the [REDACTED]

dealership that th has not resolved the issue. Please let me [REDACTED]

know a status on your end. [REDACTED]

[REDACTED] sent OBE To [REDACTED] ([REDACTED]

e s ormation to t e if [REDACTED]

reviewed without a completed repair and just count the repair [REDACTED]

in progress. I will follow up once they respond back. [REDACTED]

[REDACTED] received [REDACTED] from [REDACTED]: The dealership [REDACTED]

o e closed. b my car not repaired. [REDACTED]

[REDACTED] made [REDACTED] to [REDACTED] [REDACTED]

i servi [REDACTED] t SA [REDACTED]

id not leave sage [REDACTED]

[REDACTED] made [REDACTED] to [REDACTED] [REDACTED]

e to a a [REDACTED]

was transferr o a VM [REDACTED]

transferred VM did t. [REDACTED]

v was advise at [REDACTED]

[REDACTED] E [REDACTED]

[REDACTED] ([REDACTED]) a at [REDACTED]

cc : to e is not [REDACTED]

vise he repair order is now closed? She is [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

wanting the vehicle repurchased. Please advise the status of this

wanting the vehicle repurchased. Please advise the status of this repair?2. I please have a copy of [REDACTED] and [REDACTED]? I am missing those [REDACTED] from the dealer report t [REDACTED] eived [REDACTED] so will you please [REDACTED] nfirm the number of days the vehicle was actually down at the dealership for the Following Ros: [REDACTED] RO [REDACTED]

[REDACTED] RO [REDACTED] final repair a [REDACTED] ? Is this [REDACTED]? If not may I please have a copy of [REDACTED] he blue cruise is inoperable. Was there a repair [REDACTED] hat was repaired? Was there no problem found? [REDACTED] sent [REDACTED] To [REDACTED]: I am working to get a [REDACTED] m [REDACTED] e ship r [REDACTED] rdin [REDACTED] is repair so I can have the review team complete the review. Once this is answered and I have the copy of the repair order I should have a response from the review team. I have reached out to the General Manager as the Service Manager [REDACTED] is not in [REDACTED].

[REDACTED] OBC to [REDACTED] [REDACTED] i [REDACTED] and a [REDACTED] responding vi [REDACTED] sent response shortly regarding ROs and days down. [REDACTED] received IBE from [REDACTED]:1. [REDACTED] r [REDACTED] ness. At this time [REDACTED] n a backorder part. [REDACTED]: WIRING ASY 2. see attachment for all the repair orders3. [REDACTED] t for all the repair orders4. see attachment for all the repair orders5. [REDACTED] -N/A [REDACTED] made OB [REDACTED] i [REDACTED] and w [REDACTED] s

[REDACTED] sent RAV to COM to review: After [REDACTED] t [REDACTED] e may meet the requirement for repurchase or replacement under the [REDACTED] Within the [REDACTED] rights period [REDACTED] of serv [REDACTED], for warrantable repairs [REDACTED] for camera fault [REDACTED] n fault concerns. The vehi [REDACTED] ears to meet the [REDACTED] LL guidelines for R/R due to days out of service.

* PLEASE NOT PROVIDE THE INFORMATION BELOW TO A CUSTOMER WHO CALLS IN**PLEASE REQUEST THAT THEY CONTACT THEIR CASE HANDLER**Approved to RAV using the [REDACTED]

[REDACTED] made OBC to [REDACTED] [REDACTED]. Left [REDACTED] made OBC to [REDACTED] [REDACTED]. [REDACTED] e [REDACTED] e r [REDACTED] chased does n [REDACTED] a [REDACTED] n [REDACTED]. [REDACTED] advised cust the vehicle is eligible for repurchase based on [REDACTED] wants to proceed. [REDACTED] transmitted [REDACTED] Case [REDACTED] to [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

----- [REDACTED] S -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] S -----

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 7 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: MCGWELN A
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS - - - T R A N S M I [REDACTED] I [REDACTED] - - -
Bld Dt: [REDACTED] rt
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
Tire : 245/45R20 103Y SUMMER BSW - - - A D D I T I [REDACTED] A L - - -
Radio : [REDACTED] Br : [REDACTED]
Paint : [REDACTED] A/C : AC G-????????????????????????????????
[REDACTED] -?? SPACE [REDACTED]

----- A F T E R M A R K E T M O D I F I C A T I [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED] : NONE

[illegible]

2 LK9 C
2 S439
2 V 13 G
1 LK9 A
1
RAV
RAV
TIRE
6 ALBAL
LJ9 P

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON

Additional Symptom: Pre-collision and camera warn
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 [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
a [REDACTED] t of icl
STATES PRE COL SIST ERROR LIGHT AND FRONT CAMERA UNABAILABLE
LIGHT IS ON Please list any diagnostics already performed: VERIFIED
CONCERN, FOUND MULTIPLE DTCS, UPDATED PCM, BECM, SOBDMB, SOBDMC,
SOBDM, BCM, AND RFA. FOUND [REDACTED] APPLIED, PERFORMED PROCEDURE
WITH IPMA AND THEN PERFORME GURATION, CLEAR AND RETEST DTCS
PASSED, ROAD TESTED VEHICLE, LIGHTS CAME BACK ON WITH [REDACTED]
RETURNING. PINPOINT TEST DOES NOT MAKE SENSE. BJ1 ASKE THE DTC,
THEN LEADS TO ANOTHER PINPOINT TEST AW, WHICH SAYS EVERYTHING IS
NORMAL, NOTHING ALLOWS THE PINPOINT TEST TO CONTINUE TO BJ2. Parts
Replaced: NONE Your Question: FURTHER DIAGNOSICS, KNOWN CONERNS,
INTERNAL SERVICE BULLETINS?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
n [REDACTED] n ncer wit
published in th of an [REDACTED], [REDACTED], or [REDACTED]. Any similar concerns can
be found when looking through he lf-he tool. As [REDACTED] has
been performed it would be suspected that there is ei t with
the IPMA or the power and grounds for the module. When reviewing PPT
BJ it does indicate that the IPMA is at fault and should be leading to
[REDACTED] if the DTC is still present. At this time it would be
ended to test the power and ground circuits for the IPMA.
Reference wiring cell [REDACTED]. Inspect fuse [REDACTED] for any hot spots
or loose fitting. Chec r [REDACTED] to see if i s secure and free of
any damages. Pin fitment and pi ag should be checked in connectors
[REDACTED], [REDACTED], and [REDACTED] using the appropriate flex probes. A load
ho be per if no faults are noted. Directions for this
test can be found in PTS > Home > Technical Assistance > Technical
Support Videos. The how to perform a load test video can be found
under [REDACTED] of the new window that opens up. Perform the load
test o [REDACTED] and [REDACTED]. When measuring the voltage across
the bulb it shoul withi [REDACTED] of source voltage. Repair any
circuit faults that are noted the IPMA if no circuit or
connector faults are noted. Follow the removal and installation

Report Date:

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

reach out to you at the appropriate time. Ver [REDACTED] the following prior to your appointment:

- Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated with the latest software level.
- Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)
- The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to call.

href=[REDACTED]
q.fac
concerns

<A
href=[REDACTED]

RECOMM [REDACTED] e [REDACTED] MA as we [REDACTED]
[REDACTED] en updated. Please ensure the IPMA is still at the latest software level if not already done. At this time, run the IPMA learned values reset application. By doing this, you will need to perform the alignments once again. After carrying out the reset, perform the 360 camera alignment if applicable, and then the forward facing IPMA alignment. When the application asks for height values, select NO for the values currently in the scan tool, and manually input the values even if they are the same. Once this is done, drive the vehicle per SSM [REDACTED] for the vehicle to relearn steering center. If the code retu [REDACTED] after these diagnostic steps, they replace the IPMA once again for an internal failure. We have submitted a Report a Problem case for [REDACTED] PPT always leading to no problems found. ** [REDACTED]
[REDACTED] assistance Center [REDACTED]

ADD- [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] Session Status : [REDACTED] Not Necessary, [REDACTED] Session Sub Status :
[REDACTED] Session Status : [REDACTED] Not Necessary, [REDACTED] Session Sub Status :
[REDACTED] Technical, [REDACTED] Co ts : NA
CONCER [REDACTED] GTCGCQIS
[REDACTED] RESENT AFTER REPLACING THE MODULE FOR THE [REDACTED]
[REDACTED]
[REDACTED]vail as the concern is still p nt. As a review
Diagnostics: Vehicle History does not support IPC Configuration
performed, advise to proceed with performing IPC Configuration per TSB
[REDACTED] step: 7. Per Connected Vehicle information and PTS
tics: Vehicle History: Session: [REDACTED]:
Sequence: 7 information support [REDACTED] DT [REDACTED] ed
with referencing [REDACTED]
[REDACTED]Transport?link=0
[REDACTED] factors that may
affect [REDACTED] alignment information possible causes. As your dealership
is equi with the See What I See ([REDACTED]) headset, if additional
technical assistance is required and [REDACTED] session would be
beneficial (live video or picture would [REDACTED] p), click [REDACTED]
[REDACTED]
[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

[REDACTED]
concerns

[REDACTED]
[REDACTED]
ADD-ON [REDACTED]
[REDACTED] nical, [REDACTED] Commen Technical diagn c directions provided.
ADD-ON [REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] I U S
*** FL MVDN *** REASON FOR REQUEST: [REDACTED] ASSISTANCE REQUESTED FOR
FINAL REPAIR ATTEMPT FOR [REDACTED] DEM [REDACTED]. CONCERN: A) PRE-COLLISION
FAULT LIGHT IS ON. B) FRO [REDACTED] RA FAULT LIGHT IS ON.
ADD-ON [REDACTED] ([REDACTED] - [REDACTED]
[REDACTED] U S MV ** [REDACTED] R

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

----- COMMENT TEXT -----

REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR [REDACTED]

REQUEST: FSE ASSISTANCE REQUESTED FOR FINAL REPAIR ATTEMPT FOR [REDACTED] DEMAND. CONCERN: A) PRE-COLLISION FAULT LIGHT IS ON. B) FRONT C FAULT LIGHT IS ON. 2. INSPECTION/TESTS PERFORMED/RESULT (LIST ALL OF CONCERNS SEPARATELY): DEALERSHIP VISIT ON [REDACTED] FOR MVDN RESPONSE. CURRENT MILEAGE WAS [REDACTED]. PER THE RO, C [REDACTED] CONCERNS WERE A) PRE-COLLISION FAULT [REDACTED] IS ON. B) FRONT CAMERA FAULT LIGHT IS ON. AN OVERALL VEHICLE AND VISUAL INSPECTION FOR OBVIOUS CONCERNS WAS PERFORMED-THE VEHICLE INTERIOR AND EXTERIOR WAS CLEAN AND HAD NO SIGNS OF DAMAGE. NO OBVIOUS CONCERNS WERE FOUND DURING THE VISUAL INSPECTION. A [REDACTED] TOTAL ROAD TEST FROM MILEAGE [REDACTED] WAS PERFORMED. [REDACTED] S FOR [REDACTED] ARE AS FOLL

...PRE-COLLISION FAULT LIGHT [REDACTED] CAMERA FAULT LIGHT ARE RELATED CONCERNS SINCE THE PRE-COLLISION SYSTEM USES THE FRONT CAMERA FOR PROPER OPERATION. WHEN STARTING THE VEHICLE IN THE PARKING LOT, THE PRE-COLLISION FAULT LIGHT AND FRONT CAMERA FAULT LIGHT WERE PRESENT IN INSTRUMENT CLUSTER. EDRS WAS CONNECTED TO THE VEHICLE TO CHECK FOR RELATED DTC'S. [REDACTED] AND [REDACTED] WERE PRESENT IN THE [REDACTED] FOR THIS CONCERN. [REDACTED] S PER [REDACTED] ND THIS CLEARED [REDACTED] S AND [REDACTED] WARN [REDACTED] S IN THE INSTRUMENT CLUSTER. THE [REDACTED] ICLE WAS TAKEN

TEST DRIVE THAT INCLUDED CITY STREETS AND HIGHWAY DRIVING. DURING THE DRIVE, ALL SYSTEMS WERE OPERATIONAL INCLUDING BLUE CRUISE WHILE ON [REDACTED]. DURING THE DRIVE A WARNING MESSAGE OCCURRED WHICH DISABLED

SE CONTROL AND BLUE CRUISE. AFTER MILE OF DRIVING, THE WARNING MESSAGE WENT AWAY ON ITS OWN WHICH ALLOWED CRUISE CONTROL AND BLUE CRUISE OPERATION. WHEN USING EDRS TO CHECK FOR NEW DTC'S THAT SET DURING THE TEST DRIVE, [REDACTED] AND [REDACTED] WERE PRESENT. [REDACTED] WAS PERFORMED BUT THE S [REDACTED] S SET [REDACTED] HEN RETESTING F

CONCERN. CIRCUIT TESTING WAS PERFORMED BETWEEN THE [REDACTED] CAMERA AND [REDACTED] [REDACTED]. NO SHORTS TO GROUND, SHORTS [REDACTED] OWER, SHORTS [REDACTED] E [REDACTED] UIT CONCERNS WERE PRESENT ON THIS SECTION OF

WIRING DURING TESTING. I ADVISED THE DEALER SHOULD REPLACE THE [REDACTED] HARNESS FOR THIS CONCERN SINCE AN INTERMITTENT WIRING CONCERN SE BE CAUSING THE WARNING MESSAGES AND DTCS TO OCCUR. THIS HARNESS REPLACEMENT WILL REPLACE THE REMAINING WIRING BETWEEN THE [REDACTED] AND [REDACTED] [REDACTED]. THE DEALERSHIP ADVISED THEY ORDERED [REDACTED] S

S [REDACTED] ALL IT ONCE IT ARRIVES. 3. REPAIRS PERFORMED (PER CONCERN): RECOMENDED [REDACTED] HARNESS REPLACEMENT FOR THIS CONCERN SINCE WARNING MESSAGES INT [REDACTED] NTLY OCCUR WHILE USING CRUISE CONTROL.

4. CONCLUSION: VERIFIED CUSTOMERS CONCERN OF PRE-COLLISION FAULT LIGHT AND FRONT CAMERA FAULT LIGHT PRESENT IN THE INSTRUMENT CLUSTER WHEN PERFORMING INSPECTION. [REDACTED] PROGRAMMING AND CAMERA ALIGNMENTS PER [REDACTED]

[REDACTED] AND [REDACTED] OWED OPERATION OF THE PRE-COLLISION AND [REDACTED] CAMERA [REDACTED] T WARNING MESSAGES WERE INTERMITTENTLY SETTING DURING OPERATION. I ADVISED THE [REDACTED] HARNESS SHOULD BE REPLACED FOR THESE INTERMITTENT WARNING MESSA



```
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA# [REDACTED] 15
Equip [REDACTED] ? u [REDACTED] active
```

----- V E -----
 Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
 Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
 Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
 LH/RH Drive: [REDACTED]
 ----- E N G I N E -----
 Engine: ELECTRIC MOTOR 7 Tag: EN [REDACTED]
 Bld Dt: Calb: MCGWELN A
 Serial #: [REDACTED]

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

```
Model: - - - A D D I T I O N A L - - - Shift:
Tire : [REDACTED] 103Y SUMMER BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????????????????----- SPACE [REDACTED]
```

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller      : [REDACTED] Title: TECHNICIAN
Phone           : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date    : [REDACTED]
Specialist's
Name           : [REDACTED] (FSE)

```


Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C Q [REDACTED] O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
------	---------------	-----------	----------	-------------------------	-----------

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	----------	-----	-------------	------------	-----------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
COLLISION AVOIDANCE

WARNING INDICATORS/MSGS/CHIME
FLASHES

Additional Symptom: intermittent

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attachmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] p n of icl
STATES THE WHI G, PRE COLLISION ASSIST ERROR MESSAGE WILL
RANDOMLY APPEAR ON CLUSTER, ALSO STATES THE CRUISE CONTROL WILL
RANDOMLY TURN ITSELF OFF (WHEN USING ADAPTIVE CRUISE CONTROL) Please
list any diagnostics already performed: CUSTOMER WAS IN [REDACTED]
[REDACTED] FOR SAME CONCERN. HAD [REDACTED] FOR DATA TRANSFE N
[REDACTED]. REFERRED TO [REDACTED] WED TSB PROCEDURE BUT THERE WAS
[REDACTED] AVAILABLE SOFTW FOR [REDACTED] PER NORMAL WORKSHOP
DIAGNOSTICS, REPLACED [REDACTED] WITH N ODULE AND CALIBRATED, CONFIGURED
[REDACTED] AND PERFORMED [REDACTED] CALIBRATION. Parts Replaced: [REDACTED] ON
[REDACTED] IOUS REPAIR You : THIS IS THE [REDACTED] WE HA AD IN
THE SHOP IN THE LAST [REDACTED] WITH THE SAME [REDACTED] OMER COMPLAINTS
AND THE SAME EXACT [REDACTED] L OF WHICH DONT HAVE AN AVAILAVBLE [REDACTED]
SOFTWARE UPDATE WHE FERENCING [REDACTED]. A COUPLE OF THE M ES
HAD [REDACTED] FOR INTERNAL EL ILURE WHICH HAS YOU CLEAR
THE [REDACTED] IF IT RETURNS, IF IT DOES YOU REPLACE THE MODULE.
THOS ECIFIC CUSTOMERS HAVENT BEEN ABLE TO RETURN THEIR VEHICLES FOR
REPAIR YET. BUT THIS CUSTOMER THIS CONTACT IS REFERRING TO WAS ABLE TO
DROP THEIR MACH E OFF ON [REDACTED] TO LEAVE WITH US FOR THE WEEK WHILE
THEY ARE OUT OF [REDACTED], AND D THE CUSTOMER I WOULD SUBMIT A HOTLINE
CONTACT AND TRY GET SOME MORE INFORMATION ON WHAT COULD BE GOING.
SINCE I JUST PUT A NEW MODULE IN, THERE SEEMS TO BE SOMETHING ELSE
GOING ON THAT MAY BE SOFTWARE/CONFIGURATION RELATED. SHOULD I LOOK TO
SEE IF THERE IS A [REDACTED] SOFTWARE UPDATE AVAILABLE? SINCE THE [REDACTED] IN THE
[REDACTED] IS DESCRIBED A DATA TRANSFER FAILURE. AGAIN, THIS I E [REDACTED]
[REDACTED] HAD IN THE [REDACTED] WHO HAS DESCRIBED THE SAM
[REDACTED] N HAPPENING

RECOMM [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] e en th
like vehicles. If you have not already done so, please submit a
Report a Vehicle Concern for [REDACTED] of the VIN s. This can be done by
going to [REDACTED] and clicking o e Vehicle ID tab. Then, at the very
bottom is ption for Report a Vehicle Concern. Please fill out this

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

form, and it will be sent in to engineering for monitoring. When reviewing the vehicle history, it is noted that [REDACTED] was previously carried out. When checking the software updates [REDACTED], it does not look like the [REDACTED] had a software update. If you have already checked if a software update was available, then please disregard. However, if you haven't done so, please check and update the [REDACTED] if available. With the vehicle previously having a [REDACTED] DTC, per WSM [REDACTED] Diagnosis and Testing this DTC sets when [REDACTED] has disabled [REDACTED] but because an excessive current draw has occurred too many [REDACTED]. This DTC is the same as an FET related DTC that sets in the BCM [REDACTED] an excessive current draw is detected. This means that there is likely an intermittent short that is affecting the IPMA circuits. Since there is also an intermittent issue where pre-collision and adaptive cruise control are inoperative, it is likely that the original concern that caused the [REDACTED] is still present. A common place of pinching and possible short can be the coaxial cable between the IPMA and the IPMA camera. Please reference wiring cell [REDACTED], as this diagram shows the coaxial cable circuit [REDACTED]. It is intended to begin testing here for a short, and since the concern is intermittent, wiggle testing may be necessary to induce the fault for testing. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help),

href=[REDACTED]

intment a [REDACTED] 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 to the latest software level.
- Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)
- The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.

href=[REDACTED]
g.fac
Concerns

href=[REDACTED]

ADD-ON

CONCER

m while the vehicle was still here, but I was not able to duplicate the concern. I inspected coax wiring and

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

found no concerns. The other day another [REDACTED] ([REDACTED] that is
found no concerns. The other day another [REDACTED] ([REDACTED] that is
exhibiting the same exact concern) came i [REDACTED] th [REDACTED] module to be
replaced. I replaced it and test drove it and it wa [REDACTED] rking fine, and
[REDACTED] she called back and said the same error message is
rring while driving. Like I said, this is the [REDACTED]
customer where weve replaced the [REDACTED] and [REDACTED] the sa
concern begins to happen, I find [REDACTED] ard t [REDACTED] ese vehicles
are having an intermittent wiring concern. I have a strong feeling it
is software/configuration related

RECOMM

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o [REDACTED] iced [REDACTED] he
same [REDACTED] ern. With multiple vehicles having very similar issues,
please fill out a Report a Vehicle Concern for [REDACTED] the VIN s that
are dealing with similar concerns. These report [REDACTED] be sent in for
research and may help identify a software issue, but a direct response
to the report is not likely. When looking at the Mach-E that this form
is attached to, the connected vehicle data shows that the [REDACTED]
is still present. So, if the vehicle comes back, [REDACTED] addit
testing step we can try is isolating all the load [REDACTED] rom the [REDACTED]. To
do this, leave the power, ground, and communication circuits [REDACTED] ached.
Then, disconnect any additional loads to the [REDACTED] [REDACTED]-by [REDACTED] and see
if the code goes away. These loads include th [REDACTED] e th [REDACTED] ront and
reverse parking aid sensors seen in wiring [REDACTED] [REDACTED] and 4, the
CCM circuits seen in wiring [REDACTED] [REDACTED] seen in
wiring [REDACTED] [REDACTED], the h [REDACTED] d [REDACTED] ld circuit see in wiring
[REDACTED] ark aid signal wire seen in wiring [REDACTED] 90 page
ditional loads, like coax cables, from the [REDACTED] apart
from the power, grounds, and communication circuits. Add [REDACTED] nal [REDACTED] s
will set during testing, but the idea is that the [REDACTED] code [REDACTED] l
turn off when disconnecting [REDACTED] of the loads. It i [REDACTED] le that
there is something going on [REDACTED] h [REDACTED] of these circuits that is causing
the [REDACTED] [REDACTED] to set. By isola [REDACTED] g [REDACTED] the loads, this will
help [REDACTED] d [REDACTED] the possibilities of [REDACTED] uld be affecting the
[REDACTED]. Thank you. Technical [REDACTED]

ADD-ON

[REDACTED] w [REDACTED] subm
concern, an [REDACTED] ating [REDACTED] the loads from the [REDACTED] [REDACTED] by [REDACTED]
and see if the [REDACTED] goes [REDACTED] This will isolate is [REDACTED] t
specific circui [REDACTED] Session Status : SWIS Not Necessary, SWIS
Session Sub Status : Technical, SWIS Comments : web response

Symp. Verif?: [REDACTED]

Comp. Timing: [REDACTED]

Test Stand : [REDACTED]

Prior Repair Attempts: [REDACTED]

Base Timing

Road Test

:

:

of Assistance:

MIL light on?

8D Number:

Repair Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 3 - - - E [REDACTED] I N E - - - Tag: [REDACTED] 9S
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----
Date CQIS Report # Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	U V M	[REDACTED]
							RECAL		[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T A R Y -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ:

WCC : [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
SOFTWARE UPDATES

[REDACTED]/DIGITAL EXPERIENCE
ERATIVE

Additional Symptom: Blue 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 (%):

---TYPE---
CONCER

[REDACTED] (FSE [REDACTED] - [REDACTED] - [REDACTED] REGION
a [REDACTED] n of icl nce [REDACTED] morning,
I was advised [REDACTED] previous contact (Contact ID: [REDACTED]) I had
open had been closed due to inactivity (cust. took [REDACTED] back and
waited a long time to bring it back in). 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 [REDACTED] catalog. Provide the full part number.
 -Verify
scan tool [REDACTED] p to date, is at the latest level and programming is
completed using a VCM3 or VCMM (try a [REDACTED] tool if necessary)

 -Verify that the vehicle is ident [REDACTED] ctly in the scan tool

 -No aftermarket electronic components installed
 -Battery
passes a test using approved [REDACTED] tooling and is fully charged

-Battery is maintained at [REDACTED]
 -Battery State of
Charge (SOC) is at or [REDACTED] se scan tool to monitor BCM
BATT SOC% PID Verified [REDACTED] any diagnostics already
performed: The concerns are as follows: 1) All connectivity is inop.
and 2) [REDACTED] is inop. The issue has been narrowed down to server
side so [REDACTED] our last communication on the old contact, the
server data was said to have been updated to correct the
[REDACTED]/connectivity concerns. From the now closed contact: As of
the park aid camera display and ACC fault concern has been
corrected. [REDACTED] remains inop., and the customer is unable to
connect to [REDACTED] e via [REDACTED]. Given our history with this
vehicle and other [REDACTED] s [REDACTED] erwent [REDACTED], we believe that there
is likely a server [REDACTED] error that is prev [REDACTED] g this vehicle from
obtaining the correct software via [REDACTED]. All available module updates
have been completed. After replacem [REDACTED] and PMI of the APIM, the given
software revision is [REDACTED]. We referenced [REDACTED] for its list of APIM
software revisions, a [REDACTED] would seem that [REDACTED] pre-dates all
revisions listed in [REDACTED] (hence why we bel [REDACTED] there may be a server
side error). Further [REDACTED] some [REDACTED] functionality is different or
missing as compared to like mod [REDACTED] s. For example, in other
[REDACTED] s, when adjusting the fan s [REDACTED] r HVAC temperature, the

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
controls for those functions transfer to the rotary knob on the
controls for those functions transfer to the rotary knob on the
screen. This vehicle does not do that. Further, under Driver
Assistance settings, other Mach-E s immediately have the full list of
settings to see. This vehicle displays an Additional Settings button
which reveals the driver assistance functions. We believe that these
functionality differences are caused by the software [REDACTED]
[REDACTED], but again, the [REDACTED] is up to date according to [REDACTED] ards
e [REDACTED] issue, [REDACTED] team was contacted [REDACTED] further
assista [REDACTED] y recommende [REDACTED] he Module Update Repair for the TCU
be completed. This procedure fails every time it is run, stating
Exception trying to obtain files from the backend server required to
repair this vehicle. This could indicate the VIN has been locked out.
After server data was corrected: The IPM-A, PSCM, BCM, PCM,
SOBDM-A/B/C, and BECM were updated. No further updates are available
via [REDACTED]. The same concerns remain. It is believed that the [REDACTED]
spec [REDACTED] ally is still running outdated software ([REDACTED]).
Please advise on the best path forward. Parts Rep [REDACTED] e Do
you have a module programming concern? Yes Your Question: The [REDACTED]
software is still believed to be outdated. If we can please
check/correct server data again, it would be appreciated. Thank you, -

RECOMM [REDACTED] ([REDACTED] [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] p h [REDACTED] m o the v i o t for
concern. They advis [REDACTED] are working on this concern. An update
will be provided on the previous contact when EH has direction to
provide. [REDACTED]

AUDIT [REDACTED]
[REDACTED] 4G
[REDACTED] : [REDACTED] MODEM: 4G

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : [REDACTED] MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - TECH [redacted] CENTER Report Date: [redacted]

Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [redacted]: EN [redacted]
Bld Dt: [redacted] Cal [redacted]
Serial #: [redacted]

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????
Paint : [redacted]-?? [redacted]/[redacted] 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: [redacted] Ph#: [redacted]
City: [redacted] te : [redacted]
Country: [redacted] Region : [redacted]
Claim #/Date : [redacted]
Specialist's Name : [redacted] ([redacted])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id	
[redacted]	[redacted]	[redacted]	[redacted]	TECH COMMENTS	[redacted]	[redacted]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [redacted] ---
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 ([redacted] only) -----
Dealer ID Date Order (Miles) Nr Co Base Sfx Operation

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Orig Rpt #:
Report Date:

RENTAL

E

GAG

GXH

MAD

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
 Engine : E M [REDACTED]
 Operating Environ: [REDACTED]
 Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED
Additional Symptom: increases speed during cruise
Other Veh. With C [REDACTED] Severity Rating - Customer: Engineering:

Causal Component:				
Causal Factor:	Feature:		Loc:	
Causal Condition:		Photo:	Attchmnts:	6
Component Test Status:	----	Return Loc:		
Vehicle Fixed?:	Customer satisfied?:	Repair Effectiveness (%):		

- - TYPE - -

a description of Vehicle C: C/S cruise control will increase the vehicles speed after passing a speed limit sign. Passed a speed limit sign and the vehicle went to adaptive cruise function at slower speed than cruise has been selected, the cruise sets to and in green. Once pulled into a clear lane, the vehicle would accelerate to new set cruise speed. I had to cancel cruise before getting to . This extreme speed jump only happened . Drove with cruise operating properly set to . During one event, cruise is cancel and crossed out gray randomly changed to gray crossed out . Pressed reacceleration button and vehicle would cruise at like the vehicle thinks i selected. Verified the same exact cruise change and slower speeds set at (green in color), adaptive cruise slows to for slower traffic, randomly cruise would change to and green Once pulled into clear lane, it shot to . The camera is reading speed signs properly and is labeled properly in despite the cruise setting. (example in picture below). Please list any diagnostics already performed: Found TSB from for blue cruise issue involving GWM software. network and GWM not configured. I configured GWM properly, updated GWM, APIM, and TCU. Went for another road test to have the exact same cruise control issue. I could not find a WSM pinpoint test for issue. Parts Replaced: none Your Question: What could be the cause of this? What would be the next step in diagnosing this? Am I looking at a software/configuration issue or hardware issue? The customer is saying that it happens after the camera reads a street sign, but I have verified it to happen at random times.

RECOMM

██████████ r s ██████████ gn recognition tolerance setting that
 es the cruise control to a speed above or below the speed limit
 sign the vehicle ██████████ detects. An example would be if the speed sign
 recognition toler ██████████ is set to ██████████ above the speed limit, if the
 vehicle detected a ██████████ speed ██████████ sign it would then increase

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
speed to [REDACTED] after detecting the speed limit sign change. Check the
speed to [REDACTED] after detecting the speed limit sign change. Check the
speed lim [REDACTED] ist setting in the driver assistant features and
determine if it is enabled and set to increase above the speed limit.
The information is on [REDACTED] of the Owners Manual. Let me know if
you need further assis [REDACTED]
[REDACTED] GTCGCQIS
[REDACTED] u [REDACTED] speed tolerance for speed sign recognition setting
at [REDACTED] over. Road test confirmed when set differently, it
operates [REDACTED] ctly. I need to note that this feature almost put me
into a situation. I was cruising at [REDACTED] with the speed sign
recognition tolerance at [REDACTED]. The [REDACTED] ay has a temporary
construction sign that is [REDACTED] up only at night. This [REDACTED] sign was
moved way away from the road, near the edge of the tr [REDACTED] nd pointed
away from the road. While i was cruising [REDACTED] in traffic, the vehicle
recognized the [REDACTED] and quickly changed [REDACTED] eed to [REDACTED]. This wasn t an
active sign and [REDACTED] clearly away from the road not o confuse any
driver. The sensitivity of the system might need to be re-evaluated.
RECOMM [REDACTED] s [REDACTED] e [REDACTED] i [REDACTED] em [REDACTED]
[REDACTED] was picked up by the vehicle, the vehicle slowed down to what it
thought was the posted speed limit. The sensitivity of this system can
not be adjusted. A like unit can be used in the same road section to
verify multiple units operate in the same manner. IF all the units
operate in the same way, no additional repairs should be performed.
CONCER [REDACTED] GTCGCQIS
[REDACTED] e [REDACTED] eed to be done. The vehicle is operating normally.
RECOMM [REDACTED] n [REDACTED] o [REDACTED] t [REDACTED] nce [REDACTED]
[REDACTED] of your day/week. [REDACTED]

Sympt. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
ABS [REDACTED]
TCU [REDACTED]
PCS [REDACTED]
CMR [REDACTED]
IPM [REDACTED]
Equi [REDACTED] c [REDACTED] ed Effective? Equipment/Procedure Used Effective

----- S E R [REDACTED] N S -----
NO SERVICE ACTIONS AVAILABLE FOR

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Model: _____ Shift: _____

----- A [REDACTED] I [REDACTED] T [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Phone : [REDACTED]
Rpr Dlr: [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

[illegible]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		CRED SR NHL			

--- S U P P L E M [REDACTED] V E Y: NATIONAL HOTLINE [REDACTED] ---

██████████ HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)							
	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond	Pfx	e Part Base	Number Labor Sfx Operation
Dealer ID							

MTSUBPHOTO

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		RENTAL		AD
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]		[REDACTED] X1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				[REDACTED] 45
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				AD
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				M [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PJ8	[REDACTED]	FNF	A [REDACTED]

Report Attachment -

Per Page:5



○ Attachment Id

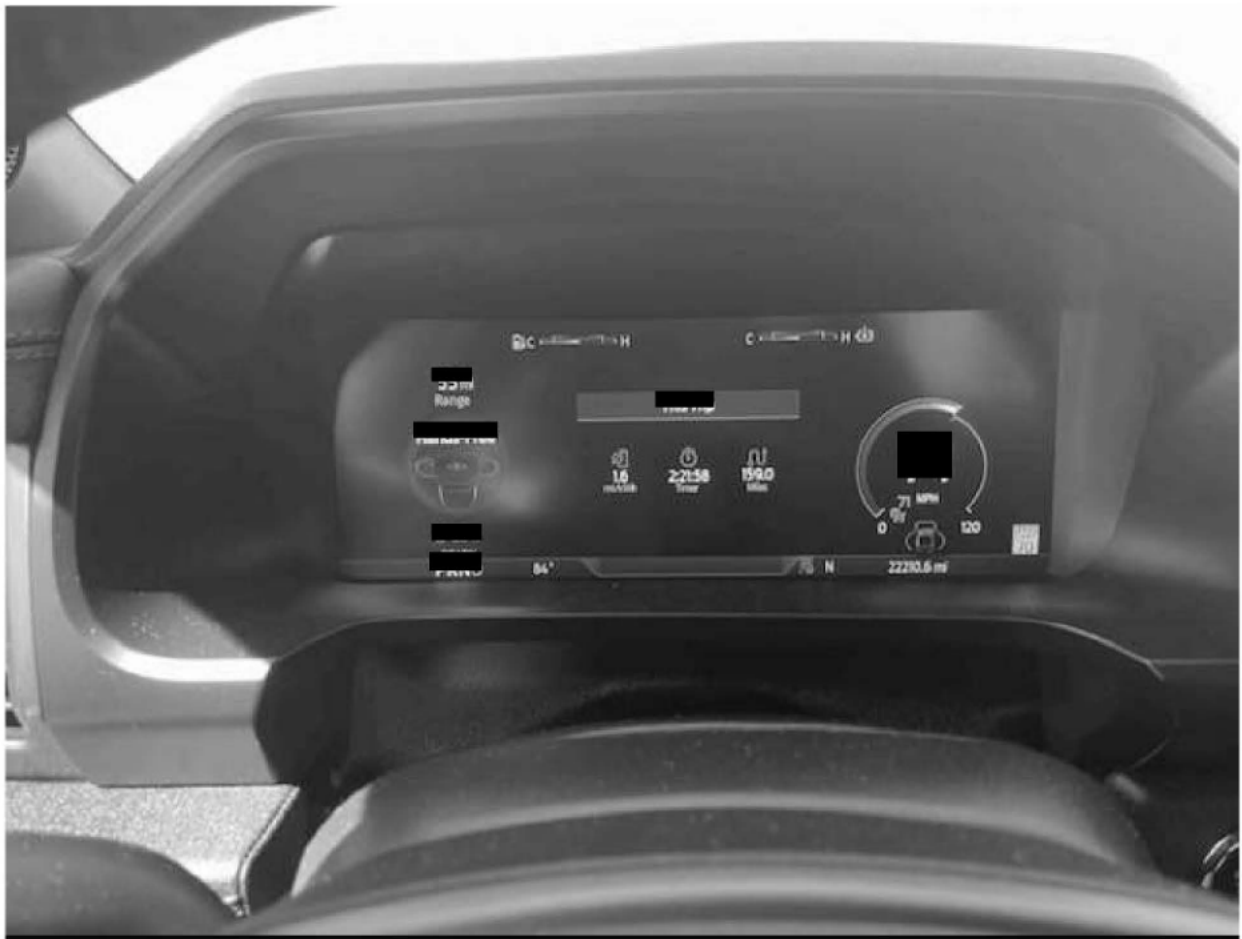


■ [REDACTED]



○ [REDACTED] [REDACTED]

[REDACTED]



○ [REDACTED]



○ [REDACTED]

[REDACTED]



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[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT

Additional Symptom: cruise control drops out
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED] FAC
Causal Factor: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 2
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: YES Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]

REGULAR CRUISE [REDACTED] ARE INOPERATIVE. Please list any diagnostics already performed: ALL [REDACTED] SSMS HAVE BEEN DONE Parts Replaced: [REDACTED] FRONT CRUISE CONTROL SENSOR REPLACED/INSTALLED FRONT CRUISE CONTROL SENSOR AND IT DID NOT CHARGE Your Question: ALL OF THE MODULES ARE UP TO DATE AND ALL [REDACTED] HAVE BEEN PERFORMED. THE CRUISE CONTROL REGUALR, ADAPTIVE AND BL [REDACTED] CRUISE DO NOT WORK. REPLACE THE FRONT CRUISE CONTROL SENSOR CONCERN STILL PRESENT. WE HAVE 2 OF THESE IN THE SHOP WITH THE SAME CONCERN. PLEASE ADVISE ON NEXT STEP TO REPAIR THIS CONCERN.

RECOMM [REDACTED]

Setting DTC [REDACTED]. This DTC sets when the [REDACTED] is not aligned correctly. It was [REDACTED] that the [REDACTED] was replaced but not if an alignment was completed on it. If [REDACTED] alignment was not carried out, then carry out the Cruise Control Radar Alignment. If it was completed, then refer to <A target= blank href=[REDACTED]Transport?link=0&am [REDACTED]er to the action regarding the [REDACTED] alignment. Note that the document provides a PID to monitor under [REDACTED] of the Possible outside factors that may affect [REDACTED] alignment [REDACTED]. Ensure that the PID is correct. If it is not correct then it will not align. If it is close to either +3 or -3, then attempt to adjust it closer to 0 as driving may cause it to go out of spec. Have a great day, [REDACTED] - [REDACTED] Technical Assistance Center

ADD-ON [REDACTED]

ADD-ON [REDACTED] DTCs [REDACTED]

[REDACTED] SWIS Comments : N/A [REDACTED] - [REDACTED] REGION

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

Outbound call to [REDACTED], spoke with technician [REDACTED]. Was informed only

Outbound call to [REDACTED], spoke with technician [REDACTED]. Was informed only

[REDACTED] is ino this vehicle. Other Crui control does work.

GWM configuration and [REDACTED] Reset. Started going

through process to set up [REDACTED]

RECOMM [REDACTED] E([REDACTED] - [REDACTED] - [REDACTED] [REDACTED]

[REDACTED] t up, perfo a LL C t l

s. road vehicle again to verify operation. Update the form

with results of testing. Thank you, [REDACTED]

[REDACTED] ETHERIDGE([REDACTED] - [REDACTED] - [REDACTED] [REDACTED]

s S Not Neces y WIS sio t

Technical, SWIS Comments : Called initially for another concern.

CONCER [REDACTED] GTCGCQSP

RECOMM [REDACTED] ND CLEAN ALL DTC STILL NOT WORKING

[REDACTED] and there are no DTCs setting, then refer to <A

ank

[REDACTED] Transport?link=0

m sary settings

for [REDACTED] e cor and turned on (Adaptive Cruise control and

Lane with Hands Free). Review the video and determine if all

conditions to turn blue cruise on are met. If needed, refer to [REDACTED]

[REDACTED] information link in [REDACTED] and ensure that a [REDACTED]

g driven in. If regul control is still i e, then

refer to pinpoint test A in the Diagnosis and testing section of

[REDACTED]. We have referred this concern to the Field Service Engineer

[REDACTED] n your market area. The [REDACTED] should contact you and/or the

D ership management (Service ager or Service Director) within one

([REDACTED] to discuss further recommendations. If the [REDACTED] does

n directly, please consult with your Dealershi

management to discuss further recommendations and steps to assist in

the resolution of this vehicle concern.

ADD-ON [REDACTED]

s

Technical, SWIS Comments : Diagnosis requires driving, unable to use

SWIS

TAR [REDACTED]

...NICAL PROGRE BLUECRUISE IS INOPERATIVE. SUSPECTING THAT

VE E ...SETTINGS ARE NOT CORRECT OR CONDITIONS FOR HANDS-FREE

DRIVING ARE NOT BEING ...MET. THE VEHICLE IS AT THE DEALER. ESTIMATED

NUMBER OF REPAIR ATTEMPTS: ...1 ESTIMATED NUMBER OF DAYS OUT OF

SERVICE: 7

AUDIT [REDACTED]

ADD-ON [REDACTED] A [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]

[REDACTED] W IN T V T

TIME.

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

ADD-ON [REDACTED]) [REDACTED]

ADD-ON [REDACTED]) [REDACTED]

RETESTING SYSTEM, VEHICLE IS OPERATING AS DESIGNED [REDACTED] SE IS
NOW OPERATING PROPERLY. CLOSING CASE.

AUDIT [REDACTED]) [REDACTED]

CONCER [REDACTED] SED [REDACTED] ASSIT CENTER

[REDACTED] ption of [REDACTED] Customer
states vehicle control intermittantly drops out. Sometimes will
turn back on other times it will show a message of cruise control not
available. Please list any diagnostics already performed: Confirmed
concern, found that issue happens with or without adaptive cruise on.
Concern is intermittent doesnt seem to matter what road conditons are.
Found and recorded [REDACTED] of ABS module for IPMA communication, and
[REDACTED] of [REDACTED]. RAV history and found this is a repeat
r fren self help tool and found a few like concerns with
vehicle modules of the cruise control system being updated with FDRS
that has been erased from computer re-installed and up to date. I
currently have service manager working on re-installing FDRS on
computer. (I dont belive the obstructed camera module issue is
causing my issue as there are no obstructions and no message about
watching the road appears. Parts Replaced: In previous repairs per
history pre RAV vehicle [REDACTED] has been replaced and vehicle software has
been updated multiple ti . Your Question: Due to repeat repairs from
this RAV vehicle I was going to start by re-updating modules related
to the cruise control system to verify updates were done properly.
After that I wasnt sure if a loss of communication with IPMA could
cause the whole cruise control system to drop out even with adaptive
cruise set off. [REDACTED]-INT-[REDACTED]: [REDACTED]
Session Status : [REDACTED] Nece [REDACTED] S [REDACTED] s [REDACTED]
Contact. [REDACTED] Com s : [REDACTED] EB-[REDACTED]-EXT-[REDACTED]
[REDACTED]-[REDACTED]: Hello [REDACTED] he ign n is [REDACTED] he ON
messages to th [REDACTED] he [REDACTED] module sends
receive these messages within the al tted time frame or if the
messages contain invalid data, this DTC sets in the ABS module. The
[REDACTED] module is part of the IPMA on this vehicle. With this in mind,
missing messages and the setting of this DTC will cause the
concern described by the customer. We agree with the intended
direction of confirming that all modules are updated to the latest
software level and that the update is performed properly and then the
concern re-evaluated before moving forward. If the concern is
unresolved once all modules are updated, please inspect the IPMA
connector to check for fluid intrusion, corrosion, damage, and for pin
fitment concerns. Please perform a pin drag test using the [REDACTED] pin
flex probes. If no concerns are found and the fault is stil [REDACTED] nt
following this inspection, replace the IPMA then retest for proper
operation. As your dealership is equipped with the See What I See
([REDACTED]) headset, if additional technical assistance is required and a

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED] session would be beneficial (live video or picture would help),
[REDACTED] session would be beneficial (live video or picture would help),
k <A [REDACTED]
href=[REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.

href=[REDACTED]
q.fac
Concerns

<A
href=[REDACTED]

...WEB-[REDACTED]-INT-[REDACTED]

RECOMM

[REDACTED]: Callback Done...
[REDACTED] is placed
[REDACTED] ([REDACTED]) module sends messages to the
A [REDACTED] module does not receive these
messages within the [REDACTED] ed time frame or if the messages contain
invalid data, this DTC sets in the ABS module. The [REDACTED] module is part
of the IPMA on this vehicle. With this in mind, the [REDACTED] sing messages
and the setting of this DTC will cause the concern described by the
customer. We agree with the intended direction of confirming that all
modules are updated to the latest software level and that the update
is performed properly and then the concern re-evaluated before moving
forward. If the concern is unresolved once all modules are updated,
please inspect the IPMA connector to check for fluid intrusion,
corrosion, damage, and for pin fitment concerns. Please perform a pin
drag test using the [REDACTED] flex probes. If no concerns are found and
the fault is still p [REDACTED] following this inspection, replace the IPMA
then retest for proper operation. As your dealership is equipped with
the See What I See ([REDACTED]) headset, if additional technical assistance
is required and a [REDACTED] session would be beneficial (live video or
picture would help [REDACTED] lick <A [REDACTED]
href=[REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

```

--TYPE-- COMMENT TEXT
(Contains unique dealer code & dealership name)</li><li>The vehicle
(Contains unique dealer code & dealership name)</li><li>The vehicle
you are working on is in a bay with good Wi-Fi
connectivity</li></ul><br><span style=font-weight: bold font-style:
>If the bullet points above are met the can be reached at
, from thru to
call.<
href=
q.fac
concerns</A><br><br><A
href=
BISHOP
s Not Necessary
Comm :
CONCER a les programmed to the latest level. disconnected
IPMA connectors and found of had loose pin fitment,
installed new pin confirme per ion. goes by
and vehicle comes back with concern returning ware level
(okay) re-check pin fitment (okay). Install new IPMA as per tech
assist and im not able to perform programing as i get a message
stating get flash action part numbers vehicle. Is vehicle programing
down?
RECOMM ( )
h b Una
numbers from Available Topology! error received during IPMA PMI
is received when the IPMA is unable to be programmed due to other
modules not being at the latest software version needed to support the
latest IPMA version. Please proceed by performing any available IPC,
GWM, TCU, APIM, PSCM and CCM software updates. Because all updates may
not show at once, it is necessary to rerun the network test to check
for any additional updates that may appear. Once we have verified that
each of the listed modules are at the latest software version, we can
reattempt IPMA PMI. Center
ADD- M o rns . Se status :
Not Necessary, Session Sub Status : nical, Comments
ear direction vi b
CONCER GTCGCQIS
n modules listed re- attempted IPMA PMI with same
message during PMI. Updated all modules on SW update list re ran
network test with no more updates available. Re ran IPMA PMI and
received same message. not sure if there s a programming issue or what
s going on.
ADD- CHYER
ODY to MODPROG
RECOMM CHYER
ssue that you are getting is for Flash Action Part

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CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Numbers and updating the other modules did not resolve the concern, Numbers and updating the other modules did not resolve the concern, then [REDACTED] lets ensure that we have the right part. Proceed with reach [REDACTED] ut to [REDACTED] using the procedure listed below and if you find that you have the [REDACTED] ng IPMA, then proceed with replacing it with the right one. If you find that you have the right service part number per [REDACTED], the please update this form with the [REDACTED] case, engineering number on the IPMA and the service part [REDACTED] er on the box that the IPMA came in. <p>For questions regarding parts availability or part number discrepancies, please contact the Customer Online Parts [REDACTED] ([REDACTED]) through [REDACTED] by completing the [REDACTED] To [REDACTED] ss [REDACTED] vigate to <A [REDACTED] [REDACTED] > and clic [REDACTED] h [REDACTED] s & on the plus (+) symbol next to Parts Department Tools to expand the selection and then select [REDACTED] (Customer Online Part [REDACTED]) Click on the hyp [REDACTED] k labeled g>[REDACTED] at the top of the page. Right below this link, is a lin [REDACTED] 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 [REDACTED], [REDACTED], [REDACTED], or [REDACTED] parts issue, [REDACTED] ng [REDACTED] es ar [REDACTED] accepted via [REDACTED] yo [REDACTED] seeking assistance with availability, [REDACTED] ng, or verifying the correct part number to order for an [REDACTED], APIM, [REDACTED], [REDACTED] or [REDACTED], select FCS [REDACTED] Inquiry from th [REDACTED] rts uiry Typ [REDACTED] el [REDACTED] /em> Have a fanta [REDACTED] day, [REDACTED]

ADD-ON [REDACTED] n [REDACTED] t with the right part per [REDACTED] and the engineering number checks out, then consult prio [REDACTED] escalation, SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Web Response

CONCER [REDACTED] [REDACTED] GTCGCQIS [REDACTED] t [REDACTED] dule we got was the old part number so we got the updated IPMA. Installed new IPMA was able to perform PMI, but now IPMA alignment procedure wont complete and says IPMA vision mode is set to off perform IPMA value reset. perform reset and same message is recieved when trying to perform IPMA alignment.

ADD-ON [REDACTED] [REDACTED] [REDACTED] - IPMA alignment after replacement. Previous TAR, Inc [REDACTED] modu [REDACTED] reviously installed.

ADD-ON [REDACTED] [REDACTED] [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED] d [REDACTED] [REDACTED] Conta [REDACTED] try [REDACTED] t alignment getting [REDACTED] essa [REDACTED] states Vision mode off. Per ISM [REDACTED] transferring to Modprog

RECOMM [REDACTED] [REDACTED] [REDACTED] has determined that a w-up is n [REDACTED] ving this customers issue.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
Our Escalated Handling Team will contact you and/or the Service
Our Escalated Handling Team will contact you and/or the Service
Manager, either by phone or by updating this form to obtain additional
information and provide recommendations to assist in resolving the
customers concern.</p> <p> Please remain patient with this process, we
are currently experiencing a high volume of contacts and delays in
responding. Please reference [REDACTED] on [REDACTED] dealer for more
information. </p> Sincerely, [REDACTED]
ADD-[REDACTED] t [REDACTED] SM [REDACTED]. Contact trying to perform IPMA
alignment getting a message th [REDACTED] s Vision mode off. This may be
the result of a misconfiguration of the IPMA and server data
corruption. Article ISM [REDACTED] Image Processing Module-A (IPMA)
Alignment Failure Visio [REDACTED] ff Message SWIS Session Status : SWIS
Not Necessary. SWIS Session Sub Status : [REDACTED] Contact
ADD-[REDACTED] i [REDACTED] hcnical Progress
RECOMM [REDACTED]
[REDACTED] n
st and has determined that it is necessary to discuss this matter
verbally over the telephone. You will be contacted shortly by a Ford
Technical Assistance Center representative. [REDACTED]
[REDACTED] Center
[REDACTED]
[REDACTED] W
Non-Technical. SWIS Comments : Not necessary
ADD-[REDACTED] SR
RE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE
CONCERN DUE TO LACK OF TECHNICAL PROGRESS. THE VEHICLE HAD A CRUISE
CONTROL INOPERATIVE ISSUE THAT LED TO IPMA REPLACEMENT. AFTER
OBTAINING THE CORRECT SPN, [REDACTED] COMPLETED PROGRAMMING AND CANNOT
COMPLETE [REDACTED] CAMERA AL [REDACTED] PROCEDURE. THIS CONTACT WAS
ESCALATED [REDACTED] ROG EH AND SERVER DATA FOR [REDACTED] WAS FOUND TO BE
CORRECT AND NOT SUSPECTED OF CAUSING THE MES [REDACTED] APPEAR. TECHNICIAN
[REDACTED] IS OVERSEEING THE REPAIR. IT'S SUSPECTED [REDACTED] OF THE COAXIAL
S BETWEEN [REDACTED] AND IPMA CAMERA IS CAUS [REDACTED] THE MESSAGE TO
APPEAR WHEN [REDACTED] CAMERA ALIGNMENT APPLICATION. [REDACTED]
WAS ADVISED [REDACTED] UCT [REDACTED]. THE VEHICLE IS CURRENTLY
DEALER. ESTIMATED NUMBE [REDACTED] S: 1 [REDACTED]. ESTIMATED
NUMBER OF DAYS OUT OF SERVICE: [REDACTED] L RO [REDACTED]
AUDIT [REDACTED]
CONCER [REDACTED]
[REDACTED] O
discuss the vehicle concern. [REDACTED] was informed that no [REDACTED] s were
found with the IPMA configura [REDACTED] and the server data looked correct.
It s suspected there is a system fault causing the vision mode OFF
message to appear when attempting the IPMA camera alignment procedure.
RECOMM [REDACTED]
[REDACTED] C

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

COMMENTS

```

--TYPE--      --COMMENT--      --TEXT--
concern over the phone [REDACTED]. With the [REDACTED] recently replaced,
concern over the phone [REDACTED]. With the [REDACTED] recently replaced,
it is suspected there may [REDACTED] 1 cable iss [REDACTED] ithin [REDACTED] between
[REDACTED] connector [REDACTED] up to inline connector [REDACTED]. To he [REDACTED] solve
concern, i [REDACTED] ised to follow [REDACTED] [REDACTED]. Once the [REDACTED] has
been completed, clear all DTCs, and [REDACTED] t [REDACTED] he [REDACTED] cam
alignment procedure. Have a great day. We have ref [REDACTED] d this concern
to the Field Service Engineer [REDACTED] in your market area. The [REDACTED]
should contact you and/or the [REDACTED] ership management (Service [REDACTED] ager
or Service Director) within [REDACTED] [REDACTED] to discuss further
recommendations. If the [REDACTED] directly, please
consult with your Dealer [REDACTED] p management to discuss further
recommendations and steps to assist in the resolution of this vehicle
concern. [REDACTED] Module Programming Support
ADD-ON [REDACTED] [REDACTED] - [REDACTED] ASSIT CENTER
[REDACTED] e [REDACTED] echnical [REDACTED] sis [REDACTED] his vehicle
concern [REDACTED] to lack of technical progress. The vehicle had a cruise
control inoperative issue that led to [REDACTED] replacement. After
obtaining the correct SPN, the [REDACTED] co [REDACTED] ted programming and cannot
complete the [REDACTED] camera alignm [REDACTED] procedure. This contact was
escalated to [REDACTED] ROG EH and server data for the [REDACTED] was found to be
correct and not suspected of causing the message [REDACTED] appear. Technician
[REDACTED] is overseeing the repair. It is suspected one of the coaxial
[REDACTED] s between the [REDACTED] and [REDACTED] camera is causing the message to
appear when attempt [REDACTED] the [REDACTED] camera alignment application. [REDACTED]
was advised to [REDACTED] [REDACTED]. The vehicle is currently
dealer. Estimat [REDACTED] e f [REDACTED] attempts: 1 attempt. Estimated
number of days out of service: [REDACTED]. Original RO date: [REDACTED]., Contact
Type : Phone, SWIS Session Statu : SWIS Not Necessary [REDACTED] Session
Sub Status : Non-Technical. SWIS Comments : Not necessary
ADD- [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] i [REDACTED] e pho [REDACTED] xpl
ained Coaxial cable is [REDACTED] likely the cause for this concern. Coaxial
cable was already ordered and set to arrive at the dealership [REDACTED]
. Cable was ordered according to previously [REDACTED] [REDACTED] [REDACTED]
update with more information when cable is [REDACTED] ed. ...
ADD- [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] on t [REDACTED] par
id arrive on Friday but t [REDACTED] e not installed he new cable at th
is time. Explained to please [REDACTED] [REDACTED] as soon as the r
epair has been completed to c [REDACTED] r [REDACTED] ed the customers
concern. Will be updating as soon as repair verification is known.
ADD- [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] n [REDACTED] he Co [REDACTED] d n
re [REDACTED], [REDACTED], [REDACTED] [REDACTED] are present in the [REDACTED]. After research,
y for parking sensor circuits. [REDACTED] to deter [REDACTED] circuit integrit
hown to have BUS Signal/Message Failure. Recommended testing the circu
its according to the PPT and update with results....
ADD- [REDACTED] [REDACTED] [REDACTED] [REDACTED]

```


CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

OBC to technician [REDACTED]. Discussed during the the call that no circuit

OBC to technician [REDACTED]. Discussed during the the call that no circuit faults were found [REDACTED] was then recommended to install the original IP MA and found no DTCs now present in the vehicle. Due to no DTCs present with the old module installed, it was recommended to test the system. [REDACTED] monitored the PIDs and found the side parking sensors were now able to recognize objects and seemed to be working normally. Recommended to continue to test drive the vehicle before returning the vehicle to the customer. Will be updating and closing case [REDACTED] if the concern does not return.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] o i er re [REDACTED]

Fix was verified. Vehicle was test driven with no issues.

ADD-ON [REDACTED] JL

[REDACTED] B REPLACED AND [REDACTED] N WAS RESOLVED.

AUDIT [REDACTED]

[REDACTED] T A L D

[REDACTED] GTCGCQIS

[REDACTED] s med fixed after installing Coaxial cable for TSB [REDACTED] (test drove [REDACTED]). After returning to customer and having [REDACTED] se vehicle es on, found concern came back also reviewed [REDACTED] icle DTCs in connected vehicle.

[REDACTED] GTCGCQIS

[REDACTED] u [REDACTED] to come and take a look? Customer would like to seek legal action [REDACTED] d get vehicle bought back by [REDACTED]. I believe they would be happy if we could get the issue fixed. I [REDACTED] the same issue that vehicle was RAV for. Please call me at [REDACTED] ([REDACTED] - Service Manager). Dealer principle is also i

ADD-ON [REDACTED] SR

[REDACTED] E RE-OPENING THIS TAR DUE TO CUSTOMER TEMPERATURE AND THE ICLE [REDACTED] N RETURNING. SERVICE MANAGER [REDACTED] HAS UPDATED THE REPORT INDIC [REDACTED] THE CUSTOMER IS PURSING LEGAL [REDACTED] ION DUE TO THE ORIGINAL VEHICLE [REDACTED] N RETURNING. IT WAS NOTED IN THE GCQIS REPORT THAT MULTIPLE PAR [REDACTED] ID SENSOR DTCS WERE SETTING. THIS IS DUE TO PART NUMBER [REDACTED] BEING INSTALLED. THIS CAN BE RESOLVED BY INSTALLING S [REDACTED] AND WILL REQUIRE EMERGENCY ORDER. ESTIMATED NUMBE [REDACTED] TTEMPTS: 6. ESTIMATED NUMBER OF DAYS OUT OF SERVICE: [REDACTED]

AUDIT [REDACTED]

[REDACTED] A

RECOMM [REDACTED]

[REDACTED] e [REDACTED] t

[REDACTED] e [REDACTED] in your market area. The [REDACTED] should contact you and/or the Dealer [REDACTED] p management (Service Manag [REDACTED] or Service Director) within [REDACTED] (1) [REDACTED] to discuss further recommendations. If the [REDACTED] s not [REDACTED] directly, please consult with your Dealersh management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. [REDACTED] Module Programming Support

ADD-ON [REDACTED]

[REDACTED] Report Number: [REDACTED] Program Type: H
[REDACTED] rt Source: [REDACTED]Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

NOTE to [REDACTED] - We are re-opening this TAR due to customer temperature

NOTE to [REDACTED] - We are re-opening this TAR due to customer temperature and the [REDACTED] icle concern returning. Service manager [REDACTED] has updated the report indicating the customer is pursuing legal [REDACTED] ion due to the original vehicle concern returning. It was noted in the [REDACTED] report that multiple parking aid sensor DTCs were setting. This [REDACTED] ue to part number [REDACTED] being installed. This can be resolved by installing S [REDACTED] and will require emergency order. Estimated numbe [REDACTED] ttempts: 6. Estimated number of days out of service: [REDACTED]. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub [REDACTED] : Technical, SWIS Comments : Not necessary

ADD-ON [REDACTED] [REDACTED] ([REDACTED] [REDACTED] and re-evaluate the concern. SM stated they will run the pro [REDACTED] ted

CONCER [REDACTED] [REDACTED] GTC [REDACTED] [REDACTED] and update with the results.

RECOMM [REDACTED] [REDACTED] performed [REDACTED], no codes are stored and we are still ha [REDACTED] issues with [REDACTED] se control

ADD-ON [REDACTED] [REDACTED] rectly w [REDACTED] o [REDACTED] [REDACTED] e is no need to update this form as this repo [REDACTED] has been escalated. Have a great day. [REDACTED] Module Programming Support

ADD-ON [REDACTED] [REDACTED] necessary S [REDACTED] Non-Technical, SWIS Comments : Not necessary.

ADD-ON [REDACTED] [REDACTED] ([REDACTED] [REDACTED] t [REDACTED] o [REDACTED] e as s [REDACTED] ng the procedure listed in [REDACTED]. After reviewing previous reports an d previous recommendatio [REDACTED] directed to replace the [REDACTED] with [REDACTED] N [REDACTED]. Directed to request emergency order for t [REDACTED] request

ADD-ON [REDACTED] [REDACTED] DENOMME ([REDACTED] [REDACTED] ER OWNER [REDACTED] C [REDACTED] E [REDACTED] COME OU [REDACTED] INSPECT VEHICLE. I ADVISED THEY WOULD NEED TO REPLACE [REDACTED] WITH THE OLDER ENGINEERING NUMBER AND RETEST AS ENGINEERING HAD [REDACTED] D SEVERAL REPORTS OF THIS OLDER P/N CORRECTING SIMILAR CONCERNS PRIOR TO MAKING ANOTHER TRIP OUT TO VEHICLE. REQUESTED SM VERIFY COPIS VOR SELECTED WHEN PN ORDERED AND HE STATED THEY DID. ADVISED TO INSTALL AND RETEST AND UPDATE WITH RESULTS ONCE COMPLETED.

ADD-ON [REDACTED] [REDACTED] DENOMME ([REDACTED] [REDACTED] N [REDACTED] NSTALLED [REDACTED] F [REDACTED] [REDACTED] STIL [REDACTED] ESENT. PERFORMING FURTHER RESEARC [REDACTED] TO WHAT MAY RESOLVE ISSUE AT THIS TIME.

ADD-ON [REDACTED] [REDACTED] ([REDACTED] [REDACTED] i [REDACTED] a [REDACTED] ntio [REDACTED] res after the new Coaxial cable was replaced. They did proceed with re placing the front camera and they have not been able to duplicate the concern at this time. They are continuing testing and will update with results.

ADD-ON [REDACTED] [REDACTED] ([REDACTED] [REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] CENTER Report Date: [redacted]

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

--TYPE-- [redacted] COMMENT TEXT [redacted]
[redacted] to dealership. They were able to confirm the concern has not retur
[redacted] to dealership. They were able to confirm the concern has not retur
since the camera was replaced. Customer has had the vehicle for [redacted]
[redacted] now with no issues with cruise control function. Verified the
Closing TAR

ADD-ON [redacted] JL
[redacted] R [redacted] ING THE FRONT CAMERA, THE CRUISE CONTROL CONCERN WAS
NO LONGER PRESENT.

AUDIT [redacted] ([redacted]) [redacted]
[redacted] T A L D

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
ABS [redacted]
CMR [redacted]
Equ / d ive? Equipment/Procedure Used Effective

----- [redacted] -----

Repair Type	Component	Number	Number Type	Description	Causal Comp.
RPL	[redacted]	[redacted]	SERVICE	CMR FRT FAC	YES
RPR	C	[redacted]	SERVICE	TECH COMMENTS	

Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]
Engine: ELECTRIC MOTOR [redacted] : EN [redacted]
Bld Dt: Cal [redacted]
Serial #: [redacted]

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

Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]

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

Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] EXT [redacted] FAMILY B ----- ABSOLUTE [redacted]

----- A F T E R M A R [REDACTED] [REDACTED] M O D I F I C A T I O N S -----

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

Specialist's
Name : [REDACTED]

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

[illegible]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- R [redacted] A R Y -----

VEHICLE: [redacted], [redacted], SEDAN VIN: [redacted]
Engine : [redacted] M Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: LANE KEEPING CMR ERRATIC
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: [redacted] ASY DRVR STS MNTR
Causal Factor: [redacted] Loc:
Causal Condition: [redacted] Photo: Atchmnts: 2
Component Test Status: [redacted] ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER [redacted]
[redacted] a [redacted]
with the lane [redacted] st on the customer is alerted to watch the road, the customer is looking ahead. Please list any diagnostics already performed: I test drove the car and another tech drove it as well, it works as designed for us. I have driven with the customer [redacted] and verified it does warn her to keep he eyes on the road and start auto braking after the warnings. I replaced the driver monitoring camera and updated the CMR but it still warns her. Customer states it worked fine when she had blues cruise however after they dropped there blue cruise account and now this happens. We drove a inventory car and it works as designed. Parts Replaced: Driver facing camera, updated the CMR Do you have a module programming concern? No Your Question: It only happens with this driver and no one else, what is the next step ?

RECOMM [redacted]
[redacted] i [redacted]
lved with the operation of hte Lane Keeping System and re-evaluate. Ensure that the battery SOC is [redacted] and the voltage is maintained between [redacted] and [redacted]. G [redacted] CM IPC PSCM BCM
Your local FSE

ADD-ON [redacted]
[redacted] p n
SWIS Session Sub Status : Technical,
 SWIS Comments : Suspect a software issue since this only occurred after subscription was over.,

CONCER [redacted] GTCGCQIS
[redacted] Modules listed from the previous response, customer drove the car and verified repairs are complete.

RECOMM [redacted]
[redacted] k r
nt to fill out the online survey to help us continually improve our services. This fix information will also be populated into the self-help tool for other technicians to view. [redacted] Your local FSE

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

[REDACTED] GTCGCQIS

[REDACTED] GTCGCQIS

car [REDACTED] the lane keeps is displaying to keep your eyes on the road [REDACTED] is stored an the pin point test goes no where in identifying [REDACTED] ial problem. The codes states a event occured but no discription of the event. All networks pass and only this code and the [REDACTED] had a code [REDACTED] stored. Any further test to run would be hel [REDACTED]

[REDACTED] - [REDACTED]

n [REDACTED] s r

based on the DTC setting and [REDACTED] thers with relation to the system involved.

RECOMM [REDACTED] - [REDACTED]

t o

r DTCs are setting to indicate a fault with the camera. [REDACTED] Your local FSE

ADD-ON [REDACTED] - [REDACTED]

n [REDACTED] SWI

SWIS Session Sub Status : Technical,
 SWIS Comments : Discussed which part to replace.,

[REDACTED] GTCGCQIS

a [REDACTED] lled, and programmed. When test driving the car with the customer it operated as designed for [REDACTED] then started displaying to watch the road even when th [REDACTED] longer we drove it the worse it became. When we were on our return drive we had to turn the lane keep and cruise off as it was not safe to drive. What would be the next step?

RECOMM [REDACTED] - [REDACTED]

s [REDACTED] mod

tom. [REDACTED] Your local FSE

[REDACTED] GTCGCQIS

e [REDACTED] lled, I test drove the car and verified the lane keep worked for me. The customer is out of town until [REDACTED], she will test drive the car that day so we can test the sy [REDACTED] verify if the repairs are complete or further repairs will be needed.

RECOMM [REDACTED] - [REDACTED]

k [REDACTED] t w [REDACTED]

[REDACTED] D-MORR

the status changed from General Info to Diagnose not complete, Installed the CMR and programmed it, Test drove the car it operated as designed. Customer came in and drove the car, the display indicates to keep your eyes on the road and she is. See attached video

AUDIT [REDACTED] - [REDACTED]

A [REDACTED] - [REDACTED]

RECOMM [REDACTED] - [REDACTED]

m [REDACTED] n a

rral on this vehicle to assist with the repair. I will contact you [REDACTED] to schedule a time to visit and verify the concern then discuss steps. [REDACTED] Your local FSE

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

TAR

TAR

IN [REDACTED] AN ALERTING
ME ...TO KEEP MY [REDACTED] WHI [REDACTED] S LOOKING STRAIGHT AHEAD.
THE ...SEAT WAS IN THE SAME POSITION THE CUSTOMER LEFT IT IN. THE SHOP
...FOREMAN, [REDACTED], SHARED THAT IT WILL CONTINUOUSLY ALERT AT THE
CUSTOMER ...L THE VEHICLE BEGINS TO APPLY THE BRAKES. I WAS ABLE TO
DUPLICATE ...THE BRAKE APPLICATION ONLY BY COVERING THE CMR CAMERA WITH
PAPER OR MY ...HANDS. THE VEHICLE WOULD DRIVE FOR [REDACTED] WITH MY
EYES OFF THE ROAD ...UNTIL IT ALERTED ME. WHEN THE [REDACTED] D PRESENT
ITSELF I WOULD BE ABLE ...TO CLEAR THE WARNING BY FOCUSING MY VISION
STRAIGHT AHEAD AGAIN. [REDACTED] ...SHARED A VIDEO OF THE ALERT OCCURRING
DESPITE THE CUSTOMER L [REDACTED] NG ...STRAIGHT AHEAD THE ENTIRE TIME. HER
HEAD WAS ABOUT LEVEL WITH THE ...HEADREST AND LOWER THAN WHERE MY
POSITION WAS SINCE I AM TALLER. THE ...CUSTOMER IS APPROXIMATELY [REDACTED]
TALL AND NOT WEARING ANY GLASSES OR ...ANYTHING THAT WOULD OBSTRU [REDACTED] ER
VIEW AND LINE OF SIGHT OF THE CAMERA.

CONCER

[REDACTED] D [REDACTED]
th [REDACTED] atus changed from General Info to Diagnose
not complete, I unhooked the driver camera going to the CMR, when I am
driving the normal cruise will work however when I attempt to turn on
the lane assist a message appears that the camera is blocked and lane
assist is unavailable.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REGION
[REDACTED] s f e [REDACTED] an [REDACTED] l let
him yo ated this contact. Sin open hnical
assistance referral on this one, I think it would be better to let him
handle it. He should be able to reach out to you [REDACTED]. [REDACTED]

CONCER

[REDACTED] D- [REDACTED]
th [REDACTED] atus changed from General Info to Diagnose
not complete, I uploaded the vin of the new [REDACTED] is now
driving, she states the lane keep works very [REDACTED] car that she
has now. [REDACTED] will be available on the [REDACTED] from [REDACTED] until [REDACTED]
or the [REDACTED] m [REDACTED]. [REDACTED] s id hav [REDACTED] is
on the [REDACTED] for t [REDACTED] pt [REDACTED], could someone help
her out with getting [REDACTED] sooner? LOL

RECOMM

[REDACTED] h [REDACTED] orw
eng ring team supporting us and am awaiting a response. Once I hear
back, I will contact you. [REDACTED] Your local [REDACTED]

ADD-ON

[REDACTED] ND
...AVAILA IT [REDACTED] EMENTS TAKEN. WAITING TO HEAR
BACK ...ON WHETHER THE [REDACTED] WOULD BE A VIABLE DAY TO HAVE ENGINEERING
RETRIEVE A ...CAN LOG F [REDACTED] THE VEHICLE WITH THE CUSTOMER [REDACTED]

REPAIR

[REDACTED] - [REDACTED]
[REDACTED] SCU
...WERE NOT [REDACTED] INATE TIME WITH THE CUSTOMER AS QUICKLY AS

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

...NEEDED. CUSTOMER WILL BE AVAILABLE AFTER THE [REDACTED]. THE

...NEEDED. CUSTOMER WILL BE AVAILABLE AFTER THE [REDACTED]. THE

...PLAN IS TO HAVE ENGINEERING INSTALL A CAN CAS [REDACTED] THROUGH

...THE [REDACTED] WHILE THE SYMPTOM OCCURS FOR THE CUSTOMER. I REACHED OUT TO

...THE [REDACTED] MORR AT THE DEALER TO CONSULT WITH THE CUSTOMER ABOUT

...AVAILABLE DATES ON THE WEEK OF [REDACTED] FOR THIS TO OCCUR. ALSO

...DISCUSSED FOLLOW UP FOR AFTER W [REDACTED] VE THE LOG. HAVING DEALER

...CONTACT INDIVIDUAL OVERSEEING THE LEASE AT THE FLEET COMPANY TO SEE

IF ...ANOTHER DRIVE CAN BE PLACED IN THE VEHICLE TO PREVENT BUYBACK

SINCE ...THE SYMPTOM IS ISOLATE TO THE CUSTOMER.

ADD-ON [REDACTED] - [REDACTED]

[REDACTED] T [REDACTED] CU

...ON [REDACTED]. ONCE CAN LOG IS PULLED WE WILL BE FOLLOWING UP

WITH [REDACTED] T MANAGER TO IDENTIFY NEXT STEPS FOR THE VEHICLE

TO PREVENT ...IT FROM SITTING ON THE LOT AND NOT BEING DRIVEN.

ADD-ON [REDACTED] - [REDACTED]

[REDACTED] ND [REDACTED]

...ENGINEERING. WE [REDACTED] THE C [REDACTED] ATE T [REDACTED] ITH TH

...ENGINEERS IN THE VEHICLE TO CONFIRM THE FAULT. FOUND THAT THE

SYMPTOM ...PERSISTED MORE SO WHEN THE CUSTOMER WAS NOT WEARING HER

[REDACTED] ...SUNGLASSES. SHE WAS WEARING CONTACTS [REDACTED] DURING THE TEST

G. ...THE WATCH THE ROAD ALERT CONTINUED [REDACTED] ERT HER AND APPLY

THE BRAKES. ...WE CONFIRMED HER SEATING POSITION IS WITH THE SEAT UP

HIGH NEAR THE ...HIGHEST POSITION BUT THE SEAT BOTTOM ALL THE WAY BACK.

THE CUSTOMER ...HAS A LONGER TORSO SO SHE SITS HIGHER IN THE SEAT WHICH

IT IS ...SUSPECTED TO BE WHY THE ALERTS ARE OCCURRING. THE CUSTOMER HAS

WHAT ...SEEMS TO BE AN IDENTICAL [REDACTED] SHE IS DRIVING NOW THAT DOES NOT

DO ...EXHIBIT THIS SYMPTOM. [REDACTED] WERE PROVIDED TO [REDACTED] AND [REDACTED]

TO ...ANALYZE SOFTWARE DIFFE [REDACTED] ES TO DETERMINE IF THER [REDACTED] AN U

THAT ...WOULD RESOLVE THIS. UPDATING ESCALATED SUPPORT TRACKER TO

WAITING ON ...ENGINEERING TO REVIEW SOFTWARE BETWEEN [REDACTED] VINS. (THE

OTHER MACH-E [REDACTED] VIN BEING COMPARED IS [REDACTED]

CONCER [REDACTED] D-MORR

[REDACTED] the status changed from Escalated to PCE (PD/PVT)

to Fix Verified, Installed a new [REDACTED] and [REDACTED], Engineering rode with

the customer and could not adjust [REDACTED] soft [REDACTED] e to fit the customers

need. Dealership selected No Reply Required when submitting these

comments.

ADD-ON [REDACTED] - [REDACTED]

[REDACTED] I [REDACTED] Y W

AUDIT [REDACTED] - [REDACTED]

[REDACTED] A [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:

Comp. Timing: Base Timing : MIL light on? :

Test Stand : Road Test : 8D Number:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CB# [REDACTED]: [REDACTED]
Equ [REDACTED] / [REDACTED] dure Used Effective? Equipment/Procedure Used Effective

----- S E R [REDACTED] N S -----
Repair Type Component Number Number Type Description Causal Comp.
[REDACTED] SERVICE CMR ASY DRVR STS MNTR YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 4 - [REDACTED] E - -
Bld Dt: [REDACTED] Calb: [REDACTED] Tag: [REDACTED]
Serial #: [REDACTED]

- - - T [REDACTED] - - -
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- SPACE [REDACTED]

----- 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: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

--- S U P P L E M E N T A L S U R V E Y:

HOTLINE

HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
				Nr	Cond	Pfx	Base	Sfx	Operation

[illegible]

Report

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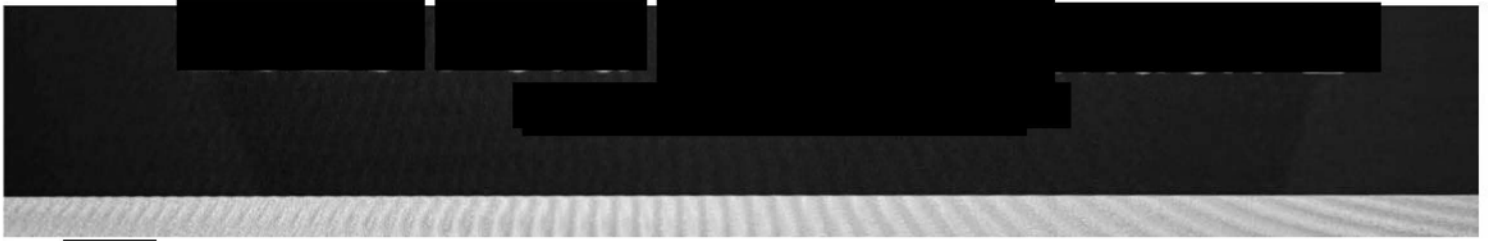
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Number of Images : 1

Images Per Page(s)



Attachment

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Speed increases past set speed
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) MSS - [REDACTED] - MID ATLANTIC REG
a o f Vehicl ncern: CRUISE
CONTROL SET @ [REDACTED] WILL CONTINUE TO GO TO [REDACTED] Please list any
diagnostics al performed: NONE Parts Repla NONE Your
Question: HAVE YOU SEEN THIS BEFORE?
RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - MID ATLANTIC REG
k time to cuss the concern. As
discus is is most likely due to the tolerant setting for the
speech recognition. It is recommended to have the customer referred to
the Speed sign recognition section of the [REDACTED] owners manual or page
[REDACTED] of the owners manual [REDACTED] to change the [REDACTED] ed tolerance setting.
s section notes that t tolerance can be set [REDACTED] over. If
the incorrect setting is set then it can cause th [REDACTED] set the
speed higher than the set speed. Have a wonderful day. [REDACTED]
Technical [REDACTED] Team Member

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] War ty Start Date: [REDACTED]

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

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 6 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: MCGWEKN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- [REDACTED]/[REDACTED] 3

----- [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] 4 [REDACTED] SEDAN

VIN: [REDACTED]

Engine : [REDACTED]

M

Operating Environ: [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
NOT LISTED

SPEED CONTROL

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: lane repositioning not operati

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 T S -----

--TYPE--

----- COMME TEXT -----

[REDACTED] ([REDACTED])
[REDACTED] p n of
STATES BLUECRU HAVING LIKE IT IS ON [REDACTED] IN-LANE
REPOSITIONING AND LANE CHANGE ASSIST ARE NOT ON MENU. also
-line [REDACTED] STARTED IN [REDACTED] GIVES MESSAGE MEMORY RECALL NOT
PERMIT D [REDACTED] ist any diag [REDACTED] already performed: ALL MODULES
SELF TEST. HAD A [REDACTED] IN GWM. VEHICLE WAS PARKED OUTSIDE-HAD AN OTA
PREFORMED ON IT W [REDACTED] OUTSIDE-WHEN BROUGHT IN CODE WAS GONE. RETESTED
ALL MODULES-ALL PASSED. CHECKED FOR SOFTWARE UPDATES. REPROGRAMMED
PCM,BECM,SOBDM-C,SOBDM-B,ABS, GWM SELECTION WAS GREY BOXED. WHEN
SELECTED- GAVE MESSAGE TO CLICK ON MODULE INCON - WOULD START A
CONTACT WITH THE AS-BUILT HOTLINE(?). GO TO PTS WEBSITE TO SEE
RESPONSE. SENT ON [REDACTED]. STILL NO RESPONSE. Parts Replaced: IN
PAST REPAIRS-HAD A [REDACTED] ABLE TO IPMA REPLACED Do you have a
module programming concern? No Your Question: DID NOT SEE ANYTHING IN
PTS ON [REDACTED] N. REMEMBER SEEING A MESSAGE THAT SOME OPTIONS WERE
DELETED [REDACTED] IEVE IN BLUE CRUISE. CAN NOT FIND MESSEGE AGAIN. ANY
SUGGESTIONS WILL HELP. I CAN TURN ON THE PASS ASSIST -IT WILL STAY ON
FOR ABOUT [REDACTED] AND TURN ITSELF OFF. ALSO TRIED TO TURN IT ON
WHILE DRIV [REDACTED] T ON IN DISPLAY NOT ON STEERING WHEEL. THE IN
LANE POSITIONING FEATURE ICON WILL MOVE TO ON POSITION BUT STAYS GREY
DOES NOT TURN ORANGE

RECOMM

[REDACTED] ([REDACTED])
[REDACTED] has t
correc f so. [REDACTED] top working. There is vehicle history
going back to [REDACTED] with the customer having this concern, please
send me a vide [REDACTED] concern not working, for me to review. Thank
you [REDACTED]

[REDACTED] us changed from General Info to Diagnose
not complete, [REDACTED] sent to your phone. as-built has replied that
GWM programmin [REDACTED] s resolved. as soon as i get an open stall
going to update GWM and drive it- customer may pick it up before i can
do update-wants it for the week end

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--
CONCER [REDACTED] [REDACTED] [REDACTED] COMMENT TEXT -----
CONCER [REDACTED] [REDACTED] [REDACTED]
us changed from Diagnose not complete to
Further Assistance Needed
RECOMM [REDACTED] [REDACTED] [REDACTED] ([REDACTED])
e [REDACTED]
test the lane repositioning fea [REDACTED] lane change assist features.
Blue cruise will come on when selected and state prepare for hands
free driving but will not fully activate until it is in a blue zone.
We need to verify this before we continue to diagnose this concern. If
the features are still not functioning when testing them per steps in
21g01 and in a blue zone. Please update the contact and I will be
happy to continue to assist.
CONCER [REDACTED] [REDACTED] [REDACTED]
us changed from Diagnostics/Repair
Suggested to Diagnose not complete, test drove vehicle in blue cruise
hands free zone attempted to turn on lane reposition feature- it
turned on went blue then turned itself off. turned on pass assist- it
stayed on but icon stayed grey. with blue cruise hands free on- put
turn signla on- blue cruise would turn completely off-revert to
standard cruise control. have video of all of this sent to [REDACTED]
CONCER [REDACTED] [REDACTED] [REDACTED]
us changed from Diagnostics/Repair
Suggested to Diagnose not complete
ADD-ON [REDACTED] [REDACTED] [REDACTED] ([REDACTED])
d O G Per S [REDACTED] lt
space SME recommended transferring. I have a video of this concern and
verified some of the blue cruise functions are not working, but blue
cruise does work in a blue zone.
RECOMM [REDACTED] [REDACTED] [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] has d rmi tha
necessa [REDACTED]
Handling Team will contact you and/or the Service Manager, either by
phone or by updating this form to obtain additional information and
provide recommendations to assist in resolving the customers
concern.</p> <p> Please remain patient with this process, we are
currently experiencing a high volume of contacts and delays in
responding. Please reference [REDACTED] on [REDACTED] dealer for more
information. </p>
ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
i [REDACTED] r Recom [REDACTED] dat [REDACTED]
RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] for you ati fo
concern. Since [REDACTED] is not working as designed and no module
updates are ava [REDACTED] FDRS for the Driver Assistance Features, we
ask you to duplicate concern and run a network test followed by a
self-test on all modules, next run an on-demand self-test on the CCM,
CMR, IPMA, PSCM, SODL, SODR, BCM and SCCM modules. If no DTC codes are
found, please run CMR PMI programming, retest [REDACTED] for proper
operation and update us with the results. Than [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--	COMMENT TEXT
ADD-ON	[REDACTED] - [REDACTED]
ADD-ON	[REDACTED] - [REDACTED]
RECOMM	[REDACTED] - [REDACTED]
	n update th
	We lose this request, however, if further assistance is required, we ask you to update this form and we will continue working with you. Thank you for your understanding, [REDACTED]
CONCER	[REDACTED]
	us changed from General Info to Diagnose not complete, NO FAULT CODES, RAN PMI ON CMR, [REDACTED] NETWORK TEST. RAN ON-DEMAND TEST-PASSED. CHECKED UPDATES, HAD UP [REDACTED] FOR [REDACTED] AND TCU POP UP. RAN UPDATES. [REDACTED] NETWORK TEST-NO FURTHER UPDAT [REDACTED] TEST DROVE IN BLUE CRUISE HANDS [REDACTED] ZONE. HANDS FREE WORKS. IN LANE REPOSITION TURNS ON-TURNS BLUE THEN [REDACTED] LATER TURNED ITSELF OFF. LANE CHANGE ASSIST BUTTON MOVE [REDACTED] TAYS THERE BUT REMAINS GREY. IF LANE CHANGE ASSIST IS TURNED ON TO BE USED. CRUISE CONTROL TURNS ITSELF OFF.
RECOMM	[REDACTED] - [REDACTED]
	o moment up
	you ings. Since the Lane [REDACTED] feature turns itself off and when turn the feature on, the [REDACTED] rol feature turns itself off, it is suspected a normal characteristic of the vehicle due to a change to the speed control strategy on [REDACTED] [REDACTED] and [REDACTED] When activating speed control using th [REDACTED] heel [REDACTED] s such as active cruise control, BlueCruise (if equipped), and lane keeping automatically. This happens even if the feature(s) where previously off. When cancelling cruise control using the steering wheel buttons, that will turn off active cruise control and BlueCruise (if equipped). However, it will leave lane keeping on. If the Customer would like to turn off lane keeping, they will need to do so from the lane keeping on/off switch. This change was done in effort to simplify engaging these features when activating speed control. This will occur after a software update on the IPMA module and per the [REDACTED] server, the IPMA module had a software change on [REDACTED]. With [REDACTED] t being say, the Driver Assistance feature is wor [REDACTED] designed and no further repairs should be done to address the normal characteristic of the vehicle. Thank you for your understanding, [REDACTED]
CONCER	[REDACTED]
	p software change
CONCER	[REDACTED]
	us changed from Fix Verified to Fix Verified, after completing requested updates by hotline- informed of software change= concern is now considered normal operation Dealership selected No Reply Required when submitting these comments.
RECOMM	[REDACTED] - [REDACTED]
	a survey. r s
	cal request was reopened. This technical request is being closed again. If additional assistance is needed, please update this form. The request can be reopened withing [REDACTED]. Thank you, [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

--TYPE-- COMMENT TEXT
Escalated Handling Team Member
Escalated Handling Team Member

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN EJ9 9U
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -???????????????????? [REDACTED] BLUE/WHISPER BLUE

----- A [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)										
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AC	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NPF	[REDACTED]	NPF
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LJ6	[REDACTED]	BB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TCARE	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NPF	[REDACTED]	NPF

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNREL Cust-Wow. Im honestly surprised to hear from you. My VIN is [REDACTED]
[REDACTED]. Ive been working with [REDACTED] in [REDACTED]
[REDACTED] Ive realized something [REDACTED] le w e
[REDACTED] for its [REDACTED] service (can you check if
that wa ? Still s [REDACTED] and [REDACTED] search on my VIN.)The
mirrors were folded in but did [REDACTED] d aut cally. I checked the
settings before driving away, auto folding was off. I turned it back
on. It hadnt folded since.Today I checked and it was off again. No one
else has access so how did it get turned off? I turned it on and it
worked [REDACTED] (lock, unlock, lock again), but I was checking [REDACTED]
time.So Im wondering if A) the setting keeps getting tur off
when it shouldnt be by some process and B) perhaps checking makes the
flip less likely. That may explain why it works for the dealer during
their testing at an appointment.Anyway, thanks for your help. Im happy
to do whatever you need. Ive started keeping a log and trying to catch
it on video. Ill tell you if anything comes of that.[REDACTED]-I appreciate
you getting back with me Before moving forward, I ju eed you to
confirm a few details. Could you please provide:-Your full name-The
vehicle owners full name, and your relation to them (if
applicable)-Estimated mileage-Your zip code-Email and mobile phone
numberCust-No problem.Im the owner, [REDACTED]. The [REDACTED] app
says current mileage is [REDACTED]. I li [REDACTED]
[REDACTED] y cell is [REDACTED] (feel free to
unknown cal [REDACTED] xpecting one,
feel free to leave a voicemail if I dont.[REDACTED]-Thanks, [REDACTED] Just for
your awareness, after running your VIN th h our sys
currently seeing an outstanding safety recall with your vehicle ([REDACTED]
BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE). If you would ever
to check for recalls yourself, you may do so at the following link:
[REDACTED]. In
[REDACTED] your
[REDACTED] did you s o notice this issue?Cust-Thats what I was afraid
vehicle was in on [REDACTED] and the dealer was *supposed* to do
that. Guess Ill give them 1.My vehicle was a dealer demo. I

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
bought it sight unseen and had it shipped to me. When it arrived there
bought it sight unseen and had it shipped to me. When it arrived there
was a mechanical issue with the drivers side mirror (grinding gears,
got stuck, etc; I suspect damaged by a test driver or in transit). I
think it might have worked then, but I had to turn it off due to the
issue so Im not really sure. My local dealer ordered the replacement
part and installed it as soon as they could. S
Case Number: [REDACTED] Customer: [REDACTED]
Phone: [REDACTED] Phone: [REDACTED]
73Vehicle Purchase Stat OwnerFord [REDACTED] it Contract
Number: NADPart Number: NADDealer Name: [REDACTED]
P&A: [REDACTED] phone: [REDACTED]: [REDACTED]
Ma [REDACTED] lea [REDACTED]
ificati TRI [REDACTED] ansmission Specification: 1 SPD
AUTO TRANSWarranty Start Date: [REDACTED] Recall/FSA: [REDACTED]
BATTERY ENERGY CONTROL MODULE SO [REDACTED] SP: NAHotline [REDACTED] ct: [REDACTED]
NAWarranty History: [REDACTED]
[REDACTED] - [REDACTED] - [REDACTED] entsC/S: [REDACTED]
[REDACTED] T [REDACTED] B .6 REA UPDA [REDACTED]
RECALLDetails144224415 51.4BOB [REDACTED] LJ8
[REDACTED] omer Com [REDACTED]
INSTALLED DRIVERS EXT MIRROR FOR POPPING REALLY
BAD WHEN FOL DING IN AND WOULD NOT FOLD OUT ONCE IN. PART IS HERE
[REDACTED] .1 [REDACTED] .5Details1347512 [REDACTED] 5 [REDACTED]
[REDACTED] - [REDACTED] CAL* [REDACTED] om C [REDACTED]
T TETech Co [REDACTED] UPDATED PCM
SOBDM, BECM, SOBDMB, SOBDMC, ABS TO LATEST [REDACTED] BR ON PER [REDACTED]
RECALLDetails238188821 [REDACTED] - [REDACTED] ***
* [REDACTED] Comme [REDACTED] O [REDACTED] L [REDACTED]
C [REDACTED] ADLINER ,PREPARE FOR GLASS COMPANY SEAL THE [REDACTED]
[REDACTED] .REINSTALL ALL BACK [REDACTED] 3.1 hoursDetails23818
[REDACTED] *RE ECAL* [REDACTED]
Comments21P2 [REDACTED] ch Commen [REDACTED]
SOBDMB SOBDMC SOBDM BECM ABS BCM DCME DCMF [REDACTED] DCMH REA.CLEAR ALL
CODES MT21P22B 1.3HRDetails3350337PRE ENT14 [REDACTED]
INC.857504 [REDACTED] *RE ENTAL* [REDACTED] r [REDACTED] tz
rentalTech [REDACTED]
Outbound call to cust: [REDACTED] answer/ left vm with
reason for calling/ le [REDACTED] NOTE:I will email the
cust Next Step:FU with the cust on [REDACTED] to see if cust has taken his
veh to the dlr to be diagnosed [REDACTED]
WilliamsCustomer Experience [REDACTED] |
[REDACTED]: [REDACTED]
[REDACTED] us [REDACTED] states that the
mirrors does not autof [REDACTED] ked /When he goes
into his settings it states the autofold is turned off / the cust took
his on [REDACTED] for service and he had the dlr look into it/ the dlr
changed [REDACTED] settings and it worked fine , the issues are intermittent/
the cust does not want to take his veh back to the dlr because he does
not want to be without his veh / The [REDACTED] the cust stated the

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
mirrors has worked fine What is cust seeking from [REDACTED]:Repair
mirrors has worked fine What is cust seeking from [REDACTED]:Repair
assistance CXS:Informed the cust that the dlr would ve to keep the
veh in order to duplicate the veh concern / Once he is at the dlr and
if they have to keep his veh we can look into a loaner veh for him but
in order for us to provide assistance with the repairs the cust veh
has to be at the dlr Cust stated that he will reach back out to me if
the issue happens again or get worse / I doubled checked with the cust
to be sure if he wants to take his veh back to the dlr and he stated
not at the moment DLR:N/A left a vm with reason for calling / left
email for best contact Next Step:Safety net to close [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED] nd [REDACTED]
to [REDACTED] who stated [REDACTED]
pro s emailNext Step: [REDACTED] he dlr on [REDACTED] to document
diagnosis and RO details before resolving the [REDACTED] /cust is not
willing to take his veh back to the dlr [REDACTED]
[REDACTED] Experience [REDACTED]
OWNREL [REDACTED] lr [REDACTED]
ALLENFORD.COMNo answe e email
for best contact Next Step:FU with the dlr on [REDACTED] to document
diagnosis and RO details before resolving the e /cust is not
willing to take his veh back to the [REDACTED]
[REDACTED] Experience [REDACTED]
OWNREL [REDACTED] us [REDACTED] answer / left vm
asking if cust mirrors [REDACTED] does not want to take
his veh back to the dlr / I let him know if he changes his mind to let
me know Next Step:Safety net to close [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED]: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 5 Tag: EN
Bld Dt: Calb:
Serial #:

Model: Shift:

----- A F T E R [REDACTED] 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: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		NHL			

--- S U [REDACTED] T [REDACTED] R V E Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				[REDACTED]	[REDACTED]	LJ8	SERV AE	[REDACTED] 1

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C rt Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
							CONEXP		

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELE MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION PERFORMANCE

LANE DEPARTURE/LANE KEEPING INOPERATIVE

Additional Symptom: [REDACTED], camera fault

Other Veh. With Conc

Severity Rating - Customer:

Engineering:

Causal Component:

FAC VEH DTCT

Causal Factor:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%):

COMMENTS

--TYPE--

COMMENT TEXT

CONCER

[REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
a p n of e ra
fault lamp on st any diagnostics already performed: tsb
done previously Parts Replaced: ipma was replaced recently Your
on: this car was a reaquired vehicle with the same concern we
replaced the ipma all was ok now repeat ipma failure code [REDACTED] no
updates available

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
e ere a A
not re ve ng at the connected vehicle data, the only other
DTCs setting in the IPMA area [REDACTED] and [REDACTED]. Start diagnosis
with PPT BJ for [REDACTED]. If t leads acing the IPMA
again, then perf D for [REDACTED]: [REDACTED]. Thank you, [REDACTED]
Team - [REDACTED]

CONCER

[REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
W Sessi S
Necessary, SWIS S on Sub Status : [REDACTED]
GTCGCOIS
i bil-bj4 tested coaxial cable from ipma to ipma
camera all ok [REDACTED]. for code [REDACTED] pin test dl clear code re check
ok.i did a pmi it failed ne three any ideas

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
r th p
est calibration, and/or try a different FDRS to complete the
process. Test the vehicles [REDACTED] battery using any approved [REDACTED]
tool including the [REDACTED], [REDACTED] or the [REDACTED]. Fully re r
replace the battery he of the [REDACTED] tool. Once
completed, set the charger to maintain a ve battery voltage of
[REDACTED] to [REDACTED]. Re-attempt the programming. If the programming
s ag nnect the VCM from the vehicle, shut the ignition
off and unplug the IPMA. Wait [REDACTED], reconnect everything and
re-attempt the programming. It commended to contact [REDACTED] to
confirm the correct part numbers were used for the replacemen d
inspect the vehicle for any aftermarket devices. Confirm you have a

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

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

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

good internet connection, preferably a hardwire connection, or a good internet connection, preferably a hardwire connection, or a hotspot could be used.

ADD-ON [REDACTED] Ima Pro ing [REDACTED]
Program Status : SWIS Not Necessary,
Session Sub Status : Technical, SWIS Comments : n/a

CONCER [REDACTED] GTCGCQIS
[REDACTED] battery performed pmi [REDACTED] with [REDACTED]
[REDACTED] ailes correct for th hicle
[REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED]

RECOMM [REDACTED] - [REDACTED] - [REDACTED] ASSIT [REDACTED]
[REDACTED] h it woul e s ste obtain
ineering part number off the original [REDACTED], then provide this
information to [REDACTED] to verify the part i rrect for this vehicle.
Follow the belo tructions to open a [REDACTED] request. <p>For
questions regarding parts availability o t number discrepancies,
please contact the Customer Online Parts Inquiry System ([REDACTED]
through [REDACTED] by completing the [REDACTED] inquiry form. T ss
[REDACTED] p igate to and click on the Parts &
on the plus (+) symbol
next to Parts Department Tools to expand the
selection and then select [REDACTED] (Customer Online Parts Inquiry
System). Click on the hyp k labeled
[REDACTED] at the top of the page. Right below this link,
is a lin 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 [REDACTED], [REDACTED], or [REDACTED] parts issue, [REDACTED]
[REDACTED] ng es ar accepted via
[REDACTED] yo seeking assistance with availability,
ng, or verifying the correct part number to order for an [REDACTED],
[REDACTED], APIM, FDIM, [REDACTED] or [REDACTED], select FCS Inquiry from th rts
uiry Type fiel /em>

ADD-ON [REDACTED] necessary WIS sio b Statu
Technical, SWIS Comments : Provided technical direction.

CONCER [REDACTED] GTCGCQIS
[REDACTED] artment check on the replacement ipmas the ipma was
replaced [REDACTED] and [REDACTED] ipma modules are part number 1j8z
19h405k h ists 9 g upgraded to 1j8z 19h405h and finally
to 1i8z 19h405k which shows the ipma is correct

RECOMM [REDACTED]
[REDACTED] n
of the [REDACTED] art number information. Additional research needs to be
perform o further assist you. Please monitor this form for
additional directions. [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--	COMMENT TEXT
ADD-ON	[REDACTED]
ADD-ON	[REDACTED]
CONCER	Necessar WIS Session Sub Status : Technical, SWIS Comments : Diagnostic research
RECOMM	support data issue. This data is part of the module is downloaded from the web. To further address this issue, it will be necessary to replace the [REDACTED] module. As module replace is required, proceed with validating c [REDACTED] ct module part information by submitting a request to [REDACTED], as [REDACTED] is the definitive source for parts information. e ins ng the new module proceed with referencing Removal and Installation > Image Assistance [REDACTED] ([REDACTED]) information. [REDACTED] Technical
ADD-ON	[REDACTED]
CONCER	of the m [REDACTED] address the [REDACTED] it is necessary to replace the [REDACTED] module. Ensure that SOC is at 80% or higher.,Contact Type : e,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Diagnostic directions provided.
RECOMM	[REDACTED] GTCGCOIS [REDACTED] ed [REDACTED] tops and vcms and ipma wont program fdrs saysunsu [REDACTED] action part numbers
ADD-ON	[REDACTED]
CONCER	[REDACTED] Technical Assistance Center
RECOMM	[REDACTED] Technical, SWIS Comments : Provided technical direction. [REDACTED] GTCGCOIS
RECOMM	[REDACTED] n [REDACTED] s update on my report thanks [REDACTED] [REDACTED] t [REDACTED] en conf ninstall FDRS and sel [REDACTED] the delete FDRS files button, then reinstall FDRS. Next, verify that the battery SOC PID in the BCM reads a minimum of 80%. Then perform any available updates to the GWM, TCU, APIM, PSCM and [REDACTED]. Then perform a self-test to the [REDACTED] and attempt

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

PMI. [REDACTED]

PMI. [REDACTED]

ADD-ON [REDACTED]

Technical. SWIS Comments : Provided technical direction.

CONCER [REDACTED] GTCGCQIS

attempted ipma pmi failed again same result

RECOMM [REDACTED]

f h the Fie

your market area. The [REDACTED] should contact you and/or the Dealer ip

management (Service Manager or Service Director) within [REDACTED] (1)

business day to discuss further recommendations. If the [REDACTED] 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 [REDACTED]

t a wing th

Session Status : SWIS Not Necessary, SWIS Session Sub Status :

Technical. SWIS Comments : A [REDACTED] has been opened on this contact.

ADD-ON [REDACTED] ([REDACTED])

S ABO

ATTEMPTING AN [REDACTED] PMI, FDR GIVES THE ERROR MESSAGE "PROCEDURE

UNSUCCESSFUL- LASHACTIONPARTNUMBERS" AND FAILS PROGRAMMING. A [REDACTED]

WAS NOT OPENED DURING THE PREVIOUS RECOMMENDATION. ADVISED [REDACTED] I W

OPEN A [REDACTED] AND FOLLOW UP WITH HIM [REDACTED] ONCE I HAVE REVI D MY

RESOURC AND HAVE ADDITIONAL RECO NS.

AUDIT [REDACTED] ([REDACTED])

A E

ADD-ON [REDACTED] ([REDACTED])

E CERN

STATES [REDACTED] WAS PUBLISHED [REDACTED] FOR [REDACTED] N. THE [REDACTED]

DOES NO [REDACTED] FOR THIS VIN, B [REDACTED] E SEARCHED MANUALLY IN [REDACTED]

WAS NOT ABLE TO FIND ANY DIFFERENTIATOR (BUILD DATE/ETC) THAT WOULD

PREVENT THE [REDACTED] FROM APPLYING TO THIS VEHICLE. [REDACTED] NICIAN HAS LEFT

FOR THE DAY. T PLAN TO FOLLOW UP [REDACTED] TO [REDACTED] IDE THE [REDACTED]

ADD-ON [REDACTED]

I E O PE

TEXT ME WIT S RESUL ONCE THE [REDACTED] IS PERFO [REDACTED] ER ED THAT

THE "K" [REDACTED] WAS INSTALL AND IS GIVING H THE

"GE SHACTIONPARTNUMBERS" ERROR MESSAGE WHEN TRY

ING TO PERFORM THE PMI.

ADD-ON [REDACTED] ([REDACTED])

M F ED [REDACTED]

ABLE TO BE PROGRAMME T O ERRORS AN [REDACTED] LE IS REP D.

CLOSING [REDACTED]

AUDIT [REDACTED] ([REDACTED])

A O

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA [REDACTED]
CCM [REDACTED]
Equ / U Equipment/Procedure Used Effective

[REDACTED]

Repair Type Component Number Number Type Description Causal Comp.
OTH [REDACTED] SERVICE CMR RR FAC VEH DTCT YES

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

----- T R -----
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????????
Paint : [REDACTED]-?? [REDACTED] / [REDACTED] 3

----- A F T E R M A R [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

Specialist's

Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
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--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
		Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation

RECALL

K

DB

B

S439

OULV

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: [REDACTED]. bluecruise inop

Other Veh. With Conc

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Atchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE--
CONCER

----- COMMENT TEXT -----

[REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
o f Vehicl nce LE
ARRIVED TO HAV [REDACTED] COMPLETED. FOLLOWED STEPS EXACTLY IN THE [REDACTED]
INSTRUCTIONS. AF [REDACTED] ETE, VERIFIED THE HANDS FREE EXPERATION DA
[REDACTED]. AND THE CRUISE CONTROL SETTINGS WERE SET TO ADAPTIVE
EN TURNED ON HANDS FREE WITH LANE CENTERING AND ACTIVATION
PROMPTS. I WAS NOT ABLE TO DRIVE THE VEHICLE TO VERIFY AT [REDACTED] WHILE
THE ROOF GLASS AND WINDSHIELD GLASS RECALLS WERE BEING DON TER
THAT I WAS ABLE TO DRIVE AND CHECK THE BLUE CRUISE OPERATION. WHILE
DRIVING THE IPC WILL SHOW A ICON OF THE VEHICLE WITH A BLUE CIRCLE
AROUND IT AND A SMALL STEERING WHEEL WITH HANDS JUST BELOW THAT. BUT
THE CLUSTER NEVER TURNS BLUE WITH THE MESSAGE OF HANDS FREE ON. IF I
LET GO OF THE STEERING WHEEL WHILE THE PREVIOUSLY MENTIONED ICON IS
UP, I GET A MESSAGE TO RETURN HANDS TO STEERING WHEEL. ALL INDICATORS
TELL ME THE SOFTWARE UPDATES WERE SUCCESSFUL, BUT THE BLUE CRUISE DOES
NOT ACTIVATE WHILE DRIVING. I KNOW I AM DRIVING IN A BLUE ZONE BECUASE
I HAVE DRIVEN THE SAME STREATCH OF INTERSTATE [REDACTED] TO VERIFY OTHER
VEHICLES. Please list any diagnostics already erformed: MULTIPLE
SOFTWARE UPDATES PER [REDACTED]. THEN AFTER I HAD ISSUES WITH BLUE
CRUISE. I WENT BACK A [REDACTED] MED MORE UPDATES ON THE GWM, APIM, TCU,
AND EVEN THE PSCM, [REDACTED], CMR UNTILL NO SOFTWARE UPDATES REMAINED
AVAILABLE FOR THEM. T I AM STILL HAVING THE ISSUE OF BLUE CRUISE NOT
ACTIVATING. Parts Replaced: NONE Your Question: CAN YOU PLEASE CHECK
AND VERIFY THAT I HAVENT GOTTEN ANY INCORRECT OR CORRUPT DATA FOR THE
APIM, GWM, TCU, IPC, IPMA, PCM, THE SOBDM MODULES, AND MAYBE EVEN THE
OTHER MODULES I HAVE BEEN UPDATING. I JUST DO NOT KNOW WHAT IS GOING
ON HERE SHORT OF A SOFTWARE ISSUE SINCE MY EXPERATION DATE AND THE
MENU SELECTIONS MATCH WHAT RESULTS I SHOULD SEE WITH A SUCCESSFUL
UPDATE.

RECOMM

[REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
e t g that a o c
err and all module software updates have been completed then we
will need to review the data related to this vehicle further to
determine the root cause. <p>The [REDACTED] has

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

determined that a follow-up is necessary to help with resolving this
determined that a follow-up is necessary to help with resolving this
customers issue. Our Escalated Handling Team will contact you and/or
the Service Manager, either by phone or by updating this form to
obtain additional information and provide recommendations to assist in
resolving the customers concern.</p> <p> Please remain patient with
this process, we are currently experiencing a high volume of contacts
and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for
more information. </p>

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] i P re

CONCER [REDACTED]

that on my side I see that blue [REDACTED] e is not enabled for some reason
even though it looks to be functional on his side. Curently the unit
is not at the dealership.

RECOMM [REDACTED]

[REDACTED] e
h e a handful of available software updates showing in FDRS,
I would ask you to complete these software updates to see if it
resolves the inability to enable hands free functions. If its still
inoperative we can try testing or performing the IPMA and CCM
alignments. [REDACTED] I did forget to mention while on the phone. If
the hands fr [REDACTED] e is still inoperative after the software updates
are completed, I would have you run the [REDACTED] BlueCruise System
Settings Query App. -john w.p. Ford Tech al Assistance.

ADD- [REDACTED]

Session Sub Status : Non-Technical, SWIS Comments : no swis

CONCER [REDACTED] GTCGCQIS

UALLY WAS STILL AT THE SHOP. THE CUSTOMER HAD NOT
YET COME TO PICK IT UP. SO I STARTED REPROGRAMMING EVERY MODULE AS
ADVISED. [REDACTED] FOR THE APIM, TCU AND [REDACTED] POPULATED ALONG
THE WAY. [REDACTED] FOR [REDACTED] MODULES WHEN
THE CUSTOMER CALLED AND WAS [REDACTED] VEHIC . AT THAT POINT
I ROAD TESTED THE VEHICLE REAL QUICK. STILL THE SAME THING. HANDS FREE
MODE APPEARS TO BEGIN TO ACTIVATE BUT NEVER COMPLETES WITH THE MESSAGE
ON THE DASH SHOWING HANDS FREE MODE MESSAGE AND IF TAKING MY HANDS OFF
THE STEERING WHEEL I AM MET WITH A MESSAGE TO PLACE HANDS BACK ON. AS
A LAST DITCH I PERFORMED [REDACTED] RESETS AGAIN AND PEROFMRED THE BLUE
CRUISE PREP KIT ACTIVATIO [REDACTED] JUST TO BE SURE I DIDNT NEED TO DO
THAT AGAIN. PERFORMED [REDACTED] ON AND OFF CYCLES BUT RAN OUT OF TIME
AND HAD TO RELEASE THE [REDACTED] ADVISED THE CUSTOMER TO RETURN IF ANY
ISSUES ARISE WHEN ABLE TO LEAVE WITH US AGAIN. THANK YOU FOR YOUR
ASSISTANCE AND WILL CONTACT AGAIN IF NEEDED. Dealership selected No
Reply Required when submitting these comments.

RECOMM [REDACTED]

[REDACTED] a
r I would ask that you run the [REDACTED] BlueCruise system
settings query app. This will help us perf additional research to

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
determine why the system is not activating. I do see there is a OBCC
determine why the system is not activating. I do see there is a OBCC
and DCMG/H software updates, but I don t think that the system should
be disabled because of these incomplete software updates. I will close
this escalation while waiting for the customer to return. [redacted]
[redacted] Assistance.

RECOMM [redacted] o i [redacted]
[redacted] s [redacted]
update g there is a fault preventi l software being
available. There will then be another update when the fix is available
allowing you to see the remaining software updates. If you complete
those updates and the [redacted] is not operational, you can update
this form and out team l nue assisting you. [redacted]
[redacted] Assistance

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
GWM [redacted]
Equ U rocedure Used Effective

----- [redacted] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [redacted] -----
Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
[redacted] Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [redacted]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:

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

Tire : [REDACTED] A L - - -
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]
				1			[REDACTED]	[REDACTED]
				1			[REDACTED]	[REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- [redacted] -----

VEHICLE: [redacted], [redacted], SEDAN VIN: [redacted]
Engine : M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: BC hugging right side of lane
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 [redacted] - [redacted] REGION
a [redacted] iption of nce using
blue cruise th will hug the right side of the line almost on
the line and not center of the lane. Please list any diagnostics
already performed: we replaced the [redacted] and performed alignment
procedure. concern is still presen arts Replaced: [redacted] Your
Question: weve had a [redacted] now complain abo his issue.
is there any know fix this? any further testing or
procedures we can do to correct this?

RECOMM [redacted] - [redacted] REGION
f il provide ont ossible
plea bmit a vehicle concern in PTS for [redacted] of the affected VIN
numbers for this concern. This will bring t ssue to the attention
of Engineering and will help us get a fix published. To report a
vehicle concern: Open PTS > Vehicle ID > Enter VIN > Scroll to bottom
and select Report a Vehicle Concern. To continue diagnosis for this
vehicle please test drive this [redacted] and use the lane centering
features without using Blue Cru d see if the concern is still
present. If the concern is present while only using lane keeping
(without blue cruise) then install a known good [redacted] camera, test
drive using blue cruise and re-evaluate the conc If however the
concern is only present when using blue cruise, we recommend that you
reperform [redacted] and verify everything is fully updated and then
installing data onto the [redacted] and then re-evaluate the
concern. Have a wonderful day, [redacted] [redacted] As your dealership is
equipped with the See What I Se h et, if additional
technical assistance is required and a SWIS session would be
beneficial (live video or picture would help), click <A [redacted]

[redacted]
[redacted]
[redacted] ntment a [redacted] representative will
r [redacted] out you at the appropriate time. Ver the following prior
t ur appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
software level.Ensure [REDACTED] login card is ready to scan
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivityweight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.
[REDACTED] targe
href=[REDACTED]
q.fac
Concerns

<A href=[REDACTED] get=[REDACTED]
[REDACTED]
[REDACTED] MSS - FCSD - [REDACTED] REGION
[REDACTED] s Necessary, SWIS Sessio tus :
[REDACTED], SWIS Comments : [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4
Bld Dt: Calb:
Serial #:

- - - E N G I N E - - -
Tag: [REDACTED]

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

Model: Shift:

----- A [REDACTED] [REDACTED] O [REDACTED] [REDACTED] [REDACTED] O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

[illegible]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

[REDACTED] S439
[REDACTED] A
[REDACTED] 29
[REDACTED] Z 31 B
[REDACTED] X 12 QULV
[REDACTED] AU2 [REDACTED] DB [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] RENTAL [REDACTED]
[REDACTED] NPE [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] RENTAL [REDACTED]
[REDACTED] AC
[REDACTED] AB [REDACTED]
[REDACTED]
[REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: Driver assist fault / [REDACTED]
Other Veh. With Concern: Severity R g - Customer: Engineering:

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

--TYPE--
CONCER [REDACTED]

USING CRUISE C FRONT CAMERA FALULT AND CRUSIE CONTROL DISABLED
Please list any diagnostics already performed: PERFORMED [REDACTED]
REPROGRAM [REDACTED], DID THAT. DROVE CAR, CODES CAME BACK, DID
TEST FOR T B J (LANE KEEP SYSTEM) REPLACED [REDACTED], DID PMI AND ALIGNED
ALL CAMERAS. TEST DROVE IT, WHEN I DROVE OVER [REDACTED] GH ROAD, SERVICE
FRONT CAMERA POPS UP ON IPC AND CRUSE CONTROL GETS DISABLED, STILL
DRIVING FOR A FEW IT THE CODES CLEAR THEMSELVES. DRIVING BACK INTO
DEALERSHIP, WENT OVER SPEED BUMP. LIGHT CAME ON AGAIN. SAME CODES.
TOOK OFF FRONT BUMPER TO SEE IF [REDACTED] WAS LOOSE OR THE CONNECTOR WAS OK,
LOOKED AT THE [REDACTED] CAMERA ON WIN EILD CHECK CONECTIONS. CONNECTIONS
GOOD, LOOKED A [REDACTED], GOOD. NO LIGHT CAME ON WHEN I WIGGLED THEM.
REPROGRAMMED ANY DULE THAT NEED UPDATE. AFTER REPROGRAMMING HAD ABS
CODES, BUT DID GUIDED ROUTINE FOR THAT AND IT CLEARED. Parts Replaced:
[REDACTED] Your Question: IS THIS A NORMAL THING, GOING OVER BUMPS CAUSES A
RA FAULT AND THEN IT FIXES IT SELF. DONT KNOW WHAT TEST TO DO
BAECAUSE IT CLEARS ITSELF.

RECOMM [REDACTED]
[REDACTED] g
nce the front camera fault message is displayed when going
over a bump, then a loose connection is suspected. Since nothing was
found at the [REDACTED] connector, then another module may be affected.
Since the [REDACTED] setting the DTCs outlined in <A target= blank
href=[REDACTED]Transport?link=0
[REDACTED]&am [REDACTED] updates. If no
dates are availabl [REDACTED], then update any other modules with
updates. once those updates ar [REDACTED] ne, close out of the software update
tab on FDRS and then run a network test. Once the network test is
complete, check the [REDACTED] for any other updates. If no updates are
present, then Run th [REDACTED] learned values reset app on FDRS and then
carry out the [REDACTED] ali [REDACTED] nt once the learned values are reset. Have a
great day. [REDACTED]

ADD-ON [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Transferred from [REDACTED] to BODY

Transferred from [REDACTED] to BODY

ADD-ON [REDACTED] s [REDACTED] Necessary [REDACTED]
[REDACTED] Comm : N/A

CONCER [REDACTED]

FAULT SERVICE [REDACTED] N DASH WHEN TURNING ON, THEN PRE COLLISION ASSIST NOT AVAILABLE LIKE MAKING THE CRUISE CONTROL INOP. Please list any diagnostics already performed: [REDACTED] WAS COMPLETED IN [REDACTED]. NO SOFTWARE UPDATES AVAILABLE FOR [REDACTED] VED DTCS FROM [REDACTED]. CLEARED THEN RETEST FOR DTCS ONLY [REDACTED] PRESENT IN [REDACTED] A [REDACTED] CLEARING AND RETEST. [REDACTED] HAT THIS IS [REDACTED] E BY THE [REDACTED] DISABLING AN OUT [REDACTED] T XCESSIVE CURRENT DRAW. WHEN CHECKING [REDACTED] ECTED VEHICLE HISTORY. FOUND [REDACTED] IS WHEN [REDACTED] AND [REDACTED] SET IN [REDACTED] ORIGINALLY. [REDACTED] TES CODE [REDACTED] TO [REDACTED] INTERNA [REDACTED] TA TRANSFER F [REDACTED] N [REDACTED] STATES TO CHECK FOR ABS DTCS. CONNECTED VEHICLE HISTORY DOE [REDACTED] OW ANY ABS DTCS. IN [REDACTED] WARRANTY HISTORY, WHEN [REDACTED] WAS COMPLETED, VEHICLE ALSO HAD [REDACTED] REPLACED. THIS IS [REDACTED] CUSTOMER HAS HAD THE [REDACTED] ERN, BUT NOW NO SOFTWARE UP [REDACTED] AVAILABLE. Parts Replaced: [REDACTED] PREVIOUSLY IN [REDACTED]. Your Question: BEFORE REPLACING [REDACTED] AGAIN, IS [REDACTED] E A WAY TO CHEC [REDACTED] HAT COULD BE CAUSING THE EXCESSIVE [REDACTED] RENT DRAW FROM THE [REDACTED]? IS THERE ANYTHING ELSE I CAN DO TO FIND THE CAUSE [REDACTED] EITHER BE [REDACTED] OR AFTER [REDACTED] REPLACED? WEB-[REDACTED]-EXT [REDACTED] [REDACTED] though the [REDACTED] perf [REDACTED] nd the following p edures: -Reset [REDACTED] lea 'd values/PSCM reset learned values -Rear parking aid camer [REDACTED] alignment -Pro Trailer Backup Assist Camera Alignment - [REDACTED] alignment NOTE When ride height is shown, select NO when ask [REDACTED] f ride height shown is correct. Manually enter ride height regardless of the value shown to be correct. -IPC configuration After [REDACTED] programming has been completed, run the Run [REDACTED] progra o note if any DTCS return. [REDACTED] ret s to replacing the [REDACTED], it s advised to thoro [REDACTED] for any pin fitment fa [REDACTED] or damage present. Refer [REDACTED] 1. Proceed with load testing the power circuit using [REDACTED]. Wiggle test the harness going t [REDACTED] voltage drop across the bulb being use [REDACTED] he bulb should not lose [REDACTED] when compared to available voltage at pin 1 or the sup [REDACTED] ge the bulb. If the bulb loses [REDACTED], further isolate the high resistance fault and repair as [REDACTED] no issues are found, continue load testing the ground circuit and address any circuit faults found. [REDACTED] Center...WEB-[REDACTED]-INT [REDACTED]

uct the followi procedures: -Reset [REDACTED] arned values/PSCM reset learned values -Rear parking aid ca [REDACTED] alignment -Pro Trailer Backup Assist Camera Alignment - [REDACTED] alignment NOTE When ride height

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

is shown, select NO when asked if ride height shown is correct.

is shown, select NO when asked if ride height shown is correct. Manually enter ride height regardless of the value shown to be correct. -IPC configuration After all programming has been completed, run the Run all [REDACTED] program to note if any DTCs return. If [REDACTED] returns to replacing the [REDACTED], it is advised to [REDACTED] inspect [REDACTED] for any pin fit faults or damage present. Refer to [REDACTED] cell [REDACTED]. Proceed with load testing the power circuit using a [REDACTED]. Wiggle test the harness going to [REDACTED] connec [REDACTED] voltage drop across the bulb being use [REDACTED] the bulb should not lose [REDACTED] when compared to available voltage at pin 1 or the sup [REDACTED] ge the bulb. If the bulb loses [REDACTED], further isolate the high resistance fault and repair as [REDACTED] no issues are found, continue load testing the ground circuit and address any circuit faults found. [REDACTED]

CONCER [REDACTED] ST PRIOR TO REPLACING [REDACTED] FOR [REDACTED] DTC? HOW DOES RESETTING THE VALUES CLEAR A DTC SE [REDACTED] AT IN [REDACTED] IT HAS PERMANENTLY DISABLED DUE TO A FAULT?

RECOMM [REDACTED] - [REDACTED]

n [REDACTED] tact a inf [REDACTED] a pleasure to help. If a software concern is present, [REDACTED] may set a false [REDACTED], if no electrical concerns are detected [REDACTED] module reset may cl [REDACTED] DTC, also at this moment we do not believe that [REDACTED] replacement can solve this concern. Having in mind that only [REDACTED] is present at the moment and [REDACTED] and [REDACTED] were previously, we recommend to c [REDACTED] insp [REDACTED] connector and [REDACTED] ground [REDACTED] for damages, verify connectors for [REDACTED] per pin fitm [REDACTED] using th [REDACTED] appropriate size flex probes, pin/connector deformation/damage, terminal fretting, fluid and debris intrusion, corrosion, verify that all pins are secured within their proper cavities on the hardshell, and that [REDACTED] is fully seated. Then, perform a loaded voltage drop [REDACTED] wer and ground circuits to the [REDACTED], this will help to evaluate for high resistance concerns that pr [REDACTED] t module performance. Please consult the video How to Perform a Load Test on the technical assistance tab in the [REDACTED] website for further information if necessary. In the event that no critical concerns are detected, we recommend isolating all the components that are not powered, grounded or network connected to the [REDACTED], such as coaxial cables, windshield heated wiper, CCM, SODCMC, MD, hazard switch, [REDACTED] (rear parking sensor group), [REDACTED] (front parking sensor group). [REDACTED] fy [REDACTED] of these components an [REDACTED] sconnect from the [REDACTED] to check if the [REDACTED] still present, this will help to check if [REDACTED] of these components is taking the [REDACTED] down. If the previous lead to inconclusive results, it has b [REDACTED] observed that [REDACTED] camera and coaxial cable between the [REDACTED] and [REDACTED] camera could c these DTC, at this moment we recommen [REDACTED] have [REDACTED] placed [REDACTED] components and re-evaluate the concern. Please let us kn [REDACTED] our findings. Thank you, we will be glad to assist if further assistance

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- COMMENT TEXT
is needed. [redacted] Technical
is needed. [redacted] Technical
Support Ana

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
IPMA [redacted], [redacted], [redacted]
Equi u rocedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [redacted]: EN EK9 9E
Bld Dt: Cal
Serial #:

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

Model: Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- [redacted] SILVER/SILVER RADIANCE

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

Rpr Dlr: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

[illegible]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: blues cruise inop
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] (F [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] of icl nce [REDACTED] e
states blue cr [REDACTED] te was not performed properly, states [REDACTED]
customer service call him and said to bring the vehicle back [REDACTED] he
dealership Please list any diagnostics already performed: rechecked
[REDACTED] instructions verified when pressing settings--> general--> about
[REDACTED] the display reads hands free driving mode available through
[REDACTED] Parts Replaced: none Your Question: how was the blue cruise
performed properly if last step of recall is to verify
screen displays hands free driving available and this vehicle screen
displays hands free driving available with a date in the future? ford
did not tell the customer what wasnt programmed or what module needs
to be updated so i dont know what you want me to reprogram as the sync
screen currently reads hands free driving mode available with a date
in the future. should i just update all remaining modules left in
EDRS?

RECOMM [REDACTED] (F [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] l a [REDACTED] ate
thi [REDACTED] hicle. That is the only update left [REDACTED] t would be related to
[REDACTED], so this may be why the customer was contacted. Please
[REDACTED] e [REDACTED] update, then perform a Network Test again, then check
for any new [REDACTED] tes available for any of the Modules listed in [REDACTED]
[REDACTED], and perform any additional updates that may become avail [REDACTED] e.
it is confirmed that all modules listed in the [REDACTED] are up to
date, verify [REDACTED] is operational. Please also [REDACTED] e that the
customer s [REDACTED] bscription is about to expire, so they will
need to re [REDACTED] bscription to use it beyond the expiration date.
They should receive a prompt through the vehicle touchscreen or the
[REDACTED] app to renew the subscription. Thank you, [REDACTED]
[REDACTED] As your dealership is e [REDACTED] the
[REDACTED] et, if additional technical assistance is
required and a [REDACTED] session would be beneficial (live video or picture
would help). cl [REDACTED] <A [REDACTED]
href=[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED]>Schedule to book a SWIS call

[REDACTED]>Schedule to book a SWIS call
intment a [REDACTED] representative will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]

[REDACTED]s

<A [REDACTED] = blank

href=[REDACTED]

[REDACTED] (F [REDACTED] - [REDACTED] - [REDACTED] LAKE [REDACTED]
[REDACTED] d [REDACTED] cas wit y information
the customer was contacted. .SWIS Session Status : SWIS Not Necessary,
SWIS Session Sub Status : [REDACTED]

CONCER [REDACTED]

[REDACTED]stomer s description of vehicle concern
still having i [REDACTED] h [REDACTED] subscription is not coming up as
active in his [REDACTED]. [REDACTED] is not working properly. ongoing
issue. also ha [REDACTED] o [REDACTED] rd Please list any diagnostics
already performed, including results of any TSB, GSBs or Pinpoint Test
multiple resets and module programming Parts Replaced, including
service part number if available none What is the level of the scan
tool being used? Are any error messages noted? latest version, no
errors. Your Question: is there a missing package you guys can see on
your end? there is a case open with ford [REDACTED] any
other info why the subscription is not sh [REDACTED]?
does this keep the blue [REDACTED] from working properly? WEB-[REDACTED]-[REDACTED]
[REDACTED]llback Done...WEB-[REDACTED]-EXT-[REDACTED]
[REDACTED], Continue ensuring [REDACTED] t all [REDACTED] e up
th [REDACTED] not DTCS setting. [REDACTED] of these may limit
the operation of the blue [REDACTED] operation. On [REDACTED] ll updates are
performed and DTCS resolv [REDACTED] ase update the form. Thank you. [REDACTED]
[REDACTED]...SWIS-[REDACTED]-INT-[REDACTED]
[REDACTED]tus : S Not N [REDACTED] IS

RECOMM [REDACTED] s : [REDACTED]...

[REDACTED]e that all modules are up to date and that
[REDACTED]re not DTCS setting. [REDACTED] of these may limit the operation of
the blue [REDACTED] operation. On [REDACTED] ll updates are performed and DTCS
resolved [REDACTED] e update the form. Thank you, [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
[REDACTED]

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #: [REDACTED]

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

Model: [REDACTED] Shft: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- [REDACTED] RED TC/RED CARPET TC

----- A [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:
Report Date

City: [REDACTED]
Country: [REDACTED]

State : [REDACTED]
Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part	Description	Dealer Id
			COMF/ENT COME/ENT	&		RADIO PWR BST	

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[RECALEM]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[ENTRE]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DHJ	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	U [REDACTED]	AL	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION CONTROLS

SPEED CONTROL INOPERATIVE

Additional Symptom: gap concern

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attachmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER

[REDACTED] (FSE) MSS - FCSD - [REDACTED] REG
a [REDACTED] tion of Vehicle Conce OT
ADJUST GAP FOR CRUISE Please list any diagnostics already
performed: EEC TEST NO CODES REPROGRAMMED ALL MODULES Parts Replaced:
NONE Your Question: ADAPTIVE CRUISE IS WORKING BUT WHEN BUTTON IS USED
TO CHANGE GAP NOTHING HAPPENS ON THE I/C USED DATALOGGER IN [REDACTED] AND
FOUND [REDACTED] IS SEEING THE BUTTON BEING PRESSED, HONESTLY I DO NOW
WHERE TART WITH THIS CONCERN WHERE SHOULD I START MY DIAG

RECOMM

[REDACTED] (FSE) MSS - FCSD - [REDACTED] REG
r n n how the gap work, r ection
> description and operation > gap setting. Looking at the
ed data, there are some DTCs present in some module including
the CMR, IPC, IPMA, [REDACTED], [REDACTED] etc Please self-test these modules to
see if these DTCs ar ti present and refer to WSM for the
appropriate PPT. Also, follow the instruction in the [REDACTED] [REDACTED] to
check if the condition is listed by the [REDACTED] are prese are,
perform the [REDACTED] to see if that make any nge. If further assistance
is needed on is contact, please call the [REDACTED] by phone. This will
allow the [REDACTED] Team to work closely with you ensure the vehicle
issue is r lved as quickly and efficiently as
possible. <div>
</div><div>Your [REDACTED] [REDACTED] Contact ID from your
initial [REDACTED] contact will be requir ling in. The [REDACTED] can be
reached [REDACTED] [REDACTED] thru [REDACTED]
Time.</div> > 1 is eq e
See What I See headset, please ensure the following prior to
calling:</div><div>Your See What I See headset is fully
chargedThe headset is powered up and updated to the latest
levelThe vehicle you are working on is in a bay with good
Wi-Fi connectivity</div><div>If additional support is needed
to use the headset, please submit your question or request to
[REDACTED]</div><div>If this web
of placing a call to the [REDACTED], please ensure
to include a cell number as a Technical Assistance C er
representative will contact you to conduct a See What I See session

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
for enhanced support. </div> [REDACTED]
for enhanced support. </div> [REDACTED]
Center
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] a [REDACTED] a [REDACTED] y th onc Ve rates
rect a e cruise and pre collision no issues, however he cannot
adjust the the adaptive cruise control gap and the IPC is showing no
vehicle with bars to adjust. [REDACTED] can access the SCCM PID and it
shows that it can see that th itivity button is being pressed.
While on the phone re-configured the IPC, GWM, IPMA and ABS module.
After reconfiguring the IPC a box showed up for speed sign and a
message for adaptive cruise inop, however adaptive cruise still
worked. Call cut off when he returned to dealer, attempted to call
back no answer.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] l g th hon th As
ned once returned to the dealership, lets go ahead n a
self-test on the IPC, GWM, IPMA and ABS module to verify there are no
DTCs relating to the concern. If none are found, lets go ahead and run
PMI on the IPC and the GWM. Please start a new session with the
vehicle when doing so. Once performed, re-test for the concern.
However if the fault remains, suspect an IPC related concern and it
may be replaced. Technical Assistance Team Member, [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] AUTO TRANS - - - 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 _____ - - -
 Tire : _____ A/S Brand : _____
 Radio : _____ A/C : AC G-????????????????????
 Paint : _____-????????????????????----- _____/_____ 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   : ██████████ Title: TECHNICIAN  
Phone        : ██████████
```

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
			DRV PERF		
			DRV PERF		
			ST/RN/MV	BODY MODULE KIT	
			AID/INFO		

-- S U P [REDACTED] T [REDACTED] S U R [REDACTED] Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] P OSP OSP KEY	[REDACTED]	[REDACTED]

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

----- VEHICLE'S WARRANTY HISTORY (only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
								A	
								AG	AR
								DB	

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: int IPMA [REDACTED]

Other Veh. With Concern:

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 [REDACTED] [REDACTED]

--TYPE--
CONCER

COMME T

a [REDACTED]
with shut off [REDACTED] ving and front camera iop message will pop up
on dash Please list any diagnostics already performed: i performed tsb
[REDACTED] inspected the caliper wires and everthing looked good then
[REDACTED] ed tsb [REDACTED] ipma was to the latest program so i reset the
ipma learn val [REDACTED] performed alignment application immediatly after
took for test drive Parts Replaced: none Your Question: so after
performed tsb [REDACTED] i could drive up to maybe [REDACTED] or more then
blue cruise wi [REDACTED] working for a sec and fron [REDACTED] a message will
pop up and then go away but after the message goes away and can start
using blue cruise again i just dont know if there is any more diag i
can do also [REDACTED] and [REDACTED] will come back

RECOMM

[REDACTED] i [REDACTED] t [REDACTED] ing
tive for only a movement, it is suspected that there is a
pin/connector/wiring issue. If the IPMA module or camera have a lose
power/ground/communication issue, then the IPMA will lose
functionality and, in this case, it is only happening for a moment.
Proceed to monitor the network with a live network monitor while test
driving the vehicle to verify that the ABS or IPMA is not
intermittently dropping off the network when the concern occurs. If a
module is dropping off the network when the concern happens, refer to
the symptom chart in [REDACTED] and use the appropriate PPT/wiring
diagram cell as a ref [REDACTED] to check the powers and grounds at that
module. Do not replace any components per the PPT unless an obvious
concern is found. While testing, wiggle/visually inspect all
connector/circuits called out in the PPT and tug on the back of the
wires and connectors/in-line connectors. This will help to verify that
there are no spread terminals, all pins are secured within their
cavities on the hardshell, [REDACTED] is fully seated, and that
there is no chafed/pinched/ [REDACTED] g. Also verify connectors for
proper pin fitment using the appropriate size flex probes,
pin/connector deformation/damage, terminal fretting, spread terminals,

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

CENTER Report Date:

COMMENTS

```
--TYPE-- COMMENT TEXT
fluid and debris intrusion, and corrosion. A diagram of what a pushed
fluid and debris intrusion, and corrosion. A diagram of what a pushed
out pin looks like can be found on wiring diagram [REDACTED]. Another
resource for pin and connector evaluation is the v [REDACTED] nector
Breakdown / Disassembly found in the Technical Support Videos on the
right hand side of the PTS home screen in [REDACTED]. If the voltage
and ohm testing passes according to the PP [REDACTED] t [REDACTED] the power
and ground circuits for the appropriate module. The Hot [REDACTED] Start or
Run power wires with key on should be within [REDACTED] of source
voltage, with the key off, there should be [REDACTED]. A
Hot at all times power wire should always b [REDACTED] [REDACTED].
source voltages. The ground wires should always be [REDACTED]
[REDACTED]. For help with load testing, see the video How [REDACTED] ad
[REDACTED] found in the Technical Support Videos on the right hand side of
the PTS home screen in [REDACTED]. If the concern is still present,
it is suspected that th [REDACTED] A module, or IPMA camera is damaged
and cannot be fixed with programing or alignment. Proceed to [REDACTED]
Removal and Installation. Replace [REDACTED] the IPMA module and IP [REDACTED] era
as a set. As your dealership is eq [REDACTED] ed with the See What I See
([REDACTED]) headset, if additional technical assistance is required and a
[REDACTED] session would be beneficial (live video or picture would help),
k <A target=[REDACTED]
href=[REDACTED]
```

reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:

- Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.< [REDACTED] targe [REDACTED]

href=[REDACTED]
q.fac
concerns

<A [REDACTED] get=[REDACTED]
href=[REDACTED]

ADD-ON

Necessary.

S

Sub Stat

Ses n S

CONCER

last update, except noted on network test that the [REDACTED] drops out when concern occurs. Advised the vehicle is prioritizing faulted network and FDRS thinks a network like [REDACTED] drops out. Advised to replace IPMA for the codes set.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
RECOMM [REDACTED]

RECOMM [REDACTED]

h e time t
ed on the phone, it is recommended to conti ith the
previous recommendation of replacing the IPMA and IPMA camera. While
it is noted the [REDACTED] drops off during a live network test when this
concern occurs, h no symptoms or codes related to these
components/modules, it is likely the vehicle is prioritizing the
faulted network and transmitting the fault data to the FDRS. When this
occurs, the data for a network like [REDACTED] is not prioritized and the
FDRS interprets this as offline. *** [REDACTED] Technical [REDACTED]
Center

ADD-ON [REDACTED]

d that [REDACTED]
out. Explai S interprets netw s and that the vehicle is
focusing on the fault rather than a network containing low priority
items like the radio and wireless charger module. ,SWIS Session Status
: SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS
Comments : NA

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of [REDACTED]:
Comp. Timing: Base Timing : MIL light :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
IPMA# [REDACTED], [REDACTED], [REDACTED]
Equip u rocedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

- - - T [REDACTED] N - - -
Trans: 1SPD AUTO TRANS :
Bld Dt:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A F T E R [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ:

WCC : [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
DISENGAGE/DROPOUT

Additional Symptom: collision avoidance 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 (%):

--TYPE--
CONCER

[REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
a [REDACTED] t of Vehicle Conce e
interstate whe s a tractor trailer on the passenger side with
adaptive cruise on, you drive past the tractors rear wheels the
collision avoidance turns on and applies the brakes. verified by
myself [REDACTED]. Please list any diagnostics already performed: on the
[REDACTED] we tried to align the camera but customer stated the
ill present. We drove it to verify and this only happens
when passing a semi and only when you get to the rear wheels of the
tractor then the system thinks you are going to hit something and
applies the brakes. Try [REDACTED] we found many modules now had
software updates which w e care of tsb [REDACTED] and gsm [REDACTED]
but after all the modules updated and we align camera a
then went for a drive the vehicle still acted the same. Not sure where
to go from here maybe a [REDACTED] needs to come by and help us with this one
but we are out of ideas [REDACTED] done all repair/ programing needed per the
WSM and any TSB or GSM out there. Unless you have other ideas to try
and rectify this. Parts Replaced: programing and camera alignment only
Your Question: Not sure where to go from here maybe a [REDACTED] needs to
come by and help us with this one but we are out of id [REDACTED] and done all
repair/ programing needed per the WSM and any TSB or GSM out there.
Unless you have other ideas to try and rectify this.

RECOMM

[REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
t o c ing when passing it
e helpful to drive a like vehicle in the same condition to
determine if the concern will be present on the like vehicle. This
will help determine if the system is only reacting to the trailer or
there is a fault. It the like vehicle is not doing the same, self-test
the IPMA and the ABS to see if there is any DTC present and refer to
WSM for the appropriate PPT. If no DTC is present, since the CCM and
the IPMA scan a designated area in front of the vehicle, it will be
suspected that these modules are very sensitive. Adjust the
sensitivity to see if the concern will still be present. If the
concern persists, replace the IPMA and reevaluate the concern. If

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
further assistance is needed on this contact, please call the [REDACTED] by
further assistance is needed on this contact, please call the [REDACTED] by
phone. This will allow the [REDACTED] Team to work closely with you ensure
the vehicle issue is resolved as quickly and efficiently as
possible.<div>
</div><div>Your [REDACTED] [REDACTED] Contact ID from your
initial [REDACTED] contact will be required [REDACTED] ling in. The [REDACTED] can be
reached [REDACTED] [REDACTED] thru [REDACTED]
Time.</div> [REDACTED] [REDACTED] is eq [REDACTED] e
See What I See headset, please ensure the following prior to
calling:</div><div>Your See What I See headset is fully
chargedThe headset is powered up and updated to the latest
levelThe vehicle you are working on is in a bay with good
Wi-Fi connectivity</div><div>If additional support is needed
to use the headset, please submit your question or request to
[REDACTED]</div><div>
</div><div>If this web
[REDACTED] of placing a call to the [REDACTED], please ensure
to include a cell number as a Technical [REDACTED] C [REDACTED] er
representative will contact you to conduct [REDACTED] hat I See session
for enhanced support. </div> [REDACTED] [REDACTED] Technical [REDACTED]
Center

ADD-ON [REDACTED] (FSE) [REDACTED] - FCSD - [REDACTED] REG
[REDACTED] Y

----- S -----

Symp. Verif?: [REDACTED] of [REDACTED]:
Comp. Timing: Base Timing : MIL light :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
PSCM [REDACTED]
IPMA [REDACTED]
Equi [REDACTED] tive? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 [REDACTED]
Bld Dt: Cal
Serial #: [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] 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

----- 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: ASSISTANT PART MANAGER
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	FS AID/INFO			[REDACTED]

-- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R Y -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE FLUCTUATES
Additional Symptom: SPEEDING UP W CRUISE CONTROL
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
N E E L E IS EED
MUCH WHEN USING CRUISE CONTROL.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
O [REDACTED] R RDI
THE [REDACTED] ASSIGNED NE. I E ENDED THE DEALER SPEAKS TO
VEHI OWNER TO DISCUSS ADAPTIVE CRUISE CONTROL OPERATION. IN THE
AREA SURROUNDING [REDACTED], HIGH TRAFFIC WITH TERRAIN IN THE
MOUNTAINS, IT IS HE ADAPTIVE CRUISE CONTROL IS ADJUSTING TO
CARS SWITCHING LANES EITHER SPEEDING UP OR SLOWING DOWN. [REDACTED]
[REDACTED] SAID HE WOULD ASK FOR CUSTOMER TO DEMONSTRATE THE IS
D NOT DUPLICATE ANY ISSUES ON HIS TEST DRIVE. SPOKE TO [REDACTED] THIS
MORNING AND SHE SAID THE CUSTOMER HAD TAKEN THE VEHICLE. IT
BELIEVED THE ADAPTIVE CRUISE CONTROL IS PERFORMING PER DESIGN AT THIS
TIME. I TOLD [REDACTED] TO LET ME KNOW IF THE VEHICLE RETURNS TO THE
DEALERSHIP.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB#M [REDACTED]: [REDACTED]
Equip P ure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

GCQIS

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE STEERING/STEERING WHEEL
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: DTCs after [REDACTED]
Other Veh. With Concern: [REDACTED] rity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] t of icl nce [REDACTED] s
power steering module [REDACTED], [REDACTED] present on app. Campaign
number: [REDACTED] PHONE AS A KEY S [REDACTED] RE [REDACTED] E Please list any
diagnost [REDACTED] already performed: Check for DTCs found [REDACTED] and
[REDACTED] in [REDACTED]. Attempted to perform interactive [REDACTED] [REDACTED]
[REDACTED] BD in [REDACTED]. [REDACTED] P
from [REDACTED] firm th [REDACTED] H [REDACTED] e [REDACTED]
communicates with FDRS. Cleared DTCs and they did not r [REDACTED] n. Steering
performance ok at this time. Perform [REDACTED]. After reprogramming
RFA, vehicle stuck in park, would not [REDACTED] ady to drive mode,
wrench light, stop safely now and service vehicle soon messages in
IPC. Disconnected battery for [REDACTED], lights and messages did not
return, cleared DTCs and the f [REDACTED] g DTCs remained: [REDACTED] in
ABS, [REDACTED] and [REDACTED] in [REDACTED]. There ar [REDACTED] mance
issue [REDACTED] ime, [REDACTED] v [REDACTED] k, a [REDACTED] no other warning lights.
Vehicle would still show no reply from module on [REDACTED]
interactive [REDACTED] s but all modules pass t [REDACTED] n
FDRS. Parts [REDACTED] e Your Question: The vehicle was released to
the customer to return at a later date since no performance issues or
driveability concerns were present. Why are these DTCs present with no
visible concerns? We have a similar vehicle with a [REDACTED] in the ABS,
but that vehicle has multiple lights and warnings. [REDACTED] to Contact
ID: [REDACTED]. Should those DTCs in the ABS and [REDACTED] be ignored IN THIS
CASE [REDACTED] ere are no other concerns? Also, ev [REDACTED] though the DTCs in
the [REDACTED] are no longer present, running [REDACTED] [REDACTED] in [REDACTED]
[REDACTED] shows no response from module, [REDACTED] o it
[REDACTED] ork test.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] i once [REDACTED] it rec
follow the ad [REDACTED] direction in the [REDACTED] to disconnect the [REDACTED]
battery for [REDACTED] to allow th [REDACTED] to reset. If the [REDACTED] are
still presen [REDACTED] battery disconnect/reset, please update this
form. [REDACTED] Center - Hybrid/Electric

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
Vehicle Commodity
Vehicle Commodity
CONCER [REDACTED] GTCGCQSP
[REDACTED] disconnected [REDACTED] the [REDACTED] in
ABS was present after it was re [REDACTED] Disco [REDACTED] tt [REDACTED] gain
[REDACTED]. Reconnect battery, clear DTCs and no DTCs returned.
[REDACTED] f test on FDRS, all modules communicate. Attempt to perform
interactive [REDACTED] with [REDACTED]. No reply from
module - con [REDACTED] i [REDACTED] ON. N [REDACTED] did not have any
DTCs in FDRS but even if I performed [REDACTED] [REDACTED] without any
DTCs, I would think the module would [REDACTED] s [REDACTED] feel like this
is an issue on [REDACTED] side. Vehicle released to customer
since no DTCs a [REDACTED] you.
RECOMM [REDACTED] [REDACTED] - [REDACTED] CENTER
[REDACTED] r [REDACTED] informat [REDACTED]. I [REDACTED]
essfully completed and now there are no DTCs/no [REDACTED] ors with the
vehicle, as you mentioned the vehicle can be released. [REDACTED]
Hybrid/EV Team Member [REDACTED]
CONCER [REDACTED] GTCG
[REDACTED] tery [REDACTED] and retest.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
ABS [REDACTED]
DCM [REDACTED]
[REDACTED] u Effective? Equipment/Procedure Used Effective

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

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC [REDACTED] 2 Tag: EN [REDACTED]
Bld Dt: [REDACTED] lb: [REDACTED]
Serial #: [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]
			AID/INFO	TECH COMMENTS		[REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- R [redacted] -----

VEHICLE: [redacted], [redacted], [redacted], SEDAN VIN: [redacted]
Engine : M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVING PERFORMANCE UNINTENDED ACCELERATION
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: veh 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 [redacted] -----

--TYPE--
CONCER [redacted] () [redacted] - [redacted] - [redacted]
[redacted] o f icl nce
states when us e control the vehicle accelerates on its own.
but then changed his complaint to the vehicle accelerates on its own
without cruise control. unable to verify concern Please list any
diagnostics already performed: self tested and got [redacted] in [redacted]
and pscm. tsb [redacted] has been performed already. v ed t a
is not blocked uise control works properly Parts Replaced: none
Your Question: i have yet to determine if this concern is valid or
not. the service writer states the customer called and said it did it
once without cruise control on. are there any past complaints or any
insight to this concern?

RECOMM [redacted] () [redacted] - [redacted] - [redacted]
[redacted] a u ca ns as
reg unintended acceleration on this vehicle. Furthermore, the
Diagnostics Tab of PTS does not populate any results for Pinpoint
Tests when selecting the following symptom code: <i>Driving
Performance > Unintended Acceleration</i>. If you have not yet been
able to duplicate the concern, then please closely inspect the floor
mat area near the accelerator pedal for a customer-added floor mat.
Many instances of unintended acceleration on various vehicles occurs
due to the corner of a floor mat engaging the accelerator pedal. This
can be difficult to notice immediately because the floor mat may only
move out of place intermittently while driving. If no concerns are
found with the floor mat, then please continue attempting duplication
of the concern. Once verified, please perform individual self-tests on
the Powertrain Modules: SOBDMC, [redacted], [redacted], and SOBDMB. Address any
DTCs related to the concern by r ri to the applicable Pinpoint
Test. Regards, [redacted] TAC

ADD-ON [redacted] () [redacted] - [redacted] - [redacted]
[redacted] s e ry WIS sio
[redacted], SWIS Comments : N/A

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

[REDACTED]

Symp. Verif?: [REDACTED] 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

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? [REDACTED] 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] I Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's
Name : [REDACTED] ([REDACTED])

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED] - [REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] NHL AID/INFO [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE HESITATES/STUMBLE
ACCELERATION ALWAYS

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

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

----- [REDACTED] -----

--TYPE--
AUDIT [REDACTED]

OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] lo, t [REDACTED] arts not on
order but arrived.OBPM [REDACTED] is loaner has been extended to
[REDACTED] Thank you for being a loyal [REDACTED] partner and have a wonderful
[REDACTED] ership Liaison

OWNREL [REDACTED] c : [REDACTED]
[REDACTED] Hello,May we ple
[REDACTED] XS- [REDACTED] sent portal:Hello,Please provide the
[REDACTED] ine number for extension. Also, has this
vehicle been approved for Buy back? Please advise.Thank [REDACTED]
[REDACTED] Proactive Customer/Dealer Advocate [REDACTED]
[REDACTED] v [REDACTED] | [REDACTED]

----- C [REDACTED] -----

Symp. Verif?: S N N
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

CQIS Report Number: [redacted] Program Type: [redacted] Orig Rpt #: [redacted]
Report Source: [redacted] - CUST ASST C Report Date: [redacted]

Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: [redacted] 9S
Bld Dt: [redacted] Calb: PCGWC2N A
Serial #: [redacted]

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

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [redacted]

----- A F T E R M [redacted] F [redacted] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	NO PROBLEM FOUND (NRTH AMER)	[redacted]

--- [redacted] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([redacted] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	e Part	Number	Labor	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- Y -----

VEHICLE: [REDACTED] SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE POOR FUEL ECONOMY
COMBINED UNLOADED
Additional Symptom: BATTERY RANGE ISSUE
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] HIGH VOLTAGE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

C O M M E N T S			
--TYPE--	COMMENT TEXT		
TARVOR	[REDACTED]	[REDACTED]	[REDACTED]
	C	[REDACTED]	[REDACTED]
AUDIT	[REDACTED]	[REDACTED]	[REDACTED]
	A	[REDACTED]	[REDACTED]
ADD-ON	[REDACTED]	[REDACTED]	[REDACTED]
	O	[REDACTED]	[REDACTED]
	CONCERNS.		
ADD-ON	[REDACTED]	[REDACTED]	[REDACTED]
	E	[REDACTED]	[REDACTED]
ADD-ON	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]
AUDIT	[REDACTED]	[REDACTED]	[REDACTED]
	A	[REDACTED]	[REDACTED]

----- D I [REDACTED] s -----
Symp. Verif?: E D s of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB# [REDACTED]
Equ [REDACTED] dure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
OTH	[REDACTED]	SERVICE	HIGH VOLTAGE	YES

----- V [REDACTED] -----
Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

████████████████████

GCQ|S

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: FF
[REDACTED] [REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC M 4

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
CRUISE/ STEADY SPEED

STALLS/QUITS
INTERMITTENT

Additional Symptom: [REDACTED] in [REDACTED]

Other Veh. With Conc

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attachmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

--TYPE--
CONCER

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] t of icl nce m
states the sto warning light came on driving and coasted to
the side of the road. then it would not come out of park Please list
any diagnostics already performed: received multiple codes and
directing me to any becm codes. I had [REDACTED] becm code p0aa5 [REDACTED].
perform pinpoint test q1,2,3 and Q4. c red codes and no [REDACTED] came
back . since this is a reoccurring problem, I wanted to contact you. I
look at the history and [REDACTED] it said that the low voltage battery was
not being charged. Parts [REDACTED] aced: low voltage battery replaced at
another dealer in [REDACTED] . guy that owns the car said it did the
same thing there a [REDACTED] the battery. Your Question: have you seen
this?

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] e [REDACTED] se g a
symptom of the cle being disab i the [REDACTED] battery depleting,
the root cause of the concern is suspected to b [REDACTED] with the High Voltage
Battery Junction Box ([REDACTED]) in the High Voltage Battery. The concern
suspected to be occur [REDACTED] s due to moisture buildup in the [REDACTED]
causing the Positive and Negative High Voltage Contactors to [REDACTED] me
welded shut or damaged to the point where they won t close, resulting
in DTCs such as the [REDACTED] for a Stuck-Open Negative Contactor. When
this occurs, the Hig tage System will be disabled along with the
DC/DC converter charging the [REDACTED] battery. This condition may also
cause a draw on the [REDACTED] batte [REDACTED] and result in it depleting quickly. To
address the concern, [REDACTED] is recommended to replace the [REDACTED] in the
High Voltage Battery. (Base part number: [REDACTED]). Prio [REDACTED] or after
the repair, ensure that the [REDACTED] is updat [REDACTED] the latest software
level. If you require any fu [REDACTED] r clarification regarding this concern
or the direction provided, feel free to update the form with your
questions or you can contact us (between the hours of [REDACTED] and
[REDACTED] - [REDACTED]) at [REDACTED] ilize the
[REDACTED] c team. [REDACTED] Ford Technical
Assistance Center Hybrid, EV, and Gas Eng alist

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
t u t . SW not lic

----- C E T A I -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
BECM# [REDACTED]
Equip [REDACTED] ipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warrant start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR [REDACTED] : [REDACTED] EH9 97
Bld Dt: Cal
Serial #: [REDACTED]

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

Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

Rpr Dlr:

City:

Country:

Ph#:

Region:

Claim #/Date :

Specialist's Name : ()

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		DSR		COVER-TOP	

NATIONAL HOTLINE SURVEY

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY (only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
				1	D4	LJ8		DD	
				1	D4	LJ8		A	
				1	D4	LJ9		A	
				1	D4	LJ8		BD	
				1	D4			S450B	
				2					
				2					
				2					
				2					
				2					
						AU2		DB	
						NK4			
				3			W		
				3					
				3		V		G	
								K	

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN
Engine: [REDACTED] ELECTRIC MOTOR 4
Operating Environ: [REDACTED]
Vehicle Use: [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]
WCC: [REDACTED]
[REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE STOPPING
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C [REDACTED] E N T S -----
--TYPE-- ENT TEXT

AUDIT

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] all if the customer veh in for servi d
eived no answer will contact back to see if the customer vehicle is
in for service. Next Steps: I will contact back for a status on the
customer vehicle in service. [REDACTED] Company Customer
Experience Specialist, [REDACTED]

[REDACTED] t
Informational [REDACTED] one : n/a Home Phone : n/a Mobile
Phone : n/a LTV Score : n/a Vehicle Purchase Status : Original Owner
Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED]
Dealer P&A : 01125 Dealer phone : [REDACTED]
[REDACTED] : [REDACTED] Make : FO [REDACTED] Mach-EMileage :

[REDACTED] on a Transmission Speci n : 1 [REDACTED] AUTO
TRANSWarranty Start Date : [REDACTED] Recall/FSA: : n/a E :
n/a Hotline Contact : n/a War : n/a

[REDACTED] : I called to see if the customer vehicle was in for service and
eived v/m will contact back for a status. Next Steps: I will contact
back for a status on the customer vehicle in service. [REDACTED]
Company Customer Experience Specialist, [REDACTED] CXS

[REDACTED] if the customer vehicle was in for service and
eived v//m left message and contact information. Next Steps: I will
contact back for a status on the customer vehicle in service. [REDACTED]
Company Customer Experience Specialist, [REDACTED] C e:

[REDACTED] or: Dan Krosse Date: [REDACTED],

[REDACTED] v [REDACTED] do not

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

[REDACTED] mer from the social media message that has been attached to my case to introduce myself to the customer as I try and get a status on his repair. The customer stated the vehicle comes to a sudden stop and I received his v/m left message and contact information. Next Steps: I will contact back for a status on the customer repair and contact the customer.
CompanyCustomer Experience Specialist. [REDACTED] fice: [REDACTED]
ext.79328Email: [REDACTED]

[REDACTED]: The custom e k
there are numerous forums regarding customers vehicle coming to a sudden stop. He let me know he doesnt want an offer he wants either a new vehicle or the dealership to provide documentation that the issue wont happen again. Next Steps: i will contact the dealership for a status and provide the status from the customer.
*CUSTOMER@ [REDACTED] second catastrophic failure of my [REDACTED] in [REDACTED]. S hing w [REDACTED] battery. [REDACTED] sa t
going to be h or killed problem. car DIES when driving.is brushing this off as just needing a new [REDACTED] battery. Very concerned by this diagnosis. This is a SOFTWARE iss (documented in other cases) that needs fixed, or I need a new car. Ive already been to [REDACTED] after incident [REDACTED] was told [REDACTED] it was fixed. The car ile driving.

[REDACTED]: I called to get a status on the customer vehicle and spake with dealership regarding the customer and that he let me know he doesnt want an offer he wants either a new vehicle or the dealership to provide documentation that the issue wont happen again. I received no answer will contact back for a status.Next Steps: i will contact the dealership for a status and update the customer.

[REDACTED]: I called and left a message for [REDACTED] and let him know the tomer doesnt want an incentive bec s vehicle came to a sudden stop and he doesnt feel safe. The customer stated he wants either a new vehicle or the dealership to provide documentation that the issue wont happen again. I received his v/m left message and contact information. Next Steps: I will contact back for a status and update the customer.

[REDACTED]: I called the customer and let him know I am waiting on a status m [REDACTED] and he ssaid they haven t contacted him since he dropped his v off. I let him know I am off [REDACTED] but I left a detailed message for [REDACTED] regarding the customer w a new vehicle or documentatio at the vehicle is completed. Next Steps: I will contact back for a status with the dealership and update the customer.

[REDACTED]: I called to speak with [REDACTED] regarding the customer request and told service is closed I l contact back for status. If Im not able to reach [REDACTED] I will contact the SM to assist the customer. Next Steps: I ntact back and speak with [REDACTED] regarding the customer vehicle and the customer request.

[REDACTED]: I called to get a status on the customer vehicle with [REDACTED] on customer battery connector and received no answer I wil ct

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

back for a status.Next Steps: I will contact back for a status on the

back for a status.Next Steps: I will contact back for a status on the customer repair and get contact information.

[REDACTED]: I called to get a status on the customer vehicle with [REDACTED] on customer battery connector and received his v/m left de message and will contact the customer. [REDACTED]: [REDACTED] I called the customer letting him know I am working ge n the customer repair. received no answer I will contact back for a status.Next Steps: I will contact back for a status on the customer repair and get contact information.

[REDACTED]: I called to get a status on the customer vehicle with [REDACTED] on customer battery connector and received his v/m left de message and will contact the customer. [REDACTED]: [REDACTED] I called the customer letting him know I am working g on the customer repair. I received his v/m left message and contact information. received no answer I will contact back for a status.Next Steps: I will contact back for a status on the customer repair and get contact information.

[REDACTED]: I called to get a status on the customer vehicle with [REDACTED] on customer battery connector and receptionist let me know re closed and I will contact back [REDACTED]22.Next Steps: I will contact back for a status an up tomer.

[REDACTED]: I called to get a status on the customer repair and continue to v/m [REDACTED] so I asked for the [REDACTED] so I can get a status and was told on lunch so I left a messages regarding the customer repair. [REDACTED] SM ext.2203OBC: I called the customer to provide a status ceived his v/m left message and contact information. Next Steps: I will contact back for an update from [REDACTED] or [REDACTED] on the customer repair.

[REDACTED]: I called to get a status on the customer repair and received no wer will contact back for a status. [REDACTED]: [REDACTED] I called the customer to speak with him regarding hi eh asked to contact me right back. Next Steps: I will contact back for a status and update the customer.

[REDACTED]: I called the customer and let him know I was working on a status the repair and he stated he wanted to put in a [REDACTED] request I have processed the [REDACTED] request and waiting for a stratus d let the customer know will continue to contact the dealership for a status on the repair. [REDACTED]: I called to speak with [REDACTED] to see if the repair was comp ed and spoke to [REDACTED] me know the customer vehicle has been invoiced sked her to check to see if the vehicle has been picked up the vehicle because their are no keys [REDACTED]: I called the customer back and let him know that the vehicle is at the dealership and I wanted to confirm he has the vehicle he said yes he picked it up and I let him know that I will contact him once the [REDACTED] team makes a decision. Next Steps: I will contact the customer ce the buyback team provide a decision.

[REDACTED] Please obtain the following info to review for [REDACTED]-Please update the case with the customers name, address and phone ber info as the owner of the vehicle.Once requested info has been obtained, please

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

open a new milestone and send the case back to the review team for the

open a new milestone and send the case back to the review team for the
[REDACTED] | Customer [REDACTED] Team | [REDACTED]

My BB request was closed although information is in the case. The customer address was on the buyback template and I have put his name in the case but the contact information was in the case when I processed the BB. The customer address is: [REDACTED]
[REDACTED] information is in the b

waiting on a status for bb request and wanted to make sure it was still processing because it was closed even though I had the address information on the template. I also put the address in the customer case notes the PO box is the customer address but hw provide another address since we dont take PO box.

[REDACTED]: I called the customer to provide a status on his buyback request received v/m but wasnt able to leave a message because mailbox is full. Next Steps: i will get a status on the buyback request because it hasnt been touched since it was resubmitted [REDACTED].

waiting on a status for bb request and wanted to make sure it was still processing because it was closed even though I had the address information on the template. I also put the address in the customer case notes the PO box is the customer address but hw provide another address since we dont take PO box.

[REDACTED] made obc to dlr [REDACTED] left a vm for the sa [REDACTED] need the following
a check about the vehi [REDACTED] need the following
current/last RO info:RO numberRO open/cl [REDACTED] dateRO
mileageConcernRepair (still diagnosing, Parts on Order, working with hotline, etc) Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date)Is the vehicle still currently at the dealer? (If not, what date did it leave?) [REDACTED]
[REDACTED] | Customer [REDACTED] Team | [REDACTED] Tea
[REDACTED] ST RESULTS = RETURN core : [REDACTED] Purchase
Status : ORG

[REDACTED] made obc to dlr [REDACTED] left a vm for the sa [REDACTED] need the following
a check about the vehi [REDACTED] need the following
current/last RO info:RO numberRO open/cl [REDACTED] dateRO
mileageConcernRepair (still diagnosing, Parts on Order, working with hotline, etc) Rental/Loaner, How long? (if the customer is in a rental/loaner, what was the start date)Is the vehicle still currently at the dealer? (If not, what date did it leave?) [REDACTED]
[REDACTED] | Customer [REDACTED] Team | [REDACTED] Tea
[REDACTED] he customer [REDACTED] et him [REDACTED] am waiting for an update
his BB request and I will provide a status as soon as the dept provides and update. The customer vehicle is repaired and picked up. Next Steps: Once I have an update I will contact the customer. After review; veh may meet state guidelines for buyback/replacement criteria for SCTalking Points:-GFR sent over for [REDACTED]-Review note in milestone-Focus on getting veh repaired-R [REDACTED] er engage hotline for repair assistance [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] | Customer [REDACTED] Team | [REDACTED] Team

[REDACTED] | Customer [REDACTED] Team | [REDACTED] Team

[REDACTED] ort TeamBuyb approve [REDACTED] is LL eligible.Next Step :
[REDACTED] agent will load the [REDACTED] and close the milestone.
[REDACTED] ot to put the notes a [REDACTED] r speaking with the customer on [REDACTED]
on [REDACTED]: I called to let the customer know the buyback
app [REDACTED] will contact him back to see if the [REDACTED] team has made
contact. Next Steps: I will contact the customer to [REDACTED] e if the [REDACTED]
team has made contact.

[REDACTED]: I called the customer see if the [REDACTED] team has reached out to the
tomer and received v/m left message [REDACTED] d contact information. Next
Steps: I will make [REDACTED] to reach the customer.

[REDACTED] BRT uploaded to [REDACTED] TransmissionCASE NUMBER: [REDACTED]
BRT set disposit [REDACTED] closed BB Milestone.CXS/CSM wi [REDACTED] ise
CUST to expect [REDACTED] cont within [REDACTED] and set follow-up
accordingly to [REDACTED] ify [REDACTED] contacte [REDACTED]
MorehouseSupport Team [REDACTED] Specialis [REDACTED]

[REDACTED] | [REDACTED] - [REDACTED] [REDACTED]
MER S m

GCQIS-CaseComments.txt t GCQIS-VehicleConcern.t txt OutboundSeq.txt DO
NOT PROVIDE CONTACT INFORMATION TO CUSTOMER GCQIS-CaseComments_TMP
P.txt GCQIS-CaseComments.txt t GCQIS-VehicleConcern.t txt
OutboundSeq.txt

[REDACTED]: ([REDACTED]) I called the customer see if the [REDACTED] team has
che [REDACTED] ustomer and received v/m left messa [REDACTED] and contact
information.Next Steps: I will make [REDACTED] to reach the
customer.

[REDACTED]: ([REDACTED]) I called the customer see if the [REDACTED] team has
che [REDACTED] ustomer and received v/m left messa [REDACTED] and contact
information.Next Steps: I will make [REDACTED] to reach the
customer.

[REDACTED]: I called the customer see if the [REDACTED] team has reached out to the
tomer and he said no and I let him [REDACTED] w I will contact the [REDACTED]
team. [REDACTED]: I called and spoke to [REDACTED] who let me know tha [REDACTED] s not
showin [REDACTED] n their end when I gave [REDACTED] case number. [REDACTED]: Hi
[REDACTED]/[REDACTED], I have a customer th [REDACTED] waiting for so [REDACTED] ne to
h [REDACTED] e [REDACTED] please advise. Thanks, Next Steps: Once I
have a status I wi [REDACTED] ate the customer.

[REDACTED] IBE: Hi [REDACTED]. The case was not transmitted to [REDACTED] for handling until
[REDACTED]. Were on the [REDACTED] m [REDACTED], but
[REDACTED] cant work a ca [REDACTED] e, so [REDACTED] at the [REDACTED]
[REDACTED] er receiving the case for handling. Someone will b [REDACTED] n
he customer by [REDACTED], sooner if possible.Thank you,Next
Steps: I called the custome [REDACTED] let him know that they were having
technical issues but will have someone contact him no later than
[REDACTED] as I was told by [REDACTED] team. I will contact the customer
[REDACTED] ome reached out.

[REDACTED] set for wrong day giving the [REDACTED] team time to contact the customer.

[REDACTED]: I called the customer to [REDACTED] e if the [REDACTED] team has made contact and
eived his v/m left message and contact [REDACTED] formation. Next Steps: I

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

COMMENTS

```
--TYPE-- COMMENT TEXT
will contact back to get a status and resolve the case if [REDACTED] team has
will contact back to get a status and resolve the case if [REDACTED] team has
made contact they were having issues with the system and a [REDACTED] a little
behind.
[REDACTED] [REDACTED]: I called the customer to see if the [REDACTED] team has made contact and
received his v/m left message and contact [REDACTED] formation. Next Steps: I
will contact the customer to make sure he has been contacted by the
[REDACTED]: I called the customer to see if the [REDACTED] team has made contact and
received his v/m the customer mailbox was [REDACTED] 11. Next Steps: I will
contact the customer to make sure he has been contacted by the [REDACTED].
```

Symp. Verif?:				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	

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED]: EN
Bld Dt: Cal
Serial #:

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

Model: Shift:

Tire : [REDACTED] A/S BSW Brand :
Radio : A/C : AC G-?????????????????????
Paint : PN4-?????????????????????-----[REDACTED]/SILVER RADIANCE

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
			DRV PERF			
					COVER-TOP	

--- [REDACTED] : NONE ---

[illegible]

VEHICLE: [REDACTED] MUSTANG MACH E,TITAN,[REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 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

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] / Received from [REDACTED] i
[REDACTED] rental assistance in thi are
[REDACTED] tly waiting for Part [REDACTED], The part is now showing on
back order. Thank you. Rega [REDACTED] mplete Portal Message,please
provide extension of rental for total of [REDACTED] for part delay and
repairReplied back via email,Hi [REDACTED],H [REDACTED] per-duper Astounding
WednesdayThe rental has been ext [REDACTED]
Regards,Vehicle Concern: electric battery [REDACTED] icle
undrivableRental Details on Record (Y or N): YesFORD Loaner VIN (Y or
N): NoRental Dates: [REDACTED]-PresentPay Day Calculated (date dealer
opened IWL): [REDACTED] ivity (Y or N): Yes on
[REDACTED] S Parts Order Status #: [REDACTED]
[REDACTED] otals Days Extending:35Date ne [REDACTED]
[REDACTED] Step: NoneFollow-up: None [REDACTED]
[REDACTED] Ho [REDACTED] aler Experience Specialist, [REDACTED]
[REDACTED] : [REDACTED] ext.
[REDACTED] al Time
OWNREL n [REDACTED] Marked Complete
Portal Message,plea [REDACTED] l for total of [REDACTED]
for part delay and repairReplied back to [REDACTED],Hi [REDACTED],Happy
Super-duper Astounding WednesdayThe renta [REDACTED] een [REDACTED] nded to
[REDACTED] the part is on backorder for [REDACTED], please
[REDACTED] e [REDACTED] and submit a [REDACTED] tatus or a For
[REDACTED] orders yo [REDACTED] bmit a [REDACTED] quiry, and for DOES ll (DOW)
rs you will need to submi [REDACTED] Part Order Status Inquiry.This
program is administered under the [REDACTED] & [REDACTED]
[REDACTED]
[REDACTED] er Escalati
[REDACTED]
process. [REDACTED]
[REDACTED]
[REDACTED]

CQIS Report Number: [redacted] Program Type: [redacted] Rpt #: [redacted]
Report Source: [redacted] - CUST ASST C [redacted] rt Date: [redacted]

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

--TYPE-- COMMENT TEXT

[redacted]
[redacted]

undrivableRental Details on Record (Y or N): YesFORD Loaner VIN (Y or N): NoRental Dates: [redacted]-PresentPay Day Calculated (date dealer opened IWL): [redacted] ivity (Y or N): YesHotline #: [redacted]
[redacted] p safely warning light came on driving and f the road, and then it would not come out of park Totals Days Extending: 35Date needing extension through: [redacted]
[redacted] Step: NoneFollow-up: None [redacted]
[redacted] Dealer Experience Specialis: [redacted] ext. Time
OWNREL [redacted] - [redacted] SwinonaTh
han

----- [redacted] -----

Symp. Verif?: [redacted] 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

----- [redacted] O [redacted] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [redacted] L S -----
Vehicle Build Date: [redacted] ty Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [redacted]
Bld Dt: Cal [redacted]
Serial #:

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

Model: [redacted] Shft:
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S BSW Brand :
Radio : [redacted] A/C : AC G-????????????????????

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]
Paint : [REDACTED]-?????????????????????????????????----- [REDACTED] SILVER/SILVER RADIANCE

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO ET/EN/BD	COVER-TOP	[REDACTED]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)													
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	D4	[REDACTED]	[REDACTED]	DD	[REDACTED]			
					1	D4	[REDACTED]	[REDACTED]	A				
					1	D4	[REDACTED]	[REDACTED]	A				
					1	D4	[REDACTED]	[REDACTED]	BD				
					[REDACTED]								
					[REDACTED]								
					2	42							
					2	42							
					2	42							
					1	[REDACTED]	AU2	[REDACTED]	DB				
					1	[REDACTED]							
					2	[REDACTED]							
					3		NK4	[REDACTED]	F				
					3			[REDACTED]					
					3		V		13	G			
					4	42	LJ9	[REDACTED]	K				
1													
						RENTAL							

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
POWERTRAIN MALFUNCTION (WRENCH STAYS ON

Additional Symptom: [REDACTED] brake/Wrench lamp

Other Veh. With Conc

Severity Rating - Customer:

Engineering:

Causal Component:

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

[REDACTED] Description of Vehicle Concern: Customer states service [REDACTED] brake message, wrench light came on Please list any diagnostics [REDACTED] y performed: Verified concern, connected [REDACTED] total codes stored, looked at connected vehicle, verified same [REDACTED] s are being stored throughout the [REDACTED] I have [REDACTED] showing on a few codes (tsbs [REDACTED] WAAAA t I will upload a files with all [REDACTED] de [REDACTED] many to attempt typing up. I know these da [REDACTED] e updates, and configuration faults are a big deal, so I am figuring updating the modules clearing codes and retesting is [REDACTED] of the [REDACTED] anymore, according to these Tsbs and Ssm [REDACTED] ll be up following ipma- and [REDACTED] camera alignment, [REDACTED] fi [REDACTED] 'ed 'ce at only accounts for a fraction of the codes, i should probley begin a Hotline to share and possibly see if Im on the correct path or any knowns. I havent seen so many codes on [REDACTED] car before, but if i had to think about it, some likely could b [REDACTED] caused by others, and/or programming. Since this is a new design, new model, and new to most people, figured this needs to be documented, and ford aware. Parts Replaced: none yet, reprogramming underway Your Question: Am i going the right path, any knowns, or anything i should check into? Not sure where to really start besides published info, because there are [REDACTED] , hard to really choose a path with that many.

RECOMM

[REDACTED] u of DTCs currently present in multiple modules veral service bulletins directing module calibration updates, it is advised to begin with performing the module programming as directed by the service bulletins [REDACTED]. Once the affected modules are programmed to the latest [REDACTED], re-evaluate the vehicle for the warning message and Wrench lamp. If no warning indicators are present, road test the vehicle to confirm the repair. If the warning message or Wrench lamp are still present, on demand self test the EV system modules to determine if there are any DTCs setting. If on demand DTCs

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
are setting, perform the applicable Pinpoint Test(s). If the form is
are setting, perform the applicable Pinpoint Test(s). If the form is
updated, please include any DTCs found during the on demand self tests
and your specific results/values for any Pinpoint Testing completed.
Thank you. [redacted] Hybrid/EV
CONCER [redacted] G CQSP
[redacted] e med to never send over the codes. for our reference
im uploading them. i did perform all the update, took most of the day,
cleared codes, performed battery reset, test drove vehicle- i didnt
have any codes come back, i even utilized [redacted] driving. returning
car to customer. Will update if any comes [redacted] i did notice
is most of these codes appear after a OTA update GWM any
chance thats related? Im still learning the connected vehicle and OTA
updates so cycling through pages just trying to see how all these
codes could have set.
RECOMM [redacted] [redacted] [redacted] - [redacted]
[redacted] a not set g a
be suggested to monitor the vehicle for any other fault codes.
If codes do set, it would be recommended to upload a screen shot to
the contact and be sure to select the upload button so a better
diagnostic path can be determined. [redacted] [redacted]
Center
CONCER [redacted] GTCGCQSP
[redacted] performed alot of module reprogramming per listed
tsbs, relating to some of the codes. cleared all codes- road
tested and returned to customer. vehicle has not returned since.

----- [redacted] -----

----- [redacted] -----
Symp. Verif?: [redacted] L of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [redacted] -----

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

----- [redacted] -----
Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

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

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: [REDACTED] C29 9S
Bld Dt: Calb:
Serial #:

Trans: [REDACTED] AUTO TRANS - - - 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 : [REDACTED] A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] :

Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO	TECH	COMMENTS	[REDACTED]
			AID/INFO			

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] BlueCruise inop

Other Veh. With Conc

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--
CONCER

COMMENT TEXT

a [REDACTED] & [REDACTED] PERFORMED Please list any
diagnostics already performed, [REDACTED] results of any TSB, GSBs or
Pinpoint Test ABLE TO COMPLETE [REDACTED] & [REDACTED] - HAD A VERY DIFFICULT
TIME WITH [REDACTED] Parts Replaced, [REDACTED] advice part number if
available What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: UNDER THE SW UPDATES TAB,
DID NOT HAVE A [REDACTED], TC [REDACTED] UPDATE AVAILABLE - THE [REDACTED]
ATTEMPTED WAS T [REDACTED] IPMA - ST [REDACTED] LED THROUGH THAT ONE FOR [REDACTED]
FINALLY ABLE TO GET IPMA TO PROGRAM THROUGH - STILL NO T [REDACTED] AT
THIS TIME BUT NOW HAVE AN UPDATE AVAILABLE TO [REDACTED] - ABLE TO P [REDACTED] M
[REDACTED] UPDATE - STILL NO TCU AT THIS TIME BUT NOW [REDACTED] VE [REDACTED] UPDATE
[REDACTED] ILABLE - [REDACTED] FINALLY WENT THROUGH AFTER [REDACTED] - NO MORE
MODULES AVAIL [REDACTED] E FOR UPDATES - I ONLY DID T [REDACTED] ERFORM
[REDACTED] RESET, [REDACTED] - I NOW HAVE THE ADAPTIVE CRU [REDACTED] OL WITH HANDS
[REDACTED] AVAILAB [REDACTED] UNDER THE GENERAL SETTING. ABOUT [REDACTED], I HAVE TO
HANDS FREE DRIVING MODE AVAILABLE THROUGH [REDACTED] DRIVE VEHICLE
BUT DOES NOT FULLY GO INTO BLUECRUISE MODE [REDACTED] Keep hands on
steering wheel. MESSAGE - PERFORM IPMA CONFIGURATION AS PER [REDACTED] TO
NO AVAIL - SEEKING ASSISTANCE

RECOMM

h [REDACTED] e [REDACTED]
sue for the [REDACTED] that is likely preventing BlueCruise
functionality. At t [REDACTED] time, the needed data corrections have been
made. To apply these changes, start a new FDRS session (it is crucial
a previous session is not used) and perform [REDACTED] configuration
programming. Once programming completes, rer [REDACTED] the network test and
check for any further updates that may populate which would be
applicable to all 3 of the FSAs mentioned. Once all updates are
complete, reset [REDACTED] through FDRS and reevaluate the concern.
Update this form [REDACTED] further questions which may arise, and we
will be happy to help. [REDACTED] Technical Assistance Team Member [REDACTED]
K. As your dealership i [REDACTED] uipped with the See What I See (SW

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

headset, if additional technical assistance is required and a [REDACTED]
headset, if additional technical assistance is required and a [REDACTED]
session would be beneficial (live video or picture would help [REDACTED] ick
<A [REDACTED]
href [REDACTED]

intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.<

href=[REDACTED]
q.fac [REDACTED]
Concerns

<A
href=[REDACTED]

ADD-ON

e

s
Comm

Necessary

: NA

I [REDACTED] FORM GWM CONFIGURATION PROGRAMMING. RERUN
THE NETWORK TEST - DID NOT SEE NEW SOFTWARE UPDATES FOR THE [REDACTED]
- PERFORM APIM RESET [REDACTED] - ROAD TEST AGAIN - GET A MESSAGE
STATES BLUECRUISE ON, YOUR EYES ON THE ROAD BUT NEVER FULLY GOES
INTO FULL BLUE CRUISE MODE - I VE PERFORM BLUECRUISE UPDATES ON A
[REDACTED] OF [REDACTED] E S & [REDACTED] OF [REDACTED] BUT THIS IS THE ONLY [REDACTED], SO
[REDACTED] HAT [REDACTED] HAD TR [REDACTED] WITH

RECOMM

CODE IN THE IPMA

[REDACTED] (FSE) [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] l [REDACTED] o [REDACTED] corre [REDACTED] We [REDACTED] run a quick series
figuration programming to ensure all modules have the correct
data. Perform configuration programming once more on the IPMA, IPC,
APIM, GWM, and TCU. These are all the modules listed in the Technical
Info of [REDACTED]. After our series of programming, run the [REDACTED] SYNC resets
again. W [REDACTED] also perform a [REDACTED] Reset to not on [REDACTED] remove SYNC
connected devices but also fr [REDACTED]. Connect another device to
the [REDACTED] system after this a [REDACTED] e all remote start functions
work [REDACTED] connecting of a device to [REDACTED] can sometimes jump
start the system into working correctl [REDACTED] is thought to be an
erroneous DTC at this time. For the time bein [REDACTED] can ignore it.
Thank you! - [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

----- C O M M [REDACTED] T S -----

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
s e r y WIS sion Sub Status :
Technical, SWIS Comments : Trail and error for broken FSA

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? STAR [REDACTED] 3C/[REDACTED] [REDACTED] 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 :

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

Rpr Dlr: -

Ph#:

City: te :

Country: Region :

Claim #/Date :

Specialist's Name :

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		ECSDFS	DRV PERF	HIGH VOLTAGE	
				ANT BL/TH MOD	

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

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY (only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
				1					
				1					
								DB	

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
GEAR SELECTOR 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
[REDACTED] IBC FROM [REDACTED] Vehicle Concern: [REDACTED] says he would like a Buyback because h [REDACTED] s had too many pr [REDACTED] ms, [REDACTED] says he could not get it out of gear and the hands off system w [REDACTED] ot working correctly. What the customer is seeking from [REDACTED]? Buyback request Where is the vehicle located: DLR Dealership Contac [REDACTED] es Dealer have a clear path to repair the vehicle: (Y/N) Tech SME Engaged/Parts SME Engaged: (Y/N) Share Recommendation utilized: (Y/N) Plan of action: Assist [REDACTED] with BB request and get information on the vehicle status at [REDACTED] agrees to follow up Next Steps: Set follow up for [REDACTED]
Experience [REDACTED]
ext. [REDACTED]
BUY B [REDACTED] EMLPATE Customer Information Name(s) on the Title: [REDACTED]
Address: [REDACTED] Add
ans-seri
GFR [REDACTED] ogress.
Spoke with (Service Manager) [REDACTED] with "[REDACTED]" and went over the OPEN RO plus th [REDACTED] in the [REDACTED] updated the OPEN RO and the other RO on the GFR.
Case Analyst Initial Review Complete. Transferring to [REDACTED] for Initial Review.
[REDACTED] review in progress
TIAL [REDACTED] Review Complete. TRANSFERRING BACK TO CASE ANALYST TO MONITOR [REDACTED] INAL REVIEW.
OBE TO DLR Reaching out to DLR for information on the vehicle diagnosis. Spoke with : [REDACTED] says they are needing a part block accumulator, that shoul [REDACTED] n [REDACTED]. It was ordered through [REDACTED] and they were told it woul [REDACTED] o receive. Per [REDACTED] the clerepair could possibly be done [REDACTED]. Advised [REDACTED] I [REDACTED] ll contact the [REDACTED] and will be in touch [REDACTED] r update. N [REDACTED] t steps: Set follow up fo [REDACTED] once I speak with the [REDACTED]
Experience [REDACTED]
ext. [REDACTED]
OBC T [REDACTED] Contacting [REDACTED] to advise of the information provided from

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED] about vehicle repair status and the current BB status. [REDACTED] was not [REDACTED] about vehicle repair status and the current BB status. [REDACTED] was not available, left VM and will be sending out email with update. Next steps: Send email [REDACTED] Experience [REDACTED]

[REDACTED] " ON ([REDACTED]), *** * (Serv [REDACTED] with " [REDACTED] " inquiring an update on the OP [REDACTED] provide [REDACTED] te and I have updated the OPEN RO on the GFR. *** I HAVE ANOTHER FOLLOW UP SET TO CALL [REDACTED] BACK ([REDACTED]) AT THE END OF THE DAY TO GET ANOTHER [REDACTED] ATE. *** [REDACTED] TO [REDACTED] Advised [REDACTED] the BB request is still under review and we wor [REDACTED] with [REDACTED] obtain all the information that is needed. [REDACTED] says that is fine [REDACTED] d he would like us to know he has had these is since [REDACTED] but the [REDACTED] only had [REDACTED] and could not get him in until [REDACTED] I will ad [REDACTED] o the notes and I can reach [REDACTED] with further updates [REDACTED] says that is fine and has no further [REDACTED] Next steps: Set follow [REDACTED] for [REDACTED] [REDACTED] Experience [REDACTED]

[REDACTED] C [REDACTED] customer requesting an update on case [REDACTED] email. OBE TO [REDACTED] Good Morning Mr. [REDACTED] do apologize my last emails did not arrive [REDACTED] have reviewed the [REDACTED] ack request. Per our last conversation the good faith review for your request is currently on going. I do see from the information we have gotten from the dealer ship the part for the repair has arrived and the repair should be completed soon. Your service advisor should be in contact with you once the repair is completed. If the vehicle is completed and ready for pick up before the good faith review is finalized we do advise the vehicle be picked up, we will still continue the review and advise if the buy back can be approved or denied. If you have any questions please feel free to reply to this email, I will be scheduling a follow up call on [REDACTED] with updates on the good faith review. Thank you for being [REDACTED] Loyal Customer [REDACTED] [REDACTED] Experience [REDACTED]

[REDACTED] C [REDACTED] nformation The vehicle has been pleted and the customer [REDACTED] as advised and he will be picking it up on [REDACTED] the vehicle needed a park break accumulator, the parts [REDACTED] n he power unit but it is not in side of it Mr. [REDACTED] wanted the whole unit to be replaced Per [REDACTED] he was advised th [REDACTED] ey could not replace the unit because it wa [REDACTED] not approved with ford. Next steps: Contact [REDACTED] and provide BB update GFR still on going. [REDACTED] [REDACTED] rience [REDACTED]

[REDACTED] n [REDACTED] e GFR is still on going and I l be [REDACTED] e to reach [REDACTED] out to him on [REDACTED] with further case updates. [REDACTED] says okay and he was told th [REDACTED] recall on the battery [REDACTED] we should take that into consideration also Advised [REDACTED] I

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
will notate the case and follow up with further informationNext steps:
will notate the case and follow up with further informationNext steps:
Set follow up for [REDACTED] Experience
[REDACTED] ext. [REDACTED]
[REDACTED] M [REDACTED] with
" [REDACTED] " and obtained an upd [REDACTED] I have
u O on the GFR.
Case Analyst Review Complete. Transferring to RES for Review.
RES Review Complete. Transferring to COM for Final Review &
Processing.
APPROVAL UPLOADED TO PORTAL. TRACKING IS [REDACTED] WILL BE SENT
WITHIN THE NEXT [REDACTED]
OBC TO CUSTReach [REDACTED] to advise of the approved BBAdvised
CUST he will be getting a letter in the mail and the [REDACTED] team will
make contact VIA phoneCUST says he would like an email sent to him
with this informationAdvised CUST I will send email to him [REDACTED] and
set follow up for [REDACTED] to make sure [REDACTED] has reached ou
steps: set follow [REDACTED] Experience
[REDACTED] ext. [REDACTED]
[REDACTED] nd [REDACTED] m

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 7 Tag: EN [REDACTED]
Bld Dt: Calb: NCGWELN A
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] SUMMER BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : PN4-????????????????????????????????? LUCID RED TC/RED CARPET TC

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	LT/GL/VI			[REDACTED]
		NHL	ST/RN/MV			[REDACTED]
		NHL	AID/INFO			[REDACTED]

--- S U P P L E M E N T A L S U R V E Y : NONE ---
----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELE MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
COLLISION AVOIDANCE

WARNING INDICATORS/MSGS/CHIME
STAYS ON

Additional Symptom: CRUISE CONTROL INOP

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

Causal Component:

[REDACTED] DRVR STS MNTR

Causal Factor:

Loc:

Causal Condition:

Photo:

Atchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%):

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

[REDACTED] ion of
Collison warni h Please list any diagnostics already
performed: tsb [REDACTED] Parts Replaced: n/a Your Question: following
tsb [REDACTED] present in the ipma. another tech tried updating
mult e every time with a battery charger on it. A pmi
was performed on the ipma due to the failed update and the module
unable to complete a self test. After pmi [REDACTED] still present and
warning still on ipc. Tried updating with [REDACTED] charger and failed
again. Performed Ipma reset learned values and performed ipma camera
alignment during a road test. The concern is no longer present, Tsb
states to perform update, It is clear the module will not update, and
at this time the concern is not present and all codes cleared and did
not come back. Snice it will not update and the concern is not present
at this time, should the vehicle be given back to the customer until a
concern arises? or should further attempts be made to update the
module?

RECOMM

[REDACTED] o nger pr
mended to update the IPMA. If the concern returns, then you
should [REDACTED] test the [REDACTED] battery using the appropriate battery
tester, [REDACTED] ace as nee . If the battery passes, then fully charge it
and perform a BMS reset. Once this is completed, then install a
charger with the ground cable on a chassis ground and voltage set
[REDACTED] and retry the update. Ensure that the battery voltage
[REDACTED] for the duration of the programming. Thank you, [REDACTED]

[REDACTED]
ks properly after apim replacement, but the voice
commands for the navigation no longer pops up as a command on the
screen. The customer is unable to use the voice feature with the
navigation system. Could this be a software issue?

RECOMM

[REDACTED] t e con t I s u s

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
is the case, please ensure the correct contact ID is updated for the
is the case, please ensure the correct contact ID is updated for the
appropriate VIN. Thank you, [REDACTED] Center
CONCER [REDACTED] GTCGCQSP
ks properly after apim replacement, but the voice
commands for the navigation no longer pops up as a command on the
screen. The customer is unable to use the voice feature with the
navigation system. Could this be a software issue?
RECOMM [REDACTED]
he incorre c
contact was originally opened for a [REDACTED] with a pre
collision warning on the dash. There was [REDACTED] of a navigation
concern or APIM replacement. Also, the [REDACTED] page on PTS for this
vehicle also shows the APIM was never r ced. If you could confirm
the correct contact is being updated, it would be greatly appreciated.
Update this form with any further questions which may arise, and we
will be happy to help. [REDACTED] Team Member [REDACTED]
[REDACTED] GTCGCQSP
ow why this keeps happening apologizes
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
o g f addi n i
the Pre-Collision warning concern, please update this form, or
call us [REDACTED]. If this concern has been resolved, please
complete [REDACTED] help populate the Technician Self-Help Tool.
Thank you, [REDACTED] Center
CONCER [REDACTED]
ption of i
highway cruise on intermittently over bumps cc shuts off. Turn
cc back on hit more bumps cc off and get warning messages about pre
collision assist not available. see hotline [REDACTED] also.
IPMA shows at latest update and I re did ali ration the
other day. Please list any diagnostics already performed: Finally got
this car to act up for me. Sets [REDACTED] first (sometimes only code)
when driving over bumps with cc mittently. Got it to happen
several times today sometimes cc shuts of with no warning other times
get warnings [REDACTED]. When customer brings it [REDACTED] also has
U0100: [REDACTED] U029 [REDACTED] CMR. oing to
take o panels o ccess IPMA R ne Your
Question: Any known concerns or other help WEB- [REDACTED] -EXT [REDACTED]
39- [REDACTED]: [REDACTED], Thank you for the in atio is
ted he oftware is at the latest level, <A
target
href=[REDACTED]Transport?link=0
01&am th IPMA DTC
[REDACTED] being the only DTC setting at times, then a poor connection
PMA or an IPMA fault is suspected to be causing the cruise
control concern. The DTC Sets when there is an internal data transfer
failure due to an internal IPMA failure. This can also set if there is

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

a poor connection at the IPMA. Refer to wiring diagram [REDACTED] and
a poor connection at the IPMA. Refer to wiring diagram [REDACTED] and
check the IPMA circuits for any faults. Ensure that the
fitment at the connectors and that the CAN circuits and Ethernet
connections are good. If nothing is found, then replace the IPMA and
re-evaluate. If further assistance is needed on this contact, please
call the [REDACTED] by phone. This will allow the [REDACTED] Team to work closely
with you ensure the vehicle issue is resolved as quickly and
efficiently as possible.<div>
</div><div>Your [REDACTED] Contact
ID from your initial [REDACTED] contact will be required [REDACTED] a [REDACTED] ng in. The
[REDACTED] can be reached at [REDACTED] thru
[REDACTED].</div></div> [REDACTED] ship is
[REDACTED] ee What I See headset, please ensure the following
prior to calling:</div><div>Your See What I See headset is
fully chargedThe headset is powered up and updated to the
latest levelThe vehicle you are working on is in a bay with
good Wi-Fi connectivity</div><div>If additional support is
needed to use the headset, please submit your question or request to
[REDACTED]</div><div>
</div><div>If this web
of placing a call to the [REDACTED], please ensure
to include a cell number as a Technical Assistance Center
representative will contact you to conduct a See What I See session
for enhanced support. </div> [REDACTED] - [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] h [REDACTED] rmation. [REDACTED] ce
[REDACTED] ftware is at the latest level. <A [REDACTED] = [REDACTED]
[REDACTED] = [REDACTED] Transport?link=0
[REDACTED] m [REDACTED] th IPMA DTC
[REDACTED] being the only DTC setting at times, then a poor connection
IPMA or an IPMA fault is suspected to be causing the cruise
control concern. The DTC Sets when there is an internal data transfer
failure due to an internal IPMA failure. This can also set if there is
a poor connection at the IPMA. Refer to wiring diagram [REDACTED] and
check the IPMA circuits for any faults. Ensure that the
fitment at the connectors and that the CAN circuits and Ethernet
connections are good. If nothing is found, then replace the IPMA and
re-evaluate. If further assistance is needed on this contact, please
call the [REDACTED] by phone. This will allow the [REDACTED] Team to work closely
with you ensure the vehicle issue is resolved as quickly and
efficiently as possible.<div>
</div><div>Your [REDACTED] Contact
ID from your initial [REDACTED] contact will be required [REDACTED] a [REDACTED] ng in. The
[REDACTED] can be reached at [REDACTED] thru
[REDACTED].</div></div> [REDACTED] ship is
[REDACTED] ee What I See headset, please ensure the following
prior to calling:</div><div>Your See What I See headset is
fully chargedThe headset is powered up and updated to the
latest levelThe vehicle you are working on is in a bay with
good Wi-Fi connectivity</div><div>If additional support is
needed to use the headset, please submit your question or request to

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
[REDACTED] </div><div>
</div><div>If this web
[REDACTED] </div><div>
</div><div>If this web
of placing a call to the [REDACTED], please ensure
to include a cell number as a Technical Assistance Center
representative will contact you to conduct a See What I See session
for enhanced support. </div> [REDACTED] - [REDACTED]

[REDACTED] GTCGCQSP
lled. IPMA alignment and [REDACTED] calibration
completed. Have a code [REDACTED] in ABS that will clear even after
sleep procedure in pin D3 No faults in BCM or GWM. Please advise.
RECOMM [REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] REG
[REDACTED], with the [REDACTED] after
placement, lets go ahead and perform a [REDACTED] disconnect by
touching the [REDACTED] together for [REDACTED] and
re-testing for [REDACTED] will reset all [REDACTED]. If the [REDACTED]
returns, please reprogram the ABS module using configuration data w
[REDACTED] and re-test for the fault. Technical Assistance Team Member,
[REDACTED]

[REDACTED] GTCGCQSP
nect no change. Reprogrammed ABS, [REDACTED], PCM, SOBDM,
SOBDMB, SOBDMC and no more [REDACTED] in ABS. Drove [REDACTED] and [REDACTED] no
warnings or problems drivin [REDACTED] see on connect FM [REDACTED]
and [REDACTED]. Do not find those codes in [REDACTED] for
I do [REDACTED] or those codes?
RECOMM [REDACTED] ([REDACTED] - [REDACTED]
[REDACTED] n p s m
[REDACTED] rectly on the vehicle to determine if there are any other [REDACTED] s
ing with the scan tool rather than using the Connected Vehicle
data on PTS. Perform on demand self-tests to all modules on the
topography chart of [REDACTED] and begin isolating/resolving any
[REDACTED] s setting. If no [REDACTED] resent in any of these modules, and
fault does not return under the same conditions as before, then it
is expected that the concern has been resolved and the vehicle can be
returned to the customer. However, if the [REDACTED] s listed in Connected
Vehicle return at same time with the warni [REDACTED] messages fault then these
should be isolated and resolved further. For further direction update
the form with the results of this testing. Thank you, [REDACTED]
Technical Assistant Center

ADD-ON [REDACTED] ([REDACTED] - [REDACTED]
[REDACTED] t nne [REDACTED]
the vehicle [REDACTED] f a fault is present.
[REDACTED]
[REDACTED] d his cruise / pre-collision assist concern.
[REDACTED] was ing for some direction as far as connectors and
itry to inspect in regard to the IPMA. The IPMA has been replaced
and the DTCs / fault messages are continuing to return intermittently.
The fault will primarily occur after going over bumps. When this
occurs, the cruise control will turn off but no messages or DTCs will
return directly after. The fault messages and DTCs will occur after

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

RECOMM this happens a [REDACTED].

this happens a [REDACTED].

[REDACTED] o [REDACTED] king some time to speak with me [REDACTED]. As we h [REDACTED] scussed, with the fault occurring mostly while goi [REDACTED] er bumps, it is likely that there is a circuit or connector fault occurring preventing module communication or causing invalid data to be retrieved. Since the vehicle is already on the hoist, it would be beneficial to access the harness near splices [REDACTED] and [REDACTED] found on Cell [REDACTED] of the Wiring Diagrams. While [REDACTED] le te [REDACTED] g the harne [REDACTED], r the [REDACTED] during a live network test to determine if it will lose communic [REDACTED] n at any point. It would also be beneficial to carryout this wiggle test on the module s power and ground circuits as well. If there no concerns found when carrying out the wiggle test, continue with road testing the vehicle and monitoring the ABS module PIDs for the wheel speed and the yaw rate data. Look for any fluctuating or inaccurate data displayed while driving and when the concern occurs. In addition, monitor the PCM PIDs to ensure that there are no false brake switch inputs retrieved while going over bumps. The [REDACTED] will set the [REDACTED] is there is invalid data being received these modules [REDACTED] concern can be duplicated but no PID data discrepancies are found, perform a live network test to ensure that there are no modules failing to communicate with the scan tool as this concern is occurring. *** [REDACTED] Technical Assistance Team Member [REDACTED]

[REDACTED] C [REDACTED] further d [REDACTED] uss

t he w [REDACTED] to get the fault to occur while monitoring ABS PIDs and did not see any incorrect readings. [REDACTED] voltage PID has been monitored while the fault is present and [REDACTED] ed that it is not dropping or spiking. Mentioned that [REDACTED] software update previously failed and now the [REDACTED] states that th [REDACTED] software is up to date without further [REDACTED] te attempts.

RECOMM [REDACTED]

[REDACTED] he time t [REDACTED] all [REDACTED]

d this concern to the Field Service Engineer [REDACTED] in your market area. The [REDACTED] should contact you and/or the De [REDACTED] rship management (Servi [REDACTED] Manager or Service Director) within [REDACTED] (1) business day to discuss further recommendations. If the [REDACTED] does not contact you directly, please consult with your Dealershi [REDACTED] anagement to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Have a great day, [REDACTED]

[REDACTED]

[REDACTED] ISTANCE F [REDACTED] THI

...NICAL PROGRE [REDACTED] DOWNTIME PRE-COLLISION FAULT MESSAGE. [REDACTED]

SE [REDACTED] G ...DTCS [REDACTED], [REDACTED], AND [REDACTED]. UPDATE PER [REDACTED]

[REDACTED] WAS ATT [REDACTED] ...A [REDACTED] AILED. [REDACTED] LY, THE [REDACTED] IS NOT

ANY AVAILABLE UPDATES. NO [REDACTED] ABS FAULTS WHEN DTC [REDACTED] E SETTING.

SUSPECTING AN INTERNAL [REDACTED] FAULT. THE [REDACTED] ...VEHICLE IS AT THE DEALER.

ESTIMATED NUMBER OF REP [REDACTED] ATTEMPTS: 1 [REDACTED] ...ESTIMATED NUMBER OF DAYS OUT

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE--

COMMENT TEXT

OF SERVICE:

OF SERVICE:

AUDIT

A [REDACTED] PENED
([REDACTED])

REPLACED AT THIS TIME BUT THE PROGRAMMING WAS NOT COMPLETED USING THE ORIGINAL MODULE. THE POWER AND GROUNDS WERE LOAD TESTED WITH NO FAULTS PRESENT. THE WHEEL SPEED AND YAW PIDS WERE MONITORED WHEN THE CONCERN OCCURRED WITH NO ABNORMAL READINGS. DISCUSSED UPDATING THE REMAINING MODULES IN THE FDRS AS WELL AS MONITORING THE ACCELERATOR POSITION PID WHILE THE CONCERN IS OCCURRING. WITH THE DTCS SETTING FOR BRAKE RELATED CONCERN, IT IS POSSIBLE THE CONCERN MAY CAUSE THIS CONCERN. IF THE CONCERN IS NOT RESOLVED, WE MAY ESCALATE CONCERN TO ENGINEERING TO DETERMINE IF THE AS-BUILT DATA IS CORRECT SINCE THE UPDATE AS PER THE DTCS STATEMENT "FAILURE" BUT THERE IS NO OPTION TO UPDATE THE DTCS AT THIS TIME.

ADD-ON

WITH THE CRUISE CONTROL SHUTTING OFF AND DIFFERENT DTCS NO [REDACTED] DTCS SET BUT THE DRIVER STATUS MONITOR CAMERA MODULE (CMR) SET [REDACTED] 97, [REDACTED], AND [REDACTED] AFTER THE CONCERN OCCURRED. MENDE MING A [REDACTED] AND SELF-TEST ON THE CMR TO DETERMINE IF THE DTCS RETURN. ALSO RECOMMENDED REPLACEMENT OF THE CMR AT THIS TIME AS THIS WILL ALSO PLAY A ROLE INTO DISABLING THE CRUISE CONTROL. THE GFM DTCS ALSO RETURNED AFTER THE GEAR SHIFT MODULE (GSM) WAS UPDATE AS PER [REDACTED]. WILL FOLLOW UP AS NECESSARY.

ADD-ON

██████████ (██████████) ██████████
E E HE CF E
██████████ POSITION (APP) INPUT, BRAKE ██████████ DEMAND, CRUISE CONTROL MODE,
ARE ALL SENT TO THE CFM. RECO ██████████ ING REPLACEMENT OF THE CFM AND
THE CFM CAMERA AT THIS TIME. THE TECHNICIAN MENTIONED THEY ARE ON
BACKORDER BUT WILL PROVIDE ME WITH THE ██████████ ONCE ORDERED.

ADD-ON

[REDACTED] I D E CMR R
AVAILABLE [REDACTED] BUT DELIVERY [REDACTED] IS UNKNOWN. THE CMR MODULE IS STILL
UNKNOWN TO [REDACTED] OMING OFF BACK [REDACTED] ER. THE DEALER SUBMITTED A [REDACTED] CASE
TO ESCALATE ORDER TO VOR AT THIS TIME.

ADD-ON

BEEN SUBMITTED FOR [REDACTED] TH [REDACTED] MODULE AND CMR CAM [REDACTED] T THIS TIME.

ADD-ON

TIME: H D E T

ADD-ON

W E HICLE B
BUYBACK AT THIS TIME AS THE PARTS ORDERED ARE STILL UNAVAILABLE AS OF
THE CUSTOMER IS TAKING THE VEHICLE BACK AT THIS TIME AS
ALER WILL UPDATE ME AS FAR AS THE VEHICLE COMING BACK TO
THE DEALER AND THE REMAINING WORK BEING PERFORMED ONCE PARTS ARE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

AVAILABLE. WILL FOLLOW UP AS NECESSARY.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] W E HICLE
CUSTOMER DUE TO THE BUYBACK BEING APPROVED. THE PARTS NEEDED CAME IN
ON [REDACTED]. ETA ON THE CUSTOMER RETURNING THE VEHICLE IS UNKNOWN AT
THI [REDACTED]. WILL FOLLOW UP AS NECESSARY.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] W E HICLE
[REDACTED] TO HAVE THE COMPONENTS INSTALLED. WILL FOLLOW UP AS

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] I D E SMR
THE VEHICLE T DRIVEN WITH THE CONCERN NO LONGER RETURNING.
B15E1:97 HAS RETURNED BUT THE CRUISE CONTROL SYSTEM FAULT HAS NOT.
RECOMMENDED CONTINUING TO TEST DRIVE THE VEHICLE AND TO CONTACT THE
CUSTOMER TO DETERMINE IF THEY ARE GETTING "DTC" MESSAGES IN
THE CONNECTED VEHICLE APPLICATION.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] I D E CMR
DURING THE DRIVE. [REDACTED] AND [REDACTED] WERE PRESENT PRIOR TO TEST
DRIVE BUT ONLY [REDACTED] SE ER TE IVE. DIRECTED DETERMINING IF
THE CUSTOMER GO ESSAGE ON THEIR APPLICATION AND AT WHAT TIME TO
DETERMINE WHICH DTC CAUSED THE WARNING MESSAGE. ALSO RECOMMENDED
PERFORMING PINPOINT TEST A FOR [REDACTED] AT THIS TIME AND MAKING SURE ALL
THE CONNECTORS ARE CONNECTED PR Y.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] I [REDACTED]
TIME. ALSO MMENDED UPDATING COMPLETE THE MODULE
([REDACTED]) UPDATE COMPLETELY SINCE THE UPDATE WAS PERFORMED BUT FDRS
S ED [REDACTED] STILL HAD AN UPDATE AVAILABLE. THE CUSTOMER ALSO STATED
THEY DI OT RECEIVE ANY ALERTS ON THEIR PASS APPLICATION
[REDACTED]. WILL FOLLOW UP BEFORE THE [REDACTED] AND CLOSE OUT THE

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] I R [REDACTED]
RETURNING. UPDATED FDRS TO ENSU [REDACTED] WAS UPDATED PROPERLY.
THE CUSTOMER HAS NOT RECEIVED ANY MESSAGES THE [REDACTED] PASS
APPLICATION. CLOSING TAR AT THIS TIME.

AUDIT [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A L D [REDACTED]

----- D [REDACTED] S -----

Symp. Verif?: [REDACTED] 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], [REDACTED], [REDACTED], [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
UNKNOWN [REDACTED]
Equipme [REDACTED] ed Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
Repair Type Component Number Number Type Description Causal Comp.
RPL [REDACTED] SERVICE MOD DRVR STS MNTR YES

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

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

Date	Report #	Type	Symp	Cat	Causal	Part	Description	Dealer	Id
		NHL	AID/INFO	MOD	M/MEDIA				

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

[illegible]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

--TYPE--
CONCER [REDACTED] ([REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] n icl ncern: CUSTOMER
STATES HE IS S NG ISSUES WITH HIS CAMERA. IT WILL FAULT OFTEN
WHICH WILL CANCEL HIS ADAPTICE CRUISE CONTROL. Please list any
diagnostics already performed: Test drove vehicle and verified
concern, found adaptive cruise drops out and normal cruise continues
to operate. DTCs [REDACTED] and [REDACTED] are [REDACTED] present. TSB [REDACTED]
was performed dur ious r sam ncern. PPT N f
[REDACTED] leads to diagnosing ABS or PCM dtcs, none present. PPT BJ for
[REDACTED] directs to PPT AW and [REDACTED] is not present and states
s operating normally. P laced: none Your Question:
Pinpoint tests for either dtc dont really help much and tsb [REDACTED]
has been performed already. What are my next steps? As for v
module software updates, only the PCM shows an available update.
Should I perform the PCM update and give that a whirl?

RECOMM [REDACTED] ([REDACTED] - MID ATLANTIC REG
[REDACTED] n CM out a specific
ser message indicating to do so. The [REDACTED] can be caused by
an issue with the COAX that runs between the IPMA Camera
or by an issue with the IPMA Camera itself. Intermittent concerns are
usually the result of a poor connection or circuit fault. We recommend
referring to wiring cell [REDACTED] and inspecting connectors [REDACTED],
[REDACTED], and [REDACTED] to ensure free of corrosion, water i n,
ther d . If any issues with the COAX are identified, it will
need to be replaced. If no issues are found, replace the IPMA Camera
and then reevaluate the concern. As your dealership is equipped with
the See What I See ([REDACTED]) headset, if additional technical assistance
is required and a [REDACTED] session would be beneficial (live video or
picture would help lick <A [REDACTED] = blank
href= [REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

```
--TYPE-- COMMENT TEXT
charged, the headset is turned on, and is updated with the latest
charged, the headset is turned on, and is updated with the latest
software level.</li><li>Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)</li><li>The vehicle
you are working on is in a bay with good Wi-Fi
connectivity</li></ul><br><span style=font-weight: bold font-style:
[REDACTED]>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.<
href=[REDACTED]
q.fac [REDACTED]
concerns</A><br><br><A
href=[REDACTED]
```

ADD-ON

```
(FSE MSS - FCSD - MID ATLANTIC REG
ssary, SWIS Session Sub Status :
```

[REDACTED], SWIS Comments : 1st

```

Symp. Verif?: _____ of Assistance:
Comp. Timing:      Base Timing      :      MIL light on?      :
Test Stand :      Road Test      :      8D Number:
Prior Repair Attempts: _____ Repair Prior to Call: NO
IPMA _____, _____, _____, _____
Equi _____, _____, _____ Procedure Used Effective

```

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
[REDACTED] - - - [REDACTED] E - - -
Engine: ELECTRIC MOTOR [REDACTED] : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - [REDACTED] omer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
AUDIT [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] ber [REDACTED] sto [REDACTED] I STAIN [REDACTED]
[REDACTED] Purchas us : [REDACTED] Phone : [REDACTED]
NAPart N [REDACTED] Name : [REDACTED] &A : [REDACTED] ct Number [REDACTED]
: [REDACTED] : [REDACTED] Ma [REDACTED] phone : [REDACTED]
: [REDACTED] tio NATrans pec [REDACTED]
AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: : [REDACTED] :
NAHotline Contact : NAWarranty H [REDACTED]
IBC from CUST/ [REDACTED] is thinking about a BB. She is about to go test
drive the vehic [REDACTED] with the dlr. [REDACTED] was educated that the BB will be
denied if the vehicle is fixed a [REDACTED] he [REDACTED] period will start over
if the vehicle goes back into the shop. [REDACTED] TEPS: FU BB [REDACTED]
Shelby [REDACTED] omer Experience Specialist, [REDACTED] ext. [REDACTED]

[REDACTED] GFR [REDACTED] ogress.
Attached [REDACTED] and Claims List in the GFR.
Emailed [REDACTED] (Service Manager) of [REDACTED] of [REDACTED],
requesti [REDACTED]
OBE to CUST/Hello Mr. [REDACTED], I just wanted to let you know that
there is not an update [REDACTED] buyback just yet but as soon as I see
an update I will let you know. if you have any questions you can
always reach out to me. Thank you and have a great day. [REDACTED]
Shelby [REDACTED] omer Experience Specialist, [REDACTED] [REDACTED]
[REDACTED] xt. [REDACTED]

[REDACTED] Page /IBC from CUST ***CX Name: [REDACTED]
linb [REDACTED] /CASE NUMBER VERIFIED AS: [REDACTED]
cas [REDACTED] is helping me with buyback [REDACTED]
pro [REDACTED] heard from agent [REDACTED] 2 weeksNEXT STEPS/ CLOSE
CASEadvised cust of f/u and cust stated she will wait for [REDACTED]
call----OFFERED ADDITIONAL ASST. Sent To Survey. [REDACTED]
[REDACTED] Page [REDACTED] omer Experience Specialist [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] | < < [REDACTED]
[REDACTED] | < < /spa [REDACTED] Page / [REDACTED] from CUST ***CX Name: [REDACTED]
[REDACTED] [REDACTED] [REDACTED] E NUMBER VERIFIED AS: [REDACTED]
[REDACTED] T [REDACTED] is helping me with buyback
proc heard from agent i [REDACTED] weeksNEXT STEPS/ CLOSE
CASEadvised cust of f/u and cust stat will wait for
call----OFFERED ADDITIONAL ASST. Sent To Survey. [REDACTED]
[REDACTED] Page [REDACTED]omer Experience Specialist, [REDACTED]
[REDACTED] Number: [REDACTED]
[REDACTED] /e [REDACTED]
[REDACTED] PHONE: [REDACTED]
[REDACTED] d [REDACTED] R
BUYBACK c [REDACTED] ES SHE HAS NOT BEEN PROVIDED CUST REQUEST THAT AGENT
CONTACT [REDACTED] - [REDACTED] STEPS: NOTATE IN GCCT
VIN [REDACTED] ue [REDACTED] alership: yesYear of VEH:
202 [REDACTED] :41Meets [REDACTED] Guideline: NOTransfer to Concern:
YESConcern A [REDACTED] : [REDACTED] LBYReason for Concern: [REDACTED]
[REDACTED] Battery E [REDACTED] Vehicle Concern Advocate- [REDACTED]
[REDACTED] om | [REDACTED]
[REDACTED] ER CAL [REDACTED] S
PROGR [REDACTED] N OR HAVE CUSTOMER CONNECTED WITH [REDACTED] ASSIGNED [REDACTED]
AGENT***
[REDACTED] Emailed [REDACTED] (Service Manager) of [REDACTED] of [REDACTED],
[REDACTED] requesti
[REDACTED] customer called in to check the status of the buyback review and i
[REDACTED] ised the reviews can take [REDACTED] to be completed and at this
[REDACTED] time the review is still bein
[REDACTED] OBE to [REDACTED] Sir,I just wanted to let you know that there is not
[REDACTED] an upda [REDACTED] r buyback just yet but as soon as I see an update I
[REDACTED] will let you know.if you have any questions you can always reach out
[REDACTED] to me.Thank you and have a great day. [REDACTED] Shelby [REDACTED]omer
[REDACTED] Experience Specialist. [REDACTED] Team [REDACTED]
[REDACTED] from CUST/CAS [REDACTED] calle [REDACTED] FU [REDACTED] n
[REDACTED] ate on the dec [REDACTED] agent was requesting he info from the
[REDACTED] dlr as of [REDACTED] and no upda [REDACTED] since. [REDACTED] is upset the process is
[REDACTED] taking so [REDACTED] She said she has a har [REDACTED] me reaching out to the dlr.
[REDACTED] and getting any info from them. She was educated that the reason it is
[REDACTED] taking so long could be because the [REDACTED] is not able to reach the
[REDACTED] dlr as well. [REDACTED] said she might hav [REDACTED] an attorney. She was
[REDACTED] advised to le [REDACTED] know if that is what she decided to do and there
[REDACTED] will be a FU on the [REDACTED].NEXT STEPS: FU [REDACTED] on [REDACTED]
[REDACTED] [REDACTED]omer Exper [REDACTED] e Specialist, [REDACTED]
[REDACTED] ved repair history from [REDACTED] (Service Manager) of
[REDACTED] of [REDACTED].
[REDACTED] R [REDACTED] plete. Transferring to TL for Review.
[REDACTED] OBE to [REDACTED],I just wanted to give you an update on your buyback
[REDACTED] and let [REDACTED] that it is being worked on. It looks like by the

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

notes left from the [REDACTED] to be in the final stages so Im looking
notes left from the [REDACTED] to be in the final stages so Im looking
out now for the dete [REDACTED]. I will follow up on the [REDACTED] with
another update.if you have any questions you can always reach out to
me.Thank you and have a great day.[REDACTED] ShelbyCustomer Experience
Specialist, [REDACTED]
[REDACTED] TL Review Co t T i [REDACTED] Processing.
[REDACTED] APPROVAL UPLOADED TO PORTAL. TRACKING IS [REDACTED] WILL BE SENT
[REDACTED] WITHIN THE NEXT [REDACTED]
[REDACTED] OBE to [REDACTED] out to let you know that the buyback we
submitt [REDACTED] ocessed and it was approved. A member of our
reacquired vehicle team will be reaching out to you. I will follow up
to make sure you are in contact with them.Thank you and have a great
day [REDACTED] ShelbyCustomer Experience Specialist, [REDACTED]
[REDACTED] [REDACTED] ase. Initial contact is forthcoming.
[REDACTED] t UST/Called to see if cust is in contact with the [REDACTED] team. She
is she has turned in the info requested. Cust was told th [REDACTED] ase will
be closing and [REDACTED] will take over. told cust anbout the survey.NEXT
STEPS: SN to cl [REDACTED] ShelbyCustomer Experience Specialist, [REDACTED]
[REDACTED] H e [REDACTED] ed to the customer? No [REDACTED].
Did we resolve all the customers concerns, [REDACTED] initial and
subsequent. If not,why? Yes3. What was the [REDACTED] ir and/or issue? [REDACTED].
Was a loaner, rental, or rental reimbursement provided? No5. Was [REDACTED] y
goodwill offered, if YES, what, if NO, why? Cust had The vehicle6. Was
the customer pleased with the offer? Yes but she did not need it7. Did
you advise the customer regarding the Survey? Yes8. Did we send the
thank you email confirming what assistance you/we provided for this
customer? Yes9. Did we close all obligations with the dealer? NA10.
Have you confirmed w/ the customer you resolved their issues to THEIR
satisfaction? Yes11. What do you feel the outcome of this case will
be; a detractor (1-3) Neutral (4) Promoter (5)? Why? 5 cust [REDACTED] was
approved
[REDACTED] OBE To CustGood Afternoon,I wanted to make sure everything was good to
go with you again before I closed the case. I will close it [REDACTED] and
you should receive that survey regarding your experience wit
within the [REDACTED]. If you had any concerns that you would
like to doc [REDACTED] about the dealers processes, please let
me know and I will get [REDACTED] put on a specialty Feedback case that will
go directly to [REDACTED] Headquarters. This survey is solely based on your
experience with [REDACTED] and how I was able to assist you throughout this
process.Thank you, [REDACTED] ShelbyCustomer Experience Specialist, [REDACTED]
[REDACTED] [REDACTED] Tea [REDACTED]
[REDACTED] d o I wan [REDACTED] ng was good to go with
you again before I closed the case. I will close it [REDACTED] and you
should receive that survey regarding your experience [REDACTED] me within
the [REDACTED]. If you had any concerns that you would like
to d [REDACTED] or about the dealers processes, please let me
know and I will ge [REDACTED] at put on a specialty Feedback case that will go

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

```
--TYPE-- ----- COMMENT TEXT -----
directly to [REDACTED]. This survey is solely based on your
directly to [REDACTED]. This survey is solely based on your
experience w [REDACTED] was able to assist you throughout this
process.Thank you, [REDACTED] ShelbyCustomer Experience Specialist, [REDACTED]
[REDACTED] Team [REDACTED] CX Te [REDACTED]
```

----- T A I L S -----

Symp. Verif?: f a of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

```

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

```

Engine: ELECTRIC MOTOR 4 Tag: XXXXXXXXXX
Bld Dt: Calb:
Serial #:

Trans: 1SPD AUTO TRANS
Bld Dt:
Serial #:

```
Model: - - - A D D I T I [REDACTED] A L - - - Shift:
Tire : [REDACTED] A/S Br :
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -?????????????????????????????????????----- SPACE [REDACTED]
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]

--- [REDACTED] [REDACTED] [REDACTED] [REDACTED] V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
						AC		[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
PHONE BLUETOOTH INOPERATIVE
Additional Symptom:
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C [REDACTED] -----
--TYPE--
[REDACTED] ([REDACTED]) received [REDACTED] from dealership ([REDACTED]) stating
wi formation: lo, need rental ex ine
involved and part finally ordered and will be here in a few days
(APIM). Customer has been in rental since [REDACTED] a [REDACTED] to dealership
([REDACTED]) stating the following inf [REDACTED]; P se provide the
E pair may be completed. [REDACTED]
Experience Speciali [REDACTED]
[REDACTED]: [REDACTED]
[REDACTED] ce al [REDACTED] stating
wi formation: uld be done ent a [REDACTED]
to dealership ([REDACTED]) stating the formation: [REDACTED]
extended until [REDACTED] Experi e
Specialist. [REDACTED]:
[REDACTED]
[REDACTED] rship ([REDACTED]) stating
wi formation: lo, we ordered an on back
order. [REDACTED] # [REDACTED]. Please extend as there is no ETA.
Thankss [REDACTED]) stating the following
information: [REDACTED] extended until [REDACTED] days are needed, please
reach back ou rior to [REDACTED]
Experience Specialist. [REDACTED]
[REDACTED]: [REDACTED]

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] H I [redacted] I [redacted] ant tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted] - - - E N [redacted] E - - - Tag: [redacted]
Engine: ELECTRIC MOTOR 3
Bld Dt: Calb:
Serial #:

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

Model: Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- [redacted] RED TC/RED CARPET TC

----- A F T E R M A R [redacted] 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: [redacted] - [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

[redacted] I [redacted] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

--- S U P P L E M E [redacted] R [redacted]: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
							MTRESET
						OSP	

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

Dealer ID	Date	Order	(Miles)	Nr Cond Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BAG	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- R E P O R T A R Y -----

VEHICLE: [REDACTED] E, [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] C M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
READY TO DRIVE (EV/HYBRID) INOPERATIVE

Additional Symptom: CEL [REDACTED]
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O N T E N T S -----
--TYPE--
CONCER [REDACTED] TEXT [REDACTED]
[REDACTED] a [REDACTED] p n of icl [REDACTED]
after replacem e [REDACTED] battery junction box and the battery
connectors have been repl ed [REDACTED] is still present Please list any
diagnostics already performed: [REDACTED] owed PPT R and got to R3 telling me
to replace the HIGH voltage battery Parts Replaced: HVBJB and Front
battery connectors Do you have a module programming concern? No Your
Question: Need help determining what battery to replace
RECOMM [REDACTED]
[REDACTED] e A [REDACTED] d t
ing [REDACTED], continue to [REDACTED] ep 4. A LEAKRESCON reading of
[REDACTED] s that the isolation fault is outside/external of
[REDACTED] ttery. - [REDACTED]
ADD-ON [REDACTED]
[REDACTED] n [REDACTED] r med P [REDACTED] R s
RECOMM [REDACTED]
[REDACTED] P [REDACTED] R OVERA [REDACTED] rea
vehicle appears to have a very severe [REDACTED] isolation fault
vehicle side. With a server [REDACTED] isolation fa t, a multimeter can be
utilized to verify [REDACTED]. It is recommended to start with the
PTC/Cabin Coolant H [REDACTED] ere may be an internally faulted heater
as the cause of the severe [REDACTED] isolation fault. The easiest [REDACTED]
connector to access is [REDACTED] ocated on the front of the pac This [REDACTED]
connector has four [REDACTED] c its. After the connector is removed, cle
all module DTCs and witch the ignition off for [REDACTED]. If BECM
[REDACTED] AND [REDACTED] in the SOBDM clear with [REDACTED] onfirm if
le wi [REDACTED] ter ready to drive. If th hicle starts will
confirm that either of the following components is causing the [REDACTED]
isolation fault: DC/DC, SOBDM, PTC Heater or ACCM. If [REDACTED] DTCs lear
and the vehicle will enter ready to drive power the ve e off and
measure resistance between pin 3 and the ground shield and pin 4 and
the ground shield on the harness side of [REDACTED]. If the resistance value
is similar to the LEAK RES OVERALL PID, r e C1803B from the ACCM.
Measure resistance on The Harness side of C1803B between pin A and the

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
ground shield and pin B and the ground shield. If the same low
ground shield and pin B and the ground shield. If the same low
resistance value from [REDACTED] is present, remove [REDACTED] from the Cabin
Coolant Heater. If the [REDACTED] resistance value at [REDACTED] d [REDACTED] is no OL
will confirm the Cabin Coolant Heater is fa [REDACTED] inter [REDACTED] y. If the
Cabin Coolant Heater is not faulted. The same test can be performed on
the remaining HV accessory components, DC/DC and the SOBDM. - [REDACTED] [REDACTED]
CONCER [REDACTED] GTCGCOIS
ector [REDACTED] and disconnected it from the HV battery.
cleared DTC and switched [REDACTED] ition off for [REDACTED]. DTC [REDACTED] cleared
but [REDACTED] still present. vehicle turns [REDACTED] is ab [REDACTED] be
driv [REDACTED] for resistance between [REDACTED] ([REDACTED]) and ground shield-
[REDACTED] OHMS. check for resistance between [REDACTED] ([REDACTED]) and ground shield-
[REDACTED] . remove [REDACTED] from the [REDACTED] and me [REDACTED] e resistance on the
connectors a [REDACTED] und shield [REDACTED] ([REDACTED])-GROUND SHIELD> O.L OHMS.
[REDACTED] (PINB)-GROUND SHIELD> [REDACTED] . ilar low resistance value is
t to that of connector [REDACTED] ([REDACTED]) . disconnect [REDACTED] from the
CABIN COOLANT HEATER and rete [REDACTED] e ance between [REDACTED] ([REDACTED])-GROUND
SHIELD> O.L. AND [REDACTED] (PINB)-GROUND SHIELD> O.L. O [REDACTED] . ALCE THE
CABIN COOLANT HEA [REDACTED] ONCE CABIN COOLANT HEATER DISCONNECTED
RESISTANCE AT [REDACTED] AND HV BATTERY GO AWAY.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] o t ed up e. s a
in [REDACTED] lant heater should be replaced, and the concern reevaluated.
- [REDACTED] [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 2 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

```
Model: _____ - - - A D D I T I O N A L - - - Shift:
Tire : [REDACTED] [REDACTED] A/S BSW Brand :
Radio : _____ A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]
```

----- 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   : ██████████ Title: TECHNICIAN
Phone        :
```

Rpr Dlr: [REDACTED] State : [REDACTED] Ph#: [REDACTED]
City: [REDACTED] Region : [REDACTED]
Country: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Sympt Cat	Causal Part Description	Dealer Id

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

[illegible]

[REDACTED] W [REDACTED]
[REDACTED] ADD

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
NOT LISTED

STARTING

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: unable to charge vehicle

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER

VEHICLE CAME IN FOR BLUE CRUISE SOFTWARE UPDATES. AFTER UPDATES THE VEHICLE WILL NOT CHARGE WHEN PLUGGED IN AND HAS A CHARGE SYSTEM FAULT WARNING MESSAGE IN [REDACTED]. Please list any diagnostics already performed, including results of any TSB, GSBs or [REDACTED] Test PERFORMED FDRS SELF TEST [REDACTED], PIN POINT TEST [REDACTED], [REDACTED] ENERGIZED [REDACTED] Y, [REDACTED] Y, [REDACTED] Y, [REDACTED] CO [REDACTED] N TI [REDACTED] SENT. Parts Rep c [REDACTED] udin [REDACTED] vice art number if available NONE, JUST PROGRAMMING What is the level of the scan tool being used? Are any error messages noted? [REDACTED] Your Question: HAVING ONLY INSTALLED SOFTWARE A HARDWARE FA [REDACTED] LIKELY. I HAVE CHECKED FOR FURTHER SOFTWARE UPDATES AND FOUND THE [REDACTED] AND [REDACTED] HAVE YET MORE SOFTWARE UPDATES AVAILABLE EVEN THOUGH T [REDACTED] OTHER [REDACTED] THERE WERE NONE. I UPDATED THE [REDACTED] SUCCESSFULLY BUT THE [REDACTED] WILL NOT GO THROUGH. NOT CERTAIN THAT [REDACTED] S ANYTHING TO DO WITH [REDACTED] CHARGING ISSUE THOUGH. IF I WERE TO FOLLOW THE PPT IN [REDACTED] WITH THE CONCERN STILL PRESENT I SHOULD BE REPLACING THE [REDACTED] FURTHER DIRECTION WOULD BE APPRECIATED.

RECOMM

for [REDACTED], [REDACTED] er the [REDACTED] ch closure. T [REDACTED] will attempt to clos [REDACTED] witch [REDACTED] prior to setting [REDACTED] TC. If the vehicle will not cha [REDACTED] dealership with your charger or the customer s [REDACTED] and acknowledging no circuit concerns were found upon completion PPT H, the cause appears to be with the vehicle [REDACTED]. However, as the concern occurs after blue cruise software upd Prior to further diagnosis, it would be recommended to complete FSA [REDACTED] which involves updating several modules on the vehicle. If there o updates available, run the FDRS applications for the [REDACTED] and download the Module configuration for this module. If the co [REDACTED] is still present after module configuration, [REDACTED] replacement should be conducted to address the concern. Prior to [REDACTED] replacement, if not already conducted per the [REDACTED] Test, it [REDACTED] ecommended to verify the power and ground circu [REDACTED] he [REDACTED] and ensure that no ground

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
or power faults are present affecting SOBDM operation. (Refer to wiring diagram cell [REDACTED], [REDACTED] and 5) If no concerns are found with the power or ground [REDACTED] replacement of the SOBDM is recommended. If you have additional questions or comments, please update this form and we will be happy to assist you further. Thank you, [REDACTED].

CONCER

[REDACTED] : [REDACTED] Warranty Type: FWR SPW Install Mileage: SPW [REDACTED] Date: [REDACTED] ibe customers concern. Include as many details as possible. AFTER BLUE CRUISE PROGRAMMING WAS COMPLETED THE CUSTOMER IS UNABLE TO CHARGE THE VEHICLE WITH ANY CHARGER AT HOME OR AT DEALERSHIP Please provide the diagnostic steps that were performed to determine that the assembly needed to be replaced. Please list the pinpoint tests completed and include test results (pressure readings, electrical measurements, etc.). [REDACTED] SELF TEST [REDACTED] PIN POINT TEST [REDACTED] Y, H2 Y, H3 DE ENERGIZE AND T [REDACTED] Y, [REDACTED] Y, H5 OL MS Y, H6 RE ENERGIZE CLEARED CODES [REDACTED] EST [REDACTED] LL PRESENT. CONTACTED HOTLINE WAS INSTRUCTED TO BE SURE ALL MODULES ARE UP TO DATE AND RETEST CONCERN STILL PRESENT, INSTRUCTED TO RE CONFIGURE SOBDM AND RETEST, RECONFIGURE NOT AVAILABLE PERFORMED PMI AND RETEST CONCERN STILL PRESENT. CHECKED ALL POWERS AND GROUNDS TO SOBDM ALL OKAY INSTRUCTED BY HOTLINE TO REPLACE SOBDM Please list components that have been tested to determine the root cause of the failure: SOBDM, CHARGE PORT, FUSES, HV HARNESS, LV HARNESS List major components (by name, not part) needed for repair: [REDACTED] Are there indications of Vehicle or Component Abuse, Modific [REDACTED] s, or Lack of Maintenance?
 If so please continue to the Warranty Cancellation/Reinstatement Request Form. To get to this form proceed to and follow these steps
Select Warranty Administration & Warranty Parts Return from the left navigation menu Select Warranty Cancellation/Reinstatement Request Form (right side of the screen, near the bottom) Complete the form, including photo uploads and details about failure and reason for warranty denial request No

RECOMM

[REDACTED] re given direction by the Hotline to replace [REDACTED] if the vehicle did not charge after module configuration. Becaus [REDACTED] f that, the High Voltage Charger base part [REDACTED] is warrantable. As a reminder, the Warranty Prior [REDACTED] was canceled as of [REDACTED]. Please refer [REDACTED] Warranty Excell [REDACTED] (proval Update) for [REDACTED] na information. Please follow Warranty & Policy Manual guidelines and utilize any applicable [REDACTED] publications ([REDACTED], [REDACTED], [REDACTED]) to assist with your warranty dete [REDACTED] ation.

We [REDACTED] no nger provide approval codes, we can assist with general warranty questions. If you have any general questions, please update this form accordingly. For any future requests, please clearly state you are seeking guidance rather than an approval code. [REDACTED] Prior Approval Not Necessary

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT -----

ADD-ON [REDACTED] JRIKER

ADD-ON [REDACTED] JRIKER

INFORMATION PART NUMBER: [REDACTED] (WIRE ASY - CHARGER
HIGH VOLTAGE) REPAIR DATE: [REDACTED] REPAIR NCE: [REDACTED]
COUNTRY: [REDACTED] IS CO R -BASE WARRANTY

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
SOBDM# [REDACTED], [REDACTED], [REDACTED], [REDACTED]
Equipm [REDACTED] c [REDACTED] rocedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shft: [REDACTED]
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : PN4-???????????????????????????????????? CARBONIZED GRAY/[REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

```
----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller   : ██████████ Title: TECHNICIAN
Phone        : ██████████
```

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
		Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation

[REDACTED]

F

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] [REDACTED] SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS 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 (%):

----- [REDACTED] -----
--TYPE--

[REDACTED] Description of Vehicle Concern: customer says the vehicle will speed on its own [REDACTED]. Please list any diagnostics already performed: connect [REDACTED] network codes, all codes clear. found aftermarket DLC connector in vehicle. Parts Replaced: none Your Question: i road tested the vehicle and was unable to verify the concern, vehicle is equipped with adaptive cruise control. can the aftermarket components be causing this?

RECOMM [REDACTED] vehicle data shows a list of DTCs this not always an indicate that they are the source of a condition as there is no way to tie these DTC directly to a specific event unless a fault message is associated with them. The aftermarket component can effect network communication which in some cases will effect system operation such as Adaptive Cruise Control but the concern will need to be verified with the component installed and confirmed no longer present when the component removed to support this. It should also be kept in mind that although the system is labeled as adaptive this is based on traffic conditions rather than road conditions as this system relies on the radar and camera sensors based on its description in WSM [REDACTED] Description and Operation and the Owners Manual. If this is only occurring while traveling down a slope where the system would not normally apply the brakes due to there being no vehicle in front of it, this could allow the vehicle to accelerate without any increase in commands as it does with other vehicles equipped with similar systems. As this fault cannot be duplicated up to this point to determine what is occurring which will be needed in order to support either of the theories above, you should consult the customer on the exact operating condition when this condition occurs so that it can be replicated or determined normal based on the road conditions.

[REDACTED] GTCGCQSP
e that the vehicle will only speed up above the speed limit when intelligent adaptive cruise control is on. does this system

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
override the regular adaptive cruise control? and can it be turned
override the regular adaptive cruise control? and can it be turned
off? the customer has turned down the speed tolerance for now
RECOMM [REDACTED] like this concern is going to be operation of the
Intelligent Adaptive Cruise Control, as the Set Speed tolerance has
the ability to be set over the recognized speed limit. This is found
by reviewing [REDACTED] > [REDACTED] Operation and
also [REDACTED] er s Tolerance has
been it also seems there is the ability to disable the
Intelligent mode as well. Referring to [REDACTED] of the Owner s Manual,
it states access the vehicle drawer on hscreen > Press
SETTINGS > Driver Assistance > Cruise Control Speed Sign Recognition
or Adaptive Cruise Control (may be in [REDACTED] of [REDACTED] places). Please
continue with accessing [REDACTED] menu set gs t able the Intelligent
Adaptive Cruise Control m. For access to the Owner s Manual, open
PTS for this VIN > Owner s Info tab > Owner s Manual Printing 1 >
[REDACTED] & [REDACTED].

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: Cal
Serial #: [REDACTED]

----- T R [REDACTED] I O N -----
Trans: 1SPD AUTO TRANS rt #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A [REDACTED] A L - - -
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?? BLUE TC/OCEAN DRV BLU

----- T [REDACTED] O [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????????????

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- R [redacted] -----

VEHICLE: [redacted] MUSTANG MACH E,SEL AWD,4 [redacted] ,SEDAN VIN: [redacted]
Engine : ELECTRIC MOTOR 3 Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: Blue cruise inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [redacted] ([redacted])
[redacted] i on of icl nce
cruise not ava en says camera and driver fault. Please list
any diagnostics already performed: per tech checked and found no
warning messages on in dash. scanned for codes found [redacted] camera
module [redacted] driver LED [redacted] passenger LED [redacted] con module
stored M, ran [redacted] d nothing in [redacted] n symptom, customer
must leave vehicle urther diagnosis P Replaced: none Your
Question: vehicle owner could not wait for proper diag. we performed
BECM update and he states he is still getting messages but not as
frequent. would like to know if there are any known issues before
getting vehicle back into the shop

RECOMM [redacted] ([redacted])
[redacted] ormati reg ng e ent
and e cruise not available message. Blue cruise uses active
drive assist using the driver facing camera, as well as the exterior
cameras in order to maintain the speed on the road and follow the
lines to remain in the lane requested by the driver(WSM
>description and operation>active drive assist). If the cameras
a fault, such as the [redacted], then theyll need to be diagnosed.
There is also an SSM ([redacted]) or the codes [redacted] that
describes the best way ct these codes w e present.
Perform this SSM [redacted] before any diagnosis and then re-evaluate the
concer. If the co is still present after the SSM is performed,
follow [redacted] >diagnosis and testing to diagnose the codes that
come up [redacted] GTAC

ADD-ON [redacted] ([redacted])
[redacted] O - Came DTC t H t
related. ,SWIS Se atus : SWIS Not Necessary, SWIS Session Sub
Status : Non-Technical, SWIS Comments : n/a

CONCER [redacted] GTCGCQIS
[redacted] ir order to [redacted]. vehicle came back with concern
of blue cruise not working pro per tech notes - checked and
found no warning lights on in dash, scanned for codes found [redacted]

Page: [REDACTED]

DETAIL REPORT

[REDACTED]

Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
rt Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
camera blocked stored in [REDACTED], ran [REDACTED] found [REDACTED] on code states
camera blocked stored in [REDACTED], ran [REDACTED] found [REDACTED] on code states
center steering wheel and gear co centering wheel and
cleared codes, road test and test blue cruise, ok bluecruise working
ok, no warning lights on, no codes present, vehicle does not brake
randomly. Vehicle owner contacted us and is stating bluecruise is
still inop and there are random camera faults on dash, although after
updates it is less frequent. client also has a case open with ford,
CAS [REDACTED]. Are there any other updates or software patches
coming in the future? should we replace the front camera?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] n t n able upd
can continue to use this form for the vehicle since it is the
same concern, At this time, it is not recommended to replace the front
camera since there is not a DTC indicating a fault with the camera. It
is recommended to [REDACTED] check or ask about the other driver assist
features in the vehicle and see if they are operating properly. Blue
cruise is a feature that relies on the proper operation of other
features like lane keep assist and cruise control. Please try to
either diagnose or ask if these features are operating without any
faults. If there are no other issues with the other features, then it
is recommended to refer to [REDACTED] Q from [REDACTED] Diagnosis and
Testing. Even though this [REDACTED] is for a w hway assist
inoperative, it is referring to the same blue cruise feature. This [REDACTED]
will have you perform self-tests on modules responsible for proper
blue cruise operation. While performing [REDACTED], it is
recommended to perform then [REDACTED] by [REDACTED] w engine off. If
any DTCs are found, then please dia se them per the [REDACTED] and the
appropriate [REDACTED]. As your dealership is equipped with t See What I
See ([REDACTED]) h set, if additional technical assistance is required and
a [REDACTED] session would be beneficial (live video or picture would help),
cl <A [REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.<

s

<A [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

ADD-ON [REDACTED]) [REDACTED]
[REDACTED] doubt
features for [REDACTED] ation. Also, per warranty history recall [REDACTED]
has been carried out, and it appears that all the modules have been
updated per the open concerns document. If no DTCs are found, then it
may be necessary to transfer to modprog. SWIS Session Status : SWIS
Not Necessary. SWIS Session Sub Status : [REDACTED]

RECOMM [REDACTED] ([REDACTED]
[REDACTED] h
dealers [REDACTED] to further assist in resolving this
vehicle's concern(s). [REDACTED] of the [REDACTED]
Vehicle Off Road Specialist [REDACTED] you and/or
the Service Manager within [REDACTED] to obtain additional
information and provide rec [REDACTED] to assist in successfully
repairing the vehicle.</p><p>
</p><p>If you have not been contacted
or provided additional information from your service team within [REDACTED]
[REDACTED], please contact the [REDACTED] Hotl ne
[REDACTED] ur
 a
designat [REDACTED] Road Specialist.</p>

ADD-ON [REDACTED] ([REDACTED]
[REDACTED] s [REDACTED] s

ADD-ON [REDACTED] ([REDACTED]
Non-Technical, SWIS Comments : VOR [REDACTED]

CONCER [REDACTED] i [REDACTED] r [REDACTED]

RECOMM [REDACTED] e [REDACTED] ([REDACTED]
[REDACTED] e [REDACTED] p

vehicle. It is unclear if the vehicle is currently at the dealer and
still being worked on or no longer at the dealer. Any update regarding
this repair would be appreciated. Thank you, [REDACTED] Vehicle off
Road Team.

ADD-ON [REDACTED] ([REDACTED]
[REDACTED] s [REDACTED] s

CONCER [REDACTED] Non-Technical, SWIS Comments : VOR [REDACTED]
[REDACTED] e [REDACTED]

customers concern the [REDACTED] cutting out. Customer seems to
be encountering the concern [REDACTED] ific area that is very far for
the dealership to test on. In all of the dealerships test drives, it
has not been duplicated.

RECOMM [REDACTED] ([REDACTED]
[REDACTED] r [REDACTED] d

discussed, I will further research this concern and get back to you
when I have further information. Thank you. [REDACTED]

ADD-ON [REDACTED] ([REDACTED]
[REDACTED] s [REDACTED] s

Non-Technical, SWIS Comments : VOR

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--
RECOMM [REDACTED] ([REDACTED] - [REDACTED]
[REDACTED])
RECOMM [REDACTED] ([REDACTED] - [REDACTED]
[REDACTED])
and were cleared following the [REDACTED] do not indicate any issues with
the CMR camera, they indicate an ob [REDACTED] uction was present. There are
many factors that could possibly cause an obstruction to line of sight
to the CMR. Certain steering wheel and/or seating positions could
cause obstructions as well as ambient conditions like glare from the
sun. [REDACTED] may cut out if there are any navigation system
conce [REDACTED] there are poor road conditions. Since you mentioned
previously that the customer is experiencing the concern in a specific
area, it is very possible that an environmental factor is causing this
concern. It would be beneficial to gather additional details from the
customer regarding if the issue is occurring on a certain stretch of
road, during a certain time of the day, with the sun in a specific
position, and other related questions about the conditions when the
issue occurs. Thank you, [REDACTED]
[REDACTED] s [REDACTED] s [REDACTED] sio
Technical, SWIS Comments : .
[REDACTED] e [REDACTED] e [REDACTED] rea
omer. Thank you, [REDACTED]
[REDACTED] s [REDACTED] s [REDACTED] sio
Non-Technical, SWIS Comments : .
[REDACTED] e [REDACTED] s [REDACTED] clo
vehicle is not at the dealer. If the customer returns, feel free to
update the form if any additional assistance is needed. Thank you,
[REDACTED] Team
[REDACTED] s [REDACTED] s [REDACTED] sio
Non-Technical, SWIS Comments : .

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
CMR [REDACTED]
UNK [REDACTED]
Equipme [REDACTED] c [REDACTED] E [REDACTED] quipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

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

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

Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELE MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: Blue 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 [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] e description veh ern
after driving [REDACTED] Blue cruise shuts off, camera fault shows
on IPC. while [REDACTED] e cruise control it seems ok. Please list
any diagnostics already performed, including results of any TSB, GSBs
or Pinpoint Test self test , road test , monitor live network while
wiggle testing harness, check all grounds for IPMA Parts Replaced,
including service part number if available IPMA, CMR all updates
available [REDACTED] What is the level of the scan tool being used? Are any
error mes noted? [REDACTED] Your Question: any help

RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] b
[REDACTED] Transport?link=0
[REDACTED] &am n with the DTC s
sted. If you have not already done so, perform the TSB and
re-evaluate the concern. If [REDACTED] and [REDACTED] continue to set
outside of a self test, thes need iagnosed. Refer
to [REDACTED] > Diagnosis and Testing > PPT N. This will test
[REDACTED], refer to [REDACTED] >
d Test . As your d ped with
the See What I See ([REDACTED]) headset, if additional technical assistance
is required and a [REDACTED] session would be beneficial (live video or
picture would help [REDACTED] lick <A target= blank
href=

[REDACTED]
[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
< [REDACTED] =font-weight: bold font-style:
[REDACTED] >If the bullet points met the [REDACTED] can be reached at

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

[REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]
[REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]
call.< > [REDACTED]
href=[REDACTED]
q.fac [REDACTED]
concerns

<A [REDACTED]
href=[REDACTED]

ADD-ON [REDACTED] ([REDACTED]) MSS - [REDACTED] - SOUTHWEST REG
O Y Blue Cruise perative.,SWIS
Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st
Contact [REDACTED]

CONCER [REDACTED] GTC [REDACTED]
to [REDACTED] N and [REDACTED] BJ came to same conclusion.
all passed. I would like to ve whil onitoring pid data. what PIDS
should I monitor ?

RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REGION
[REDACTED] e s at are s its that
the [REDACTED] is the concern. Since the [REDACTED] and [REDACTED] was recently replaced
then ify with [REDACTED] that the cor rt number was installed
on the vehicle. P conduct [REDACTED] Some PIDS for [REDACTED] and [REDACTED]
can be monitored when road test s not suspected a PI
will show a concern based on the DTC s that are set. DTC [REDACTED] sets
when the [REDACTED] internal data transfer fails, and [REDACTED] en the
[REDACTED] rece invalid data from the ABS or PCM m If the [REDACTED]
es a network test and self-test, then it s not suspected the re
any communication concerns with the [REDACTED] module. Try these procedures
to see if the [REDACTED] module will clear DTC s. Ensure to connect a
battery mainta and that programming is done [REDACTED] and SOC
is [REDACTED]. 1.Reset learned values for the [REDACTED] 2.Only
use [REDACTED] alignment option in FDRS. DO N se the rear park aid
alig on. 3.Conduct a Pro-trailer assist alignment (even
though this is not a truck running this app might resolve the
concern.) 4.Conduct [REDACTED] front camera alignment ensure to measure
ride height to the t f the wheel arches. NOTE: Press no to manually
enter the numbers in yourself. NOTE: Only use Millimeters rounded to
the nearest whole number. 5.Lastly conduct an IPC configuration on
FDRS. <p>For questions regarding parts availability or part number
discrepancies, please contact the Customer Online Parts Inquiry System
([REDACTED]) through FMCDealer by completing the [REDACTED] inquiry form. To
[REDACTED], please navigate to <A [REDACTED]= [REDACTED]
>FMCDe A and click on the
Parts he left-hand menu. click on the plus (+)
symbol next to < [REDACTED] >Parts Department Tools</ [REDACTED] > to expand the
selection and th ect < [REDACTED] > [REDACTED] (Custom ine Parts Inquiry
System). </ [REDACTED] >Click on p k labeled
< [REDACTED] > [REDACTED] > at the top of the page. Right below this link,
i n D Job Aid which will help you navigate through the
system.</p><p>
</p><p>NOTE: When you click on the link, it may

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
require you to log-in. Click on the log-in button on the top right
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>
</p><p>NOTE: If this in regards to an
[REDACTED] or [REDACTED] parts issue, [REDACTED]
[REDACTED] in [REDACTED] ies a [REDACTED] w accepted via [REDACTED] l.
u r eking assistance with availability. p g, or verifying
the correct part number to order for an [REDACTED], [REDACTED], APIM, [REDACTED], [REDACTED] or
[REDACTED], select FCS [REDACTED] Inquiry from the P s uiry Typ
d.</p> T s! [REDACTED]
ADD-ON [REDACTED] REGION
[REDACTED] s ry WIS sion Sub us :
Technical, SWIS Comments : web queue
[REDACTED] GTCGCQIS
[REDACTED] d [REDACTED] using Blue [REDACTED], all went well thanks for
update
[REDACTED] GTCGCQIS
[REDACTED] se fix my issues.
RECOMM [REDACTED]) REGION
[REDACTED] n [REDACTED] lad cle is
not operating ectly. If no further assistance is needed please
fill out the survey when time permits so that the fix can be added to
the self-help tool. Have a great day and enjoy your weekend! [REDACTED]
Technical Assistance Team Member [REDACTED]
ADD- [REDACTED] REGION
[REDACTED] sary atus :
Technical, SWIS Comments : Fix verified

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CMR [REDACTED]
IPM [REDACTED] 8,U3000:89-2800:89-2C
Equi [REDACTED] edure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- L E D E T -----
Vehicle Build Date: [REDACTED] War tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: [REDACTED] 9S
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] - - - A D D I T I O N A L - - - A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????????
Paint : [REDACTED] -????????????????????????????????----- [REDACTED] 3C/[REDACTED] [REDACTED] 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: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED] FS	[REDACTED]	CMR RR FAC VEH DTCT	[REDACTED]	

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RECAL	[REDACTED]	MTRECAL	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

[REDACTED]

[REDACTED] G [REDACTED]

A
D
B

S439
S439

X QULV

VEHICLE: [redacted] MUSTANG MACH E,TITAN,[redacted] ,SEDAN VIN:[redacted]
Engine : ELECTRIC MOTOR 4 Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted] Act: [redacted]

SYMPTOM: [redacted] FIT/FINISH/BODY BODY PANELS
LIFTGATE/HATCH ALIGNMENT

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 (%):

--TYPE--

OWNREL ibc- [redacted] cust called because he has been having trouble
with [redacted] vehicle has been at the dealer for [redacted].
cust said he want s to process a buyback request. [redacted] t
specifically is causing the customer to want the v ght back?
cust is fed up with the repairs What type of purchase? (New, CPO,
Private sale, or gift) Brand New What is the name of the selling
dealer, business, or seller? [redacted] Registered owner(s)
name(s) for the vehicle? Saye [redacted] here the vehicle is
currently registered? State [redacted] Wh te was the vehicle purchased?
[redacted] What is the pr ary mechanical concern for buyback
bluecruise is not working dealer wants to take out the
radio What is the repair status of the vehicle? currently at the
dealership. [redacted] Customer Relationship Center - Truck
Team [redacted]

OWNREL Case r [redacted] ome [redacted] Business
Phone : Home P [redacted] Phone : [redacted] Score :
[redacted] Vehicle Purchase St [redacted] OwnerFord [redacted] act Number
: Part Number : Dealer Name : [redacted] Dealer P&A : [redacted] phone
: [redacted] : [redacted] : [redacted] Make :
[redacted] ile [redacted] ati [redacted] Transmission
[redacted] cation : 1 SPD AUTO TRANSWarranty Start Date : [redacted]
Recall/ESA: : ESP : Hotline Contact : Warranty History

OWNREL [redacted] /Ext.7849/[redacted] IBC from cust customer
keeps bein [redacted] ferent agent in ques,
plus going to tracey [redacted] and they told him to come back and the
vehicle will be fixed [redacted] the [redacted] customer stated that if
the vehicle is not fixed to h [redacted] n he would be giving us a
call back to get all of his money back. agent; advsied customer that
the repurchase is not guarantee that [redacted] will repurchase the vehicle
customer: customer okay i will wait t [redacted] the dealership repairs my
vehicle and its not correct him them a call.next steps close case [redacted]
[redacted] Customer Relationship Center-Truck Team [redacted]
[redacted] : [redacted] ext.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

OWNREL [REDACTED] [REDACTED] Ext [REDACTED] FROM

OWNREL [REDACTED] [REDACTED] Ext [REDACTED] FROM

[REDACTED] T t regarding his [REDACTED].NEXT STEPS: [REDACTED] ag ask a

[REDACTED] mer Relationshi enter-Passeng h NA

[REDACTED] [REDACTED] :

OWNREL [REDACTED] /ext. [REDACTED] from [REDACTED] SAYED [REDACTED] :

[REDACTED] L: [REDACTED]

[REDACTED] CUS [REDACTED] LTIPLY

ATTEMPTS OF [REDACTED] . [REDACTED] . HE IS IN A LOANER,

[REDACTED] WAS SUPP [REDACTED] RE [REDACTED] E APPY WITH REPAIR AND

[REDACTED] NOT TAKE HIS [REDACTED] FROM DLR Is [REDACTED] AND OTHER RECALL

ISSUES, PAINT AND [REDACTED] DY WORK CX WANTS [REDACTED] T MEET [REDACTED] LAW

CRITERIA. [REDACTED] at the Dealership: [REDACTED] Guidelines /NOYear of

[REDACTED] :2019M age: [REDACTED] :92Mee [REDACTED] line: YESTransfer to

[REDACTED] cern: YESConce Name: [REDACTED] for Concern:

[REDACTED] AT DLR CX REQUESTING REPAIR [REDACTED]

[REDACTED] Her Hers omer Relati [REDACTED]

OWNREL [REDACTED] er

Phone : Home P [REDACTED] Phone : [REDACTED] Score :

92Vehicle Purchase St [REDACTED] Owner [REDACTED] act Number

: Part Number : Dealer Name : [REDACTED] P&A : 08387Dealer phone

: [REDACTED] : [REDACTED] Make : FORDModel :

[REDACTED] ile ation : Transmission

cation : 1 SPD AUTO TRANSWarranty Start Date : [REDACTED]

Recall/FSA: : [REDACTED] : Hotline Contact : Warranty History

OWNREL [REDACTED] . ([REDACTED]) [REDACTED] called asking about why case was

s bou ce g his buy back request [REDACTED]

is where the veh is located. veh damaged car on bumper co

match and also see more damages. [REDACTED] - [REDACTED] t also

said he would like to speak to h [REDACTED] be

contacting dealer and cust [REDACTED] and proceed with buy back and

repair on the car [REDACTED]

Experience Special [REDACTED]

[REDACTED] : [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:

Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :

Test Stand : [REDACTED] Road Test : [REDACTED] Number:

Prior Repair Attempts: [REDACTED] R air Prior to Call: NO

Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED] E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?? [REDACTED] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] : [REDACTED]

[REDACTED] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

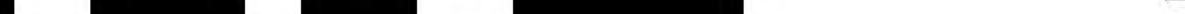
--- [REDACTED] : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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



Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: [REDACTED]
Other Veh. With Conc 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 [REDACTED] ([REDACTED] - MID ATLANTIC REG
a [REDACTED] n icl ncern: While Driving
vehicle it will ttently chime and disable lane keeping assist
and display front camera fault, lane assist unavailable. then will
clear it self after driving another minutes, then intermittently
will happen again. sometimes after [REDACTED] and sometimes it wont
happen for [REDACTED]. Please list nostics already performed:
previous vi [REDACTED] was performed, then the customer came back
for the same co r i had a [REDACTED] this time and re attempted
tsb no luck so i replaced [REDACTED]. an tried [REDACTED].
the issue will still happe termittently. and t [REDACTED]
[REDACTED] every time it happens. i have gone through [REDACTED] point test
e codes with no luck since it is intermitten ncern. I have
attempted to check wire with wiggle test at the [REDACTED]. check for power
and grounds. wiggle test the network cables on [REDACTED] i updated every
available module on EDRS for this car. Parts Re ed: [REDACTED] Your
Question: with the [REDACTED] being [REDACTED] internal. the [REDACTED] is the
direction id assume in. bu ys its operatio tly. any
ideas on what direction to go? the codes will only set when the fault
intermittently happens and self-clear within [REDACTED]. PCM and ABS [REDACTED]
pass network test and have no codes.

RECOMM [REDACTED] ([REDACTED] - MID ATLANTIC REG
e o , w spect that the new
also at fault. This issue could also be caused by an
rmittent issue with the power and ground circuits to the module
however. To rule out a power or ground issue from causing this
concern, we recommend performing a load test on [REDACTED] of these circuits
while wiggle testing. These circuits can be seen wiring [REDACTED] on
[REDACTED]. If [REDACTED] fails the load test, overl nd
uate [REDACTED] pass load testing, we
recommend replacing the [REDACTED] hen to reevaluate the concern.

ADD-ON [REDACTED] T r T ODY - MID ATLANTIC REG
[REDACTED] ransferring this

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

contact since the concern is related to IPMA performance ([REDACTED]).

CONCER [REDACTED] GTCGCQIS
[REDACTED] r has returned with codes [REDACTED] and [REDACTED] in
the IPMA again. following the recommendation [REDACTED] test
circuits while wiggle testing. and was unable to find any issues. I
tested for available voltage while load testing and it looks good. so
i replaced the IPMA, programmed, used [REDACTED] as reference did the
ipma alignment, then the Pro-trailer b [REDACTED] nment procedure and
configured the IPC. BUT no luck, codes returned again. I have been
trying to gather information based off of code descriptions and PPT
information. is it possible its a network issue on a communication
line? or does it have to be a power and ground. it happens very
randomly, but also almost every time within [REDACTED]. should I perform
a network test while Driving? should I be fu [REDACTED] ing the interior
apart to inspect [REDACTED] of this wiring harness or is it
programming. I do [REDACTED] o tear into the interior fully for no
reason.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] s t the A p an [REDACTED] s
have b [REDACTED] ad tested and the IPMA has been replaced [REDACTED] with no
change to the [REDACTED] and [REDACTED] appearing in the
intermittently [REDACTED] wh [REDACTED] cates a Collision Mitigation
Braking Event of [REDACTED] mpanies other IPMA faults and it is not
suspected to indicate any root cause of this concern. With this in
mind, the [REDACTED] will need to be addressed [REDACTED]. According to [REDACTED]
[REDACTED] Dia [REDACTED] nd Testing > PPT BJ, [REDACTED] ts in the IPMA [REDACTED] n
ects an internal data transfer fa [REDACTED] the [REDACTED] which
control the modules Ethernet, LIN, or [REDACTED] c [REDACTED] catio [REDACTED] s is
most likely due to a power or ground f [REDACTED] s excessive resistance on
[REDACTED] may prevent the IPMA from functioning correctly.
[REDACTED] ested these circuits and have not identified any
faults, it is recommended to inspect the case ground to the IPMA and
ensure it is clean and tight. If there are no faults with the power or
grounds it is recommended to drive the vehicle in an attempt to
duplicate the concern. Similar reports have shown that concerns with
the Coaxial Cable or IPMA Camera have caused these DTCs to appear
along with the Front Camera Fault message. While driving the vehicle,
tap the IPMA Camera to see if the Front Camera Fault can be induced.
Refer to [REDACTED] and perform PPT AW to test the Coaxial Cable. If
no faults [REDACTED] ified, swap out the IPMA Camera with a similarly
equipped vehicle and reevaluate. If the fault can no longer be
duplicated, replace the camera and test drive the vehicle to confirm
that the fault is no longer present. [REDACTED] [REDACTED]
Center

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]

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

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA# [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Equip c e f [REDACTED] rocedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 6 Tag: EN EK9 9E
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : 245/45R20 [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- SPACE [REDACTED]

----- A [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	P	M [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	C	2 [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	45
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	S451	AD [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	U	DHK	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION UNIVERSAL REMOTE
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNREL Customer:Hi/I had my car at the dealership [REDACTED]. They were trying
to do some updates but said they only got [REDACTED] in and kept
getting usb errors with the sequential upd [REDACTED]. Since [REDACTED] I'm
having issues with [REDACTED] and vehicle communicatio [REDACTED] to be
failing a lot or no [REDACTED] communicating. Like the app says remote
start failed but then [REDACTED] r is on.Could you take a look and see if
you see anything abnormal software version wise and such?Vin
[REDACTED] eage 1,089thanks!!!! [REDACTED]:Go ood morning, [REDACTED]!
[REDACTED] he time to send us a [REDACTED] ate message. My n [REDACTED] is
[REDACTED]; I'm a Social Media Specialist for [REDACTED]. I'd be more than happy
ake at look at this concern with you [REDACTED] In order to do so,
could you please provide me with the follo [REDACTED] formation for
verification purposes? Thanks in advance.Your full name:The vehicle
owner's f
OWNREL CONTACT VIA [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- [REDACTED] 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

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED] E, [REDACTED] N, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] E C M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Pulls to the right
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] T
[REDACTED] e descr ion veh
STATES BLUE CR [REDACTED] L HAS A TENDANCY TO GO TO THE RIGHT Please list
any diagnostics already performed, including results of any TSB, GSBs
or Pinpoint Test SELF TEST- NO RELATED DTC IPMA CAMERA ALIGNMENT-
CONCERN STILL PRESENT. PPT BM. ROTATE TIRES- LEFT TO RIGHT, NO CHANGE
CHECK TIRE PRESSURES- WITHIN SPEC ALL AT [REDACTED] Parts Replaced,
including service part number if availabl [REDACTED] E What is the level of
the scan tool being used? Are any error messages noted? NO ERROR
MESSAGES Your Question: VEHICLE BLUE CRUISE/ LANE KEEP PULLS TO RIGHT
OF LANE INTERMITTENTLY. ANY KNOWN ISSUES? NOT SURE HOW ELSE TO
PROCEED. PERFORMED CAMERA ALIGNMENT BUT CONCERN STILL PRESENT.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e conc , i uld re
her a physical alignment concern or a concern with the lane
centering causing the vehicle to try and correct it by moving to the
right. It may be advised to [REDACTED] check the vehicle base alignment and
check for loose suspension c [REDACTED] ents that could cause an intermittent
drift. It would then be advised to also check that the IPMA isn t
mounted loosely as a loose IPMA or windshield mount could cause the
IPMA to shift while driving and think the vehicle isn t centered in
the lane properly. Ensuring the IPMA camera itself and the windshield
are clean and free from decals or debris is also important for proper
IPMA operation. This last step may have been performed during the PPT
BM that was mentioned. According to the [REDACTED] [REDACTED] system operation
of vehicles with intelligent ACC, the la [REDACTED] c [REDACTED] g feature uses a
combination of radar and the camera, so if the camera is fine, it may
then be advised to check the CCM. Inspect for any obvious signs of a
damage to the bracket or CCM and it may be advised to check the
horizontal alignment of the CCM as well. This can be done by using the
steps provided in the technical support video found from the [REDACTED]
Homepage > Technical Assistance drop down menu > Technical Su
Videos > 419 Electronic Feature Group > Cruise Control Alignment
Procedure. If there is no concern found with the vehicle at this

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

point, it would be advised to test drive the vehicle to duplicate the point, it would be advised to test drive the vehicle to duplicate the concern. It is important to note the conditions of the road while the concern is present as too narrow of a road or improperly painted lines could cause the lane centering feature to not work properly. If the concern seems to happen along the same stretch of road, it would be advised to use a like vehicle to see if the same concern is present along that stretch of road as this would mean the road is at fault for the symptom. As your dealership is equipped with the See What I See ([REDACTED]) headset, if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help),
k <A [REDACTED] = [REDACTED]
href= [REDACTED]

intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.
href= [REDACTED]
q.fac [REDACTED]
Concerns

<A [REDACTED] = [REDACTED]
href= [REDACTED]

[REDACTED] - [REDACTED] - KEYSTONE [REDACTED]
T sferr [REDACTED] fro [REDACTED] DPROG to BO [REDACTED]
ssary, [REDACTED] Session Sub Status : [REDACTED]

Session Status [REDACTED]
Contact [REDACTED]

CONCER [REDACTED] GTCGCQIS
MENT AND SUSPENSION COMPONENTS. ALL OK. REBALANCED
TIRES- CONCERN STILL PRESENT. PERFORMED CCM CALIBRATION/ALIGNMENT,
[REDACTED] RESET, [REDACTED] CAMERA AND [REDACTED] ALIGNMENT AGAIN- CONCERN IS
L PRESEN [REDACTED] O DIRT OR CR [REDACTED] E WINDSHIELD BUT I DID FIND SOME
SLIGHT GLUE SQUEEZE OUT ON THE RH SIDE OF THE [REDACTED] WINDOW. SHOULD WE
REPLACE THE WINDSHIELD OR IS THERE ANYTHING EL [REDACTED] SHOULD TRY?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] a [REDACTED] f [REDACTED] ardi thi nce [REDACTED] r
provided. For this concern, it would again be necessary to
verify this concern of the vehicle going to the right only happens
when using the [REDACTED] camera (BlueCruise and Lane Keep) and not during
normal driving [REDACTED] hen using the normal cruise control. If it only
happens when using the [REDACTED], then if possible, it would be recommended
to swap a known good [REDACTED] amera from a like unit, verifying the parts
have the same enginee [REDACTED] part number, and then verify if the concern

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

still occurs. If not then replace the camera and retest. If the
still occurs. If not then replace the camera and retest. If the
concern still occurs, it is not suspected that the glue squeeze out
would cause this concern, as we would expect to see other DTCs or
messages present stating that the camera isnt aligned correct or that
the camera is blocked. And therefore if with the camera replace the
concern remains then it would be recommended to replace the [REDACTED]
module, and if still present then the windshield. Thank you, [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
w [REDACTED] h tate o e e t happens
when using the [REDACTED] to suspect a camera concern and then
the module. ,SW Session Status : SWIS Not Necessary, SWIS Session
Sub Status : Technical, SWIS Comments : Provided additional testing

CONCER [REDACTED] GTCGCOIS
S ACK [REDACTED] FOR SAME CONCERN. [REDACTED] MODULE AND
WINDSHIELD CAMERA HAVE [REDACTED] D. [REDACTED] AND [REDACTED] ALIGNMENTS
WERE PERFORMED. BASE ALIGNMENT AND SUS [REDACTED] ONENT [REDACTED] VE BEEN
CHECKED. CUSTOMER STILL STATES THAT VEHICLE WONT STAY IN CENTER OF
LANE.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] m r ion is ede nd
concern and the work performed thus far. It has been determined
best to discuss this over the phone. We attempted to contact you and
left a voice message, we will attempt again [REDACTED], we also left
a call back number on your voicemail. We wou better
understand if the concern is only present when blue cruise it active
or is it also present with just normal lane centering active, if
normal cruise control is used is the concern also present. Can the
concern be readily duplicated? Feel free to update the form as well or
call us on the number left on your voicemail. thanks - [REDACTED] T02

CONCER [REDACTED] GTCGCOIS
R ECRUISE OR ADAPTIVE CRUISE CONTROL, MOSTLY AT
FREEWAY SPEEDS [REDACTED]. THE ADAPTIVE CRUISE HAS THE VEHICLE FAVOR
THE RH SIDE OF [REDACTED] KE THERE IS A FOOT OF SPACE BETWEEN THE
VEHICLE AND THE LH SIDE LANE LINE AND [REDACTED] ON THE RH SIDE OF THE
LANE LINE. INTERMITTENTLY WHEN USING B [REDACTED] ON THE FREEWAY, HANDS
FREE WOULD STOP AND WOULD SHOW THE KEEP HANDS ON STEERING WHEEL
INDICATOR. SEEMS TO DRIVER STRAIGHT DURING NORMAL DRIVING AND NON
ADAPTIVE CRUISE CONTROL

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] t k u [REDACTED] e i
additional information req s since you are out [REDACTED]. We
would like to know if the concern can be duplicated and if [REDACTED] ow
easily. There will be some variation in lane centering as there are
built in tolerances within the system so we [REDACTED] need to ensure that
this is not characteristic of the vehicle or [REDACTED] ible the environment
(specific road conditions). It would also be beneficial to know if the
concern occurs with only the lane centering on without cruise control.

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

```
--TYPE-- ----- COMMENT TEXT -----
Also please advised whether the windshield has been replaced yet as it

Also please advised whether the windshield has been replaced yet as it
appears it has not. Thanks and we look forward to hearing back and
helping out if we can.
```

Symp. Verif?: _____ of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : _____ Number:
Prior Repair Attempts: _____ R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED]: EN C19 [REDACTED]
Bld Dt: Cal
Serial #:

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

Trans: 1SPD AUTO TRANS Part #:

Bld Dt:

Serial #:

```
Model: _____ - - - A D D I T I O N A L - - - Shift: _____
Tire : _____ A/S _____ Brand : _____
Radio : _____ A/C : AC G-????????????????????????????????
Paint : _____-????????????????????????????????----- CYBER ORANGE _____
```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```
----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller   : ██████████ Title: TECHNICIAN
Phone        :
```

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Rpr Dlr: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AC AC	[REDACTED] M [REDACTED]

View Report Attachment - Image

Report#:

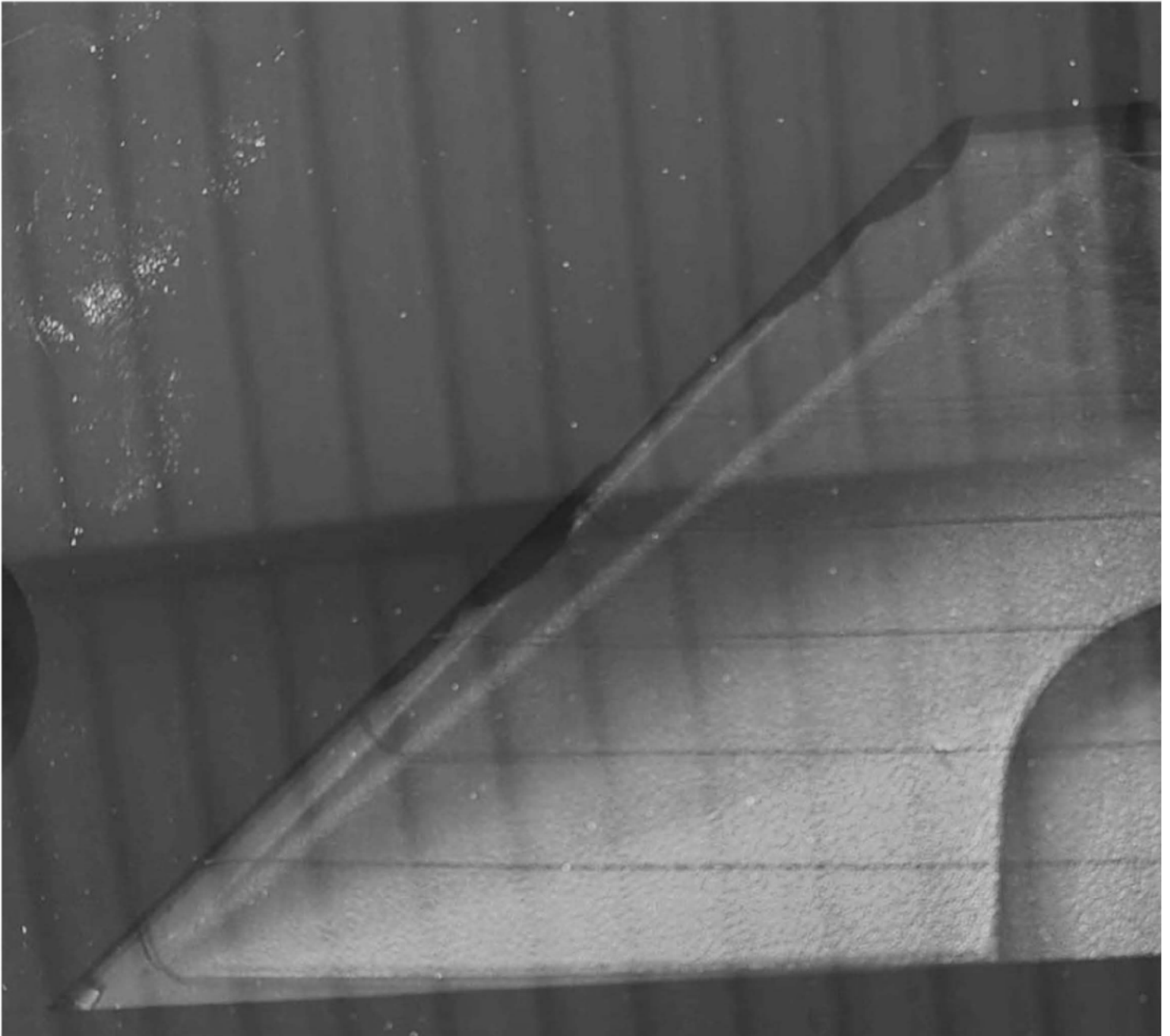
Drive

File

Number of Images: 1

Delete

Download



30647050

VEHICLE: [redacted] MACH E, SEL AWD, [redacted], SEDAN VIN: [redacted]
Engine : ECTRIC MOTOR 3 Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] STOP/STEER/RIDE STOPPING
PERFORMANCE/EFFECTIVENESS 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
OWNREL Customer InformationName(s) on the Title: Address: [redacted]
[redacted] Address: [redacted] MCusto
[redacted] at the vehi

OWNREL Case Number : [redacted] stomer : [redacted]
Phone : [redacted]
Score : [redacted] hase Stat [redacted] nerFord C
Number : n/aPart Number : n/aDealer Name : [redacted] FordDealer P&A :
05537Dealer phone : [redacted] : [redacted] : [redacted] Make :
[redacted] Model : [redacted] : [redacted] tio
[redacted] ELEC TOR 3Transmission Specification : 1 SPD AUTO
TRANSwarranty [redacted] t Date : [redacted] Recall/ESA: [redacted] DOOR
CONTROL MODULE [redacted] ATESP : n [redacted] act : [redacted]
History : [redacted] [redacted] [redacted]
GCQIS-Case [redacted] - C [redacted] t
GCQIS-VehicleConcern.t txt OutboundSeq.txt [redacted]
GCQIS-CaseComments TMP P.txt GCQIS-CaseComm [redacted] xt t
GCQIS-VehicleConceñn.t txt OutboundSeq.txt [redacted] Comments
QUICK SERVICE 1 CUSTOMER STATES WAQRNING LI [redacted] EEN FRONT
CAMERA FAULT SERVICE REQUIRED THEN PRE COLLISION ASSIST LIGHT WILL
COME ON PLEASE CHECK543077 [redacted] [redacted] [redacted] LJ8Z
[redacted] E [redacted] Co n Q [redacted] I [redacted] TATES
IT [redacted] NG THE BACK HAQTCH WATER WILL POUR OUT
EVERYWHERE SPECIAL ORDER PARTS HER

OWNREL [redacted] says that his vehicle is currently at the dealership and
[redacted] know what to do next customer wants to submit a buyback I
advise him that the buyback can take [redacted] while working on
the repair so it can be a little bit [redacted] depending on the
status i advise customer that i will follow up on the repair status of
the vehicle and ensure that the dealership is utilizing their
resourcesNEXT STEPS: F/U BB and repair status HotlineFord [redacted]
Company Customer Experience OperationsElisa [redacted]

OWNREL TO [redacted]
OWNREL GFR in progress.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
[REDACTED] Sent an email to (Service [REDACTED]) [REDACTED] with "[REDACTED]
[REDACTED] Sent an email to (Service [REDACTED]) [REDACTED] with "[REDACTED]
[REDACTED] " requesting t e be sent me.
[REDACTED] escalated for additional technical support and the dealer
[REDACTED] expect initial contact within [REDACTED].
[REDACTED] to dlr no answer left VM wanting [REDACTED] ord [REDACTED]
[REDACTED] tomer Experience OperationsElisa [REDACTED]
[REDACTED] o [REDACTED] cust is in rental they
[REDACTED] ext it but bu pending on howlong repair will take they may
end up putting him in [REDACTED] of their loaners they are still trying to
complete hotline last ps no updates rnNEXT STEPS: f/u dlr veh
status relay to cust and on [REDACTED] Customer Experience
OperationsElisa [REDACTED]:
[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]
----- [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Star [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type NHL ST/RN/MV NO PROBLEM FOUND (NRTH AMER) [REDACTED]
[REDACTED] ST/RN/MV
[REDACTED] DRV PERF

-- [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau e Part Number Labor
[REDACTED] [REDACTED] 439869 [REDACTED] 1 42 [REDACTED] [REDACTED]
[REDACTED] 439869 [REDACTED] 2 82 [REDACTED] RENTAL [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE UNINTENDED MOVEMENT
IGNITION ON FORWARD

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 (%):

--TYPE--
OWNREL CONTACT VIA [REDACTED] SAYSi have brought my car already [REDACTED]
[REDACTED] to the [REDACTED] safety issue and they couldnt fix i Im
[REDACTED] to bring a brandnew car [REDACTED] to the dealer and they can
not fix the problemwhen im wai [REDACTED] red light or stopped for a sec
somewhere and release the brake to continue to driving the car starts
to accelerating by his own without that im pushing the gas pedali was
super close to hit carsPER CUST DLR SAYSi talked to the mechanic he
told me that the [REDACTED] [REDACTED] have same problemsthe lightnignsthey cant
repair it , they [REDACTED] me to talk to you guys because they cant
find the solution, i have left my car for [REDACTED] and they drove it also
and they called your software department a [REDACTED] couldnt do anythingand if
we cant find a quikc solution i have to report that situation to the
government and give this to my laywer because the car is unsafe to
driveCRC ADVISED I appreciate your patience, [REDACTED]
OWNREL [REDACTED] Info At [REDACTED] 25Thank you for cho [REDACTED] to chat with us. We
[REDACTED] be with [REDACTED]. You are currently 1 waiting in queue.Info At
[REDACTED] 25You are now chatting with [REDACTED]. Please do not enter
s [REDACTED] ve personal data such as soci [REDACTED] rity number or credit
card numbers.Hi, [REDACTED] My name is [REDACTED]. How can I help you [REDACTED]?You
[REDACTED] Hi [REDACTED], i [REDACTED] brought my c [REDACTED] already [REDACTED] to th [REDACTED] ler
[REDACTED] an [REDACTED] fety issue and they couldnt fix [REDACTED] red to bring a
brandnew car [REDACTED] to the dealer and they can not fix the
[REDACTED] [REDACTED] PMThank you for bringing this to our
[REDACTED] [REDACTED] e [REDACTED] py to assist you May I ask what the issue
you brought [REDACTED] vehicle to the dealer to be fixed was?You [REDACTED]
can see that you are typing, please take your time. I will [REDACTED] a
few more moments.You [REDACTED] PMSure, when im waiting on a red light or
stopped for a sec som [REDACTED] re and release the brake to continue to
driving

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C rt Date: [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] 9S
Bld Dt: Calb: PCGWC2N A
Serial #:

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] ST/RN/MV NO PROBLEM FOUND (NRTH AMER) [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] SP/ST/RD
[REDACTED] [REDACTED] [REDACTED] [REDACTED] DRV PERF

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED]: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
				Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
INFORMATION/DISPLAY 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 (%):

--TYPE--

[REDACTED] **Executive Liaison**Email addressed to E. [REDACTED]****Customer Writes:I
am a owner of a [REDACTED] [REDACTED], pur ed in [REDACTED].
Since the purcha t c the dealership
multiple times for malfunctioning, [REDACTED] that were very lengthy.
I have been in contact with Custome ce Specialist [REDACTED]
[REDACTED] ([REDACTED]) via email, and to date there is no r n
ds laints. I am an unsatisfied customer and feel the
vehicle is not measuring up to the standards of what i was promised as
advertised.I am hopeful that you will be able to rectify this
situation in a timely manner.I am available by phone or
email.Respectfully.[REDACTED]

[REDACTED] customer says his vehicle was down for
various repairs, but he picked up the vehicle [REDACTED]
[REDACTED]. The customer says the vehicle still has c
rent concerns are:The customer attempted to Fast charge his vehicle
while away from home and the vehicle would not charge. This is a new
issue. The customer did not make the dealership aware of this issue.
When exiting the vehicle and returning the seat will not return to the
preset position. When the battery is fully charged, the range is only
[REDACTED] or [REDACTED]. The customer does not believe he has the extended
tery Car play randomly does not work and the radio will
not hold memor r example, he has to rest the bass and treble [REDACTED]
time he enters the vehicle. The customer also says he is seeking e
reimbursed for [REDACTED] payment due to the excessive down time for
his repairs.EL [REDACTED] team and request assistance with
diagnose and repair.EL to th the customer.
OBC to the customer. Confirmed appt for [REDACTED] to contact the dlr
and ensure rental vehicle.
OBC to the customer. The customer says the vehicle is still not
repaired. The customer says the vehicle has several concerns,however
the newest concern is the brake coach. According to the customer, the
brake coaching was working previously, but is not working now.Customer
says he does not want to have to continue to return to the dealership.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
The customer says [REDACTED] he has to take the vehicle to the dlr, he
The customer says [REDACTED] he has to take the vehicle to the dlr, he
loses money. The i [REDACTED] a replacement/refund of the vehicle.OBEM
to the customer advising we will review his request for a
replacement/refund of the vehicle.Customer to f/u with [REDACTED].
[REDACTED]-IBEM from the customer with questions about the r lacement
ss.OBC to the customer. Left detailed msg providing answers to
the customers questions and requested a call back.
[REDACTED] OBEM to the customer asking if he wanted to move forward with the
replacement process.
[REDACTED] IBEM from the customer stating he is still considering his
options.Customer to f/u with [REDACTED].
[REDACTED] OBEM to the customer seeking status.
[REDACTED]-IBEM from the customer requesting a repurchase.OBEM to customer
sting selling dlr and requesting they confirm purchase or
lease.[REDACTED] to complete upload once customer responds.
[REDACTED] upl ded RAV and submitted for review.[REDACTED] to f/u to close the case.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I [REDACTED] I O N -----
Trans: [REDACTED] AUTO TRANS [REDACTED] rt #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Tire : [REDACTED] A/S [REDACTED] L - - -
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????????????????----- STAR [REDACTED] [REDACTED]/[REDACTED] [REDACTED] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		ECSDFS	DRV PERE	HIGH VOLTAGE	
				ANT BL/TH MOD	

--- SUPPLEMENTAL SURVEY: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)										
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		V	[REDACTED]	G	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		AU2	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		BAG	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT

Additional Symptom: Rear park aid fault after ipma
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] NG
[REDACTED] i on of icl
VEHICLE WILL L CRUISE FUNCTION. PREVIOUS REPAIR LED TO PIN
POINT TO REPLACE THE [REDACTED] REPLACED [REDACTED] RE CONFIGURED AND PERFORMED
ALL KNOWN UPDATES. AF NEW [REDACTED] INSTALLED VEH WILL NOW DISPLAY
A REAR PARK AID FAULT. THIS WI NLY HAPPEN WHEN GOING INTO REVERSE.
Please list any diagnostics already performed: PERFORMED PINPOINT
TEST. TESTED WIRE HARNESS ON CIRCUIT FOR THE PARK AID SENSORS FAULTS .
NO BREAKS NOTED. Parts Replaced: [REDACTED] Your Question: WOULD IT BE
POSSIBLE WE HAVE A [REDACTED] ? D PROGRAMING THIS MODULE BRICK
THE [REDACTED]

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] i request d d
be placed.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] C [REDACTED]
T AFTER HE I LLED A NEW [REDACTED], R IS RF WHEN HE
INSTALLS THE ORIGINAL MODULE, E NEW ISSUES WITH THE REAR PARK AID
FAULT MESSAGE ARE NO LONGER PRESENT. [REDACTED] STATED HE COMPLETED ALL
THE CONFIGURATION AND ALIGNMENT PROCEDURE AND NO CHANGE IN THE
CONCERN. [REDACTED] ALREADY HAD AN [REDACTED] ON ORDER AND WILL INSTALL IT
FOLLOWING [REDACTED] REMOVAL AND [REDACTED] TALL PROCEDURE IN THE WSM.

CONCER [REDACTED] GTCGCQIS
[REDACTED] e correct [REDACTED] from [REDACTED] and vehicle was repaired
with correct module

----- [REDACTED] -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] 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]: 08-AF, B129D: 08-AF, B13F3: 08-AF, [REDACTED] AFKNOWN [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????? [REDACTED] 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 : [REDACTED] Title: SERVICE WRITER
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL [REDACTED]	[REDACTED]	[REDACTED]
				2	42				45 M [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN
Engine : ELECTRIC MOTOR 4
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: [REDACTED]
WCC : [REDACTED]
[REDACTED]:

SYMPTOM: [REDACTED] START/RUN/MOVE
NOT LISTED

MOVING
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Feature:

Photo:

Loc:

Attchmnts: 0

Return Loc:

Customer satisfied?:

Repair Effectiveness (%):

--TYPE--

OWNREL Case Number : [REDACTED] stomer : [REDACTED] KROSSEBusiness
Phone : Home P [REDACTED] e : Vehicle
Purchase Status : Original Owner [REDACTED] act Number : Part
Number : Dealer Name : [REDACTED] P&A : 01125Dealer phone :
[REDACTED] : [REDACTED] Make : FORDModel :
[REDACTED] ile [REDACTED] cif ion : Transmission
n : Warranty Start Date : [REDACTED] Recall/FSA: : ESP
: Hotline Contact : Warranty History :
OWNREL obpm-The customer does not show a CLV score in our system. Please
answer the following:-Did the customer purchase the vehicle new?-How
many new [REDACTED] vehicles have they purchased in the [REDACTED]?-How
many paid [REDACTED] vices have they done at the dealership [REDACTED]
[REDACTED]?Please provide this information via portal message so [REDACTED] we
ove forward with this case.
OWNREL The customer does not show a CLV score in our system. Please answer
the following:-Did the customer purchase the vehicle new?-How many new
[REDACTED] vehicles have they purchased in the [REDACTED]?-How many paid
ices have they done at the dealership [REDACTED]?Please
provide this information via portal message so th [REDACTED] ve
forward with this case.
OWNREL ibpm-The customer did purchase the [REDACTED] new also with an ESP
warranty paid for the hands free an [REDACTED] all recommended maintenance
here at [REDACTED], This is his [REDACTED] [REDACTED] purchase. Please
review f [REDACTED] ts take care o [REDACTED] u [REDACTED] Owner
[REDACTED] has authorized [REDACTED] towards repairs. An appr [REDACTED] ode has been
erated in the FL [REDACTED] st form based on the following
participation: Customer Share: [REDACTED] Dealer Share: [REDACTED] Share:
[REDACTED] generated [REDACTED] n the
o advise of

----- A F T E R M A R [REDACTED] O D I F I C A T I O N S -----

----- [REDACTED] -----

GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]	DD	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]	A	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]	A	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]	BD	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]		[REDACTED]	S450B	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]	AU2	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	NK4	[REDACTED]	F	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	V	[REDACTED]	G	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]		[REDACTED]	K	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLIND SPOT(BLIS)/CROSS TRAFFI
CONTROLS 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 NOTES from INQUIRY VIN# [REDACTED] Issue? VEH. a at the Dealership: [REDACTED]
Guidelines: YES Year of VEH: [REDACTED] Mileage: [REDACTED] Reas: [REDACTED] rn:
dealer cant fix vehicle she es multip s with back up camera
nad charging and lane keep assit Nicholas Experience
Specialist Inquiry [REDACTED]
[REDACTED] ext. [REDACTED]
OWNREL [REDACTED] Ext [REDACTED] from
Inqu [REDACTED] back [REDACTED] ra is saying
it can n e detected when the car is in reverse The VEH is not
charging. (intermittent) For 2 and [REDACTED] when the cruise control is
on the car will completely stop. It ow been discovered that the
cruise control in the VEH does not need to be on for the cruise
control to stop. [REDACTED] has stated so many codes in the VEH they do not
know where to loo [REDACTED] is currently waiting on a part for the VEH.
OWNREL <span style="font-family: Arial,sans-serif" Case Number : [REDACTED] stomer : [REDACTED] Phone
: [REDACTED] Phon [REDACTED] Score
: [REDACTED] hase Stat Owner Ford act
Number : N/A Part Number : N/A Dealer Name : [REDACTED] P&A :
07125 Dealer phone : [REDACTED] : [REDACTED] : [REDACTED] Make :
FORD Model : [REDACTED] : [REDACTED] tio
N/A Transmiss cification : 1 SP SWarranty Start Date :
[REDACTED] Recall/FSA: : N/A ESP : N/A Hotline Contact :
[REDACTED] istory : N/A
OWNREL CXS- [REDACTED] Ext [REDACTED] to [REDACTED] @
[REDACTED] d ition tan s
[REDACTED] they are providing different to run at this
time. No answer f [REDACTED] left [REDACTED]. OBC to [REDACTED] @ [REDACTED] out
to [REDACTED] to see If he obtain a rental at [REDACTED] was
adv by previous CXS) [REDACTED] did not answer. Left [REDACTED] asking about
rental detail if he has ined [REDACTED] and to advise f above update
from [REDACTED]. Sent SMS to [REDACTED] e="font-family: Arial,sans-serif"
OWNREL Case been reassign or a Specialist to assist. [REDACTED]
[REDACTED] ess Oper ons Supervisor - [REDACTED] Pa

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Vehicle-0: [REDACTED]

Vehicle-0: [REDACTED]

OWNREL [REDACTED] N OF ACTION [REDACTED]: from [REDACTED] owner [REDACTED]
interaction: [REDACTED] says cxs [REDACTED] ver cal [REDACTED] her b
interested in Buy back [REDACTED] Veh Pymt Refund. Email Sent to case owner,
[REDACTED], as follows:This customer requests you call her, because no
[REDACTED] t has been made to her. She is interested in Buyback or Veh
payment Refund. [REDACTED] [REDACTED] owner Experience Specialist/[REDACTED]
CSX [REDACTED] [REDACTED]: [REDACTED]
Offi [REDACTED]

OWNREL [REDACTED] to CUST [REDACTED] says [REDACTED] has been at the shop more than she
it. She [REDACTED] ng the [REDACTED]. However, she still wants some
sort of compensation from [REDACTED] for [REDACTED] e inconvenience. She really didnt
want to get rid of the [REDACTED] ut since the techs and [REDACTED] engineers
cannot figure it out, s [REDACTED] doesnt feel safe in the re [REDACTED] s and decided
to sell it. I told her let me look into available programs to see what
can be done.CUST email: [REDACTED] ext Steps: Safety net
to sup to see if we can [REDACTED]
[REDACTED] Passenger Vehicle Concern [REDACTED]

OWNREL [REDACTED] T [REDACTED] XS: Di [REDACTED] s [REDACTED] ng
or trading in for another [REDACTED]? [REDACTED] Motor Company [REDACTED]
[REDACTED] Operations [REDACTED] e [REDACTED] or - BEV Passen [REDACTED]
[REDACTED] | [REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E [REDACTED] I N E - - -

Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- LUCID RED TC/RED CARPET TC

----- A F T E R M A R [REDACTED] 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: [REDACTED] - Iron [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] : [REDACTED]

[REDACTED]					
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO		[REDACTED]
		NHL	AID/INFO	TECH COMMENTS	

--- [REDACTED]: NONE ---
----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] a [REDACTED] r escr ion
CUSTOMER WANTS [REDACTED] ISE TO WORK Please list any diagnostics already
performed, including results of any TSB, GSBs or Pinpoint Test RECALL
[REDACTED] OPEN Parts Replaced, including service part number if available
[REDACTED] hat is the level of the scan tool being used? Are any error
messages noted? [REDACTED] Your Question: SHOULD I DO RECALL. ON [REDACTED] HOME
PAGE ALART NOT T REFORM RECALL. WHAT SHOULD I DO

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] k a ng t
[REDACTED] ding this vehicles BlueCruise o
[REDACTED] uise updates per [REDACTED] are suspended for all vehicles. Do
not perform the [REDACTED] at [REDACTED]. Continue to monitor the [REDACTED] landing
page and the [REDACTED] page for updates regarding when this pr [REDACTED] dure will
be available. [REDACTED] k you. [REDACTED] M [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o s e sary WIS
[REDACTED], SWIS Comments : [REDACTED]

----- [REDACTED] -----

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

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- A F T E R [REDACTED] R [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Powertrain system fault app
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 [REDACTED]

a [REDACTED] scription of Vehicle Concern: CUSTOMER
STATES MESSAGE [REDACTED] APP READ POWERTRAIN SYSTEM FAULT. Please
list any diagnosti [REDACTED] dy performed: CUSTOMER SAID THEY HAVE NO
OBSERVABLE SYMPTOMS OR WARNING LIGHTS ON VEHICLE. ONLY MESSAGE ON APP.
ACCORDING TO CONNECTED VEHICLE DATA, WARNING POPULATED WITH [REDACTED]
SETTING CODE [REDACTED]. I CLEARED CODE AND RERAN [REDACTED] SELF T
SYSTEM PASSED [REDACTED] MED POINT TEST Q WHICH JUST [REDACTED] ME CONNECT HV
CHARGER, THEN DISCONNECT AND RERUN SELF TEST. CODE DID NOT RETURN.
CONCERN NOT PRESENT AT THIS TIME. THERE WAS A PCM AND [REDACTED] SOFTWARE
UPDATE AVAILABLE, SO I UPDATED THOSE MODULES. SYSTEM I [REDACTED] SING WITH
NO FAULTS. Parts Replaced: NONE Your Question: PINPOINT TEST IS
INCONCLUSIVE [REDACTED] IS NOT PRESENT. WILL [REDACTED] SOFTWARE UPDATE
RESOLVE CONCE [REDACTED] SE COULD BE CAUSING CO [REDACTED]? THANKS FOR ANY
HELP RESOLVING CONCERN.

RECOMM [REDACTED]
[REDACTED] k [REDACTED] ormation provided regarding this vehicles
ern. It would not be recommended to update the [REDACTED] at this time
as we do not have a published message or PPT direct [REDACTED] s to. Begin
with charging and testing the [REDACTED] battery. If fully charged and
passing the tester we can focu [REDACTED] n the [REDACTED]. We noticed that no
DTCs set within the HV modules after re [REDACTED] he FDRS self-tests but
the [REDACTED] did show within connected vehicle data. For this [REDACTED] we
will [REDACTED] focus on inspecting and testing the [REDACTED] circuit [REDACTED] ch
is the relay control circuit for the contactor re [REDACTED] ithin the BCMC.
The [REDACTED] shares this circuit with the [REDACTED] C which does contain
seve [REDACTED] nline connectors. The circuit [REDACTED] can be tested for a short
to ground, short to voltage and an open [REDACTED] ce the concern is
intermittent be sure to wiggle the harness to the best of your
ability. We can also inspect the inline connectors for any corrosion,
bent pins, pushed out pins and proper pin fitment using the correct
sized rotunda flex probes. The circuitry can be found on wiring
diagram cell [REDACTED] page 8. [REDACTED] - [REDACTED]/EV

ADD-ON [REDACTED]

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

```

[REDACTED] did not show up within the self tests, only found in connected
[REDACTED] did not show up within the self tests, only found in connected
le data on [REDACTED] but has not reset since. .SWIS Session Status :
SWIS Not Necessa [REDACTED] IS Session Sub Status : [REDACTED]

```

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:

----- [REDACTED] I [REDACTED] -----

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]

Engine: ELECTRIC MOTOR_5 Tag: EN

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

Model: _____ Shift: _____

$\cdots$ [REDACTED] $S \cdots$

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] Report Date: [redacted]

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

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] te : [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted] [redacted]

Specialist's
Name : [redacted] -????????????????????

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	AID/INFO	[redacted]	[redacted]

--- S U P P L E M E N T A L S U R V E Y : [redacted] HOTLINE [redacted] [redacted] ---
[redacted] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	3			W	E S439	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	3		V		G	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	82		ML3	RENTAL	13 E	[redacted]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION DRIVER ALERT
PERFORMANCE 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 1. Technician pending or assigned? Pending 2. Is there a Copis due to
part delay? If so, what is the status? No 3. Is [REDACTED] involved? What is
the status? [REDACTED]. Has the customer been provided th a loaner? Is
their eviden of that? No

OWNREL SWOOP NO RESULTS

OWNREL OBC to DLR: Confirm status of veh status. Veh is in for service. [REDACTED]
[REDACTED] responded. Veh in for stop safely now message. Service Advisor
[REDACTED]: [REDACTED] Customer Name: [REDACTED]
[REDACTED] the veh there? Y
[REDACTED] cern? Diagnosis: [REDACTED] 21 Repairs ETA: P oes
Offer d [REDACTED] ? Y rental? N loaner? Warrantable? Y Technician
Pending or assigned? Assigned OBC to Cust: Confirm contact details.
Provide repair assistance. VM message received. Next steps: Update VOR
and set follow up for recontact. [REDACTED] Customer
Relationship Center-Proactive Cus ate ([REDACTED])

OWNREL R; Request status of diagnosis and concern. Call redirected
to service. Remained on hold for extended time. Will send an email to
dlr contact [REDACTED]. OBC to Cust: Inform cust of delay with
update. Next [REDACTED] te VOR and follow up for recontact with
status. [REDACTED] Customer Relationship Center-Proactive
Customer [REDACTED]

OWNREL [REDACTED], I hope all is
an update on [REDACTED] ir concern. I gave
contact [REDACTED] but was unable to sec te on his diagnosis and
repair c [REDACTED] n. I appreciate your partnership. VIN:
[REDACTED] ectfully, [REDACTED] Customer
oactive Cu cate ([REDACTED])

OWNREL st: Verbal contact provided. Call are going to vm.

----- [REDACTED] -----

----- A F [REDACTED] R [REDACTED] N S -----

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

GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

VEHICLE: [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
INFORMATION/DISPLAY

[REDACTED]/DIGITAL EXPERIENCE
ERATIVE

Additional Symptom: screen goes blank

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 (%):

--TYPE--
CONCER

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
a t of icl nce
STATES CENTER [REDACTED], Please list any diagnostics already
performed: PUL [REDACTED] R SSMS. ATTEMP TO PERFORM [REDACTED] UPDATE
Parts Replaced: NO PARTS Your Question: ATTEMPTED TO PERF [REDACTED]
UPDATE BUT WOULD GET A USB ERROR ON STREEN ONCE USB WAS CONNE TO
THE VEHICLE. SERVERAL ATTEPMTS MADE. NEED HELP RESOLVING CUSTOMERR
ISSUES.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
a l m ed t xFA s u
[REDACTED], lea he FDRS on the same programming screen and tu e
off while the [REDACTED] USB flash drive is inserted into the USB
port still. Leave the [REDACTED] cle off for [REDACTED], restart the
vehicle, and see if any prompts popula s In Progress
is still present. If nothing populates on the touchscreen still and
USB error returns, remove the flash drive from the USB port. Master
Reset APIM and perform the [REDACTED] reboot after the reset per <A
target= blank
href= [REDACTED] Transport?link=0
&am [REDACTED] ive back into
e USB port etry amming. Once Restart Required prompt
populates, make sure proper steps are followed. Turn key off,
open/close door, then wait [REDACTED] (while the flash drive
in the USB port). Once [REDACTED] t vehicle. Leave USB
inserted until Update S prompt populates. Please start by
connecting the FDRS to another known good [REDACTED] (internet) source like a
mobile hotspot with Wi-Fi turned off. This ill allow the cell phone
to connect to the mobile network for internet access and prevent using
the dealership Wi-Fi/ [REDACTED] provider. Format the [REDACTED] flash drive to exFAT
and retry the [REDACTED] up te. If the same concer present still,
obtain another [REDACTED] S at the latest software level if the same condition
continues to return even with using the known good [REDACTED] source. * Start
a completely new FDRS session. * Master Reset the A M. *
Perform/attempt APIM configuration programming. * Try the APIM

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
software update once again. * Perform the network test if the GWM and
software update once again. * Perform the network test if the GWM and
[REDACTED] update remains present. * Use the Reset [REDACTED] module option in the
after the programming completes Thank yo [REDACTED]
[REDACTED] <p>If additional assistance is [REDACTED] p
[REDACTED] at <span
style=font [REDACTED] f font-size: [REDACTED]
mso-fareast-font-fa [REDACTED] mso-fareast-them [REDACTED] nt: minor-latin
mso-ansi-language: [REDACTED] east-language: [REDACTED]
mso-bidi-language: [REDACTED] s ong>to establish a
See What I See ([REDACTED]) s r></p><p>Prior to calling,
please ensure:</ [REDACTED] l>Your [REDACTED] headset is fully
charged.The headset is [REDACTED] ated 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 [REDACTED]
headset, reference the <A target= blank
href=https://m [REDACTED]
[REDACTED] > [REDACTED] How-To Videos
or <span [REDACTED] <A target= blank
href=mailto: [REDACTED]
target= blan [REDACTED] .</p><p>
</p><p>If
this web form [REDACTED] your cell number.</p>

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

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

Trans: [REDACTED] - - - T R A N S M I S S I O N - - -
Bld Dt: [REDACTED] AUTO TRANS Part #: [REDACTED]

Serial #:

Model: [REDACTED] Shift: [REDACTED]

Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?? 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Cau e Part Number Labor
Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

VEHICLE: [REDACTED], SEL [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
CONTROLS 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 [REDACTED] M CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] VIA [REDACTED] / [REDACTED] * had de [REDACTED] my
case notes du [REDACTED] i t [REDACTED] I remembercust
says: I wanted to check recall, when i call the dealer its seems they
dont know what I am talking about.they had my veh, i need a loaner
dealer doesnt have one, my sensor light came on, it has no cruise, i
took video about itper cust/dlr says: i need a loaner dealer doesnt
have one, my sensor light came onrc advise:theres no active recallI
will escalate your case/request to our Customer Experience Specialist
who works daily with your dealerships management team. The Customer
Experience Specialist has access to all [REDACTED] resources and will use
these resources to assist you and your d [REDACTED] rship regarding your
situation. The Customer Experience Specialist will receive the
information you have just provided me and will do a thorough review on
your behalf. You can expect a phone call from your Customer Experience
Specialist within [REDACTED]. The case number that I have
established for vo [REDACTED]
and the [REDACTED]
work tog [REDACTED] ou
investigation of consumer and dealer feedback. If these have become a
known issue on those parts, then a recall will be put into place. cust
ask which dept he can submit the video issue on the veh, bec he feels
that it may help ford for recall investigation, transferred to [REDACTED]
provide the number and websitescsp23B50 CHARGE CORD STUCK REPROG
BATTERY CHARGE CONTROL MODULE
Rental/loaner Cust called for rental loaner assistance/Cust stated
dealer does not have loaners to provide.Dealer stated they will set
cust up with a rental. Agent advised: the dealer is in the best
position to provide loaners and rentals. Also advised. rental
reimbursement guidelines CXS: [REDACTED] ext.
[REDACTED]: [REDACTED]

CQIS Report Number: [redacted] Program Type: [redacted] Orig Rpt #: [redacted]
Report Source: SD - CUST ASST C Report Date: [redacted]

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

--TYPE-- COMMENT TEXT
OWNREL CUST SAYS: cust called in i have an open case and got an issue on the
OWNREL CUST SAYS: cust called in i have an open case and got an issue on the
battery and in the night it wont charge. i need to be connected to my
case handler.PER CUST/DLR SAYS: N/aCLV:YEAR: [redacted]
[redacted]-EWSD:MILEAGE:CRC ADVISED: in ref to case [redacted]
e the cust that the case is still active b e
connected to his case handler transfer him and provide details
[redacted] ext. [redacted] NOTES:GCCT ISSUE
E ed Fol andling

Symp. Verif?: [redacted] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive:

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: EN C29 9S
Bld Dt: Calb: NCGWC2N A
Serial #:

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

Model: Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- DARK MATTER/STARLIGHT GRAY

----- A [redacted] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
		NHL	AID/INFO			
			SP/ST/RD			
			AID/INFO			

--- [REDACTED] E M E N T A [REDACTED] U R V E Y: NONE ---

[illegible]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE NOISE
STOPPING 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 (%):

----- S -----
--TYPE-- XT -----

AUDIT	[REDACTED]	CHANGED TO	[REDACTED]	BY	[REDACTED]
AUDIT	[REDACTED]	CHANGED TO	[REDACTED]	BY	[REDACTED]
AUDIT	[REDACTED]	CHANGED TO	[REDACTED]	BY	[REDACTED]
AUDIT	[REDACTED]	CHANGED TO	[REDACTED]	BY	[REDACTED]
AUDIT	[REDACTED]	CHANGED TO	[REDACTED]	BY	[REDACTED]

look o dealer to get the update issue d. I
am still on [REDACTED] after my car was in dealership for [REDACTED] have
noticed weir avior. The driving is not normal. I point
what is off but there is something.<span style="-webkit-text-st
troke-width: [REDACTED]; background-color:#fff

OWNREL Case Number [REDACTED] stomer : PRATEEK
SRIVASTAVABusi [REDACTED] Phone : [REDACTED]
Phone : [REDACTED] Score [REDACTED] urchase S
OwnerFor [REDACTED] ract Number : NAPart Number : NADealer Name :
[REDACTED] &A : [REDACTED] Dealer phone : [REDACTED]
[REDACTED] : [REDACTED] ke : FORDModel [REDACTED] leage :
ion ELECTRIC MOTOR #5Tra ecification
: 1 SPD AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: :
[REDACTED] PANORAMIC ROOF GLASS RESEAL21C22 W S RESEAL21G01
RUISE MODULE PROGRAMMINGESP : NAAHotline Contact : NAWarranty
History : [REDACTED] ALE [REDACTED] *
[REDACTED] * [REDACTED] S [REDACTED] F ARE
E ATED RFA MO PER RECALL [REDACTED] UPDATED RFA
MODULE PER RECALL [REDACTED]
FORD483210- [REDACTED] SOFTWARE
CALIBRATION ech Comme ERFORMED [REDACTED]
REPROGRAM PCM, SOBDM, ABS, BECM, SOB SOBDMB, [REDACTED], B CME,
DCMF, DCMG, DCMH AND RFA MODULES TO LATEST SOFTWA
LEVEL.Details312825911 124CAPITOL FORD517629-[REDACTED] *

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED]*[REDACTED] CommentsCUSTOMER STATES VEHICLE HAS NOT BEING

[REDACTED]*[REDACTED] CommentsCUSTOMER STATES VEHICLE HAS NOT BEING
T SOFTWARE UPDATES IN MONTHS. CHECK AND ADVISETech
Comments[REDACTED] [REDACTED] INSPECTED AND VERIFIED CONCERN, CUSTOMER STATES THAT
OVER THE [REDACTED] ATES ARE IN-OP, SYSTEM DOES NOT UPDATE. [REDACTED] NETWORK
AND SELF TESTS-NO DTCS STORED IN MEMORY FOR CONCERN. [REDACTED] SIS FOR
TSBS/SSMS-TSB:[REDACTED] APPLIES FOR CONCERN. PER TSB, R [REDACTED] TO REPROGRAM
THE GWM, TCU A [REDACTED] PER UPDATE FAILURE MESSAGES. [REDACTED] PERFORMED
TSB REPAIR PROCEDURE, REMOVED THE LEFT SIDE FLOOR C [REDACTED] L RIM PANEL
TO ACCESS USB CABLE AND CONNECTOR. INSTALLED USB CABLE AND
REPROGRAMMED THE GWM, TCU, AND APIM. CLEARED ALL CMDTCS AND RESET THE
SYSTEM.

OWNREL Outbound call to cust:[REDACTED] [REDACTED] E
[REDACTED] t took his veh to the dlr on [REDACTED] performed
the software update [REDACTED]/After the repairs t e started
to have additional i [REDACTED] also stated that there is no issue for
the repairs and to FU in [REDACTED] DLR:[REDACTED]
CXs:Informed cust that I act t
information and work with the dlr until his veh is repaired Outbound
call to dlr:[REDACTED] available /left vm with cust
name , reaso [REDACTED] TO CUST:Informed cust I will
recontact him [REDACTED] after I reach the dlr to get additional
information ab [REDACTED] nosis and repair Next Step:FU with dlr on [REDACTED]
to get diagnosis and RO info /update cust [REDACTED] Cus r
Experience Specialist SUV [REDACTED] |

OWNREL [REDACTED] lr [REDACTED]
[REDACTED] of [REDACTED] d [REDACTED] , and GWM
le / Tested and drove veh for [REDACTED] all ok
Automatic updates and [REDACTED] pass has to be set u [REDACTED] t Is this a
manufacturing defect Y [REDACTED] Any veh modifications Y/N:NETA:Repair Order
Number (must be [REDACTED]): [REDACTED] Repair Order Open Date:[REDACTED]
Mileage at Repai [REDACTED] Op [REDACTED] Line#:AP&A Code:[REDACTED] l
[REDACTED] BLUECRUISE MODULE PROGR [REDACTED] G may be the issu [REDACTED] needs to
veh back to the dlr Outbound call to cust:[REDACTED]
[REDACTED] stated that he took his veh to th [REDACTED]
recall per [REDACTED] / veh was not diagnosed CXs:Advised cust to make an
appointment take his veh back to the dlr / email me his appointment
date and I will FU on [REDACTED] by [REDACTED] Next Step:FU with
cust on [REDACTED] to see if [REDACTED] made [REDACTED] to take veh to dlr
[REDACTED] Customer Experience Specialist SUV [REDACTED]
[REDACTED] [REDACTED]: [REDACTED] ext.

OWNREL und call to cust:[REDACTED] [REDACTED] verified
appointment is on [REDACTED] w [REDACTED] ase open and FU
[REDACTED] to veri [REDACTED] is still taking his veh to the dlr /I will FU
[REDACTED] Next Step:FU with cust on [REDACTED] to
ver [REDACTED] veh to the dlr [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

OWNREL [REDACTED] verified
appointment is on [REDACTED] w ase open and FU
[REDACTED] to veri e is still taking his veh to the dlr /I will FU
[REDACTED] by [REDACTED] timeNext Step:FU with cust on [REDACTED] to verify
he [REDACTED] ll t eh to the [REDACTED]

OWNREL [REDACTED] / left vm with service
for reason for callin [REDACTED] est act Outbound call to
cust: [REDACTED] still has the cust veh/ they
have [REDACTED] i nosis vet / he is currently in a
loaner I let cust know I called the dlr [REDACTED] with no response / I
will [REDACTED] with him [REDACTED] after I recont he dlr Next Step:FU with
dlr o [REDACTED] to get [REDACTED] is and RO information/update cust [REDACTED]

[REDACTED] nd [REDACTED] all to
cust: [REDACTED] stated that he has his veh back
/ all [REDACTED] s lved and he he shall not receive
any error for the powertrain / veh has been updated I let him know I
will [REDACTED] to be sure veh is still doing fine Next Step:FU with
cust [REDACTED] d offer GWG/email dlr for ro info if not received [REDACTED]
[REDACTED] Customer Experience Specialist SUV Team [REDACTED] ext.

OWNREL [REDACTED] Customer Experience [REDACTED]
[REDACTED] ext. [REDACTED] OBC: [REDACTED] n email
[REDACTED] omer, the ag is out of the office Next Step:
[REDACTED] will follow up with the customer on [REDACTED]
[REDACTED] to possibly assist with the new con [REDACTED]
[REDACTED] Customer Experience [REDACTED]

[REDACTED] ality:-----
[REDACTED] r sons, not submit any
sensitive personally identifiable information, such as credit card
numbers, drivers license number, SSN, DOB, etc. Thank you.
OWNREL Hi,Thanks for responding to the above thread.<br style="box-sizing:
border-box; color: rgb([REDACTED],[REDACTED],[REDACTED]); font-family: [REDACTED]
Neue, [REDACTED], [REDACTED], [REDACTED], [REDACTED]
[REDACTED], [REDACTED] f; [REDACTED] si [REDACTED] -s ma [REDACTED]

OWNREL ound call to dlr: [REDACTED] to [REDACTED] and was
transferred to servic [REDACTED] with [REDACTED] for best
contact Outbound call t [REDACTED] t: [REDACTED] cust
took his veh back to the dlr o [REDACTED] e [REDACTED] d to fix
the blue [REDACTED] / [REDACTED] has
been upda he [REDACTED]
[REDACTED]:Let the cust know I was not able to contact the dlr bu ill
d an email to get an update on the veh repairs / I will FU with him

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] by [REDACTED] / if he needs assistance with a loaner/rental let me
[REDACTED] by [REDACTED] / if he needs assistance with a loaner/rental let me
ext [REDACTED] with dlr on [REDACTED] to get new diagnosis and RO
info/update cust [REDACTED] WilliamsCustomer Experience
[REDACTED]: [REDACTED] ext.
OWNREL [REDACTED] Customer Experience [REDACTED]
[REDACTED]. [REDACTED] ***A-TE [REDACTED] ssion on
[REDACTED] ur [REDACTED] Customer
Experience [REDACTED]:
[REDACTED] ity [REDACTED] -----For
sons, [REDACTED] not submit any sensitive personally
identifiable information, such as credit card numbers, drivers license
number, SSN, DOB, etc. Thank you.
OWNREL Outbound call to dlr: [REDACTED] Transferred to
vm/ left a message wi [REDACTED] d dlr to check
email Outbound call to cust: [REDACTED] stated
that he has spoken to the dl [REDACTED] al help
to get the veh repaired / I informed the cust I called and emailed the
dlr no response/ I will FU with him on [REDACTED] after I recontact the
dlr Next Step: FU with dlr on [REDACTED] to ge [REDACTED] gnosis and RO
info/update [REDACTED] WilliamsCustomer Experience
[REDACTED]: [REDACTED] ext.
OWNREL [REDACTED] Customer Experience [REDACTED]
[REDACTED]. [REDACTED] ***A-TE [REDACTED] Contact
te [REDACTED] VOR accuracyPlease get with the dealer
soon, the VOR reasoning is becoming close to non compliance. PR
created on [REDACTED] Customer
Experience [REDACTED]:
[REDACTED] ity [REDACTED] -----For
sons, [REDACTED] not submit any sensitive personally
identifiable information, such as credit card numbers, drivers license
number, SSN, DOB, etc. Thank you.
OWNREL Email to dlr: Hi [REDACTED], ThanksIf you are providing a loaner vehicle
please submit th [REDACTED] e [REDACTED] program and contact your DXS. If you can
get a rental at warranty r [REDACTED] s and have any issues please let me know.
From: [REDACTED] Sent: [REDACTED]
PMTo: [REDACTED] RE: [REDACTED]:
This m [REDACTED] outside of [REDACTED] tion
when opening attachments, clicking [REDACTED] ng. CUSTOMER
MAYBE IN RENTAL LONGER THEN ANTICIPATED . WILL I GET APPROVAL FOR IT
?From: [REDACTED]) Sent: [REDACTED]:
[REDACTED]
[REDACTED] e
the infor [REDACTED] o [REDACTED] hanksDiagnosis of veh: Is
this a manufacturing defect Y/N: YAny veh modifications Y/N: N
ETA:Repair Order Number (must be [REDACTED]): [REDACTED] Order Open
Date: [REDACTED] Mileage at Repair O [REDACTED] n: [REDACTED] &A Code: [REDACTED]
Do yo [REDACTED] loaner to provide: YES CUSTOM [REDACTED] SE [REDACTED] GET INT

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
RENTAL SOON MADE RESERVATION FOR CUSTOMER AT ENTERPRISE RENTAL? Next
RENTAL SOON MADE RESERVATION FOR CUSTOMER AT ENTERPRISE RENTAL? Next
Steps: THE FSE IS HERE LOOKING AT THE VEHICLE [REDACTED]
[REDACTED] Experience [REDACTED] iality:-----
[REDACTED] r not submit any
sensitive personally identifiable information, such as credit card
numbers, drivers license number, SSN, DOB, etc. Thank you.
Outbound call to cust: [REDACTED] verified that
he was provided a loan [REDACTED] l escalate his
repairs within his case and [REDACTED] ogized for inconvenience/ Once the veh
is repaired I will look into any [REDACTED] we have to offer Next Step:FU
with dlr on [REDACTED] to get update on [REDACTED] h repairs and check hotline
notes/update [REDACTED] t (cust is in a loaner) [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED] us [REDACTED] answer / left vm
stating I will FU on [REDACTED] s ith repairs Next
Step:FU with cust on [REDACTED] to see if he is satisfied with repairs, if
so offer [REDACTED] Premium [REDACTED]
[REDACTED] Experienc [REDACTED]
[REDACTED] care via email Next Step:FU with cust on [REDACTED]
to see if h ccepts [REDACTED] if answer via not received via email [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED] nd [REDACTED] agreed to [REDACTED]
Premium care / I let h [REDACTED] l y [REDACTED] t
provide him with an update Uploaded on [REDACTED] c [REDACTED]
Step:FU on [REDACTED] to provide [REDACTED] update [REDACTED]
[REDACTED] Experienc [REDACTED]
[REDACTED] n [REDACTED] ivity: [REDACTED] -Custom mer is
outside of [REDACTED] guidelines to be e [REDACTED] e for the [REDACTED] elected. (CLV
qualificati [REDACTED]) *Please e correct, save, and re-transmit as soon as
possible to avoid possible deletion. Thanks for partnering.
*-----
[REDACTED] JoinerTeam LeadEmail: [REDACTED]
[REDACTED] : [REDACTED] ext. [REDACTED]
[REDACTED] .28Deleted2022 [REDACTED] .99FordMustang
[REDACTED]
NO cust to inform them I will look into a different [REDACTED] Next
Step:FU with cust on [REDACTED] to provide a different [REDACTED] offer Pre care
was denied [REDACTED] Experience [REDACTED]
[REDACTED]
[REDACTED] Emailed cust [REDACTED] Step:FU with cust on [REDACTED] to see if he is
interested in [REDACTED] p:FU with cust on [REDACTED] see if he is
interested in [REDACTED] Experience [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
[REDACTED] : [REDACTED] ext.
[REDACTED] : [REDACTED] ext.
OWNREL und call to cust: [REDACTED] cust that
I was not able to add [REDACTED] n [REDACTED] ak to my
resources Spoke to sup who informed me to safety net case to add
Premium Care Premium Care [REDACTED] case [REDACTED] Step:FU with cust on
[REDACTED] to provide [REDACTED] upd [REDACTED]
[REDACTED] iamsCustomer [REDACTED] ience [REDACTED]
[REDACTED] : [REDACTED]
OWNREL d
OWNREL ***Case Progression Specialist*** [REDACTED] activity: [REDACTED] been
transmitted.-----
[REDACTED] JoinerTeam LeadEmail: [REDACTED]
[REDACTED] ext.79534Mon- [REDACTED]
OWNREL o cust: [REDACTED] he cust
that his [REDACTED] d [REDACTED] ll email the
details T [REDACTED] eing loyal to [REDACTED] and told him about the
surveyNext Step:Safety to close case [REDACTED]
[REDACTED] Customer Experience [REDACTED]
[REDACTED] : [REDACTED]
OWNREL pp

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????- [REDACTED] 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 [REDACTED] -----
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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type AID/INFO [REDACTED]
--- [REDACTED] 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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED] ,SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] update concerns
Other Veh. With Conc Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] 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 [REDACTED] a [REDACTED] stomer s description of vehicle concern
HERE FOR BLUE [REDACTED] DATE Please list any diagnostics already
performed, including results of any TSB, GSBs or Pinpoint Test IM
HAVING DIFFICULTY PERFORMING UPDATE TO [REDACTED] AND WHEN ITS VALIDATING
THE SOFTWARE EVERYTHING PASSES EXCEPT [REDACTED] WILL READ: [REDACTED]
SHOULD = [REDACTED] Parts Replace [REDACTED] ding service [REDACTED] ber
if availa [REDACTED] the level of the scan tool being used? Are
any error messages noted? [REDACTED] Your Question: FROM WHAT I HAVE
READ ON THE SELF HELP I BE [REDACTED] MAY BE CAUSED BY INCORRECT DATA
ON THE SERVER. CAN THIS BE CHECKED AND CORRECTED?

RECOMM [REDACTED] n r [REDACTED] out to us. When data has been corrected for
updates it is due to the not correcting the data that is
preventing blue-criuse from functioning properly. Since this update
has not completed correcting the data will not resolve this concern.
In order to get the [REDACTED] update to complete grab a different FDRS then
previously used on t [REDACTED] vehicle and make sure that it is update to the
latest level ([REDACTED]). Using a different FDRS and confirming the VIN
and identifyin [REDACTED] ensures that the proper data will be pulled to
program the vehicle. Then Disconnect and test the battery with a
rotunda [REDACTED], [REDACTED] or [REDACTED] test. Leave the battery
disconne [REDACTED] or [REDACTED]. attery passes the test then
reconnect the bat [REDACTED] use FDRS to reset the BMS learned values.
With the BMS reset connect a battery charger with the negative lead
attached to a vehicle ground and set the voltage between [REDACTED] and [REDACTED]

[REDACTED] Respectfully, [REDACTED]
[REDACTED] GT
H [REDACTED] UTER WITH A NEW SESSION AND PERFORMED BATTERY
CHARGING AND TESTING AS DESCRIBED ABOVE, STILL HAVE THE SAME ISSUE
TRYING TO PROGRAM [REDACTED]

RECOMM [REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] he SW Update [REDACTED] our only
e of action o replace the module and rete Once we replace

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

the module be sure we are using the correct R&I instructions listed in the module be sure we are using the correct R&I instructions listed in [REDACTED] > Removal and Install > [REDACTED]. Along with this, things removal of all aftermarket electrical accessories from in or around the DLC and kick panels, and a battery charger connected to the vehicle to maintain voltage between [REDACTED] are key to a successful programming. Thank you! [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] ATLANTIC REG
Specialist Lead [REDACTED] regarding this concern.

[REDACTED] IS
[REDACTED] DER CALLED AND CONTACTED CUSTOMER (FREE PART AND LABOR) THEY GOT UPSET AND TOOK THEIR VEHICLE AND SAID THEY WILL BRING IT TO A REAL [REDACTED] DEALER... THANKS FOR THE HELP NOT SURE WHAT WE DID WRONG

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REG
[REDACTED] n o e f the m oes turn
he repair to be completed, please proceed with [REDACTED] replacement as directed in [REDACTED] > Removal and Installation. If itional assistance is n please update this form, or call us at [REDACTED]. Thank you. [REDACTED]

a [REDACTED] escr n veh ncern
Customer broug e to a different dealer for [REDACTED] software update and removed vehicle as problems occurred dur mming and was not happy with service. Please list any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test Starting fresh with a manual VIN entry, followed [REDACTED] process, starting with [REDACTED] update, then on to [REDACTED], which s, missing data string [REDACTED]. [REDACTED] pre, and [REDACTED] would apply t e ccessfully pro [REDACTED] Parts Replaced, including service part number if available at this time. What is the level of the scan tool being used? Are any error messages noted? [REDACTED], software validation fails, [REDACTED] = NULL, SHOULD BE [REDACTED] our Question: According to co f RO, other deal otline was contacted and directed to replace [REDACTED]. ([REDACTED]) I cannot access this so I do not know what may tr have had this occur to me on other vehicles and it was due to incorrect [REDACTED] data on server. Looking to get a software validation, as Im not e that [REDACTED] replacement would be necessary, as well as it it currently not e remotely available ([REDACTED]) WEB-[REDACTED]-EXT-[REDACTED]-APRAZUC1: [REDACTED], Thank u for reac out [REDACTED] reprogram concern. Reviewing the As-Built data information TS, it can be noted that the [REDACTED]s (address [REDACTED]) data is all present and account for. Please revie Diagnosis d Testing folder of [REDACTED] for faults that are setting in the [REDACTED]. Further rev ilable Vehicle History information, it be noted that the [REDACTED] had been self-tested right after an unsuccessful update, but succ ul configuration, and set a

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] for an internal electronic failure. This fault can set for
[REDACTED] for an internal electronic failure. This fault can set for
n internal module electronic failure or if that module is
experiencing a power and ground concern, which had transcribe as an
internal module concern. Connected Vehicle data has [REDACTED]
[REDACTED] to be setting in the IPMA as far a [REDACTED]
[REDACTED] continue with following the [REDACTED] i [REDACTED]
[REDACTED] and complete [REDACTED] AH to diagn IPMA's set fau
essful reprog ing. If [REDACTED] AH [REDACTED] is answered yes,
continue with the IPMA's replace t to for its programming
concerns. Thank you, [REDACTED] Assistance Team Member [REDACTED] As
your dealership is eq e See What I See (SWIS) h et, if
additional technical assistance is required and a SWIS session would
be beneficial (live video or picture would help), click <[REDACTED]

intment a [REDACTED] representative will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & 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 [REDACTED] can be reached at
[REDACTED], [REDACTED] Monday thru [REDACTED] Time to
[REDACTED] c [REDACTED] >
<
href=[REDACTED]
q.fac [REDACTED]
Concerns

<
href=[REDACTED]

RECOMM

Status : SWIS Not Neces [REDACTED] -APRAZUC1: SWIS Session
Contact...WEB-Ford-INT [REDACTED] b Status : [REDACTED]
[REDACTED] -APRAZUC1: Cal ck Done...
[REDACTED] - [REDACTED] REGION
[REDACTED] n thi ehi ogramming
rn. Reviewing the As-Built data information on PTS, it can be
noted that the IPMA's [REDACTED] data is all present and account
for. Please review Di Testing folder of [REDACTED] for
faults that are setting in the IPMA. Further review ble
Vehicle History information, it can be noted that the IPMA had been
self-tested right after an unsuccessful update, but successful
configuration, and set [REDACTED] for an internal electronic failure.
This fault can set for [REDACTED] internal module electronic failure or
if that module is experiencing a power and ground concern, which had
transcribe as an internal module concern. Connected Vehicle data has
[REDACTED] to be setting in the IPMA as far a [REDACTED]
[REDACTED] Continue with following the [REDACTED] s

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

C O M M E N T S

```
--TYPE-- ----- COMMENT TEXT -----
direction in [REDACTED] and complete [REDACTED] AH to diagnose for this
direction in [REDACTED] and complete [REDACTED] AH to diagnose for this
IPMAs set fau [REDACTED] ssful reprogra ng. If [REDACTED] AH Step [REDACTED] is
answered yes, continue with the IPMAs replacement t orrect fo [REDACTED] ts
programming concerns. Thank you, [REDACTED] Technical Assistance Team Member
[REDACTED] As your dealership is equip [REDACTED] with the See What I See [REDACTED] )
h [REDACTED] et, if additional technical assistance is required and [REDACTED]
session would be beneficial (live video or picture would hel [REDACTED] ick
```

reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:

- Your See What I See [REDACTED] headset is charged, the headset is turned on, and is update [REDACTED] h the latest software level.
- Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
- The vehicle you are working on is in a bay with good Wi-Fi connectivity

If the bullet points above are met the [REDACTED] can be reached at [REDACTED], [REDACTED] Monday thru [REDACTED] Time to [REDACTED] c [REDACTED]>
<[REDACTED]>

href=[REDACTED]
q.fac
concerns

href=[REDACTED]

(FS ██████ - ██████ - MIDWEST REGION
sary ██████ sion Sub Status :

CONCER

██████████ explained that he has preformed ██████ AH and the fault remains. ██████ also noted ██████ was prefor ██████ and there was still no success. The P ██████ etc. Tech mentioned that it has been worked on by another shop and is just looking make sure that everything possible is done prior to replacing the IPMA.

RECOMM

us. Since it has been worked on by another shop and it is unknown what was done a module recovery can be attempted, however since [REDACTED] code is present it is and a PMI did not go through it is [REDACTED] the PMI to resolve this concern. Prior to attempting to preform the module recovery reset the BMS learned values and connect a battery charger with the negative lead attached to a vehicle ground with the voltage set between [REDACTED] and 13.6 volts. If the Module recovery procedure form section [REDACTED] >General Procedures>Module Programing does not clear [REDACTED] code and complete the PMI then order a new IPMA to [REDACTED] place [REDACTED]. Respectfully, Neal Technical Assistance Center

ADD- [REDACTED] Not Necessary, [REDACTED] Session Sub Status :

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Technical, SWIS Comments : Guidance given should be followed prior to
Technical, SWIS Comments : Guidance given should be followed prior to
a SWIS call.

CONCER [REDACTED] GTCGCQIS
[REDACTED] r time and patience [REDACTED]. It paid off. After
tting [REDACTED], camera calibrations, D [REDACTED] BMS reset and SOC
at 98%, wi [REDACTED] different PC, module recovery and PMI, it configured
with success and after refreshing network, [REDACTED] SW update is no longer
showing. Now on to continued programming fo [REDACTED]! Thank you so
much!!!

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] a [REDACTED] t [REDACTED] e cou [REDACTED] et through the [REDACTED]
rec [REDACTED]. When time permits, please fill out the survey as this w
populate the self-help tool with verified fixes to assist additional
technicians in the future. If any additional information or assistance
is needed, please update this form, or call at [REDACTED]
Thank you! - [REDACTED]

ADD-ON [REDACTED] [REDACTED] D ATLANTIC REG
[REDACTED] s [REDACTED] e ry WIS [REDACTED] sion Sub Status :

CONCER Non-Technical, SWIS Comments : .
[REDACTED] e [REDACTED] explained that the PMI has been attempted
and it [REDACTED] been unsuccessful ([REDACTED] code remains) Attempted
every while on the phone with n [REDACTED] cess. Battery charger
connected Fresh [REDACTED] ([REDACTED]) SOC is at 98% and battery voltage is at
[REDACTED] As built d [REDACTED] wa [REDACTED] lable All software updates were complete
to the attempt

RECOMM [REDACTED] [REDACTED] size=3> <p style=margin: 0in
>The [REDACTED] has
dete ned that a follow-up is necessa [REDACTED] his
customers issue. Our Customer Handling Team
will contact you and/or the Service Manager, either by phone or by
updating this form within [REDACTED] to obtain additional
information and provide re [REDACTED] assist in resolving the
customers concern.</p>
 Respectfully, [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED]

RECOMM [REDACTED] [REDACTED] [REDACTED] Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Contact has been escalated

ADD-ON [REDACTED] [REDACTED] [REDACTED]

ADD-ON [REDACTED] E [REDACTED] s [REDACTED] id not escalate it in the last phone
form., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub
Status : Technical, SWIS Comments : Escalated

ADD-ON [REDACTED] [REDACTED] [REDACTED]

RECOMM [REDACTED] i [REDACTED] hnical Progress
[REDACTED] w [REDACTED] programm [REDACTED] is [REDACTED] m

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

made changes to the IPMA information that should resolve the [REDACTED].

made changes to the IPMA information that should resolve the [REDACTED]. Please follow the steps below to ensure the changes are obtained. FDRS and used during another IPMA programming attempt. 1) Uninstall FDRS. During the uninstall, there is a prompt with a box the technician must select to remove FDRS and all data. 2) Once uninstalled, reinstall FDRS at the latest [REDACTED]. 3) Disconnect the VCM from the laptop. 4) Manually enter the VIN [REDACTED] FDRS and click GO to start a session. 5) When the session starts and you've entered the toolbox tab, download the [REDACTED] App. 6) Reconnect the VCM and run the [REDACTED] App. 7) During [REDACTED] you will be asked if the original rule is still installed. If YES, click YES. If NO, click NO. 8) Clear codes and test drive to verify the [REDACTED]. Programming Specialist [REDACTED]

ADD- [REDACTED] t Necessary

CONCER [REDACTED] Technical. SWIS Comments : provided direction [REDACTED] GTCGCQIS [REDACTED] above process was successful, [REDACTED] cleared, IPMA camera [REDACTED] degree calibrations completed, all [REDACTED] cleared. Road tested, [REDACTED] ion assistance unavailable/ front camera fault displayed. Concern occurs [REDACTED] minutes of driving with cruise control/blue cruise [REDACTED] minutes, fault clears, Blue cruise function returns [REDACTED] normally for remainder of road test. [REDACTED] return. This has been intermittently [REDACTED] a [REDACTED] software updates performed, leading to the IPMA replacement which has not resolved concern.

CONCER [REDACTED] [REDACTED]) [REDACTED] REG [REDACTED] n [REDACTED] ata [REDACTED] where we had to [REDACTED] ge. Tech PMied IPMA, as mentioned by [REDACTED] and bluescruise begins to operate [REDACTED] minutes [REDACTED] ter this amount of time, IPMA sets [REDACTED] and bluescruise becomes inoperative. All mo [REDACTED] a [REDACTED], only DTCs setting. intermittently sets.

RECOMM [REDACTED] [REDACTED]) [REDACTED] REG [REDACTED] e [REDACTED] the [REDACTED] As [REDACTED] oned we have re-escalated this concern. Someone from our escalation team will reach out to you via this form for further diagnostics.

ADD- [REDACTED] [REDACTED]) [REDACTED] REG [REDACTED] s [REDACTED] ary [REDACTED] us :

RECOMM [REDACTED] Non-Technical. SWIS Comments : ... [REDACTED] g to set af [REDACTED] et [REDACTED] caused by a fault with the IPMA or the IPMA camera. It is recommended to replace the IPMA camera at this time and run the IPMA-Reset the IPMA Learned Values. Then clear codes and only perform the IPMA alignment if needed. The vehicle should be test driven afterwards to ensure [REDACTED] does not return. [REDACTED] Programming Specialis

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--
ADD-ON [REDACTED] [REDACTED] [REDACTED]
ADD-ON [REDACTED] [REDACTED] [REDACTED]
ADD-ON [REDACTED] [REDACTED] [REDACTED]
CONCER [REDACTED] [REDACTED] [REDACTED]
RECOMM [REDACTED] [REDACTED] [REDACTED]
ADD-ON [REDACTED] [REDACTED] [REDACTED]
TAR [REDACTED] [REDACTED] [REDACTED]
AUDIT [REDACTED] [REDACTED] [REDACTED]
ADD-ON [REDACTED] [REDACTED] [REDACTED]
ADD-ON [REDACTED] [REDACTED] [REDACTED]

Technical. SWIS Comments : provided direction
BODY - Programing is complete and the only
thing left now is alignment
A came he blue cruise was still not functioning. The IPMA
alignment was performed, followed by the alignment (which
failed a in a row then finally and no DTCs were
present i A, but the blue cruise was still not operational.
While on the phone, was performed (IPMA config) which showed
a and IPMA ali s performed, then the rest of the
co ration went through. No codes present after that. The vehicle
was test driven and the bluecruise was still not operational. No
updates were present for any of the modules.
diag cs with us over the phone. Since the bluecruise is not
operational after following the direction up to this point, we have
referred this concern to the Field Service Engineer () in your
market area. The should contact you and/or the Dealership
management (Service Manager or Service Director) within (1)
business day to discuss further recommendations. If the 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.
Technical. SWIS Comments : phone call was sufficient
ON ...THIS MACH E WHERE THE BLUE CRUISE IS N THE VE S
BEEN ...DOWN AROUND AND HAS FOLLOWED ALL THE TECHNICAL
DIRECTION, ...WITH N ICAL ESS BEING MADE. MOST RECENTLY
THERE ARE NO DTC'S ...OR UPDATES AND ALL THE HAVE BEEN
PERFORMED AND THE BLUECRUISE ...IS STILL NOT L.
BUT WON'T A TE. HE STATES IT'S ACTING LIKE THE VEHICLE DOESN'T
HAVE FORDPASS ACTIVATED ON VEHICLE. ADVISED TECH TO REMOVE CUSTOMER'S
FORDPASS FROM VEHICLE AND INSTALL ON HIS PHONE THEN RETEST. IF
IS RESOLVED, HAVE CUSTOMER REACTIVATE SYSTEM ON THEIR PHONE. IF
IS STILL PRESENT, I WILL DO FURTHER INVESTIGATION INTO
FOLLOW UP SET FOR () [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
FOLLOW UP WITH [REDACTED]. [REDACTED] STATES AFTER ACTIVATING FORDPASS WITH HIS
FOLLOW UP WITH [REDACTED]. [REDACTED] STATES AFTER ACTIVATING FORDPASS WITH HIS
PHONE, SYSTEM I [REDACTED] ER [REDACTED] G PROPERLY AT THIS TIME. [REDACTED] WILL TEST
SYSTEM AGAIN AND IF OK, RELEASE VEHICLE TO CUSTOMER [REDACTED]
ADD-ON [REDACTED] L [REDACTED] I OPE
WITH NO CODES PRESENT. VEHICLE HAS BEEN RELEASED TO CUSTOMER. CLOSING
AUDIT [REDACTED] S
CONCER [REDACTED] A GTCGCQIS
ted and correction of [REDACTED] reprogramming and
additional faults resulting from [REDACTED] ca reprogramming. DTCS no
longer returning, final step of [REDACTED] reset to restore [REDACTED]
functionality, vehicle was relea [REDACTED] customer and has be [REDACTED] ed
via connected vehicle data, no relevant DTCS are returning and no
waring indicators/messages have occurred. Vehicle is no operating as
designed. Dealership selected No Reply Required when submitting these
comments.
RECOMM [REDACTED]
ADD-ON [REDACTED] C
[REDACTED] o s Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Closing escalation

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
[REDACTED] # [REDACTED] AF, B129D: [REDACTED] -AF, B13F3: [REDACTED] -AF, [REDACTED] -AFKNOWN [REDACTED]
p re Used Effectiv Equ rocedure ive

Repair Type Component Number Number Type Description Causal Comp.
RPR [REDACTED] SERVICE mod m/media YES

Vehicle Build Date: [REDACTED] S Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] : EN
Bld Dt: Cal [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Serial #:

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

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- A [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- [REDACTED] Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] inop [REDACTED]

Other Veh. With Conc

Seve

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--
CONCER

----- COMMENT TEXT -----

performing [REDACTED] list any diagnostics already performed, including r [REDACTED] s of any TSB, GSBs or Pinpoint Test performing [REDACTED], the [REDACTED], [REDACTED] and [REDACTED] were all already up to date OTA, Updated [REDACTED] ic clude he [REDACTED], [REDACTED] and [REDACTED] then dated the IC all as normal, never di [REDACTED] u [REDACTED] e the [REDACTED] and [REDACTED] again. after 2 hard resets (and more and a battery dis [REDACTED] nect) screen never indicated that the vehicle is equipped with blue cruise, it states lane centering only and no hands free mode available with a future date, No codes in any modules. all effected modules are up to date, tried a different PC and still no updates for the effected modules.. Parts Replaced, including service part number if available none What is the level of the scan tool being used? Are any error messages noted? [REDACTED] Your Question: whats next? I see many other contacts with ma [REDACTED] es and attempts Please advise [REDACTED]

RECOMM

[REDACTED] a [REDACTED] ssue with the [REDACTED] which may be preventing [REDACTED] functionality. At th [REDACTED] ime, the needed data corr [REDACTED] ve been made. To apply these changes, start a new session with an FDRS that has never been connected to this vehicle previously (or uninstall and reinstall FDRS, selecting to remove all previous data on the FDRS used previously) and perform configuration programming on the [REDACTED]. Once programming completes, rerun the network test in FDRS and [REDACTED] ure no new applicable updates are populating. If they do, perform them. Then, reevaluate the concern. If the option to enable [REDACTED] is still not populating, follow the steps below in attempt [REDACTED] ate any additional updates. Update this form with any further questions which may arise, and we will be happy to help. 1. Uninstall FDRS 2. During the uninstall prompts, there is an option to remove all FDRS data, ensure this is selected 3. Reinstall FDRS version [REDACTED] or later from PTS > [REDACTED] tab 4. Start a new scan tool session [REDACTED] etermine if any so [REDACTED] updates are available, perform all updates available, [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

CENTER

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

even ones not listed in the [REDACTED]. 5. Perform [REDACTED] " Resets

even ones not listed in the [REDACTED]. 5. Perform [REDACTED] " Resets

using the [REDACTED] application 6. Check the controls menu in the vehicles infotainment display screen and confirm the lane centering with hands free is enabled now, if it is, [REDACTED] is enabled. No further action needed. 7. If lane centering with hands free is not available, continue on 8. Click refresh next to the datalogger application 9. Start a new scan tool session and recheck for available software updates 10. If no change, perform the [REDACTED] ([REDACTED]) Programmable Module Installation 11. Scan for software updates to determine if any software updates are available, perform if they are 12. Check the controls menu in the vehicles infotainment display screen and confirm the lane centering with hands free is enabled now, if it is, [REDACTED] is enabled. No further action needed. [REDACTED] Technical Assistance Team Member [REDACTED] K. As your dealership is equipped with the See What I See [REDACTED] headset, if additional technical assistance is required a [REDACTED] session would be beneficial (live video or picture would be helpful). click <A target= blank href= [REDACTED]

[REDACTED] appointment a [REDACTED] representative will reach out to you at the appropriate time. Verify the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], [REDACTED] Monday thru [REDACTED] Time to [REDACTED] c [REDACTED] >
<A target= [REDACTED] href= [REDACTED] q.fac [REDACTED] Concerns

<A target= blank href= [REDACTED]

[REDACTED] CENTER

ADD- [REDACTED] CENTER

[REDACTED] us :

CONCER [REDACTED] Contact. [REDACTED] Comm : NA

[REDACTED] GTCGCOSP

[REDACTED] e up [REDACTED] 6 and reprogrammed everything the ICP and GWM and [REDACTED] did eventually require updates. test drove to what i thought was [REDACTED] proved blue cruise road and the system seemed to work except never hands free operation. new issues arose. the GPS map was off on the vehicle location [REDACTED] and the satellite radio no longer functioned. [REDACTED] stomer had to pick up the vehicle. any help with that concern? I was going to perform battery disconnect first. [REDACTED] was [REDACTED] twice as per the previous

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
directions did not notice until the test drive...
directions did not notice until the test drive...
RECOMM [REDACTED] ([REDACTED]) [REDACTED] ta
[REDACTED] c i after [REDACTED]
[REDACTED] tions, we will be sending this case to the Module Programming
Escalated Handling Team for further review. Once more direction is
available, the contact will be updated. Thank you, [REDACTED]
Programming Team - [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] IPC
[REDACTED] i inop a [REDACTED]
data correct
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] i i Recom [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] s [REDACTED] essary [REDACTED]
nical. [REDACTED] Commen Escalating cont [REDACTED] for further review
RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] h view, we bel
pro d correctly. It is possible that we need to pair the [REDACTED]
mobile application to the vehicle to authorize it to use [REDACTED]
Please download the [REDACTED] mobile app on your phone and
the instructions in [REDACTED] pair the app to the vehicle. Re-evaluate
for [REDACTED] after this. If the fault persists, we suggest running
the [REDACTED] ion app on the IPC, [REDACTED] and [REDACTED] to ensure that they are
correctly configured. Thank you, [REDACTED] Modu rogramming Team
ADD-ON [REDACTED] [REDACTED] [REDACTED]
[REDACTED] s [REDACTED] ot Necessary [REDACTED]
nical. [REDACTED] Commen
[REDACTED] GTCGCQIS
[REDACTED] picked up there vehicle and was later contacted.
the customer reported the blue cruise was functioning properly and the
GPS and satellite radio was operational also. ??? all s well that ends
well.
[REDACTED] GTCGCQIS
RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] f that [REDACTED]
tly. We are going to close this [REDACTED]. Have a great day!
Thank you, [REDACTED] Module Programming Specialist
ADD-ON [REDACTED] [REDACTED] [REDACTED]
[REDACTED] s [REDACTED] cessary [REDACTED]
Technical, [REDACTED] Co ts : vehicle is [REDACTED] ired

----- C O N -----

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A F T [REDACTED] I [REDACTED] N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e	Part	Number	Labor
				Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				1		V		13	G
				2	28	AU2	[REDACTED]	DB	[REDACTED]
				2	28		[REDACTED]		[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: blue cruise unavailable

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--
CONCER

----- COMMENT TEXT -----

[REDACTED] a [REDACTED] description of Vehicle Concern: Good afternoon, This [REDACTED] has numerous concerns and an even more numerous repair history. As of right now, [REDACTED] is inop. (Lane Centering W/ Hands Free option is missing) [REDACTED] owner cannot connect [REDACTED] to the vehicle, and some [REDACTED] interface functionality is missing. Please list any diagnostics already performed: Originally (on a now closed RO, [REDACTED]), for concerns such as ACC fault, [REDACTED] inop., [REDACTED] when going [REDACTED], and the park aid camera [REDACTED] inop. [REDACTED] in the wrong location [REDACTED] the touch screen, the following list of parts were replaced (per FSE/TAC/Foreman/Management): - Body Harness - Instrument Panel Harness - Headliner Harness - GWM - IPM-A - IPM-A Camera - [REDACTED] - Software As of right now, the park aid camera display and ACC [REDACTED] concern has been corrected. [REDACTED] remains inop., and the customer is unable to connect to the [REDACTED] via [REDACTED]. Given our history with this vehicle and other Mach-Es that [REDACTED] [REDACTED], we believe that there is likely a server side error that is preventing this vehicle from obtaining the correct software via [REDACTED]. All available module updates have been completed. After replacement and PMI of the [REDACTED], the given software revision is [REDACTED]. We referenced [REDACTED] for its [REDACTED] of [REDACTED] software revisions, and would seem that [REDACTED] pre-dates all [REDACTED] sions listed in [REDACTED] (hence why we believe that [REDACTED] may be a server side error). Furthermore, some [REDACTED] functionality is different or missing as compared to like model [REDACTED]-Es. For example, in other Mach-Es, when adjusting the fan speed or HVAC temperature, the controls for those functions transfer to the rotary knob on the screen. This vehicle does not do that. Further, under Driver Assistance settings, other Mach-Es immediately have the full list of settings to see. This vehicle displays an Additional Settings button which reveals the driver assistance functions. We believe that these [REDACTED] functionality differences are caused by the software revision [REDACTED], but again, the [REDACTED] is up to date according to [REDACTED]. In regard to the [REDACTED] issue, the [REDACTED] team was contacted for further assistance. [REDACTED] they recommend [REDACTED] the Module

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Update Repair for the TCU be completed. This procedure fails every

Update Repair for the TCU be completed. This procedure fails every time it is run, stating Exception trying to obtain files from the backend server required to repair this vehicle. This could indicate the VIN has been locked out. So, we can [REDACTED] check the server for any errors regarding this vehicles softw [REDACTED] hat would be much appreciated. If that avenue does not bear fruit, any further guidance would be greatly appreciated. Thank you, - [REDACTED] Replaced: - Body Harness - Instrument Panel Harness - Headli [REDACTED] s - GWM - IPM-A - IPM-A Camera - [REDACTED] - Software Your Question: Stated above -

RECOMM [REDACTED] h [REDACTED] a [REDACTED] being done on this case to determine if [REDACTED] le Programming Escalated assistance will be required. The form will be updated with your next steps or if further research is needed from Module Programming [REDACTED]

RECOMM [REDACTED] t [REDACTED] there is an issue with the IPC and/or the [REDACTED] software configuration data preventing Blue Cruise from enabling [REDACTED] other module software updates from being available. This contact is being moved to Module Programming Escalated Handling for review of the module configuration data. Please update this contact stating you still need assistance enabling Blue Cruise to place this case in the Module Programming que for review. [REDACTED]

ADD-ON [REDACTED] S [REDACTED], suspects issue with [REDACTED] or IPC configuration data pre [REDACTED] dule updates/blue crui [REDACTED] Recommended transferring to ModProg and Escalating for EH review/DSP assistance

CONCER [REDACTED] t [REDACTED] sistance is indeed still required to correct this vehicles concerns, and we believe server side software errors are present. Thank you. [REDACTED]

RECOMM [REDACTED] b [REDACTED] ork with the current software that was available for the vehicle modules. These software versions have now been surpassed causing the prep kit to not see them as valid. The engineering team is currently working to resolve this concern and it is suspected that the application will be updated soon. However even with the prep kit having failed we have found that in many cases the blue cruise system will still operate correctly. At this time please ensure that the hands free driving icon is present on the [REDACTED] screen and the blue cruise subscription date is showing as exp [REDACTED] g at least in [REDACTED] and then test for correct operation of the blue cruise system. I [REDACTED] e handsfree driving icon is not present and or if the expiration date is missing and or is not showing at least [REDACTED] follow the steps below to reset the module. (1). Cycle the igniti [REDACTED] ff and on [REDACTED]. (2). Keep ignition on. (3). Wait [REDACTED]. (4). Perform a [REDACTED] onal ignition cycle off then on. [REDACTED] ect to the vehicle with the FDRS tool and run the Reset the [REDACTED] module Y [REDACTED] application. (6). Check [REDACTED] About screen for this [REDACTED] age: Hand [REDACTED] ee Driving Mode available

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

through [REDACTED] or future date. If the expiration date and hands free dri [REDACTED] are now present, retest for correct blue cruise operation. If the system is not operating correctly at that time, please perform a self-test and update us with your findings. As well as if the expiration date is present along with the hands free driving icon. [REDACTED]

n a [REDACTED] or the timely response. At your earliest convenience, please re-read the given vehicle concern and diagnostics already performed. Note that [REDACTED] Prep-Kit functionality is not a concern at this time. Hands [REDACTED] ing settings and Map expiration information are not currently present on this vehicle. Again, we believe this is likely due to a server-side error that is preventing EDRS from populating the correct [REDACTED] software. Thank you very much, -

RECOMM [REDACTED] h a [REDACTED] to be p m [REDACTED] on has been determined, the contact will be updated. [REDACTED]

[REDACTED] has d i [REDACTED] necessa [REDACTED] his customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern.</p> <p> Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for more information. </p>

ADD-ON [REDACTED] i [REDACTED] r Recom t [REDACTED]

[REDACTED] to confirm that this contact is still being investigated, as it s been [REDACTED] since the last communication. Thank you, -

RECOMM [REDACTED] n [REDACTED] e for th a [REDACTED] team is a few w [REDACTED] behind in escalated reports. Thank you for your patience. Engineering is currently investigating this concern. It s suspected the required module(s) for BC operation are not at the correct software levels. Once the required modules are at the correct software levels, the hands-free function will work regardless of the results gathered from the enable prep kit application. This application only verifies current software levels for the GWM and the [REDACTED]. It has been found that at times the GWM and [REDACTED] will exceed the [REDACTED] ware file being used in the application for re [REDACTED] nce and may fail the app. Even though it s been exceeded or at a higher level, this will not inhibit hands-free operation. If the lane centering with hands-free option is listed in the touchscreen display, BC operation

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

should be confirmed with a test drive. We have found in some vehicle s
should be confirmed with a test drive. We have found in some vehicle s
that the expiration date has been removed from the touchscreen display
and the hands-free function will work as intended. If hands-free
function is verified during the test drive update the form and we can
close [REDACTED] the escalation and FSA. If hands-free function does not
work o [REDACTED] the option is missing, engineering will find the modules that
are not at the correct software levels. Once engineering provides an
update, we will update the form. Due to the holidays, expect a
response a few business days after [REDACTED]. Have a great day! [REDACTED]

RECOMM

[REDACTED] a [REDACTED] or the response. The Hands-Free options are
missing entirely from this vehicle, which is why we suspect a software
issue. If this could be passed along to engineering, it would be
greatly appreciated. Thank you very much, [REDACTED]

[REDACTED] i [REDACTED] ed server da [REDACTED] to [REDACTED] 1
of [REDACTED] on this [REDACTED] vehicle. Please follow the
pro [REDACTED] ow to pro [REDACTED] the vehicle and enable [REDACTED]
Note: Prior to programming, ensure that the [REDACTED] battery
[REDACTED] and/or [REDACTED] test. Fully [REDACTED] ge or replace the
[REDACTED] per the [REDACTED] of the tester. Next, verify that the
state of charge (BCM PID for BATT SOC%) is at 75% or greater.
You may need to fully recharge the battery and perform the BMS reset
to achieve 75% or greater, even on a replacement battery.
1. Disconnect the [REDACTED] , [REDACTED] or later level device from the DLC and
PC. 2. Launch FDRS [REDACTED] d og [REDACTED] 3. In the Device Manager window that
populates, select CANCEL. 4. Select the appropriate VIN from the
Vehicle Identification menu or use Manual VIN Entry and select GO.
5. In the Vehicle Communication Device Not Detected window that
populates, select CONTINUE. If a Device Explorer window populates,
select CANCEL. 6. After the session has started, reconnect the [REDACTED] /
[REDACTED] to the DLC and the PC. The [REDACTED] / [REDACTED] or later level d [REDACTED] e
should turn green in the bo [REDACTED] m ig [REDACTED] orner of the screen. If it
does not, troubleshoot the FDRS to [REDACTED] , [REDACTED] or later level device
connection. 7. In the Toolbox menu, [REDACTED] i [REDACTED] te [REDACTED] the software update
tab and perform any available software update for the following
modules: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] . Follow the
on-screen [REDACTED] om [REDACTED] n [REDACTED] av [REDACTED] bl [REDACTED] of [REDACTED] re [REDACTED] ates are completed,
download and run the <u> configuration </u> app for the [REDACTED] , [REDACTED] ,
[REDACTED] , [REDACTED] , and [REDACTED] . When the configuration app has com [REDACTED] te [REDACTED] n the
[REDACTED] e [REDACTED] les, r [REDACTED] he [REDACTED] reset application in FDRS [REDACTED] .
Verify that the [REDACTED] bile app is paired to the v [REDACTED] f the
customer is not [REDACTED] e to pair their device, you may install the
app on a mobile cell phone to pair to the vehicle. Once paired,
[REDACTED] should be active. Verify [REDACTED] is functioning by road
[REDACTED] e vehicle on a [REDACTED] [REDACTED] hank you, [REDACTED]
Master Technician Module [REDACTED] g Specialist Team

CGIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

Good afternoon, We just got this vehicle back in the shop and

Good afternoon, We just got this vehicle back in the shop and completed all of the above recommendations. The [REDACTED]-A, [REDACTED], PCM, SOBDM-A/B/C, and [REDACTED] were updated. No further updates available via [REDACTED]. The same [REDACTED] remains. It is believed that the APRM spec ally is still running outdated software ([REDACTED]). Please advise on the best path forward. Thank you [REDACTED]

neering for further investigation. I will update this form or I have further information available. Have a great [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

te this [REDACTED] or [REDACTED] I have further information available. Have a [REDACTED] Programming Specialist [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
update this form [REDACTED] or once I have further information
update this form [REDACTED] or once I have further information
available. Have a [REDACTED] Programming Specialist
RECOMM [REDACTED]
te this form [REDACTED] or once I have further information
available. Have a [REDACTED] Programming Specialist
ADD-ON [REDACTED]
RECOMM [REDACTED]
te this form [REDACTED] or once I have further information
available. Have a [REDACTED] Programming Specialist
RECOMM [REDACTED]
te this form [REDACTED] or once I have further information
available. Have a [REDACTED] Programming Specialist
ADD-ON [REDACTED]
RECOMM [REDACTED]
te this form [REDACTED] or once I have further information
available. Have a [REDACTED] Programming Specialist
RECOMM [REDACTED]
a [REDACTED]
t so that they can manually fla all modules to the latest level
using an engineering tool. Please wait for contact from your [REDACTED] to
schedule a visit for this vehicle. [REDACTED] Programming Sp alist
ADD-ON [REDACTED]
dealer, as the [REDACTED].

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????----- STAR [REDACTED] 3C/[REDACTED] [REDACTED] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TECH COMMENTS	[REDACTED]	[REDACTED]

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Ca Cond	Ch Pfx	Sh Base	Ch Part Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	---------	--------	---------	-------------	-----------------

[illegible]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INACCURATE

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

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

---TYPE--- [REDACTED] S
AUDIT [REDACTED] C E XT

AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]

[REDACTED] ber [REDACTED] sto [REDACTED]
[REDACTED] Busin [REDACTED] Phone [REDACTED]
Phone : [REDACTED] Scor [REDACTED] Purchase [REDACTED] 1
Owner [REDACTED] ract Number : N/A Part Number : N/A Dealer Name :
Futur [REDACTED] Lincoln Dealer P&A : [REDACTED] phone : [REDACTED] age :
[REDACTED] : [REDACTED] Make [REDACTED] 1 : [REDACTED] age :
[REDACTED] ion [REDACTED] ansmiss [REDACTED] Specific [REDACTED] AUTO
TRANSWarranty Start Date : [REDACTED] Recall/FSA:
: [REDACTED] EGLI [REDACTED] TIONESP : N/A Hotline Contact
: [REDACTED] : YES

[REDACTED] CXS [REDACTED] ext [REDACTED] / [REDACTED] - [REDACTED] purchased a
[REDACTED] [REDACTED] r n [REDACTED] i [REDACTED] hop [REDACTED]
[REDACTED] down) Problem is there but cant be fix [REDACTED] of
r He w ike to find out what to do. Vehicle is not at
dealer right now, he picked it up on [REDACTED] 4He cant get a electrical
vehicle loaner until the fix. VIN: [REDACTED] age:
3500DLR: Future [REDACTED] not working,
it pops up watch [REDACTED] ntral of the vehicle. He is
looking straight at the ro d it still pops up. Pre-collusion kept
coming on after updates Concern line C could be related [REDACTED] then
preform diagnosis on this line. He brought the vehicle i the
[REDACTED] within the [REDACTED] of owning the vehicle. Customer
[REDACTED] aching out t [REDACTED] o get the vehicle back to the
dealership for further r [REDACTED] ist. NEXT STEPS: F/u with cust on
[REDACTED] to get an update on when he will be getting the vehicle to the
r. [REDACTED] Experience
[REDACTED] [REDACTED] [REDACTED] ext.

[REDACTED] In [REDACTED] e(s) on the Title: [REDACTED] Address: [REDACTED]
[REDACTED] [REDACTED] S

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] customer isPurchasing <td colspan="3">

[REDACTED] customer isPurchasing <td colspan="3">

[REDACTED] solid #a6a6a6; border-left:[REDACTED] solid #a6a

TO [REDACTED]
Ope [REDACTED]. Beginning investigation/review.
Attache [REDACTED] Report and Claims List to [REDACTED].
[REDACTED] to [REDACTED] of [REDACTED] Unsuccessful. Left message
ing [REDACTED] n ph [REDACTED] Os for this VIN# at this
dealership.
[REDACTED] from [REDACTED], [REDACTED], [REDACTED]. Unsuccessful. Left message
ting t [REDACTED] t s [REDACTED] rently at her shop. States that
this vehicle is experiencing a [REDACTED] issue, however, at this
point, [REDACTED] has no fix.. [REDACTED] that this will be an over the
air sof [REDACTED] ate; parts are t required to complete this repair.
Further states that customer has a scheduled appointment for [REDACTED]

[REDACTED] [REDACTED], acting [REDACTED], [REDACTED] of [REDACTED].
ucce [REDACTED]. Left vo [REDACTED] as [REDACTED] my c
regarding ROs for this VIN# at his dealership.
[REDACTED] from [REDACTED], acting [REDACTED], [REDACTED] of [REDACTED].
cessfu [REDACTED] oke to hi [REDACTED] om [REDACTED] tion [REDACTED]
[REDACTED], for [REDACTED]. I told him that despite the fact that [REDACTED]
nnot b [REDACTED] n the customers vehicle, that his VHA in
he is having various diagnostic troubles relating to various
SSM/TSB/GSBS. [REDACTED] asked for customers phone number. States
that there are [REDACTED] records for this vehicle.

[REDACTED] Customer Experience [REDACTED]
[REDACTED] ext. [REDACTED]: Cu [REDACTED] vehicle in
tomer [REDACTED] sting either a EV rental or gas
reimbursement. The customer was informed that we can only assist as a
reimbursement and only after the vehicle has been repaired and
returned to the customer. [REDACTED] also informed the customer that we can
cover up to [REDACTED] for re [REDACTED] l and [REDACTED] for Gas. He was also
informed tha [REDACTED] B is still pendi [REDACTED] agent has a follow up
set for [REDACTED]. There is a case opened by the dealer requesting rental
assistan [REDACTED] om the huddle that [REDACTED] lead. We
need to leve [REDACTED] rental reimbursemen [REDACTED] if gas is
mentioned or requested... [REDACTED] for [REDACTED] vehicles [REDACTED] for
E&F Series, [REDACTED], and [REDACTED] o s [REDACTED] for thir
rentals.Gas [REDACTED] Nex [REDACTED] will [REDACTED] the agent on the
case. [REDACTED] Customer Experience [REDACTED]
[REDACTED] [REDACTED]: [REDACTED] ext. [REDACTED]
[REDACTED] or [REDACTED] asons, [REDACTED]
not submit any sensitive personally identifiable
information, such as credit card numbers, drivers license number, SSN,
DOB, etc. Thank you.
[REDACTED] ext [REDACTED]/ [REDACTED] to DLR [REDACTED] Spoke with [REDACTED]
e [REDACTED] ist s [REDACTED] an rred me [REDACTED], he advised [REDACTED] e is in
the system for a Mach-e no history [REDACTED] e advised there is no [REDACTED]
[REDACTED] at this dealership. [REDACTED] to [REDACTED] of [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] - [REDACTED] he advised that [REDACTED] is at this [REDACTED]

[REDACTED] - [REDACTED] he advised that [REDACTED] is at this [REDACTED]

[REDACTED] ip H [REDACTED] ldnt get a hold o [REDACTED] an [REDACTED] and [REDACTED]

[REDACTED] EMAIL: [REDACTED] a [REDACTED] get u [REDACTED] e

[REDACTED] he vehic [REDACTED] get update n vehicle

[REDACTED] status. [REDACTED] Experience [REDACTED] ext.

[REDACTED] [REDACTED] Ext [REDACTED]

[REDACTED] cruise [REDACTED] r [REDACTED]

[REDACTED] Customer stated his vehicle has been to the s [REDACTED]

[REDACTED] He did ask if he can speak with the agent. I told him agent has

[REDACTED] follow up with him [REDACTED]. Customer stated he will wait for her

[REDACTED] call, Callback [REDACTED] did tell the customer the buyback is still

[REDACTED] in process. Nex [REDACTED] d agent message to call customer back and

[REDACTED] notate case.

[REDACTED] CXS [REDACTED] ext [REDACTED] / [REDACTED] to [REDACTED] - Spoke with [REDACTED]

[REDACTED] serv [REDACTED] except t, ked [REDACTED] no

[REDACTED] available. NEXT STEPS: f/u with [REDACTED] st [REDACTED] on vehicle status

[REDACTED] Experience [REDACTED] ext.

[REDACTED] e [REDACTED] to CUST [REDACTED] - customer did not answer,

[REDACTED] left age a ng at I have [REDACTED] his concern to [REDACTED] and I

[REDACTED] waiting to hear back from [REDACTED] regarding his vehicle and if [REDACTED] tech

[REDACTED] has been in contact with [REDACTED] or an [REDACTED]. I asked that if he hears from

[REDACTED] to please let her kno o get b in contact with me. I advised

[REDACTED] t his GFR is still under review and reiterate that it takes at

[REDACTED] least [REDACTED] for a decision to be made. NEXT STEPS: F/u with cust and

[REDACTED] dlr [REDACTED] h update on vehicle status. [REDACTED]

[REDACTED] Experience [REDACTED]

[REDACTED] sage ki h r n my [REDACTED] sf [REDACTED] ce

[REDACTED] vehicle and if he is having other issues than with his [REDACTED].

[REDACTED] [REDACTED] of [REDACTED]. Unsuccessful. Did [REDACTED] a

[REDACTED] g Wi c a ater

[REDACTED] to [REDACTED] Mgr., [REDACTED] of [REDACTED]. Unsuccessful. Left

[REDACTED] ce m e him to all ing customer visits

[REDACTED] to his dealership.

[REDACTED] to [REDACTED] of [REDACTED]. Unsuccessful. Left voice

[REDACTED] sage ki h c me r [REDACTED] ustomers vehicle.

[REDACTED] CXS ([REDACTED]/extension [REDACTED]) [REDACTED] CUST Issue/concern-

[REDACTED] tomer to get case r update on case cxS advised

[REDACTED] customer that buyback is still under review advised customer that i

[REDACTED] will reach out to CXS to give you a call back. NEXT STEPS: webex

[REDACTED] tomer Experience

[REDACTED] to [REDACTED] f [REDACTED] s [REDACTED] of [REDACTED]. Successful. States customer

[REDACTED] pped [REDACTED] f [REDACTED] s [REDACTED] e [REDACTED] l not pick it up. Dealer has

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
given them a loaner vehicle to utilize. There is an [REDACTED] currently on
given them a loaner vehicle to utilize. There is an [REDACTED] currently on
this vehicle, however, a fix it not yet available.
[REDACTED] to [REDACTED], Future [REDACTED] of [REDACTED]. Successful. Told her to call
cus er and as m to [REDACTED] is vehicle. It is within their
rights to charge storage for the customers vehicle and to charge him
rental fees while he has their loaner.
Sent CXS an email asking that she reach out to the customer and ask
him to pick up his vehicle from Future [REDACTED] of [REDACTED]. Further
that dealer has a right to charge custo stor and rental
fees. Advise customer to pick up their vehicle, as there is no fix to
their concerns at this time.
Updated [REDACTED].
Case Ana t Review Complete. Transferring to [REDACTED] for Review.
CXS [REDACTED] ext [REDACTED] to [REDACTED] -Spo with wrong Future
[REDACTED] to c [REDACTED] f [REDACTED] o [REDACTED] spoke
[REDACTED] they tran [REDACTED] to [REDACTED] she [REDACTED] t
messa asking for a call back r a ng customer. NEXT STEPS: Email
to request documentation for no fix found [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED] r [REDACTED]
[REDACTED] revi n progress
m: [REDACTED]) Sent: [REDACTED]
PMTto: [REDACTED] t: RE: [REDACTED] VIN:
[REDACTED] Yes t [REDACTED] n the
on. P e ow once [REDACTED] makes contact with the tech.
Thank you. [REDACTED] Experience
[REDACTED] ext.
[REDACTED] e [REDACTED] to CUST [REDACTED] - advised customer that the
revi stil ess and w ing to have a our technical
team to reach out to the dealership. I advised if anything changes I
will advise him. NEXT STEPS: F/u with cust and dlr on [REDACTED] to get
update on vehicle and [REDACTED]
Experience [REDACTED]
[REDACTED] n prog
m: [REDACTED]) Sent: [REDACTED]
PMTto: [REDACTED] t: RE: [REDACTED] /VIN:
[REDACTED] see if [REDACTED] has
out t e ds. [REDACTED]
[REDACTED] Experience [REDACTED]
[REDACTED] re
[REDACTED] review in progress
to [REDACTED] spoke with [REDACTED]: [REDACTED]
atin [REDACTED]
From: [REDACTED]) Sent: [REDACTED]
PMTto: [REDACTED] t: RE: [REDACTED] IN:

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] CRM: [REDACTED] you for the response. The buyback review
[REDACTED] CRM: [REDACTED] you for the response. The buyback review
requ tech reaches out to hotline, please send
me the hotline case number once completed. Also, please have the tech
start the process for the reprogramming of the HVAC module. Thank you.
[REDACTED] Experience
[REDACTED] ext.
[REDACTED] e [REDACTED] to [REDACTED] -Spoke with [REDACTED] - [REDACTED] he
tran ed me er e de t [REDACTED] Sp e
receptionist she transferred me to [REDACTED] not answer, left
message asking for update to see if [REDACTED] s reached out regarding
vehicle. NEXT STEPS: f/u with cust o [REDACTED] with update on vehicle
status. [REDACTED] Experience
[REDACTED] ext.
[REDACTED] e [REDACTED] to [REDACTED] - cust did not answer, left
mess dvisi at r te c [REDACTED] could be reaching out to [REDACTED]
[REDACTED]. I advised that the GFR is still on going due to the delay on
echnical side. I apologized for the delay and advised I would
follow up [REDACTED]. NEXT STEPS: F/u with [REDACTED] and [REDACTED] on [REDACTED] to
get update hicle status. [REDACTED] Experience
[REDACTED] g [REDACTED] er rev te [REDACTED] r is
ll being processed and no update on repairsDebra [REDACTED]
Concern TeamBattery Electric SpecialistO: [REDACTED]
review in progress
Review Complete. TRANSFERRING to RES FOR REVIEW.
Review Complete. Transferring to COM for Final Review & Processing.
APPROVAL UPLOADED TO PORTAL. TRACKING IS [REDACTED] WILL BE SENT
WITHIN THE NEXT [REDACTED]
RAV has received [REDACTED] he case. Customer contact is
forthcoming
Per [REDACTED], repair complete

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWEHN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? DARK MATTER/STARLIGHT GRAY

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - Future [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED]
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED]

--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component: COMMENT TECH COMMENTS
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 [REDACTED] ([REDACTED] ATLANTIC REG
a [REDACTED] d ion veh e concern
CRUISE KICKS O TELLIGENT CRUISE WONT TURN ON IN ADAPTIVE
CRUISE SETTINGS Please list any diagnostics already performed,
including results of any TSB, GSBs or Pinpoint Test SELF
TEST, RECONFIGURE IPMA Parts Replaced, including service part number if
available NONE What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: AFTER CLEARING THIS
IPMA CODE [REDACTED] AND TE THIS CODE ALWAYS RETURNS. DO I NEED
TO DO THE [REDACTED] OR THIS CODE OR COULD THIS BE A PROGRAMMING ISSUE?
RECOMM [REDACTED] ([REDACTED] ATLANTIC REG
t i p rog ing sue to be
pre . The [REDACTED] sets when the IPMA detects a communication
failure with [REDACTED] between the IPMA and the GWM. The
intermittent nature of this fault also suggests that a poor connection
or circuit fault may be taking place. Moving forward with diagnostics
for this vehicle it is recommended to complete ppt A from [REDACTED]
[REDACTED] of the [REDACTED]. Wiring cell [REDACTED] can be used to p an
w of the rcuits being t your dealership is equipped
with the See What I See ([REDACTED]) headset, if additional technical
assistance is required an [REDACTED] session would be beneficial (live
video or picture would help). ck <A target= blank
href= [REDACTED]

intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
< [REDACTED] =font-weight: bold font-style:
italic>If the bullet points met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

```

--TYPE--
perform a [REDACTED] call.</span> <br><BR><A target=[REDACTED]
perform a [REDACTED] call.</span> <br><BR><A target=[REDACTED]
href=[REDACTED]
q.fac [REDACTED]
concerns</A><br><br><A get=[REDACTED]
href=[REDACTED]

ADD-ON [REDACTED] ( [REDACTED] - MID ATLANTIC REG
d O T s BODY for [REDACTED]/
ethernet comm concerns. Not suspected to be programming conc
Session Status : [REDACTED] Not Necessary, [REDACTED] Session Sub Status : [REDACTED]
Contact, [REDACTED] Com s : [REDACTED]

CONCER [REDACTED] GTCGCO
R T A 6 MY READINGS ARE [REDACTED] TO [REDACTED] RESISTANCE
BETWEEN CONNECTORS [REDACTED] & [REDACTED]. CON TOR [REDACTED] S BETWEEN THE [REDACTED]
[REDACTED] MEASURE [REDACTED] ANC EEN [REDACTED] AND [REDACTED] ITS IN SPEC UT
[REDACTED] & [REDACTED] I GET [REDACTED] RESI CE ( [REDACTED] S [REDACTED] ) IM
GONNA OR THI ETHERN LE I GUESS. STILL NOT TANDING
HOW THIS WONT EVEN LET ME TURN ON INTELLIGENT CRUISE IN SETTINGS?

RECOMM [REDACTED] ( [REDACTED] ) - KEYSTONE REGION
[REDACTED] t s [REDACTED] can adaptive and
lligent cruise contro to be inoperative. However, it is also
noted [REDACTED] the window sticker that this vehicle came equipped with the
[REDACTED], which likely means FSA
[REDACTED], erate, which there is
ntly a stop on this FSA. It is likely that this is the reason
BlueCruise or intelligent cruise control cannot be selected [REDACTED] the
settings menu. Since this FSA is on hold until further notice it
would be advised to ensure the adaptive cruise control works after the
repair is made and if it is still inoperative after the [REDACTED] code is
resolved, perform PPT A [REDACTED] WSM [REDACTED] for inoperative A

ADD-[REDACTED] - KEYSTONE REGION
[REDACTED] s N ssary [REDACTED] sion Sub Status :
Technical, [REDACTED] Co ts : Web respons fficient

CONCER [REDACTED]
[REDACTED] s descr
BLUE CRUISE I TELLIGENT CRUISE WILL NOT TURN ON - UNABLE TO
[REDACTED] APIM [REDACTED] Please list any diagnostics already performed,
ng res of any TSB, GSBS or Pinpoint Test SELF TEST Parts
Replaced, including service part number if available NONE What is the
level of the scan tool being used? Are any error messages noted?
35.5.3 Your Question: CAR WAS IN WITH SAME CONCERN [REDACTED] AND
DETERMINED THAT [REDACTED] WOULD HAVE TO BE RESOLVED ON [REDACTED] ERING END
BEFORE UPDATE IS [REDACTED] IBLE? IS THAT STILL THE CASE OR DO YOU HAVE
ANOTHER ALTERNATIVE FOR THIS CONCERN? TRANSFER-Ford-INT [REDACTED]
22-[REDACTED] : Transferred from MODPROG to [REDACTED]...WEB-
[REDACTED] : Callback Done...[REDACTED]-Ford-
[REDACTED] Session Status [REDACTED] Not N
S tu [REDACTED] Contact...WEB-Fo XT [REDACTED]

```


CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

[REDACTED]-[REDACTED]: Good morning [REDACTED], Thanks for contacting us.

[REDACTED]-[REDACTED]: Good morning [REDACTED], Thanks for contacting us.

[REDACTED] g e information p ded, the bluecruise is inop and the cruise control can not be turned ON. The [REDACTED] is not applicable for this VIN according to PTS. Neverthele he proper blue cruise operation, we recommend updating the PSCM, BCM, and [REDACTED]. According to the vehicle history, the [REDACTED] update has faile e to a low battery state of charge. We recomm charging the [REDACTED] battery for [REDACTED]. Then, perform the BMS reset using the sc tool. Re T SOC PID in the BCM which should be [REDACTED] in order to complete the [REDACTED] update. Additionally, we reco forming a [REDACTED] master rese d use a USB flash drive formatted into Exfat ed of [REDACTED]. Once the [REDACTED] is updated, re evaluate the blue cruise operation he cruise c ol performance. As your dealership is equipped with the See What I See ([REDACTED]) headset, if additional technical assistance is required a [REDACTED] session would be beneficial (live video or picture would p). click <A [REDACTED] href=[REDACTED]

[REDACTED] ntment a [REDACTED] representa will reach out you at the appropriate time. Ver the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
< [REDACTED] style=font-weight: bold font-style: italic>If the bullet points ve are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to call.< href=[REDACTED] q.fac concerns

<A href=[REDACTED]

[REDACTED]WEB-[REDACTED]-INT-[REDACTED]

RECOMM [REDACTED] n [REDACTED] tacting [REDACTED]. A information p ded, the bluecruise is inop and the cruise control can not be turned ON. The [REDACTED] is not applicable for this VIN according to PTS. Neverthe the proper blue cruise operation, we recommend updating the PSCM, BCM, and [REDACTED]. According to the vehicle history, the [REDACTED] update has fail ue to a low battery state of charge. We recomm charging the [REDACTED] battery for [REDACTED]. Then, perform the BMS reset using the an tool. Re c SOC PID in the BCM which should be [REDACTED] in order to complete the [REDACTED] update. Additionally, we recomm rming a [REDACTED] master reset use a USB flash drive formatted into Exfat inste [REDACTED]. Once the [REDACTED] is updated, re evaluate the blue cruise operatio the cruise

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

control performance. As your dealership is equipped with the See What
control performance. As your dealership is equipped with the See What
I See ([REDACTED]) headset, if additional technical assistance is required
and a [REDACTED] session would be beneficial (live video or picture would
help). [ck <A target=](#)
[href=](#)

intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.< a target=

[href=](#)[q.fac](#)[concerns

<A get=](#)[href=](#)

ADD-ON

CONCER

RECOMM

Sub Status : [REDACTED] s : [REDACTED] ot [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] 1 n tha 1
and BlueCru is not available. On the display, standard and adaptive
cruise control can be selected, but intelligent is not able to be
selected. An [REDACTED] SW update is currently available, but when
attempting th date, nothing is shown ion the screen when the USB is
inserted. A [REDACTED] USB drive has been formatted to exFAT for the
update. SOC [REDACTED] and the charger is connected to a chassis
ground with vol to [REDACTED]. FDRS is at [REDACTED]. IPM DTC
[REDACTED] sets occasionally th [REDACTED] e [REDACTED] was
in [REDACTED] for the [REDACTED] DTC. so no ration
date listed bout [REDACTED] e as described in [REDACTED].
[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] k r [REDACTED]. At [REDACTED] ed
erform an [REDACTED] Master Reset ugh the vehicle touchscreen
settings menu, lowed by a [REDACTED] battery disconnect reset with
the leads held together. Afte ets, we can reattempt to perform
the [REDACTED] Master Reset. In addition to the programming prechecks
prev ly followed, please utilize different network, such as a
mobile hotspot, to rule out any network concerns. We will also want to
obtain a different [REDACTED] or [REDACTED] USB drive and fully format it to
exFAT. If available can utilize a different computer and VCM
to rule out any device faults. If programming is successful, we can

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

rerun the network test to check for any related software updates to
rerun the network test to check for any related software updates to
perform and continue as directed by [REDACTED]. Please update us with
the results of testing and if the co r [REDACTED] ains after programming.

ADD-ON [REDACTED] o [REDACTED] s [REDACTED] e sary WIS sio [REDACTED]

CONCER [REDACTED] Technical, SWIS Comments : IBC from tech
[REDACTED] GTCGCOIS
HAD TALKED ABOUT [REDACTED] TO NO AVAIL. HERE ARE
PICS OF THE FILES COPIED TO USB AND [REDACTED] T DIDNT DOWNLOAD TO
UPDATE APIM. ALOS A PIC OF ABOUT SYNC SCREEN AND MISSING DATES FOR
BLUE CRUISE MAP DATES.ALSO OF CRUISE SETTINGS AND SETTINGS FOR DRIVER
ASSISTANCE SETTINGS FOR CRUISE CONTROL INTELLIGENT CRUISE DOES NOT
TURN ON. ILL HAVE THE CAR UNTIL THERE IS SOME [REDACTED] FOR THIS
CONCERN

RECOMM [REDACTED] e [REDACTED] ast rec end [REDACTED]
APIM update, we recommend performing the module recovery listed in
the <A href=[REDACTED] Transport?link=0
01&am [REDACTED] xact same cable
adaptors lis [REDACTED] the T [REDACTED] rder to complete the update reovery
succesfully. We have confirmed through the vehicle history that this
procedure has not been performed yet. After completing the recovery,
lets perform [REDACTED] the previous prechecks recommended along
with the mast [REDACTED] battery disconnection. Then, try the update
[REDACTED]. If further assistance is needed, please update the form
[REDACTED]. We will be happy to provide more
assistance.

ADD-ON [REDACTED] s [REDACTED] cessary WIS [REDACTED]

CONCER [REDACTED] Technical, SWIS Comments : Web response
[REDACTED] GTCGCOIS
[REDACTED] r [REDACTED] this is the message i get (
exception trying [REDACTED] tic files from the backend server
required to repair this vehicle. this could indicate the vin has been
locked out. would you like to retry yes or no) i hit yes and same
appears?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] REG
[REDACTED] e [REDACTED] e dul [REDACTED] to
resolv [REDACTED] e programming concern. The APIM will need to be replaced,
then the original concern retested. If the APIM is still unresponsive
to updates or displays indexing, but does not proceed with the update,
and no [REDACTED] battery voltage concerns are present. The GWM will also
need to [REDACTED] replaced. Thank you, [REDACTED], [REDACTED]

[REDACTED] [REDACTED] ([REDACTED]) [REDACTED] REG
[REDACTED] s [REDACTED] c ary [REDACTED] :

Technical, SWIS Comments : N/A

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--
CONCER [REDACTED] GTCGCQIS
CONCER [REDACTED] GTCGCQIS
RECOMM [REDACTED] EHVICLE ANY SPECIAL PROGRAMING INSTRUCTIONS OTHER
THAN WHATS IN WSM?
ADD-ON [REDACTED] d r pr min
APIM. [REDACTED] Technical Assistance
Non-Technical. SWIS Comments : no swis
CONCER [REDACTED] GTCGCQIS
ED CAME WITH PAPERWORK STATING MODULE HAS BEEN
UPDATED TO [REDACTED] LEVEL. I PERFORMED A PMI WHEN I INSTALLED THIS APIM AND
IT HAD ME U [REDACTED] A USB FOR THIS PROCEDURE. WHEN TOLD I REMOVED USB FROM
FDRS AND PLUGGED INTO VEHICLE IT DOES RECOGNIZE USB AND STATES ON
DISPLAY, SYSTEM UPDATING, UPDATE IS IN PROGRESS. DO NOT REMOVE USB
DRIVE TOTAL ESTIMATED FILES REMAING [REDACTED], AND AFTER [REDACTED] AND [REDACTED]
AND [REDACTED] WITH SAME LTS? PERFORM IGURA ION OF
PROP EEN SHOWING AND NOW WHEN I TRY TO TURN
INTELLIGENT CRUISE ON IN DRIVER ASSISTANCE SETTINGS IT WILL TURN ON
(HIGHLIGHT)AND THEN [REDACTED] LATER REVERTS BACK TO THE ABOVE SETTINGS
WHICH IS ADAPTIVE CR TALKED ABOUT A POSSIBLE GATEWAY MODULE
CONCERN FOR THIS VEHICLE AFTER APIM REPLACEMENT? VEHICLE USES [REDACTED]
GATEWAY A USES THE ETHERNET AND THE OTHER JUST A REGULAR GWM. OC
WHEN INSTALL APIM WAS AT 90%. TEST DROVE VEHICLE [REDACTED] USING CRUISE
CONTROL AND CHECKED FOR CODES. CODES b115E:97, [REDACTED] ARE
SET IN THE CMR MODULE AND [REDACTED] SETS IN IPM Y HESE
CODES ARE RECURRING?
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] i cate ere ob s to the
ehicle or LE of sight. These DTCs will only set if
there is an obstruction, or the camera or LED is incorrectly mounted.
A faulty camera, LED or module will not set the DTCs and should not be
replaced. Verify the in-vehicle camera and LEDs are correctly mounted
and the line of sight is not obstructed. The [REDACTED] in the IPMA
indicates an ethernet failure with the gatewa A. Recommend
performing pinpoint test A in the workshop manual [REDACTED] on
Diagnosis and Testing. Please also note that [REDACTED] on
[REDACTED] for this vehicle. Referring to [REDACTED] page, there is
d on the [REDACTED] and the landing pag be monitored for
updates. Thank u, [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
s e sary WIS sio tus :
CONCER [REDACTED] GTCGCQIS
U HAVE MENTIONED, WILL KEEP ME FROM TURNING ON THE
INTELLIGENT CRUISE IN THE DRIVER ASSISTANCE SETTINGS? OR DO WE HAVE 2
PROBLEMS?
AUDIT [REDACTED] ([REDACTED]) [REDACTED] TECH/QLTY
A P D

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

RECOMM

COMMENT TEXT

RECOMM

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
n your
provided informa , it is suspecting that [REDACTED] are
occurring on this vehicle, but [REDACTED] of them e
code [REDACTED] stored on the [REDACTED] m e. As the online WSM indicates, the
[REDACTED] e needs to be f operational to allow the proper
ation of the [REDACTED] and the Intelligent Cruise [REDACTED] systems
so, based on the [REDACTED] ption. if the [REDACTED] is not re the
needed information from the GWM via ether connections, that would
be the reason why the mentioned features will be disabled. At this
time, as we mentioned before, please refer to the [REDACTED] Test A
(from [REDACTED]) from [REDACTED] ne WSM and
try to [REDACTED] ted communication concern
between GWM and [REDACTED], follow the outlined indications to repair the
affected element d, once the code [REDACTED] has been cleared, follow
the next listed indications to ensure [REDACTED] the related modules will
not have any other issues and also to make sure that the needed
settings will remain ON to allow the Intelligent Cruise [REDACTED] and
[REDACTED] system operation. Before any other action, ca the
ure for the [REDACTED], [REDACTED] and [REDACTED]. Once the
recommended programmin ut ve n per med, please use the
FDIM (touchscreen) settings menu to ensure that all the driver assist
features will be enabled to allow the proper [REDACTED] system
operation: 1. Go to Settings. 2. Select Drive [REDACTED] ce option. 3.
Go to Cruise [REDACTED] section and select the [REDACTED] Cruise [REDACTED]
option. 4. Go e Keeping System and tur Hands-F e
Keeping feature. 5. Look for the Speed Sign Recognition feature and
also turned ON. After that, please ensure that the Driver Assist
features remains ON and, if it is true, re-test the vehicle to verify
the proper [REDACTED] system operation. Additionally, due to the spent
time during [REDACTED] le diagnosis procedure, we have referred this
concern to the Field Service Engineer ([REDACTED]) in your market area. The
[REDACTED] should contact you and/or the Deale ip management (Service
ager or Service Director) within [REDACTED] to discuss
further recommendations. If the [REDACTED] directly,
please consult with your Dealers management to discuss further
recommendations and steps to assist in the resolution of this vehicle
concern. Best regards, [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED]

ADD-ON

u t i nce d
progress during the vehicle repair actions. Since [REDACTED],
technician is dealing with an issue over the Intel [REDACTED] e
[REDACTED] and [REDACTED] features. At this time, [REDACTED], GWM and [REDACTED]
were eplaced with no technical rovement o e
vehicle performance and now, some DTCs regarding to the interior
camera and ethernet connection between GWM and [REDACTED] remains in this
SUV. The customer is worried about the [REDACTED] ystem operation,
and he wants to get this concern fixed e using his vehicle.
Per previous cases like this, we are recommending to perform a

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
software update for APIM, GWM, [REDACTED] and IPC to ensure that the modules
software update for APIM, GWM, [REDACTED] and IPC to ensure that the modules
are able to support the mention eatures and, per [REDACTED],
technician has been addressed to perform the [REDACTED] to
isolate the root cause for the reported conce [REDACTED] ix this
issue to allow the proper vehicle operation. However, due to the
customers temperature, further assistance in-site will be useful to
resolve this symptom as soon as possible.,SWIS Session Status : SWIS
Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments
: TAR will be opened.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] KE WIT HOP [REDACTED]
[REDACTED] H WITH THE VEHICLE YET [REDACTED] O
[REDACTED] WILL SPEAK WITH TECHNICIAN, GATHER INFORMATION THEN RETURN
CALL TO [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] / [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] s in a nag eet [REDACTED] i
ved, Spoke i di r [REDACTED] indicated the
vehicles speed control would cut tt bumps. [REDACTED] test drov
e vehicle and adaptive cruise control worked as designed. hicle owne
r mentioned that [REDACTED] was also inoperative. Verified lane keepi
ng and adaptive c ol functioned as designed. Vehicle owner d
oes not have [REDACTED] authorized in [REDACTED]. Advised to have vehicle owne
r register ve le and blue cru [REDACTED] so system can function
.

 Performed self test on modul [REDACTED] fault codes stored
CM
R [REDACTED], [REDACTED], [REDACTED]
 [REDACTED]
 [REDACTED], [REDACTED]
: [REDACTED] ng s [REDACTED] cru is t tive u [REDACTED] A
ive Assist not Available and Driver Monitor camera cannot detect fa
ce appeared in IPC when selecting Intelligent Cruise Control with Hand
s Free. When selecting this feature it would light up the selection th
en switch back to Adaptive Cruise control within a [REDACTED].
Advised technician to continue diagnosis of Etherne e
[REDACTED] stored in the [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] I S TEMPTI TO TE
SEPARATELY, IF NOT AVAILABLE THE WIRING HARNESS WILL BE ORDERED AND
THE CABLE WILL BE REMOVED AND REPLACED IN THE VEHICLE.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] i cat hat [REDACTED] r
ness had to e n thernet cable for the GWM. The w
iring harness is on back order with no ETA

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] CHECKI STA OF

CONCER [REDACTED] N
[REDACTED] GTCGCQIS
[REDACTED] PAGE UNDER [REDACTED] THEN DIAGNOSTIC TOOL
SUPPORT,DOWNLOAD SOFTWARE THER [REDACTED] LINK FOR SYNC RECOVERY FILES FOR
FDRS,WHERE ARE THESE FILES SUPPOSED TO GO?

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] directly with and follow the direction of our [REDACTED]. Your [REDACTED] can
assist in the download files. Thank you, [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] s e sary o
ADD-ON Technical. SWIS Comments : visual not necessary [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] indicat w r
the vehicle i B/ h no ETA. [REDACTED] noted that a new TSB 2
[REDACTED] has been published for this concern [REDACTED] was advised to order th
es noted in the TSB, from their determine which will arrive to t
he dealership [REDACTED] harness or TSB components.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] artmen s
sary cabl vehicle repair. Awaiting parts status once TSB
outlined parts are located.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ether a d
but it is k vehicles concern is repaired. [REDACTED] will ver
ify if the vehicle has been repaired and the need for a [REDACTED] PIM repla
cement.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] E N VEHIC
REPURCHASE. ATTEMPTING TO SCHEDULE FRA.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] e f repair e
inspection date. On hold till vehicle can be returned to the dealershi
p.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] M PENDIN W
INSTRUCTED TO RETURN VEHICLE PRIOR TO FINAL REPAIR ATTEMPT TO HAVE
COMPONENTS INSTALLED FROM LAST DIAGNOSTIC RECOMMENDATION. ANY REPAIR
RECOMMENDATIONS WILL BE DOCUMENTED IN THIS REPORT WHEN THE FINAL
REPAIR ATTEMPT IS PERFORMED.
AUDIT [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A C ED

----- N -----
Symp. Verif?: [REDACTED] l of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
IPMA [REDACTED], B129D:08-AF, B13F3:08-AF, [REDACTED] -AFKNOWN [REDACTED]
Equi Used Effective? Equ rocedure ive

Page: [REDACTED] DETAIL REPORT [REDACTED]

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

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

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-???????????????????????????? 3
Paint : [REDACTED]-???????????????????????????????????? [REDACTED]/[REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

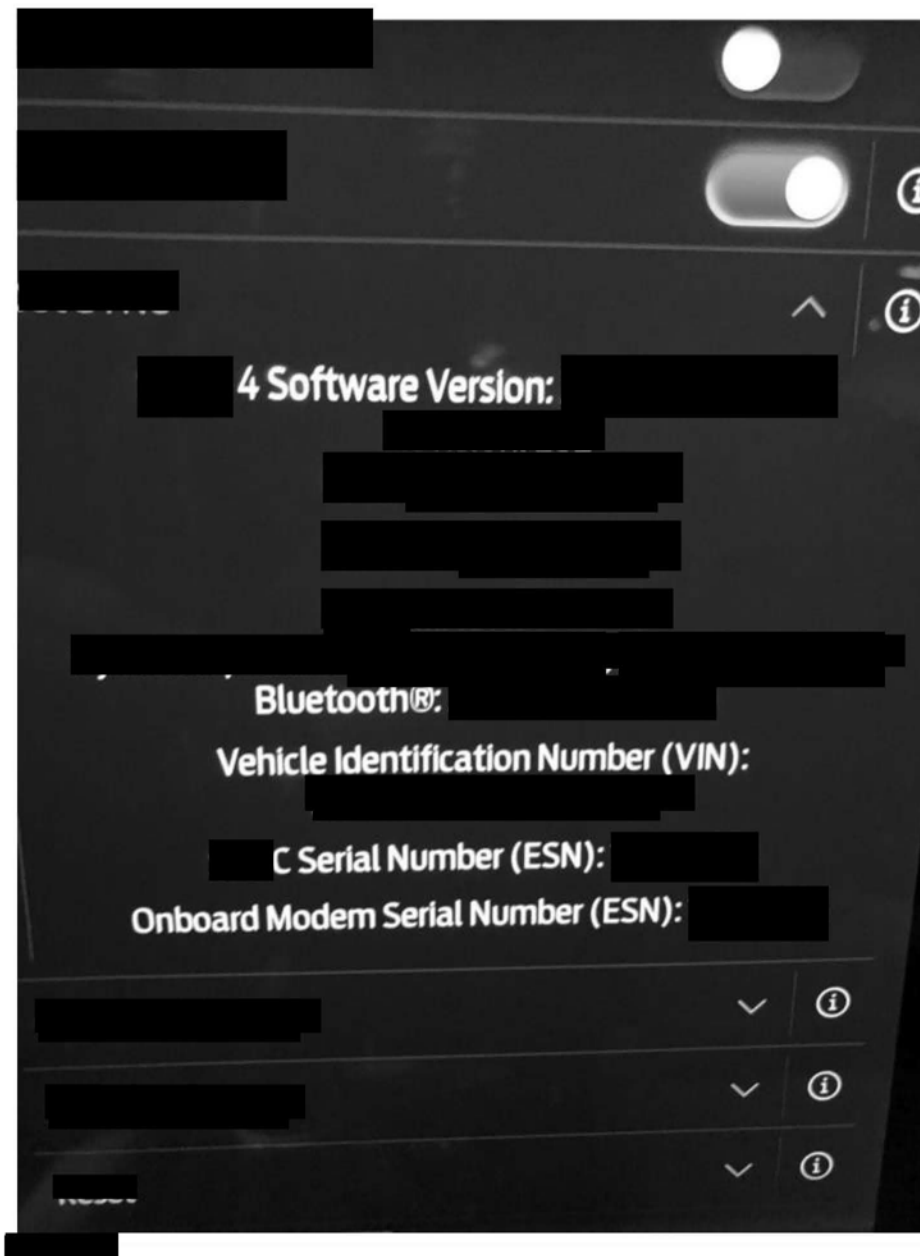
--- S U P P L E M E N T A L S U R V E Y:

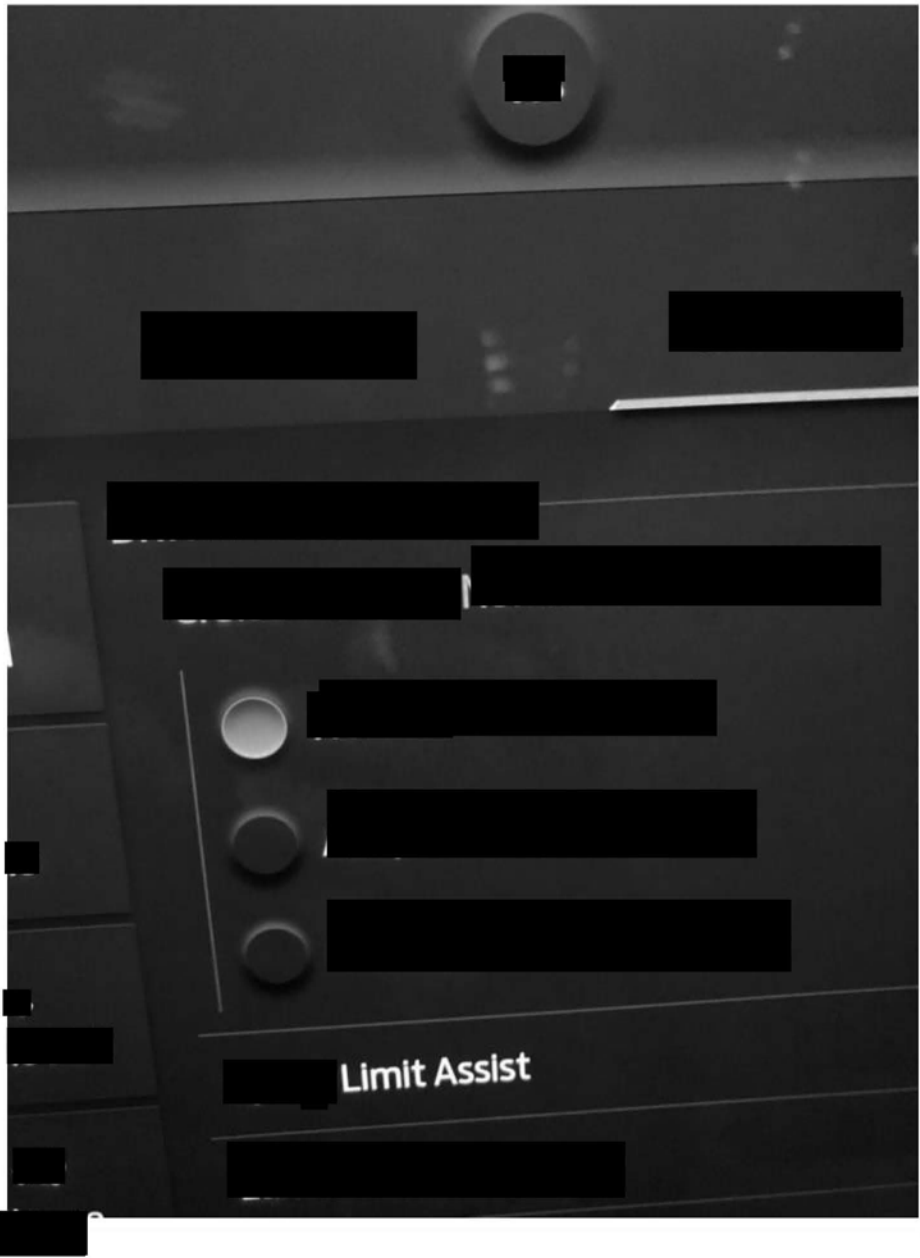
HOTLINE

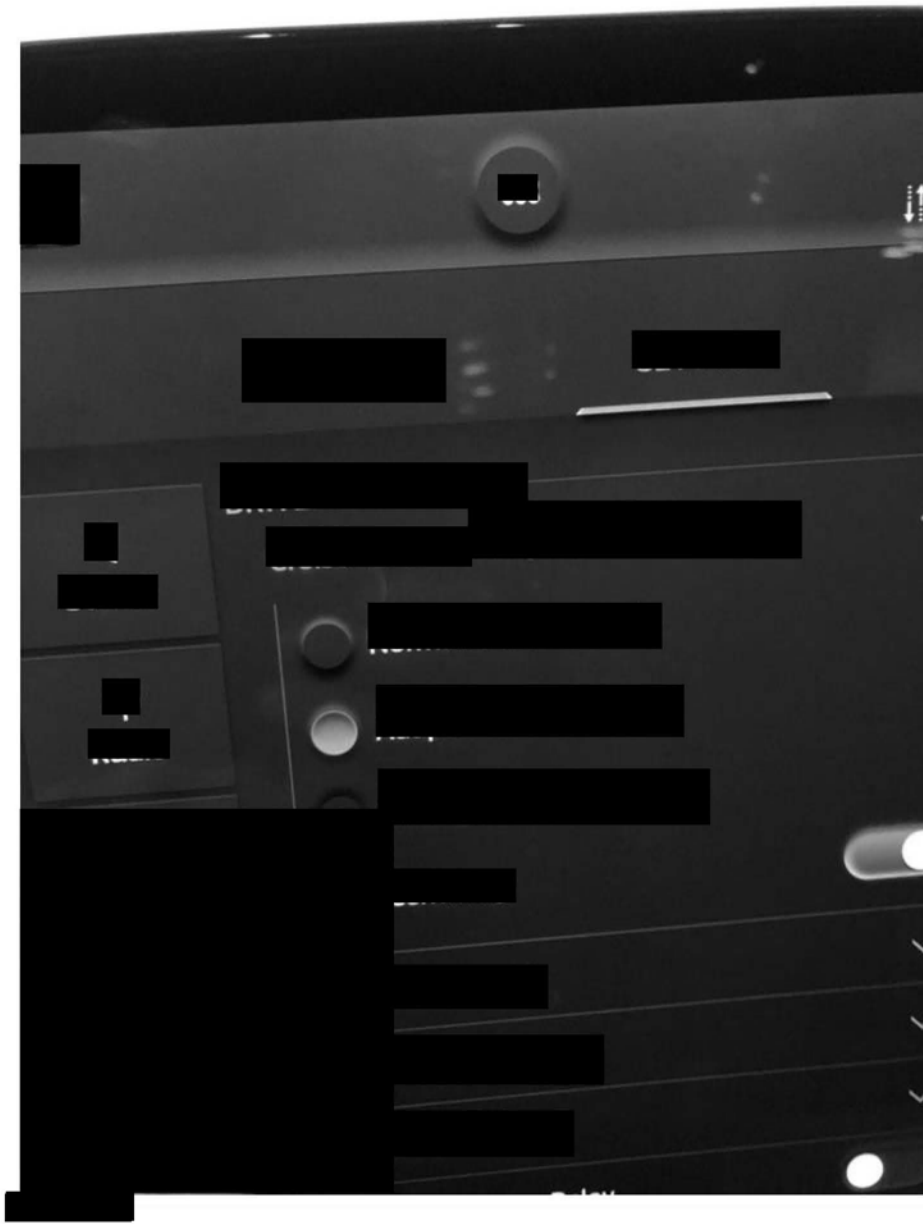
HAS NOT BEEN SENT

[illegible]









[REDACTED] was not successful!

```
[REDACTED] = [REDACTED] >>> SHOULD = [REDACTED]
[REDACTED] = [REDACTED] CR >>> SHOULD = [REDACTED]
[REDACTED] = [REDACTED] BC >>> SHOULD = [REDACTED]
[REDACTED] = [REDACTED] AH >>> SHOULD = [REDACTED]
[REDACTED] = [REDACTED] CA >>> SHOULD = [REDACTED]
```

```
781 ERROR:
FAIL - [REDACTED] 0-HAG is NOT installed
FAIL - [REDACTED] 9-HBG is NOT installed
FAIL - [REDACTED] 9-HCG is NOT installed
FAIL - [REDACTED] 1-BA is NOT installed
FAIL - [REDACTED] 2-GK is NOT installed
FAIL - [REDACTED] 2-HK is NOT installed
FAIL - [REDACTED] 2-JK is NOT installed
FAIL - [REDACTED] 2-KK is NOT installed
FAIL - [REDACTED] 2-LK is NOT installed
FAIL - [REDACTED] 2-MK is NOT installed
FAIL - [REDACTED] 2-NK is NOT installed
FAIL - [REDACTED] 4-GAJ is NOT installed
FAIL - [REDACTED] 4-FH is NOT installed
FAIL - [REDACTED] 4-HD is NOT installed
FAIL - [REDACTED] 3-BH is NOT installed
```


Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: BlueCruise inop after [REDACTED]

Other Veh. With Concern:

Severity R

- 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

[REDACTED] (FSE) [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] descr ion e concern
AFTER PERFORMI [REDACTED] BLUE CRUISE INOPERATIVE WOULD NOT ACTIVATE
Please list any d [REDACTED] s already performed, including results of
any TSB, GSBs or Pinpoint Test PERFORM SOFTWARE UPDATE - PERFORM IPMA
CONFIGURATION AFTER [REDACTED] Parts Replaced, including service part
number if available [REDACTED] is the level of the scan tool being
used? Are any error messages noted? [REDACTED] Your Question: NOTICE
UPDATE FAILED ON GWM BY USB THE [REDACTED] EMPT AGAIN AND NOTHING
WOULD POP UP SO HIT YES AND CONT [REDACTED] DATE VALIDATION SHOWED PROGRAM
FILES PASS AFTER PERFORMING [REDACTED] ROAD TESTED VERIFIED LANE
CENTERING WITH HANDS FREE AN [REDACTED] ION DATE ARE DISPLAYED AND
ACTIVE. BLUE CRUISE DOES NOT ACTIVATE AND TELL YOU TO REMOVE HANDS.
IVE DONE [REDACTED] AND TAKEN THE SAME ROUTE ALL WITH
SUCCESS T [REDACTED] VING AN ISSUE. NO SOFTWARE UPDATES SHOWN
AFTER PERFORMING [REDACTED] TESTS PERFORM [REDACTED] AND RECONFIGURE
IPMA AND ROAD TES [REDACTED] RESULT. NOTICE [REDACTED] TED VEHICLE LATEST
STATUS SHOWING OTA RETRY IS PENDING ALSO WHEN CHECKING SYSTEM UPDATES
ON DISPLAY SCREEN SHOWS FORD POWER UP [REDACTED] SYSTEM UPDATE IS AVAILABLE
HOWEVER WOULD NOT ALLOW TO UPDATE FROM [REDACTED] CLE. WHAT NEEDS TO BE DONE
FOR BLUE CRUISE TO ACTIVATE? DO I NEED TO PMI ALL MODULES IN ORDER
AGAIN?

RECOMM

[REDACTED] (FSE) [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] t orrect MA ion (As Built)
[REDACTED] s found on the server. This has been corrected at this time to
allow for us to perform Configuration programming once more and change
the data in the module. Please be sure to start a new session using
the latest version of FDRS, run the IPMA Configuration application,
and then we can retest operation. Be sure that all of our programming
pre checks and procedures are still followed. Things such as the
removal of all aftermarket electrical accessories from in or around
the DLC and kick panels, and a battery charger connected to the
vehicle to maintain voltage between [REDACTED] are key to a successful
programming. After this IPMA program [REDACTED] may or may not reveal

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

new modules under the SW Update tab, perform them as they appear. As new modules under the SW Update tab, perform them as they appear. As far as activation on the customer end, we only have to be completely connected through [REDACTED] to a device. It does not matter which one, and if wanting to [REDACTED] it was done correctly, we can perform a [REDACTED] Master Reset to kick all devices out of the system. We can then add our device for testing and become the admin on the [REDACTED] system. Thank you! - [REDACTED]

CONCER [REDACTED] G
W N AND HOOKED UP BATTERY CHARGER MAINTAINING A CHARGE ABOVE [REDACTED] PERFORM IPMA CONFIGURATION BLUE CRUISE STILL NOT ACTIVA [REDACTED] CHECKED CONFIGURATIONS ON CMR MODULE AND SAW IT HAD A SOFTWARE UPDATE ROAD TEST AFTER BLUE CRUISE STILL NOT ACTIVATING CHECKED GWM APIM PSCM CCM ALL NOT NEEDING UPDATES. IM THINKING IT HAS SOMETHING TO DO WITH THE MAPS OR IT NOT RECOGNIZING BLUE ZONES BECAUSE WHEN DRIVING ON HIGHWAY AT [REDACTED] IT DROPS TO [REDACTED] AS THE SPEED SIGN CAHNGES ON THE HIGHWAY. HOW [REDACTED] I CHECK OR FI [REDACTED] MAPS ISSUE TRIED MASTER RESET BUT STILL NOT ABLE TO CONNECT MY DEVICE. THINKING ITS BECAUSE IT STILL SHOWS OWNERSHIP

RECOMM [REDACTED] d a a [REDACTED] and found it is still . I am going to have it [REDACTED], please monitor this form for updates.

CONCER [REDACTED] GTCGCQSP
EFRAIN FROM ANY FURTHER BLUE CRUISE UPDATES AT THIS TIME UNTIL RESOLVED?

RECOMM [REDACTED] v h ata corrected again (I verified it this Since this is our [REDACTED] you should change your process slightly. [REDACTED] delete FD [REDACTED] computer completely. Download a fresh inst [REDACTED] rom [REDACTED] to give yourself a clean slate. This will ensure there is no [REDACTED] correct data stored in FDRS. With a fresh install run the Module Recovery tool on the IPMA. This should correct the data for good. FDRS will check for updates every self-test. Some may appear after the IPMA is corrected. Performing any other updates shouldn't cause a concern, any updates related to [REDACTED] should be performed. Have a great weekend! [REDACTED]

CONCER [REDACTED] GTCGCQSP
STALL FDRS FROM [REDACTED] SITE STARTED NEW SESSION WAS NOT ABLE TO PERFORM MODULE UPDATE REPA [REDACTED] ON IPMA CONTINUE WITH IPMA MODULE CONFIGURATION ROAD TEST AND BLUE CRUISE IS NOW ACTIVATING AT THIS TIME! THANK YOU FOR CHECKING AND CORRECTING THE IPMA DATA HAVE A GREAT WEEKEND AS WELL. - [REDACTED]

CONCER [REDACTED] QSP
FORM IPMA CONFIGURATION AFTER IPMA DATA WAS CORRECTED FROM [REDACTED] SERVER

RECOMM [REDACTED] - [REDACTED] ASSIT CENTER
[REDACTED] e appreciate up ming
[REDACTED] is now working. The Recovery Procedure previously

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] CENTER Report Date: [redacted]

--TYPE-- COMMENT TEXT -----
recommended can be found in [redacted] of the online Workshop
recommended can be found in [redacted] of the online Workshop
Manual. It is different from [redacted] ate Repair. [redacted] Technical
Support Analyst

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [redacted]: EN [redacted]
Bld Dt: Cal [redacted]
Serial #: [redacted]

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

Model: [redacted] Shift: [redacted]
----- A D D I T I O N A L -----
Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????
Paint : [redacted]-????????????????????????????????----- STAR [redacted]/[redacted] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

Rpr Dlr: [REDACTED]'s [REDACTED]

Ph#: [REDACTED]

City: [REDACTED] e : [REDACTED]

Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
DISENGAGE/DROPOUT

Additional Symptom: adaptive cruise disengages

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 (%):

--TYPE--
CONCER

[REDACTED] ([REDACTED])
a [REDACTED] i on of icl nce n
adaptive cruiss and you are passong someone on the left (other
car on the right side) the vehicle will apply the brakes slow down
then acceleate again. warning message comes on screen in red adaptive
cruise Please list any diagnostics already performed:
[REDACTED], [REDACTED], aligned camera, cleared all codes after
e concern, visual insp ok no damage to the front
bumper Parts Replaced: none Your Question: i performed the tsb updated
al modules and reset camera, drove the vehicle and it has the same
concern, when passin someone it applies the brakes hard displays a red
warning adaptive cruise message. the concern does not seem to happen
if i am in the right lane and pass a car that ould be o the left. the
only time it seems to happen is when passing a car and that car would
be on the passenger side. there are no codes that return in any
system. is this leading towards the CCM behind the bumper? has there
been concerns like this? it does not seem t matter the road condition
either it will happen on straight portions or in curves also

RECOMM

[REDACTED] ([REDACTED])
h n brakes en one n ed
on t hand side and is fine with the right hand side, verify
that there are no sensors for the front or rear that are dirty,
blocked, or misaligned that could also the vehicle to brake
erractically. It would also help to verify that the CCM is aligned
correctly and can see the full view of the area around the front of
the vehicle. If [REDACTED] of those are good and no visual faults can be
seen, then proce o diagnose the unexpected braking of the ACC
system by following [REDACTED] >diagnosis and testing>PPT R to help
further diagnose the [REDACTED] <p>If additional
assistance is requested, pleas cal Assistance [REDACTED]
at [REDACTED] to establish a See What I
(SWIS) sess ></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

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

--TYPE-- ----- COMMENT TEXT -----
working on is in a bay with good Wi-Fi connectivity.<p>For
working on is in a bay with good Wi-Fi connectivity.<p>For
additional support using the [REDACTED] headset, reference the <A
target= blank
href=https://m.youtube.com/watch?v=Cq_79t1WTCY&list=PLKN6Sz7yuHvXTvqoV
[REDACTED]&index=8 target= blank>[REDACTED] How-To Videos
[REDACTED] rget= blank href=mailto:[REDACTED]
target= blank>
this web form [REDACTED] your cell number.</p>
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] d [REDACTED] 0

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : [REDACTED] MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
CMR [REDACTED]
API [REDACTED], [REDACTED] -AFKNOWN [REDACTED]
Equi [REDACTED] s Effectiv [REDACTED] ocedure Used Effective

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN EJ9 9U
Bld Dt: Calb:
Serial #: [REDACTED]
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : PN4-?? LUCID RED TC/RED CARPET TC

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- T E [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SELMD-N, 4 DOOR, SEDAN VIN: [REDACTED]
Engine: [REDACTED] ELECTRIC MOTOR 2 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC: [REDACTED]
Vehicle Use: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLIND SPOT(BLIS)/CROSS TRAFFI
PERFORMANCE INACCURATE

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

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

--TYPE--
AUDIT

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] e v [REDACTED] s down for [REDACTED] f [REDACTED] l of [REDACTED] ave
attached an estimate. This vehi [REDACTED] down after the [REDACTED] The
recall caused the precollision assist to come on inappropriately.
Hotline was contacted and the vehicle was fixed after the installation
of [REDACTED]. the field service engineer was contacted. Hotline
con [REDACTED] s [REDACTED]. Thank you
attached renta [REDACTED] r your consideration.
Good afternoon, thank you for reaching out. After further review it
appears that the dealership has submitted several claims for rental
assist via [REDACTED] during this repair process. This is out of compliance
per [REDACTED]. I [REDACTED] some valuable [REDACTED] information for your dealerships
futu [REDACTED] use, please share withi [REDACTED] our dealership. [REDACTED] agents can no
longer back date these rental requests, we can on [REDACTED] extend them. This
rental is already approved for [REDACTED] through the rental end date of
[REDACTED] and I am not able to exte [REDACTED] ast the rental end date. Please
w normal [REDACTED] claiming procedures to obtain a [REDACTED] code for your
approved loane [REDACTED] ays. Details can be found in [REDACTED]. The [REDACTED]
information for future use has been put in the [REDACTED] e of t [REDACTED] case.
Thank you. Have a great day.
In Warranty Loaners are a self-service tool for dealers. [REDACTED] is
automatically given, if the repair takes [REDACTED] [REDACTED] loaner
request needs to be submitted within thos [REDACTED] request
has been submitted the dealer is approved f [REDACTED] e [REDACTED], and if
any additional days are needed then you contact [REDACTED] ner
extensions. This program is administered under th [REDACTED]
NEW [REDACTED] [REDACTED] [REDACTED] pg. [REDACTED] thi [REDACTED]
comp [REDACTED] n [REDACTED] e [REDACTED]
[REDACTED] Training Video Link below. https: [REDACTED] r [REDACTED] e
rconnection.com m/watch?v=dd3cb607-3b1 1e-4748-83fc-74a573d47
7522Parts & Service Customer Satisfaction Global [REDACTED]
[REDACTED] (GCCT) Job Aids GCCT Job Aid: In [REDACTED] ramFMC
[REDACTED] Program Link below. [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: [REDACTED]
- CUST ASST C

Rpt #: [REDACTED]
rt Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

OWNREL

m/watch?v=75fbc [REDACTED]-111 1a-4027-b6 2d702
style="font-size:1

I have a total of [REDACTED] on this rental. [REDACTED] will not suffice. I neither had a back [REDACTED] part or a answer tech line at the [REDACTED] or even the [REDACTED]. I am sure you are seeing a slew of these mac [REDACTED]s come in with [REDACTED] software issues. I am hoping that [REDACTED] will step to the plate and assist with this. I was also under th [REDACTED] sumption that if a hotline case was made you guys where aware of these problems. I do apologize for the error, and i do appreciate the information, but asking the dealership to pay several [REDACTED] when we are dealing with the fall out of these mach es much to ask. The other other thing is to bill the customer for the rental and explain to them that [REDACTED] was not willing to cover the loaner car. I would try my best [REDACTED] xplain the situation, explain that i was at fault, but i dont think the customer will see things in a beneficial light towards [REDACTED] motor company. I am actually astounded right now by the last ema [REDACTED] This customer had his [REDACTED] for this concern, and i was trying to avoid a buy back. [REDACTED] ng consideration given the situation and i am hoping you can as well.

OWNREL

Good morning, thank you for the information. [REDACTED] has had the [REDACTED] program guidelines in place since [REDACTED] agents do [REDACTED] have access in the [REDACTED] activity to back [REDACTED] as [REDACTED] ese are a dealer program. We ON [REDACTED] have access to extend them. We cannot change or correct any information once the case is submitted and the system is set up to automatically go back [REDACTED] from the date the dealership submits the case, or to the RO o [REDACTED] e whichever comes [REDACTED] The dealership can submit a request to [REDACTED] for a goodwill of [REDACTED] the dealership for missing the [REDACTED] e period. Please go into this case(you do not have to ope [REDACTED] case), go to the "actions" tab, and submit a Financial Assistance Request activity along with the correct cost details. Please send a portal message once this is complete and attach copies of the RO and rental invoice for documentation. We will get the request sent to our management team for review. If you have any questions or concerns please feel free to contact us here at [REDACTED]. Thank you for your time and assistance. Have a good afternoon.

OWNREL

TAC: [REDACTED]

Symp. Verif?: [REDACTED]

Comp. Timing: [REDACTED]

Test Stand : [REDACTED]

Prior Repair Attempts: [REDACTED]

Base Timing

:

Road Test

:

of Assistance:

MIL light on? :

8D Number:

Repair Prior to Call: NO

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] E [REDACTED] L S -----
Vehicle Build Date: [REDACTED] W ty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN C19 [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I S S -----
Trans: [REDACTED] AUTO TRANS [REDACTED] Par [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T [REDACTED] A L -----
Tire : [REDACTED] A/S BSW [REDACTED]
Radio : [REDACTED] A/C [REDACTED] : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] Y -----
Date [REDACTED] rt # [REDACTED] Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] NHL AID/INFO CABLE [REDACTED]
--- S U [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED]
Other Veh. With Conc : [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] ([REDACTED]) [REDACTED] REGION
[REDACTED] s scr ion veh ncern
performing blu update [REDACTED] Please list any diagnostics
already performed, including r s of any TSB, GSBs or Pinpoint Test
I am performing update on [REDACTED] and gwm has failed usb update [REDACTED]
[REDACTED] and has failed can f [REDACTED] I have used [REDACTED]
[REDACTED] I have used [REDACTED] lash drive I [REDACTED] vcm2
mm all fail P [REDACTED] including service part number if
available none What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: what is my next step I
have been attempting t ram this car for [REDACTED]

RECOMM [REDACTED] ([REDACTED]) [REDACTED] REGION
[REDACTED] t g RS [REDACTED] Ne ch FDRS
and gate to Toolbox > datalogger > BCM en select the
BATT SOC PID. Verify that the PID reads [REDACTED]. -If [REDACTED],
fully charge the [REDACTED] battery using the a te [REDACTED],
tester and charge Remove the charger and then nav o Toolbox >
BCM > Reset Battery Monitor Sensor Learned Values application and
perform the BMS reset -Connect the [REDACTED] charger with the chargers
negative cable on a chassis ground ify that battery voltage is
maintained between [REDACTED] throughout programming Once the above is
completed, follow t eps to program via USB. -Start the
programming procedure in FDRS by clicking RUN on the app, all
vehicle doors should be closed or mechanically latched to simulate a
closed door -When the vehicles infotainment display screen says
restart required, shut the vehicle off. Open/unlatch the driver door
and wait [REDACTED] -Close/latch the driver door and then re-start
the vehic [REDACTED] for the programming
successful prompt bor claiming due to the
additional programming required, please contact the [REDACTED]
[REDACTED] ([REDACTED]) for further assistance. Thank [REDACTED]
[REDACTED] <p>If additional assista
at [REDACTED] </ What I See

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
([REDACTED]) session.</p><p>
</p><p>Prior to calling, please
([REDACTED]) session.</p><p>
</p><p>Prior to calling, please
e e:</p>Your [REDACTED] headset is fully charged.The
headset is updated to the test level.The vehicle you are
working on is in a bay with good Wi-Fi connectivity.<p>For
additional support using the [REDACTED] headset, reference the <A
target=[REDACTED]
href=ht m.youtube.com/watch [REDACTED] V
BI04r5S9vqLLDsJh&index=8 target=[REDACTED] > How-To Videos
or contact <A target=[REDACTED] href=[REDACTED] o [REDACTED]
target=[REDACTED] > [REDACTED]
this we [REDACTED] your cell number.</p>
CONCER [REDACTED] GTCGCQSP
s ow gone through but blue cruise does not work when
test driving on the freeway in a blue cruised mapped area according to
ford i hit cruise control and when i press lane keep assist off then
on says blue cruise not available can not turn hands free setting to
on no option all updates have been performed and have reset apim [REDACTED],
says to hard reset [REDACTED] for the hands free option to pop up what is ard
reset nothing in fd [REDACTED] says hard reset nothing in workshop manual says
hard rest for line [REDACTED]
RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] b [REDACTED], pleas
. 1. Uninstall [REDACTED] 2. During the uninstall prompts, there is an
option to remove all [REDACTED] data, ensure this is selected 3. Reinstall
[REDACTED] version [REDACTED] o [REDACTED] ter from [REDACTED] > [REDACTED] tab 4. Start a new
tool ses [REDACTED] nd determine if [REDACTED] y s [REDACTED] updates are available,
perform if they are, even for modules not included in the [REDACTED] 5.
Perform two Sync YAPIM Resets using the [REDACTED] application [REDACTED] Check the
controls menu in the vehicles infotainment splay screen and confirm
the lane centering with hands free is enabled now, if it is ,
BlueCruise is enabled. No further action needed. 7. If lane centering
with hands free is not available, continue on 8. Click refresh next to
the datalogger application 9. Start a new scan tool session and
recheck for available software updates 10. If no change, perform the
Image Processing Module-A ([REDACTED]) Programmable Module Installation 11.
Start a new scan tool sessi [REDACTED] nd determine if any software updates
are available, perform if they are 12. Check the controls menu in the
vehicles infotainment display screen and confirm the lane centering
with hands free is enabled now, if it is . BlueCruise is enabled. No
further action needed. Thank you, [REDACTED] Technical Assistance
Center

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] E - - - : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	[REDACTED]	10B689	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

54C

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: blue cruise inop

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--
CONCER

COMMENT TEXT

REGION

[REDACTED] a [REDACTED] i on of icl nce [REDACTED]
does not seem [REDACTED] fter programming. Frunk system fau
also comes up and wont clear. Please list any diagnostics already
performed: [REDACTED] updated all associated modules for [REDACTED]. Parts
Replaced: n [REDACTED] our Question: This is my [REDACTED] so
bear with me. Had some struggles at [REDACTED], API [REDACTED] update
with flash drive. Brand new [REDACTED] flash dri [REDACTED] Followed format
procedure and everything mat [REDACTED] p most of a day figuring that
problem out. Obtained another flash drive from the shop, ironically
the exact same flash drive. This one ended up working just fine so im
not sure what happened when i had to format the original one. Anyway,
the rest of the programming seemed to go alright, just took a while.
Verified [REDACTED] map expiration is [REDACTED]. I do have the intelligent
cruise co [REDACTED] tion in settings an [REDACTED] l of that is turned on in
conjunction with [REDACTED]. Everything lines up as it should work. Now,
after all the pr [REDACTED] ming, the Frunk system fault message come up on
cluster. No codes associated with that. I went to drive and test [REDACTED]
[REDACTED] on [REDACTED] next to our dealership. Road lines are fr [REDACTED] y
d on [REDACTED] of road so there should be no problems there.
Verified [REDACTED] is part of [REDACTED]. When i turn LKS on and go to set
the cruis [REDACTED] the cluster [REDACTED] ady in green and there is a thin
blue halo around the picture of the vehicle in the cluster but the
Hands-Free or Hands-on message never comes on. LKS and cruise control
work just fine and i can actually let it drive itself for [REDACTED]
[REDACTED] before the cluster will say Keep hands on steering [REDACTED] put
s back on and that message clears then goes back to a green
Ready and thin blue halo around the car. No Hands-Free indication
anywhere. It seems all the programming went through as it should have
and is complete because it enables me to turn on the intelligent
cruise control. [REDACTED] function does not seem to work. I have
read on [REDACTED] ere there could be a corrupt file in the
IPMA tha [REDACTED] o be corrected? I have also read about the Frunk
system fault message and engineering has been looking into that about

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] but never saw a fix. [REDACTED] in [REDACTED] - no issues
[REDACTED] but never saw a fix. [REDACTED] in [REDACTED] - no issues
[REDACTED] in [REDACTED] - No concerns this [REDACTED] e why it
starte show o messages in cluster, wiring looks fine at rear
calipers. Vehicle is in [REDACTED] mode if that makes any difference. So
[REDACTED]. [REDACTED] do seem to work and Frunk system fault

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] cle to [REDACTED] use a pda or [REDACTED] e
following modules: PCM, SOBDMC, BECM, ABS, PSCM, CMR, CCM, IPMA, [REDACTED],
[REDACTED], IPC, [REDACTED]. If all the previous modules listed have been upda
DTCs a [REDACTED] till being set in any of the modules, then follow all
applicable PPTs for the DTCs.

CONCER [REDACTED] GTCGCOIS
[REDACTED] top and FDRS. The FDRS on this laptop was an older
version, [REDACTED]. whatever it was. Updated to [REDACTED]. Started new session,
went to S updates. [REDACTED] was available. [REDACTED] ated the [REDACTED]. Restarted
FDRS to refresh. [REDACTED] shows up and [REDACTED] is gone. Re [REDACTED] ted [REDACTED].
Restarted FDRS to fresh. [REDACTED] now sho [REDACTED] n update and [REDACTED] is g [REDACTED]. Re
updated [REDACTED]. Restarted FDRS [REDACTED] w no other modules from a [REDACTED] e list re
availabl [REDACTED] nd all successfully updated. Made sure i still had [REDACTED] for
the subscription expiration date, it is [REDACTED]. Made sure cruiss
adaptive cruise and the hands free selec [REDACTED] was selected. All good
there. Went to test drive again on the same interstate. Same thing
happens. It drives hands free just fine and stays in my lane like it
working. [REDACTED] it tells me to put my hands back on the
steering [REDACTED] ve the wheel with my hands it goes away until
another [REDACTED] passes without steering wheel input. As stated,
hands fr [REDACTED] o work but the IPC does not seem to be in hands free
mode. I have pictures of the cluster as this is happening if needed.
Green READY light, Thin blue halos around a picture of the vehicle,
and a picture of hands on a steering wheel at the bottom of that
picture. It never shows hands free anywhere after cruise is set with
LKS on. [REDACTED] in [REDACTED] is gone [REDACTED] in [REDACTED] is still present but the
above SS [REDACTED] tes [REDACTED] not diagn [REDACTED] hat [REDACTED] e as it has no effect on
anything. No other codes present. The frunk system fault message still
appears upon start up and the little red car with the hood open is
illuminated all the time. I was never given any further diagnosis with
that. Could that be a reason the hands free does not activate? Or is
this still [REDACTED]?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] f [REDACTED] n [REDACTED] address [REDACTED] si [REDACTED] all
iously indicated are up to date and [REDACTED] continues to not
operate. Follow PPT AF in [REDACTED] [REDACTED] ck the circuits for
the frunk.

CONCER [REDACTED] GTCGCOIS
[REDACTED] g AF. [REDACTED] and [REDACTED] are [REDACTED] ok. AF1: [REDACTED]
across the pins for the [REDACTED] d [REDACTED] ch re [REDACTED] se ca [REDACTED] actuator. [REDACTED] s
it want me to back probe at [REDACTED] pins [REDACTED] and [REDACTED] or at the BCM

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
connector or what??? If you disconnect either connector you lose KOEO
connector or what??? If you disconnect either connector you lose KOEO
ability its asking for. It says to measure voltage across [REDACTED] of
[REDACTED] from the BJB to BCM KOEO with [REDACTED] disconn If no
age it has me replace the BCM, [REDACTED] ltage it leads to
AF3 which also leads me to ask what re am i looking for??? These
pinpoint tests need more information to properly diagnose. Im [REDACTED]
in to installing blue cruise with additional problems and min
information. I find it very hard to believe there is a wiring issue
since this was not a problem before programming.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] c nd nee fix [REDACTED] m
ern shoul submitted for the error in the PPT. What it is
wanting is to check for power at [REDACTED] and [REDACTED]. In order
for this check to happen [REDACTED] n o nnect there is
voltage this should lead step AF 11. If there is not voltage,
then step AF 3 should check for power with the relays removed [REDACTED]
connected.
AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] A [REDACTED] E [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] t [REDACTED]
Person Contacted : [REDACTED]
Dealership Visit P [REDACTED]
ADD-ON [REDACTED]
[REDACTED] CONFIRMED TRUNK FAULT MESSAGE IN [REDACTED]. CHECKED
VEHICLE FOR UPDA AND FOUND UPDATES FOR [REDACTED] AND [REDACTED]. TER UPDATES
COMPLETED [REDACTED] FAULT MESSAGE WAS NO LONGE RESEN BLUE CRUISE
REMAINED I ATIVE WHICH IS NOTED IN [REDACTED] TO MONITOR AS ENGINEERING
IS INVESTIGATING. VEHICLE TO BE RELEASE CUSTOMER SINCE [REDACTED] FAULT
MESSAGE HAS CLEARED.
AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] A [REDACTED] C ED [REDACTED]

Sym. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

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

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] C29 9S
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S [REDACTED] - - -
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- CARBONIZED GRAY/ASHER GRAY

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

----- VEHICLE'S WARRANTY HISTORY (only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
									MT21G01C
									A
						V			

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE 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 [REDACTED] -----
--TYPE--
AUDIT [REDACTED]

OWNREL [REDACTED] 4G IBE from [REDACTED] Hello,For case # [REDACTED]
[REDACTED] ay we plea extend the loaner to [REDACTED]. We
th the hotline for a solution, and t
service tech was able to help us solve the problem [REDACTED], and we
were able to finish the repair and release the vehi e
customer.Thanks in advance, [REDACTED] [REDACTED]
Advisor [REDACTED]

OWNREL [REDACTED] OBE to [REDACTED] Good Afternoon,Thank you for reaching
o mutual l l customer. For further assistance
please provide the Hotline ticket number. If there is anything else, I
can assist you with regarding this case do not hesitate to contact me.
Thank you for being a part of the [REDACTED] family and have a great day
[REDACTED] ler Experience Specialist - [REDACTED]

OWNREL [REDACTED] E t [REDACTED]
a e ode within [REDACTED] via the "View" tab. I s
anything else, I can assist you regarding this case do not
hesitate to contact me. Thank you for being a part of the [REDACTED] family
and have a great day [REDACTED] ler
Experience Specialis [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]

Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]

LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]

Bld Dt: [REDACTED] Calb: [REDACTED]

Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

Tire : [REDACTED] A/S BSW Brand : [REDACTED]

Radio : [REDACTED] A/C : AC G-????????????????????

Paint : [REDACTED] -?? [REDACTED] / [REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Rpr Dlr: [REDACTED] Ph#: [REDACTED]

City: [REDACTED] State: [REDACTED]

Country: [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL FS	[REDACTED]	CMR RR FAC VEH DTCT	[REDACTED]

--- [REDACTED] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)							
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	e Part	Number	Labor
				Nr Cond Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RECAL	K	MTRECAL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

[illegible]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: bluecruise
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
a s scr ion veh ern
BLUE CRUISE WO ISABLE RIGHT AWAY. UPDATE THIER BLUE CRUISE
SYSTEM. Please list any diagnostics already performed, including
results of any TSB, GSBs or Pinpoint Test TECH VERIFIED CUSTOMER
CONCERN BLUE CRUISE WORKS AND DISABLE RIGHT AWAY. LOG INTO (FDRS) PULL
DTCs NO DTCs FOUND. CHECK FOR SW UPDATE, IPMA, CCM, CMR, APIM, TCU,
IPC, ARE AT THE LATEST SOFTWARE LEVEL. THE ONLY ON MODULE IS NOT AT
THE LATEST SOFTWARE LEVEL IS (GWM) Parts Replaced, including service
part number if available NONE What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] Your Question: WHERE CAN I
GO FROM HERE.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
a f t pr ded se pdate is
ble on our end. Please ensure FDRS is up to the latest level
[REDACTED]. Please update all available modules. Once performed, re-test
e fault. If the issue remains, recommend in diagnosing the CMR
DTCs that are appearing, as this may cause bluecruise operation to not
operate. Technical Assistance Team Member.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REG
o s c ary WIS sio tus :
[REDACTED] Contact

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 2 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWC1N A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW [REDACTED] nd : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] BLUE METALLIC

----- A F T E R M A R K 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE: [REDACTED] MUSTANG MACH E, [REDACTED], [REDACTED], SEDAN

VIN:

Engine : ELECTRIC M 4

Odometer:

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: inop

Other Veh. With Conc

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

BOUINN20

Customer's description of vehicle concern not complete. All modules are up to date and bluecruise is not on settings page. Please list any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test Read through other contacts. Tried leaving the car running for [redacted] and rechecking for updates, running the configuration app on [redacted]. There are no more updates available on FDRS for the car. There is failed OTA update according to the [redacted] page. Going in sequence the modules were updated [redacted], [redacted], [redacted], updated PCM, BECM, [redacted] C, [redacted], [redacted], and [redacted]. No more updates. [redacted]'s [redacted] as update. Tried to [redacted] again and then it says it failed. This was at the end of the day, so I figured I'd start the [redacted] update over CAN in the morning, but [redacted] it was not in the list of updates available. Parts Replacement service part number if available none What is the level of the scan tool being used? Are any error messages noted? [redacted] Your Question: Not sure what else to try to get [redacted] to go [redacted] since there's no more updates.

RECOMM

BOUINN20

n [REDACTED], Thank you for providing the diagnostics that have already been performed. As [REDACTED] is not available after the [REDACTED] has been completed, there is [REDACTED] programming fault with [REDACTED]. On a new laptop that has not been used on this vehicle, uninstall and reinstall the FDRS software. Once the FDRS software is reinstalled, use the Recovery procedure found in [REDACTED] General Procedures to reprogram the [REDACTED] and resolve the concern. Retest the concern once the Recovery process has been completed. Thank you.

ADD-ON

[REDACTED] W [REDACTED] to confirm [REDACTED] fault and repair procedures.

CONCER

GTCGCOSP

```

f quick response! Unable to complete PMI process per

```


CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] ASSIT CENTER Report Date: [redacted]

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

--TYPE-- [redacted] section. I receive the error Procedure Unsuccessful -
[redacted] section. I receive the error Procedure Unsuccessful -
sForPMI Exception getting flash part numbers
RECOMM [redacted] ([redacted]) [redacted] - [redacted] - [redacted]
[redacted] s a correc n r ted
ming. We have resolved the data again. Please be sure to
uninstall [redacted] and select the prompt to remove previous files and
sessions. stall at the latest level, then run Recovery again. Be
certain to keep the laptop disconnected until after the vehicle is
manually identified and we reach the toolbox tab. Thank you, [redacted]
Module Programming Team - [redacted]
ADD-ON [redacted] ([redacted]) [redacted] - [redacted] - [redacted]
[redacted] d

[redacted]

Symp. Verif?: [redacted] 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

[redacted]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

Engine: ELECTRIC MOTOR 4 [redacted] E [redacted]
Bld Dt: Calb: Tag: [redacted]
Serial #: [redacted]

----- T R A N S M I S S I O N -----
Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]
Model: [redacted] Shift: [redacted]
----- A D D I T I O N A L -----
Tire : [redacted] A/S BSW Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : PN4-???????????????????????????????????? LUCID RED TC/RED CARPET TC

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- A F T E R 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

-----							-----	
Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id		

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE

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

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

----- [REDACTED] -----
--TYPE--
AUDIT [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] CA R DIAGNOSIS ON [REDACTED] ARE PROCEED ITH
FURTHER TESTING. REQUESTS MORE DAYS NTAL REQUIRED.
[REDACTED] Received a portal message from [REDACTED]
[REDACTED] iting on fseReplied back,Hi
[REDACTED],Happy Trustingly Tranquility TuesdayThe rental has been
d to [REDACTED] for your partnership.Kindest
Regards,Vehi ITING ON FSE TO HELP DIAGNOSE PROBLEM.
CUSTOMER WAS IN RENTAL FOR [REDACTED] & TOOK CAR BACK FOR VACATION.
RETURNED ON [REDACTED] FOR FUR IAGNOSIS AND FSE WAS REQUESTED AFTER
[REDACTED] GNOSIS.Rental Details on Record (Y or N): YesFORD
Y or N): NoRental Dates: [REDACTED] -PresentPay Day
Calculated (date dealer opened IWL): [REDACTED] Activity (Y or N):
YesHotline #: [REDACTED] unction per [REDACTED]
not operationa g: 23Date needing extensi
through: [REDACTED] Step: NoneFollow-up: None [REDACTED]
[REDACTED] ealer Experience Specialist [REDACTED]
[REDACTED] : [REDACTED] ext.
[REDACTED] rs [REDACTED] r [REDACTED] al Time

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

Page: [redacted] CQIS DETAIL REPORT [redacted]
CQIS Report Number: [redacted] Program Type: [redacted] Orig Rpt #: [redacted]
Report Source: [redacted] - CUST ASST C Report Date: [redacted]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [redacted] I [redacted] -----
Vehicle Build Date: [redacted] ant tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]
Engine: ELECTRIC MOTOR 2 - - - E [redacted] E - - - Tag: EN [redacted]
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted]

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

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????
Paint : [redacted]-????????????????????????????????----- [redacted] RED TC/RED CARPET TC

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

----- [redacted] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	NHL	SP/ST/RD	[redacted]	[redacted]
		NHL	AID/INFO		
		NHL	AID/INFO	TECH COMMENTS	

--- [redacted] Y: NONE ---
----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED] - WILL NOT COMPLETE
Other Veh. With Conc Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] E O R N T H L E T
REPAIR [REDACTED] PROGRAMMING UPDATES ON THE VEHICLE PER [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] D O E T [REDACTED] H E H A T
E WAS NOT ABLE TO COMPLETE. WHEN ATTEMPT G TO DOWNLOAD SOFTWARE
FOR ...THE APIM, A BINARY ERROR MESSAGE WAS RECEIVED. DISCUSSED WITH
RYAN ...TYDA REGARDING WHAT THIS ERROR MIGHT BE FROM. HE ADVISED THAT
THIS MAY ...BE DUE TO AN INTERNET CONNECTION/FIREWALL CONCERN WITH THE
DEALER ...CONNECTION. ATTEMPTED TO DOWNLOAD USB SOFTWARE FILE WHILE
CONNECTED TO ...A MOBILE HOTSPOT AND WAS ABLE TO COMPLETE THE DOWNLOAD
WITH NO ISSUE. ...FROM THERE, CONTINUED MODULE UPDATE PROCESS AS PER
[REDACTED] AND [REDACTED] ...UNTIL NO SOFTWARE UPDATES REMAINED. PERFORMED [REDACTED]
S AND [REDACTED] VISED SA TO TEST DRIVE VEHICLE WHEN TIME ALLOWED.
CONFIRMED THAT ...DURING TEST DRIVE, BLUECRUISE PROPERLY OPERATED WITH
NO ISSUE.

Symp. Verif?: YES [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
CB# [REDACTED]
Equ [REDACTED] d sed Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN EJ9 9U
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- A F T E R [REDACTED] O [REDACTED] 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 : LAWRENCE LEMKE Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]
[REDACTED] : NONE						

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] E M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] fails USB update

Other Veh. With Conc : [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

[REDACTED] a [REDACTED] p n of icl n
STATES BLUECRU NCTIONING VEHICLE ACCELERATING ON ITS OWN 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 [REDACTED] catalog. Provide the full part
number.
 -Verify scan tool p to date, is at the latest level
and programming is completed using a VCM3 or VCMM (try a [REDACTED]
tool if necessary)
 -Verify that the vehicle is ident
correctly in the scan tool
 -No aftermarket electronic components
installed
 -Battery passes a test using approved [REDACTED] tooling
and is fully charged
 -Battery is maintained at [REDACTED]

 -Battery State of Charge (SOC) is at or [REDACTED]
scan tool to monitor BCM BATT SOC% PID FDRS I [REDACTED] IS AT
81%, BATTERYIS MAINTAINED AT [REDACTED], BATTERY PAS ROTUNDA
TESTER, USB BDRIVE IS A [REDACTED] ED TO EXFAT Please list any
diagnostics already perf PERFORMED NETWORK TEST, RETEIVED
CMDTCS, CLEARED DTCS, [REDACTED] RETURNED, GATEWAY MODULE RESPONED
NEGATIVELY, FOLLOWED P AQ1 PERFORMED PMI ON [REDACTED], DURING USB
DRIVE UPDATE I NEVER GET A MESSAGE SAYING DO NOT REMOV SB AFTER [REDACTED]
[REDACTED] I CLICK YES AND UPDATE FAILS, [REDACTED] RESPONDES WITH SCAN TOOL
[REDACTED] F CHARGE IS 81%, BATTERY CHARGE OOCKED UP AND MANTAINING [REDACTED]
[REDACTED], Parts Replaced: NONE Do you have a module programming conce ?
our Question: WHAT WOULD BE THE NEXT STEPS TO TAKE? TRIED TO PMI
MULTRIY TIMES WITHOUT SUCCESS

RECOMM

[REDACTED] e [REDACTED] t nd du
, you should get message stating did the module update
successfully? or something similar. When this message pops-up, click
No and you should be given the method to attempt CAN programming.
Click this and perform the update. This method was added to all
modules that take USB updates as we understand the USB method doesn t
always work. It is unclear when this happened last for the customer as
we don t see any DTCs flagged in Connected Vehicle Data since [REDACTED]. I

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

would inquire when this occurred last. I see in the OTA Dashboard that would inquire when this occurred last. I see in the OTA Dashboard that the [REDACTED] has had [REDACTED] with 2 expired and another cancelled. I would [REDACTED] from the customer about where this happens at (specific roads, specific locations while driving, under specific weather conditions, passing certain signs, etc.). This may be due to Speed Sign Recognition. I would see if you're able to duplicate it or have the customer duplicate for you. If they can, note what signs are around or what was just passed. You could also attempt this with adaptive cruise control to see if it occurs. [REDACTED]

CONCER [REDACTED] GTCGCOIS
[REDACTED] D [REDACTED] N PROGRAMMING PROCESS 5 OR [REDACTED] WITH A LAPTOP WITH [REDACTED] OF RAM, FDRS IS AT [REDACTED], PROGRAM [REDACTED] ILS ON THE BLOCK ERASE [REDACTED] ESS, RE-RAN NETWORK [REDACTED] ND DTCS, VERIFIED SOC WAS AT 83%, BATTERY CHARGER MAINTAINING [REDACTED], NOW HAVE DTC IN THE GWM [REDACTED], NO DTCS IN [REDACTED] AT [REDACTED] LF TEST, WHEN FOLLOWING PP TEST [REDACTED] C, USING DATA [REDACTED] GGER TO MONITOR PID AUTHMODE PID SAYS UNPROVISIONED, B4 SAYS TO PMI [REDACTED] AND THEN LOOK AT PID AGAIN, IF PID SAYS UNPROVISIONED REPLACE [REDACTED] INCE I CAN NOT PMI [REDACTED] COULD IT BE [REDACTED] MODULE?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] y [REDACTED] g e bat [REDACTED] ing
[REDACTED] se for [REDACTED] and then retry programming [REDACTED] Provisioning

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

CONCER [REDACTED] GTCGCOIS
[REDACTED] E [REDACTED] RY FOR [REDACTED] OR SO, TRIED TO PMI [REDACTED] USING USB METHOD WHICH NEVER STARTED [REDACTED] IED TO USE THE CAN PR [REDACTED] AMMING METHOD WHICH STILL FAILS ON THE BLOCK ERASE SECTION, MESSAGE SAYS FAIL TO FLASH [REDACTED] GE [REDACTED]

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] m [REDACTED] n ue wi [REDACTED]

CONCER [REDACTED] GTCGCOIS
[REDACTED] D [REDACTED] LLED [REDACTED] AND PERFORMED PMI. STILL NO BLUE CRUSIE IS [REDACTED] LL INOP AFTER TEST D [REDACTED] E, FOUND [REDACTED], UPDATED GWM, APIM, AND [REDACTED] USING FDRS [REDACTED], USED [REDACTED] F [REDACTED] H [REDACTED] FORMATED TO EXFAT, [REDACTED] CKED SOC BEF [REDACTED] OGRAMMI [REDACTED] OC WAS AT 92%, HAD BATTERY ON CHARGER MAINTAINING [REDACTED], PERFORMED MAP UPDATE PROCEDURE, ABOUT SYNC [REDACTED] STILL DOES N [REDACTED] EXPIRATION DATE, TEST DROVE AND VERIFIED BLUE [REDACTED] IS STILL INOP, WHAT ARE THE NEXT STEPS, HOW DO WE SEE AS A [REDACTED] BLUE [REDACTED] IS EXPIRED OR UNSUBSCRIBED?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] l [REDACTED] u [REDACTED] i their [REDACTED] fo
[REDACTED] in their [REDACTED] account under Connected Services. Start there and reevaluate. [REDACTED] a bunch of communication DTCs on [REDACTED], but maybe those are from your updates. If it shows they have an ac [REDACTED] e subscription, refer to [REDACTED] and perform PPT O. [REDACTED]

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] m [REDACTED] e [REDACTED] o ur en [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
[REDACTED] are disabled. This may be due to [REDACTED], the vehicle, or
[REDACTED] are disabled. This may be due to [REDACTED], the vehicle, or
Management. I would start with per [REDACTED] a Master Reset
which will clear out any [REDACTED] authorizations, then setup [REDACTED]
on a different account (l [REDACTED] s, Service Managers, etc.) a [REDACTED] f
[REDACTED] works. If it doesn t, since it appears this is a [REDACTED]
Lease vehicle driven by a [REDACTED] employee, they wil [REDACTED] ed to
contact Fleet as that may be inhibiti [REDACTED] t. Cale
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] t on a [REDACTED] hy
the [REDACTED] s a delay [REDACTED] dating the contact.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
Connected Services FYI

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] E [REDACTED] I L S -----
Vehicle Build Date: [REDACTED] W anty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -??

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- A F T E [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----							
Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id	
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED]	

--- S U P [REDACTED] E [REDACTED] Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TIRE	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	R	[REDACTED]	[REDACTED]
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[REDACTED]									

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR 3 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED] Unavailable
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] (TSOM) MSS - [REDACTED] - [REDACTED] REGION
[REDACTED] a [REDACTED] er s description veh ern
HERE FOR [REDACTED] ist any diagnostics already performed,
including [REDACTED] lts of any TSB, GSBs or Pinpoint Test UPDATED Parts
Replaced, including service part number if available NONE What is the
level of the scan tool being used? Are any error messages noted? FDRS
[REDACTED] Your Question: HANDS FREE DRIVING MODE DOES NOT
[REDACTED] INGS, [REDACTED] SYNC?
RECOMM [REDACTED] (TSOM) MSS - [REDACTED] - [REDACTED] REGION
[REDACTED] i h he IPMA, it app th
rrect on the server. The data has since been repaired. At this
time, it will be necessary to start a new session in FDRS and perform
the IPMA Configuration Application in order to get the module
programmed correctly. Also, make sure all of the following modules are
updated before [REDACTED] is verified with a test drive (PCM, BECM,
ABS, SOBDMC, IP [REDACTED] CU, APIM, GWM). If you find the concern is
still present after all of the updates have been completed and the
IPMA has been properly configured, feel free to update the form and we
will be happy to assist you further. [REDACTED] [REDACTED] Technical Assistance
Center

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

NO SERVICE ACTIONS AVAILABLE [REDACTED] -----

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - -
Bld Dt: [REDACTED] Tag: EN [REDACTED]
Serial #: [REDACTED] Calb: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PROGRAM CHANGE PLT	[REDACTED]

--- S U P P [REDACTED] A L [REDACTED] Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)							
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE POOR FUEL ECONOMY
COMBINED UNLOADED

Additional Symptom: lower than expected [REDACTED]
Other Veh. With Concern: Severity ting - 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 [REDACTED] -----
--TYPE--
CONCER [REDACTED] CENTER
states estimat [REDACTED] ption of [REDACTED] er
less on avg Please list any diagnostics already per [REDACTED] o [REDACTED] s
Replaced: none Your Question: I cant find a section in PTS for this
concern. all i could find was the owners manual stating that range can
vary by temperature. is there a section for this type of concern? is
This a concern that I should be spending time on and if so how much
time. its at [REDACTED] charge now and range is [REDACTED] sitting in the
shop.

RECOMM [REDACTED] CENTER
[REDACTED] d [REDACTED] rned valu [REDACTED] y
ple co tions/settings, a [REDACTED] are customers driving
habits, road conditions, HVAC se [REDACTED] ttery SOC, drive mode
selected (whisper, engage, unbridled), [REDACTED] drive mode usage,
and/or similar conditions. If the plug [REDACTED] n of the vehicle is
fully charged at this time, road test the vehicle to deplete the SOC.
Due to there are multiple factors/conditions that can affect the
learned value, after the vehicle is road tested (so the charging can
be performed), bring the vehicle into the shop and park the vehicle
(allowing the vehicle to acclimate to the shop temperatures). Once the
vehicle acclimates to the shop temperatures, perform these prechecks
before charging the vehicle: - [REDACTED] check the [REDACTED] battery passes the
tester (if low, after charging [REDACTED] battery [REDACTED] form a BMS reset)
-turn off all the vehicle accessori [REDACTED] and turn off the HVAC selections
-check the drive mode selected (if in engage or unbridled, change the
drive mode to whisper) -check if [REDACTED] drive mode is enabled (if
enabled turn the feature off) The [REDACTED] e settings to fully
charge/charge now selection and connect a known good [REDACTED] to the
vehicle, fully charging the vehicle. Once the vehicle [REDACTED] fully
charged, with the [REDACTED] still connected to the vehicle, perform the [REDACTED]
reset (checking th [REDACTED] reading the moment the reset is completed).
the reading is then [REDACTED] roximately what the window sticker shows, no
additional diagnostics would be recommended. If this is the situation

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

CENTER

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
present, along with discussing the different conditions that can
present, along with discussing the different conditions that can
affect the learned DTE with the customer, also clarify if they are
using the cabin pre-conditioning feature (if the feature is used
appropriately it can assist in the readings the customer can achieve
with the vehicle). [REDACTED] /EV Team Member [REDACTED]
ADD- [REDACTED] e range [REDACTED] CENTER
Status : SWIS Not Necessary, SWIS Sessi [REDACTED] Status : [REDACTED] Contact,
SWIS Comments : [REDACTED] contact
CONCER [REDACTED] GTCGCQIS
[REDACTED] g all morning trying to find how to reset the DTE. I
m assuming it means Distance To Empty. I ve dug though FDRS and for
the life of me I can t find anything. I checked its at the latest
levels. I ve looked all around PTS for DTE and i m not coming up with
anything. vehicle is here and been in the shop overnight. I m gonna
spend [REDACTED] hour looking and if i come up short i ll wait for
respon
RECOMM [REDACTED]
[REDACTED] o Em
in driving History in the Trip Information in the Center
Screen. When reset, it eliminates driving habits as a factor in the
estimated range calculated. Once reset and the vehicle is acclimated
to shop temperatures, monitor the vehicle s estimated range in KOEO
(while still connected [REDACTED] if possible). For best results of the
test, ensure that the H tage Battery Temperature (H BATT TEMP in
the BECM) is above 60°F/15.6°C. If the vehicle s estimated range is
showing close to the [REDACTED] miles per the window sticker, the
vehicle is operating [REDACTED] based on outside factors and no further
actions are recommended to diagnose a concern with the vehicle at this
time. [REDACTED] Center Hybrid/EV/Gas
Engine [REDACTED] s [REDACTED]
ADD [REDACTED]
sary
Non-Technical, SWIS Comments : Range concern. SWIS not applicable.

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] - - - T R A [REDACTED] I [REDACTED] I O N - - -
Bld Dt: [REDACTED] rt #: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A [REDACTED] A [REDACTED] N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

-----						-----	
Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]	
			AID/INFO				

--- S U P P L E M E N [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx Base	e Part Number Sfx	Labor Operation
[REDACTED]								

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----										
Repair		Repair Odometer		Rp Cau		e Part		Number	Labor	
Dealer ID		Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]		[REDACTED]	[REDACTED]	V	[REDACTED]
									U	
									B	
									AB	
[REDACTED]					LK9	[REDACTED]			[REDACTED]	
[REDACTED]									A	
[REDACTED]									LBR	

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE INOPERATIVE

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

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

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

OWNREL Case Number : [REDACTED] stomer : [REDACTED] THAYERBusiness
Phone : N/AHom [REDACTED] one : N/AL [REDACTED] ore : [REDACTED]
Purchase Status : Original [REDACTED] Credit Contract Numb [REDACTED] rt
Number : N/ADealer Name : [REDACTED] Dealer P&A : [REDACTED]
09575Dealer phone : [REDACTED] : [REDACTED] Make : [REDACTED]
FORDModel : Mustang : [REDACTED] tio
ELECTRIC MOTOR #5Transmission Specification : 1 Speed
TransmissionWarranty Start Date : [REDACTED] Recall/FSA: 21P22
SOFTWARE CALIBRATION UPDATE22P08 B EGLIDE MAPS
EXPIRATION22S41 BATTERY ENERGY CONTROL MODULE SOFTWARE UPDATE22B28
REPROGRAM HVAC CONTROL MODULEESP : [REDACTED] NEW [REDACTED]
PREMIUMCARE W/ROADSIDEHotline Conta [REDACTED] y His [REDACTED] A
OWNREL [REDACTED] W. [REDACTED] OBE to [REDACTED] Afternoon, Please be advised this
a cati we do n st with these claims; please reach
out to your warranty department. This case will be resolved on
[REDACTED]. If there is anything else I can assist you with regarding
do not hesitate to contact me. Thank you for your
partnership and have a great dayAs I will be completing this case,
please look for an email [REDACTED] after case resolution for a brief
survey regarding your exp with me. [REDACTED] and I value your candid
feedback to understand how we can improve he future.Should you
need to contact me again, you may reach me directly at
[REDACTED] or by phone at [REDACTED] ext. . If Im
se leave me a de ge and I will return your
call as soon as possible. For a quicker response, please provide your
case number indicated above.Thank you again for being a good [REDACTED]
Partner.Next Steps: Resolve [REDACTED]
WilliamsDealer Experience Sp [REDACTED] |
[REDACTED]: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: SD - CUST ASST C rt Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN EJ9 9U
Bld Dt: Calb:
Serial #:

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

Model: Shift:
- - - A D D I T I O N - - -
Tire : [REDACTED] A/S Brand :
Radio : A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A F T E R M A R [REDACTED] 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
--- [REDACTED] [REDACTED] E Y: NONE ---

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----															
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx Labor Operation							
[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	[REDACTED]	V	[REDACTED]						
								U							
								B							
							[REDACTED]							[REDACTED]	AB
															[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: bluecruise 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?: YES Customer satisfied?: Repair Effectiveness (%):

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

--TYPE--
CONCER

COMMENT TEXT

[REDACTED] customer s description of vehicle concern
Perform the [REDACTED] software update. Starting at [REDACTED],
through [REDACTED], d [REDACTED] ble. [REDACTED] program the IPMA
associat [REDACTED] modules, [REDACTED], n [REDACTED] e available. [REDACTED] program
[REDACTED] of the IP [REDACTED] program the GWM, [REDACTED] gram the
[REDACTED] perform t [REDACTED] reset. Perform a t [REDACTED] ve and [REDACTED]
[REDACTED] p. Per [REDACTED] landing page I performed SSM [REDACTED] an
test and the [REDACTED] is still inop. Please l [REDACTED] ny
diagnostics already [REDACTED] including results of any TSB, GSBs or
Pinpoint Test Followed all instructions and still cannot get the [REDACTED]
[REDACTED] to work. Parts Replaced, including service part number if
ble None What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: The [REDACTED] drive I did
not get the [REDACTED] ctive watch the road [REDACTED] the IPC,
and no blue [REDACTED] nd the picture of the car. Perform the SSM with
a different laptop and still no warning that [REDACTED] is active,
but the blue circle around the car with the h [REDACTED] steering
wheel now show up but no [REDACTED]. Have a good weekend, [REDACTED]

RECOMM

[REDACTED] e vehicle data and found some of the IPMA
config [REDACTED] ion data is incorrect. I have to submit a request to have
the data changed, so the changes will likely not occur until [REDACTED]. I
will be sure to update this form once I am sure the data has
corrected. You have a great weekend as well! [REDACTED]

RECOMM

[REDACTED] s Not Necessary, SWIS Session Sub Status :
Technical. SWIS Comments : Waiting for data correction

[REDACTED] I a s vehicle has been corrected. Delete FDRS
your computer completely and download a fresh install from PTS.
Run the IPMA configuration tool and the [REDACTED] should begin to
operate. Thank you [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

ADD-ON [REDACTED] [REDACTED]

ADD-ON [REDACTED] [REDACTED]

CONCER [REDACTED] Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Clear repair direction
[REDACTED] GTCGCQSP
configuration per your instructions, including
removing and reinstalling [REDACTED] and now I do not even have the blue
circles around the image of the car when setting the speed control.

CONCER [REDACTED] ([REDACTED])
[REDACTED] S [REDACTED]
ture. [REDACTED] as noted that the previous direction had been
delete/reinstall [REDACTED] (making sure to delete all files on uninstall),
and the IPMA Configuration had been successfully ran. Now, the IPC
will not display the [REDACTED] prompt or blue circles when the cruise
control is enabled. The [REDACTED] feature has become less functional
after performing the IPMA Configuration programming procedure.

RECOMM [REDACTED] ([REDACTED])
[REDACTED] t [REDACTED] s [REDACTED] his
cles [REDACTED] operational concern. With the IPMA's Configuration
programming [REDACTED] o have gone through successfully and resulted in
the IPCs degraded performance, when referring to the [REDACTED]
functionality, it is suspected that the IPC has gone [REDACTED] ic lock
state after programming. Continue with disconnecting the battery's
terminals for roughly [REDACTED]. This will allow the vehicles
modules to power down [REDACTED] reset and help correct the IPCs new
found concern that resulted after the IPMA's Configuration programming.
If the [REDACTED] feature continues to be inoperative after
success [REDACTED] tting the vehicle, follow with performing [REDACTED]
Resets, back-to-back. This will help the SYNC system reset
the [REDACTED] feature function to become active again. If the APIM
[REDACTED] oes not result in any improved function of the [REDACTED]
e. Continue with using an updated [REDACTED] scan tool to per
the software updates currently present in the SW Updates folder of
[REDACTED]. Following with updating all of the modules present will help
[REDACTED] feature functionality with the latest software
cali [REDACTED] le loaded into the vehicle. Thank you, [REDACTED]
Assistance Team Member [REDACTED]

ADD- [REDACTED] ([REDACTED])
[REDACTED] s [REDACTED] t
Non-Technical, SWIS Comments : Programming/software concern with a
visual fault that can be easily described over the phone or through
this form.

CONCER [REDACTED] GTCGCQSP
[REDACTED] n hold [REDACTED] minutes and than the phone says you
have been connected to an [REDACTED] ntified Ford Credit and the phone hangs
up. This software update fiasco for [REDACTED] is very frustrating for
the tech as we do as directed and st [REDACTED] t make it work. After
waisting [REDACTED] minutes on hold here i am typing this contact. Please get
the softw e fixed and let me know so I can get the customer on there

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
way. This is very frustrating!! [REDACTED] Cell [REDACTED]
way. This is very frustrating!! [REDACTED] Cell [REDACTED]
RECOMM [REDACTED] ([REDACTED] or the
the phone. After review, all of the vehicle data appears to be correct
for this VIN. Since [REDACTED] remains unavailable, its likely
additional programming is required. If not done so already, please
work through [REDACTED] as listed in [REDACTED] of [REDACTED]. Prior to
programming, [REDACTED] at the learned [REDACTED] y st [REDACTED] f charge
percentage is [REDACTED]. Once this has been completed, select the
Rerun Network [REDACTED] on in FDRS and scan for available SW Updates.
If any of the following modules show an available update (PCM, SOBDMC,
BECM, ABS, PSCM, CMR, [REDACTED], IPMA, TCU, GWM, IPC, APIM), then these will
need to be completed before [REDACTED] will activate. When these
updates have been completed, [REDACTED] more SYNC resets using FDRS
and test operation again. If the availa [REDACTED] Hands Free settings can be
enabled through the Drivers Assistance menu but [REDACTED] remains
inoperative, then download/run the Configuration [REDACTED] on for the
IPMA, PSCM, GWM, IPC, and IPMA. When programming has been completed,
Master Reset the APIM through the infotainment display screen. Follow
working with the customer to remove/reauthorize their vehicle with the
[REDACTED] application and retest. If we can be any further assistance,
pdate us with your results or use the information provided
below to schedule a phone call with the [REDACTED] [REDACTED]. As your
dealership is equipped with the See What [REDACTED] ee ([REDACTED]) headset, if
additional technical assistance is required and [REDACTED] session would
be beneficial (live video or picture would help), [REDACTED] k <A

[REDACTED]
[REDACTED] ntment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

[REDACTED]
= [REDACTED]
c [REDACTED]
concerns

<A [REDACTED]
= [REDACTED]
[REDACTED]
[REDACTED]

ADD-ON

[REDACTED] s [REDACTED] t [REDACTED] cessary [REDACTED]
Technical, [REDACTED] Co [REDACTED] ts : still have [REDACTED] ware updates to complete

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED] GTCGCQSP

[REDACTED] GTCGCQSP
all steps listed except the APIM reset, the IPC will
now show a Orange in color, [REDACTED] Not Available warning.
Customers get a little testy [REDACTED] raise all info in Sync
performing a Master Reset, so any thing else before I call the
customer and perform a Master Reset? Thanks [REDACTED]

RECOMM [REDACTED]
[REDACTED] were performed and BlueCruise still does
work, a master reset in the Sync system is the next step. Continue
with the master reset, learn the vehicle again, and reevaluate the
BlueCruise operation. Thank you [REDACTED]

ADD-ON [REDACTED]
[REDACTED] Not Necessary, SWIS Session Sub Status :
Non-Technical. SWIS Comments : waiting dealer response

[REDACTED] GTCGCQSP
[REDACTED] Master Reset and removed there car from the [REDACTED]
App and reinstalled the car and authorized the car. Perf
test drive and no change from last time. Please escalate
he customer is not happy after resetting his system and
loosing all there settings with no fix. Thanks [REDACTED]

RECOMM [REDACTED]
[REDACTED] being performed to better aid you with this
cle. Continue monitoring this form for updates.

ADD-ON [REDACTED]
[REDACTED] Not Necessary, SWIS Session Sub Status :
Non-Technical. SWIS Comments : N/A

RECOMM [REDACTED]
[REDACTED] nts to the IPC data that may allow the
em to work. Delete FDRS from your computer completely and download
a fresh install again. Perform configuration on the IPC. After the IPC
configuration is done perform the master reset and relearn again then
reevaluate the concern. Thank you [REDACTED]

ADD-ON [REDACTED]
[REDACTED] about possible solutions

ADD-ON [REDACTED]
[REDACTED] Not Necessary, SWIS Session Sub Status :
Non-Technical. SWIS Comments : N/A

[REDACTED] GTCGCQSP
ate, when you say (perform a master reset and
relearn), are you talking about an Sync Master Reset and remove the
car from the [REDACTED] App, and reinstall the car? Just trying to get the
procedure cor [REDACTED]. Thanks [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - MID ATLANTIC REG
d [REDACTED] o [REDACTED] iss [REDACTED] All modules up to
date, all data [REDACTED] cks out good, vehicle connected to Vehicle Owner s
[REDACTED], but we have yet to rerun IPC configuration after As Built
nges were made. Going to attempt this [REDACTED] and then

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

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

retest.

retest.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] a [REDACTED] d s [REDACTED] to tch you on
h. As we talked about, some IPC [REDACTED] uilt data changes were made,
thus why we are requesting the IPC configuration be ran. WE can start
a new session and run the IPC Configuration application in FDRS once
more. This may populate new modules in the SW Update tab, perform them
as they arise. If nothing new comes up, we can once again road test
the vehicle. Thank you! [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] ATLANTIC REG
s e ry WIS sio ub Status :
Technical. SWIS Comments : No SWIS for a broken FSA.

CONCER [REDACTED] GTCGCOSP
[REDACTED] ated IPC configuration and performed a test drive
and the [REDACTED] now works properly. Thanks for the HELP, [REDACTED]

RECOMM [REDACTED]
[REDACTED] r ate and well done repairing the vehicle.
form will remain open for [REDACTED] and can be updated if you
require further aid. Otherwise [REDACTED] m will be filed under Fix
Verified for other technicians to view. Have a great weekend! [REDACTED]

[REDACTED] s Not Necessary, SWIS Session Sub Status :
Technical. SWIS Comments : N/A

CONCER [REDACTED] GTCGCOSP
p. [REDACTED]

----- S -----

Symp. Verif?: [REDACTED] 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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	[REDACTED] COMMENTS	

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N [REDACTED] - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] e [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED]
--- S U [REDACTED] L E M E N T [REDACTED] S U R [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Report Date:

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

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] FIT/FINISH/BODY BODY PANELS
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] T [REDACTED]) [REDACTED] shows ur [REDACTED]
[REDACTED] Ph [REDACTED]
[REDACTED] ends & F [REDACTED] t [REDACTED]
Ex [REDACTED]
[REDACTED] <sp y
[REDACTED] Case Number : [REDACTED] stomer : [REDACTED]
[REDACTED] Phone : [REDACTED] Phone : [REDACTED]
[REDACTED] 92Vehicl tus : Sub r [REDACTED]
[REDACTED] <span style="FEFFCS OBC [REDACTED] (EXT [REDACTED]) to [REDACTED]
[REDACTED] Phone: [REDACTED]
[REDACTED] line, gave
[REDACTED] over to him
as new owner n [REDACTED] says [REDACTED] Owner-no indication that was
not the case Saved or eve urchase car & have his local,
trusted [REDACTED] do the repairsContact [REDACTED] (wives
uncle/se ce manager) [REDACTED]? Appoin n s removed with
Paintless Dent Repair/T leCARE
Key Data Case Number : [REDACTED] stomer : [REDACTED]
[REDACTED] Phone : [REDACTED] Phone : [REDACTED]
[REDACTED] 92Vehicl tus : Sub r [REDACTED]
[REDACTED] <span style="FEFFCS OBC [REDACTED] (EXT [REDACTED]) to [REDACTED] @
[REDACTED] r [REDACTED]
[REDACTED] e ma [REDACTED]
[REDACTED] -Service/ [REDACTED] advi [REDACTED] call
[REDACTED] approxima [REDACTED] Emplo e s &
Family Support Mana [REDACTED]
[REDACTED] : [REDACTED] s
[REDACTED] @

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] or [REDACTED]: [REDACTED]

[REDACTED] or [REDACTED]: [REDACTED]

[REDACTED] cl [REDACTED] (ager) [REDACTED]

[REDACTED] -From: [REDACTED] Sent: [REDACTED]

[REDACTED] se [REDACTED] ortance: [REDACTED]: Thank you
for your ter [REDACTED] nd heres wh [REDACTED] e n order to
process the Financial Assista [REDACTED] or Mr. [REDACTED]. Please verify and/or
complete the following information and re [REDACTED] th a clear image of the
attached: [REDACTED] P & A: [REDACTED] <span style="font-family:&gu u
OWNREL [REDACTED] CSM [REDACTED] ([REDACTED]) to [REDACTED] [REDACTED]

[REDACTED] or [REDACTED]: [REDACTED]

[REDACTED] cl [REDACTED] (ager) [REDACTED]

[REDACTED] -From: [REDACTED] Sent: [REDACTED]

[REDACTED] se [REDACTED] ortance: Hig [REDACTED]

[REDACTED])Se [REDACTED] PMTo: [REDACTED]

[REDACTED] e # Case #

[REDACTED] -I need the [REDACTED] hat shows the dent repair
inf [REDACTED] s e just the b [REDACTED] y business, if I am looking
at it right. If you could, please fill in the highlighted info below
from the prior email. <span style="font-family:Calibri,sans-serif"

OWNREL [REDACTED] CSM [REDACTED] ([REDACTED]) to [REDACTED] [REDACTED]

[REDACTED] or [REDACTED]: [REDACTED]

[REDACTED] cl [REDACTED] (ager) From: [REDACTED]

[REDACTED] : [REDACTED] PM [REDACTED]

[REDACTED] omSu [REDACTED] amily c [REDACTED] #

[REDACTED] m-please provide [REDACTED] tal cost of the
dent repai [REDACTED] y pricing. I cannot complete the request
for assistance without that information. [REDACTED] Employee
[REDACTED] & Family Support Manager [REDACTED] [REDACTED]

OWNREL [REDACTED] on: [REDACTED] </sp [REDACTED] ([REDACTED]) to DLR [REDACTED]

[REDACTED] s [REDACTED] ge [REDACTED] 0;

font-s y: Segoe [REDACTED] , [REDACTED] Neue ,sans-serif; font-size [REDACTED];

OWNREL [REDACTED] CSM [REDACTED] ([REDACTED]) to CUST [REDACTED]

[REDACTED] nt [REDACTED]

[REDACTED] Family

[REDACTED] porta ghDear Mr. [REDACTED]:I am waiting on
or the dent removal so I [REDACTED] le to finish your
request. I am sorry for the delay. I will follow up with you not later
than [REDACTED] -and thank you for your patience. Sincerely;

OWNREL [REDACTED] M [REDACTED] ([REDACTED]) from [REDACTED] [REDACTED]

[REDACTED] om ([REDACTED] o service ma [REDACTED] &

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Family case # Case # CAS [REDACTED] - [REDACTED] advised total cost of
Family case # Case # CAS [REDACTED] - [REDACTED] -advised total cost of
the dent repair/line C-a [REDACTED] y pricing/ [REDACTED] -no Parts, all
Labor [REDACTED] Employee Friends & F [REDACTED] Support Manager [REDACTED]
[REDACTED] Extension: [REDACTED]
[REDACTED] eigh
[REDACTED] EXT [REDACTED]) to CUST [REDACTED]
Phone: [REDACTED]
[REDACTED] P [REDACTED]
ily cas [REDACTED] r
Mr. [REDACTED]: Hopefully this f [REDACTED] ng well. I have a
prel [REDACTED] y determination for you-Friends & Family is willing to cover
[REDACTED] of the [REDACTED] total cost of the dent removal. I will resubmit
ther rev [REDACTED] I know you requested we cover the full [REDACTED]
cost. I will follow up with you not later than [REDACTED]
with a final decision. Thank you for your patie
valued member of our [REDACTED] Family Sincerely; [REDACTED]
<SP
[REDACTED] EXT [REDACTED]) to CUST [REDACTED]
Phone: [REDACTED]
CAS [REDACTED] ll cover all [REDACTED] of dent
rem [REDACTED] ESP transferred over to your name [REDACTED] said
they would assist One [REDACTED] GWG for coverage on dent removal W [REDACTED] look
into any other GWGs [REDACTED] ou Cant do [REDACTED] Pass Points at this time March
[REDACTED] CU
CS OBE CSM [REDACTED] EXT [REDACTED]) to [REDACTED] / [REDACTED]
[REDACTED]) Fr [REDACTED] nt:
[REDACTED] AM To: [REDACTED]
ends &
portance: High Hi [REDACTED], Just got this back & ca
accepted our offe [REDACTED] cover all [REDACTED] of the cost of [REDACTED] nt
removal-Heres the info to proces [REDACTED] ur end: Friends & Family will
pay exactly [REDACTED] code [REDACTED] P & A: [REDACTED] <span
style="line
FEFFCS [REDACTED] EXT [REDACTED]) to CUST [REDACTED]
Phone: [REDACTED]
CAS [REDACTED] i all set-covered
ful [REDACTED] removal its [REDACTED] b [REDACTED] aid CUST very
happy with [REDACTED] F-appreciates us covering de [REDACTED] repair Encouraged CUST to
get ESP transferred over to CUST name Will look into any other GWGs for
you-VIN from previous owner has to clear, give it [REDACTED]
<spa
CS [REDACTED] EXT [REDACTED]) to [REDACTED] / [REDACTED]
[REDACTED] said
eat to
work with, too [REDACTED] Employee Friends & Family Support
Manager [REDACTED] style="font-size
FEFFCS [REDACTED]) to CUST [REDACTED]
Phone: [REDACTED] i

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] Rec corded lineWill look into any other GWGs for
[REDACTED] Rec corded lineWill look into any other GWGs for
us owner has to clear, give it another [REDACTED]
daysEmail CUST F/U-easier for himMarch [REDACTED] CUST check for
else I can do for him GWGs, etc. [REDACTED] Employee Friends &
Family Support Manager<span style
OWNREL, FEEFCS OBE CSM [REDACTED] EXT [REDACTED]) to CUST [REDACTED]
[REDACTED] e: [REDACTED]
[REDACTED]
[REDACTED] Friend [REDACTED] as
[REDACTED] portance: HighDear Mr. [REDACTED]: Hopefully this
ily doing well and enjoy me warm and
beautiful [REDACTED] spring weather My apologies for the extended delay, but
I will hav follow up with you [REDACTED], not later than [REDACTED]
[REDACTED]. The [REDACTED] VIN is not yet e for me; I will
ng on you daily and hope to have an update by [REDACTED].
Thank you again for your patience, I do appreciate it great ase
have a terrific week and weekend; let me know if you need me, either
by return email or at [REDACTED], extension [REDACTED].Sincerely; [REDACTED]
[REDACTED]
[REDACTED] S OBE CSM [REDACTED] EXT [REDACTED]) to CUST [REDACTED]
[REDACTED] e: [REDACTED]
[REDACTED]
[REDACTED] Friend [REDACTED] as
[REDACTED] portance: HighGood afternoon Mr. [REDACTED]: I hope
rs healthy, happy, and doing very gain, my
apologies for this extended delay completing your case. I have it on
reasonable authority that the VIN should be cleared [REDACTED], and
then we can determine how best to proceed. I will up
[REDACTED], not later than [REDACTED]. The [REDACTED] VIN is still in ccess,
not accessible to conti cking it daily and will
let you know something as soon as possible. Thank you again for your
loyalty to our [REDACTED] Family, as well as your kindness and
patience, they ciated Have a wonderful rest of your
week and a safe, enjoyable, and restful weekend; please advise if you
need me prior to the tenth <span style="font-family
OWNREL Friends & Family case [REDACTED] FEEFCS OBE CSM [REDACTED] EXT
[REDACTED]) to COM/ [REDACTED] ent:
[REDACTED]
[REDACTED] ends &
[REDACTED] Mach EVIN: [REDACTED]
current mile D [REDACTED] c [REDACTED]
M2Q4<span style="f [REDACTED] n
OWNREL, FEEFCS OBE CSM [REDACTED] EXT [REDACTED]) to CUST [REDACTED]
[REDACTED] e: [REDACTED]
[REDACTED] om [REDACTED])Sent: [REDACTED]
[REDACTED]
[REDACTED] ly case [REDACTED]
morning Mr. [REDACTED]: Ho ur world is healthy and
enjoying the r weather and a lovely [REDACTED] springtime Just wanted

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

to let you know that your Friends & Family case remains open. I have,
to let you know that your Friends & Family case remains open. I have,
however, been working to complete my protocol and should be able to
finalize all and inactivate soon. My apologies for the delay. I will
update you not later than [REDACTED], if you need me prior, dont
hesitate to contact me. <[REDACTED] "font-family: [REDACTED],ser
OWNREL FEEFCS OBE CSM [REDACTED] (EXT [REDACTED]) to CUST [REDACTED]
[REDACTED] one: [REDACTED] v
[REDACTED] om [REDACTED])Sent: [REDACTED]
ily cas [REDACTED] this
find you and yours enj [REDACTED] peaceful [REDACTED] sp gtime
It appears we may need to inactivate your case, numbe
[REDACTED] in the near future. I will confirm this via an
n [REDACTED]. If you need me prior, dont
hesitate to call or r [REDACTED] Thank you again for your
patience, kindness and especially for choosing to be a loyal member of
our [REDACTED] Family-vo
OWNREL FEEFCS CSM [REDACTED] (EXT [REDACTED]) to CUST [REDACTED] @ telephone
[REDACTED] rded cepted GWG of
[REDACTED] ase once attachedF/U CUST NLT [REDACTED]
[REDACTED] c m [REDACTED] attached [REDACTED] Employee [REDACTED] &
ly Support M [REDACTED] Extension:
OWNREL [REDACTED] d [REDACTED] EFCS OBE CSM [REDACTED] (EXT
[REDACTED]) to CUST [REDACTED] telephone [REDACTED]
[REDACTED] e [REDACTED]
[REDACTED] Family case
Mr. [REDACTED]: Thank you for
promised, here is the b [REDACTED] e with the
information on our [REDACTED] extended service plan for your [REDACTED]
[REDACTED] Yours would [REDACTED] plan. Once attached to
he plan is e-accessi [REDACTED] le at all certified [REDACTED] or
[REDACTED] dealerships in the [REDACTED], [REDACTED] or [REDACTED] ease let
if you have any que [REDACTED] an [REDACTED] agai [REDACTED] your
patience as well as for choosing [REDACTED] Sincerely; [REDACTED] </sp
OWNREL FEEFCS CSM [REDACTED] (EXT [REDACTED]) case [REDACTED] e Re: CUST [REDACTED]
[REDACTED] -tran [REDACTED] ing [REDACTED] CUST GWG [REDACTED] ESP
[REDACTED] ransmissionCAS [REDACTED] E [REDACTED] ter:
14884Purchase Condition: Used [REDACTED] mily
OWNREL FEEFCS CSM [REDACTED] (EXT [REDACTED]) @ telephone
[REDACTED] rded
[REDACTED] d/attached Expir [REDACTED] or @
[REDACTED] curringWill get [REDACTED] from [REDACTED] y a
ndling of caseF/U C [REDACTED], just send closing
email NLT [REDACTED] /close/WebX asked [REDACTED] 06thundefined [REDACTED]
[REDACTED] v [REDACTED] riends & Family Su [REDACTED] rt Manager<spa
size: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used Effective

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] XL [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : PN4-???????????????????????????????????? LUCID RED TC/RED CARPET TC

----- A F T E R M A R K [REDACTED] 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

[REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]
			COMF/ENT	AMPL & [REDACTED]	RADIO PWR BST	
			COMF/ENT			

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U [REDACTED] L E M E N T A L S U R V E Y: NONE

[illegible]

V
RECAL
ENTRE
DHJ
U
AL

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E,TITAN,[REDACTED] ,SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer:
Operating Environ: WCC :
Vehicle Use : [REDACTED] :

SYMPTOM: [REDACTED] FIT/FINISH/BODY INTERIOR TRIM
CARGO AREA APPEARANCE

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:
Causal Component: [REDACTED] COVER-TOP
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 [REDACTED] t [REDACTED] rgo area is loose and will not sit right.
TECH/C [REDACTED] [REDACTED] hat owners dog chewed up load space trim panels and
now cargo floor does not sit flush. [REDACTED] [REDACTED]
AUDIT [REDACTED] [REDACTED]
AUDIT [REDACTED] U BILE DEVICE
[REDACTED] 4G

----- [REDACTED] -----
Intermittent?: Come Grid Location:
Towed In? : Quits [REDACTED]?: Unit Down?: Verification :

----- [REDACTED] -----
Symp. Verif?: of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	COVER-TOP	YES

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: Q Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 4 - - - E N G I N E - - - Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] A/S BSW - - - A D D I T I O N A L - - - Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	D4	LJ8	[REDACTED]	DD [REDACTED]
				1	D4	LJ8	[REDACTED]	A [REDACTED]
				1	D4	LJ9	[REDACTED]	A [REDACTED]
				1	D4	LJ8	[REDACTED]	BD [REDACTED]
				1	D4		[REDACTED]	S450B [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] LIGHTING/GLASS/VISION WIPERS/WASHERS
WINDSHIELD WIPER STAYS ON
Additional Symptom: Windshield wiper/rain sensing
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 [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] a [REDACTED] i on of icl nce TOMER
STATES WIPERS NTER. WHEN TURN VEHICLE ON. COMPLETE [REDACTED]
AND THEN SHUTS OFF. Please list any diagnostics already perf
VEHICLE HAS NO CODES CHECK OASIS FOR TSB/SSM NONE PRESENT. VERIFY
WIPER SWITCH WORKING. VEHICLE HAS AUTO WIPERS. Parts Replaced: N/A
Your Question: HAVE YOU SEEN THIS BEFORE? WHAT TO DO

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] t equipp wit e r sitive
wipe the rain sensor determines that something like moisture is
on the windshield, it will activate. The rain sensitive wipers have 4
auto/sensitivity settings, and the can be turnd off which is
determined to be the least sensitive setting. Adjust the settings and
determine if this changes the operation of the wiper. If the concern
stops after the settings were changed, then compare to a like model
vehicle. If it does the same, then it can be considered a
characteristic of the vehicle. If the settings do not change the
result of the concern, then follow [REDACTED]>diagnosis and
testing>PPT F to diagnose the rain [REDACTED] wiper does not operate
correctly to continue testing. [REDACTED] GTAC

CONCER [REDACTED] GTCGCQSP
A SENSOR ON HIGHEST SETTING. VERIFY RAIN SENSOR
WORKING BY WETTING VEHICLE. SUSPECT CUSTOMER [REDACTED] HAS TO DO WITH
AUTO WIPERS. TURN TO LOWEST SETTING GOING TO [REDACTED] STOMER MONITOR

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] a f fur r a tan ded
TAC the customers observation, please update the form. [REDACTED]

----- [REDACTED] -----

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] SUMMER [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- C Q [REDACTED] T O R Y -----
Date CQIS Report # Prog Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] ST/RN/MV [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] ST/RN/MV [REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] a [REDACTED] i on of icl nce E
STATEST BLUE C OP. 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 [REDACTED]
catalog. Provide the full part number.
 -Verify scan tool is o
date, is at the latest level and programming is completed using a VCM3
or VCM (try a [REDACTED] tool if necessary)
 -Verify that the
vehicle is iden ectly in the scan tool
 -No aftermarket
electronic components installed
 -Battery passes a test using
approved [REDACTED] tooling and is fully charged
 -Battery is
maintaine [REDACTED]
 -Battery State of Charge (SOC) is
at or [REDACTED] can tool to monitor BCM BATT SOC% PID SOC
AT [REDACTED] ist any diagnostics already performed: VERIFY
CUS ERN PERFORM SELF TEST FOUND CMR RESPONDED
NEGATIVELY(PURPLE) FOUND CMR WILL NOT RUN SELF TEST. PERFORM PMI ON
CMR FAILED. TRIED TO CONFIGURE CMR FAILED. ALSO WONT UPDATE. Parts
Replaced: N/A Do you have a module programming concern? Yes Your
Question: WHAT SHOPULD I DO SHOULD I RPELACE THE CMR?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
CONCER [REDACTED] S ice En eer

[REDACTED] L ALREADY, CMR UPDATE IS ALREADY PRESENT TO RESOLVE
THAT CONCERN WE A HAND FULL OF VEHICLES BY UPDATING THE CMR
RELKATED TO THAT [REDACTED]. THIS IS THE ONLY MACH WE HAD THAT THE CMR IS
FAILING THE UPDAT

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] e k at th veh s e
looking at the [REDACTED] and not CMR. Please start with verifying
Power and Ground to t module, then trying the RECOVERY procedure
located in [REDACTED] > General Procedures followed by a CMR PMI. If the
CMR is stil e and the circuits are good, then replace the CMR.

CONCER [REDACTED] Field Service Engineer
[REDACTED] GTCGCQIS

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] ASSIT CENTER Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
VERIFY MY POWER AND GROUND CIRCUIT USING BULB. I TRIED THE RECOVERY
VERIFY MY POWER AND GROUND CIRCUIT USING BULB. I TRIED THE RECOVERY
PROCESSES WITH THE HELP OF [redacted] WE RULED THE CMR TO BE AT FAULT.
RECOMM [redacted] a f t [redacted] ice

----- [redacted] -----

Symp. Verif?: [redacted] 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

----- [redacted] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H -----

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

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

Engine: ELECTRIC MOTOR [redacted]: EN [redacted]
Bld Dt: Cal [redacted]
Serial #: [redacted]

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

Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]

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

Tire : [redacted] A [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-??????????????????????????
Paint : [redacted]-?????????????????????????????----- STAR [redacted]/[redacted] 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: [redacted] NICIAN
Phone : [redacted]

CQIS Report Number: [redacted] Program Type: H [redacted] Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] Report Date: [redacted]

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State: [redacted]
Country: [redacted] Region: [redacted]

Claim #/Date : [redacted] [redacted]

Specialist's Name : [redacted] ([redacted])

----- [redacted] Y -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id
[redacted]	[redacted]	NHL	FT/EN/BD			[redacted]
		CACVOC	[redacted]			[redacted]

--- [redacted] : NATIONAL HOTLINE SURVEY [redacted] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Number Base Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	RAV K	RAV [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	1 [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	ADD [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	LA	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	NE [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	AP	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

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

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

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

AUDIT [REDACTED]
OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
Cust-Hi the [REDACTED] reaching out e
not been able to g [REDACTED] et it checked out. The car is
running right now but its still giving me all sorts of errors. The
active ones are the powertrain malfunction but occasionally and while
parked (Im at work) Id get a whole set of errors being sent to my
[REDACTED] app. Please see attached images.I do want to say the [REDACTED]
stopped completely , I heard a loud whirring noise fr
back I assumed it was coming from the rear motor.Thank you for
reaching outFord-I appreciate you getting back to me Before moving
forward, I just need you to confirm a few details. Could you please
provide:-your full name-the vehicle owners full name, and your
relation to them (if applicable)-estimated mileage-your zip
code-email-and best method of contactCust-[REDACTED], I am the
ownerMileage
OWNREL [REDACTED] ext [REDACTED] to customer [REDACTED].shehad
[REDACTED] He called the dealership and has not gotten a
[REDACTED] on his way down the mountain, vehicle shut down,
in the middle of the mountain.He shut down car and put it on and it
started,It gave [REDACTED] again.He towed vehicle out.Rear wheels
were locked and [REDACTED] atched rear bumper, by towing cable.CUST
asked [REDACTED] to call back in the AM. as he was at work.NEXT STEP: FU : [REDACTED]

[REDACTED] Customer Experience
[REDACTED] is [REDACTED] w [REDACTED]:
OWNREL [REDACTED] ext [REDACTED] to dealership [REDACTED] is
[REDACTED] le to [REDACTED] e appointment. [REDACTED] i o
customer [REDACTED].shehad [REDACTED] 3Customer was in
surgery(a surgeon) lef [REDACTED] assistant , the
dealership will be contacting to schedule an appointment.NEXT STEP: FU
: [REDACTED] Customer Experience
Sp [REDACTED]:

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
OWNREL [REDACTED] ext [REDACTED] to customer PER customer request for AM
OWNREL [REDACTED] ext [REDACTED] to customer PER customer request for AM
[REDACTED] was in surgery(a
e dealership will be
contacting to schedule an appointment.NEXT STEP: FU : [REDACTED]
Customer Experience Specialist [REDACTED]
Ext: [REDACTED]
OWNREL [REDACTED] he previously l [REDACTED] r mer
t now to give dates and email me when he picks a
date.NEXT STEP: FU : [REDACTED] Customer Experience
Specialist [REDACTED]:
OWNREL [REDACTED] ext [REDACTED] to customer PER customer request for AM
[REDACTED] was not available,
i to schedule an
appointment.NEXT STEP: FU : [REDACTED] to confirm appointment
Customer Experience ist [REDACTED]
Ext: [REDACTED]
ershi [REDACTED]
not SA [REDACTED]
e er was at [REDACTED] could not
cern(warning lights on dash). But [REDACTED] as been
able to charge the vehicle since.NEXT STEP: FU : [REDACTED] CSAT
Customer Experience Specialist [REDACTED]
Ext: [REDACTED]
th ndous rience with [REDACTED]
customer relations and with the [REDACTED] dealership h id
diagnostics for [REDACTED] and said ing wrong with the car,
There are no upd ailable. The dealership is asking me to check
in with [REDACTED] and customer relations is asking me to check in
with the lershi .. no body has an explanation as to why my car
just completely stopped. And now Im back to [REDACTED] is the
case number I was given [REDACTED] you plea [REDACTED]-Hello
again, [REDACTED]. I have t at your case and hat it
is stil e and the case notes have been updated with your most
recent visit to your dealership. Our SUV Team is still looking into
this and is in contact with your local dealership. Please stay in
contact with your case manager for any assistance or questions you
have. They will be in the best position to assist you. I will also
update the case notes so it can be seen you reached out to us again on
here.
[REDACTED] from Customer [REDACTED].SHEHAD [REDACTED] 3Customer Says:
ant to know why the dealershi icle, i want to
know about the refund for towing my vehiclecas-[REDACTED] r Customer
Dealer Says: the told my friend that everything ealer name:
[REDACTED] <div style="color: rgb(0, 0, 0);
font-style: n ; font ligatures s: normal; font-varia
OWNREL ** Follow Up Noncompliance **Follow up was missed. I reset the F/U to

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
bring the case back to compliance. [REDACTED] owner
bring the case back to compliance. [REDACTED] owner
Experience Specialist | SUV TeamSh [REDACTED] |
[REDACTED]: [REDACTED] ext. [REDACTED]
OWNREL [REDACTED] t custom .sh
[REDACTED] 1. dealership Plugged the vehicle in and said
but they did not look at the body of the car ,
damage that the tow caused on the bumper, lower panel that was bent.3.
he wants to Get the updates on carThe forum for the Mache e on line
addresses these issues but not all of the customers have Been updated.
Also the agent online doesnt answer his questions4. Battery drains and
car completely shuts down. [REDACTED] owner is worried about trusting the car
going up the mountain again there is no signal and he can only
used the tow company recommended by [REDACTED] to his work(surgeon) he
does not have time to keep going to [REDACTED] high is why he bought a
new carNEXT STEP: FU, safety net for assistance [REDACTED]
[REDACTED] owner Experience Specialist [REDACTED]
OWNREL [REDACTED]: [REDACTED]
[REDACTED] ex pdate 1 show up on [REDACTED] pass
account.2. contact his tow company to claim the insuran
OWNREL CXS [REDACTED] ext [REDACTED] to customer [REDACTED].shehad
[REDACTED] owner said insurance will not cover it
ac nt, he car could not be turned on to be
put in neutral, they had to tow from the front.1. the tow no idea
where to put the hooks, now the bar is all bentThe middle wire was
scratching all the way to the bumper, in the middle of the bumper.2.He
has updates on his [REDACTED] pass and dealership did not do it because that
said he had to SAY : He will send me pictures of the concerns on
the bars as the bumper is not so much an issue. [REDACTED] owner is still
worried about trusting the car going up the mou n again where there
is no signal and he can only used the tow company recommended by
[REDACTED].NEXT STEP: FU, [REDACTED] owner Experience
ialist [REDACTED]:
OWNREL [REDACTED]
[REDACTED] EXT-[REDACTED]
Hours: M-[REDACTED] stal
downhill [REDACTED] ountains whic used by battery drain.
[REDACTED] said car stalled and veh could not be put in neutral to be able
ow veh to dlr. [REDACTED] said towing company had no other option but to
tow veh in park gear d that caused damage on the veh front bumper
and tow hook. [REDACTED] said he has researched and find he found out that
downhill veh s ing concern is a common [REDACTED] problem and he does not
believe his insurance company should be re sible for covering the
cost of the damage. [REDACTED] advised that he took veh to [REDACTED]
after a few [REDACTED] but did not find any error codes v that
veh operates mally. [REDACTED] said he is sure veh would shut down again
if he goes downhill on [REDACTED] mountain. [REDACTED] said he contacted [REDACTED] road
side side assistance but they could n ow veh because the tain
road is a private road and not accessible to the public. [REDACTED] was
advised to contact his insurance company to subrogate on [REDACTED] behalf

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

C O M M E N T S

--TYPE-- COMMENT TEXT

for repair and to take veh to dlr for diagnosis. [REDACTED] was advised to
for repair and to take veh to dlr for diagnosis. [REDACTED] was advised to
contact his CXS once veh arrives at dlr and CXS will ensure dlr
reaches out to hotline for technical assistance for downhill
concern.Next Step: F/U with [REDACTED] on [REDACTED] to inquire if he has taken veh
to dlr for repair. Open Tech requ [REDACTED] once veh arrives at dlr and
advise dlr to open hotline for repair.Ford [REDACTED] Owner
Relationship Center-SUV TEAMTeam Lead [REDACTED]
| [REDACTED]: [REDACTED]

OWNREL CX [REDACTED] to [REDACTED], [REDACTED] #
[REDACTED] return ve [REDACTED] e to [REDACTED].
[REDACTED] ed he is out of town in [REDACTED], will not be back un [REDACTED],
sed will drop vehicle that day sed of [REDACTED] f/u from [REDACTED]
for update on next steps, had no further q NEXT STEPS: [REDACTED]
DLRSHP, [REDACTED] f/u 18Ford [REDACTED] Owner Experience Speciali
| SUV Te [REDACTED] | [REDACTED]: [REDACTED]

OWNREL ** [REDACTED] not currently at [REDACTED] and
[REDACTED] is out of town until [REDACTED] and that is when he will drop f veh
.NEXT STEPS:Continue FU and confirm veh has been dropped
off d [REDACTED] Experience Specialist
SUV/A-[REDACTED]: [REDACTED].

OWNREL reassign XS.Please review most recent notes, VOR and
any case audits. Send Re-Assigned case email and make contact with the
customer to set next steps. Relationship Center-Car/SUV TeamShantelle
[REDACTED] om | [REDACTED] [REDACTED]

OWNREL TEAM AUDIT***As per [REDACTED] note, veh is not currently at [REDACTED] and
[REDACTED] is out of town until [REDACTED] and that is when he will drop f veh
.NEXT STEPS:FU with [REDACTED] and confirm if veh has been dropped off
and rrent statusFord [REDACTED] Experience
Specialist SUV/A-[REDACTED]: [REDACTED]

OWNREL [REDACTED]: [REDACTED] ortal dlr [REDACTED] Owner Experience
Specialist- SUV Team [REDACTED]

[REDACTED] t [REDACTED] will be picked [REDACTED] ouse. I
have anothe need a loaner.Its not just the modules
that need to be updated, also the bottom panel bars got bent while veh
was towed.Next: contact dlr ahead of [REDACTED] pick up [REDACTED] Owner
Experience Specialist- SUV TeamEnoch [REDACTED]
[REDACTED] EXT.7 [REDACTED]
[REDACTED] ote, veh is exp icked up
[REDACTED] and taken to [REDACTED].NEX EPS:FU with [REDACTED] and confirm if veh has
dropped off a current statusFord [REDACTED]
[REDACTED] Experience Specialist SUV [REDACTED] |

OWNREL As [REDACTED] d the w nd
undercarriage will need t repaire t a body repair facility since

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

current [REDACTED] does not have one.NEXT STEPS:Confirm with [REDACTED]

current [REDACTED] does not have one.NEXT STEPS:Confirm with [REDACTED]
undercar ge repair can be completed under warranty, [REDACTED] confirmed
yes, provide assistance with getting veh taken to body repair facility
[REDACTED] can partner with for repair [REDACTED]
erience Specialist SUV/A-[REDACTED]

[REDACTED] suggest [REDACTED] with
customer and co [REDACTED] cust CSAT-progress case to closure [REDACTED]
[REDACTED] Customer Experience Speciali [REDACTED] X
[REDACTED] ex

[REDACTED] t [REDACTED] gies for the delay in getting with
you [REDACTED] for e. Your regular Customer Experience Specialist,
[REDACTED] out of office [REDACTED] and will follow up with you on [REDACTED]
[REDACTED] He has been attach this e-mail if you would like t
to him. Have a great rest of your evening. Warmest Regards, [REDACTED]
[REDACTED] Customer Experience Specialist, [REDACTED]

[REDACTED] - DlrNo answer from dlrNext Step: f/u with cust to see if cust has
Customer Relationship Center - SUV/CARJermeshia
[REDACTED] om [REDACTED]: [REDACTED]
[REDACTED] : Ve [REDACTED] it ent
ust is waiting on [REDACTED] to give a Call to [REDACTED] to see what can be
doneOne problem was f d but cant be done ess its with a Body
Service Shop to be repaired and [REDACTED] says [REDACTED] has to authorize this
Matterinformation sent to Cust [REDACTED] from d ext Step; Needing to f/u
with [REDACTED] to seek what type of i rmation was provided to us for
appro of the vehicle concernf/u [REDACTED] Relationship Center
- SUV/CARJermeshia [REDACTED]

[REDACTED]: [REDACTED]

[REDACTED] A **As per [REDACTED] note, veh has been completed and CUST
has veh. CUST stating bod rk needs to be done to veh and [REDACTED] has to
authorize repair. CXS seeking to obtain additional informati from
[REDACTED] regarding concernNEXT STEPS:Case progression on track [REDACTED]
[REDACTED] Experience Specialist [REDACTED]
[REDACTED] : [REDACTED] ext.

[REDACTED] TEAM AU [REDACTED] note, [REDACTED] has advised CUST to drop off
veh to [REDACTED] so it can be f evalua NEXT STEPS:Case progression on
track. [REDACTED] firm veh has been dropped off at [REDACTED]
[REDACTED] Experience Specialist SUV/A-[REDACTED]

[REDACTED]: [REDACTED]

[REDACTED] 3 [REDACTED] r the d 47 [REDACTED]
[REDACTED] not taken vehicle indid advise he will contact
[REDACTED] fy time and if someone can come pick it upDebra [REDACTED] CXS,
[REDACTED] TruckTeam [REDACTED]

[REDACTED] As [REDACTED] ill has not been dropped
off.NEXT STEPS:FU with CU [REDACTED] nd confirm when veh can be dropped off or

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --
picked up [REDACTED] Experience Specialist
picked up [REDACTED] Experience Specialist
SUV/A- [REDACTED] : [REDACTED] ext.
[REDACTED] Experience [REDACTED]
[REDACTED] ext. [REDACTED] ***A-TE [REDACTED] Contact
update [REDACTED] VOR accuracy Follow-up to Schedule
appointment w/customer Agent should reach out to [REDACTED] the customer and
dealer via conference call to schedule a time to [REDACTED] the vehicle
brought in for repairs. PLS ENSURE YOU HAVE YOUR VORS UPDATED WITH THE
CORRECT PRIMARY REASONS AND DATES, AND COMMENTS***PLEASE DO NOT CLOSE
THE AUDIT UNTIL CLOSING THE CASE.***
[REDACTED] Experience [REDACTED]
[REDACTED] : [REDACTED]
[REDACTED] be [REDACTED] ue to work. cust is
uesting vehilce be picked up. Customer Experience Specialist- SUV
TeamEnoch [REDACTED]
EXT.79280 [REDACTED]
Case reas [REDACTED] Please verify with Dealer the repair status
and location of the veh e before calling the customer to introduce.
Please review most recent notes and update the VOR. Customer may
require more soft skills than normal due to the reassignment. Send
Re-Assigned case email and make contact with the customer to set next
steps. Relationship Center-Car/SUV TeamShantelle
[REDACTED] | [REDACTED] [REDACTED] ext.
[REDACTED] o [REDACTED] answevm leftadvising recontact with
tact [REDACTED]
[REDACTED] h [REDACTED] on [REDACTED]
f [REDACTED] k and they will review the body sho
look at t [REDACTED]
[REDACTED] pp [REDACTED] g
upd [REDACTED] informationDebra [REDACTED]
[REDACTED] :
[REDACTED] hehadahas not took it invehicle was towed and
aged tow could not move the carwas charged to towadvised to
send receipt for toward he will schedule now that vehicle is at [REDACTED]
[REDACTED]
[REDACTED] sinc [REDACTED] hopadvise [REDACTED] has not brought vehicle
do not have a body
[REDACTED]
[REDACTED] advising recontact to
tinu [REDACTED]
[REDACTED] no [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Case #: [REDACTED] Reason for [REDACTED] sement Offer(s):towing
reimburs e break downIs this reimbursement due
toaparts delay: noPart Name/Number:n/aDateor Expected Dateof Vehicle
Repair:repaired<span s
Hello [REDACTED],Regarding [REDACTED] activity [REDACTED] the Disbursement
sectio stomers [REDACTED] last name [REDACTED] e in the PAYEE box,
only.Per your case [REDACTED] vehicle has not been to dealership since
[REDACTED] for repair.Safety-net case for supervisor review for
al.Thank you,[REDACTED]
Progression Special [REDACTED]
Safety Net:[REDACTED] p
assistance [REDACTED] Relationship Center-Pass [REDACTED] r Vehicle
SupervisorShantelle [REDACTED] om [REDACTED]
[REDACTED] has been transmitted.The following have been
med:Receip t card templateReimbursement amountNext Step
for CXS: Monitor [REDACTED] for confirmed payment status to update
customer.Thank yo [REDACTED]
Progression Special [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS 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 -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
			DRV PERF	BODY MODULE KIT	

--- SUPPLEMENTAL SURVEY: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	P	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OSP	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OSP	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	KEY	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AG	[REDACTED] AR
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer: [REDACTED]
Operating Environ: WCC [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE

Additional Symptom: [REDACTED]
Other Veh. With Conc Severity Rating - Customer: Engineering:

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

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED]

. I have a vehicle you must keep your hands on the wheel during
blue cruise operation, If you take your hands off the wheel it will
give warning to put hands back on wheel. I road tested same route that
we have taken with other blue cruise vehicles and they allowed hands
free driving. No codes in any system and it looks like all the major
modules are up to date. Have an [REDACTED] session so you can go in and look
at it. What should I do next? Pl list any diagnostics already
performed: see above Parts Replaced: see above Your Question: see
above

RECOMM [REDACTED]

Remove the steps listed below. 1. Uninstall [REDACTED] the
uninstall prompts, there is an option to remove [REDACTED] data,
ensure this is selected 3. Reinstall [REDACTED] version [REDACTED] or later from
PTS > Rotunda tab 4. Start a new scan [REDACTED] session determine if
any software updates are available, perform all updates available,
even for modules not listed in this FSA. 5. Perform [REDACTED] Sync YAPIM"
Resets using the [REDACTED] application 6. Check the contr [REDACTED] menu in the
vehicles infotainment display screen and confirm the lane centering
with hands free is enabled now, if it is, [REDACTED] is enabled. No
further action needed. 7. If lane centering [REDACTED] is free is not
available, continue on 8. Click refresh next to the datalogger
application 9. Start a new scan tool session and recheck for available
software updates 10. If no change, perform the [REDACTED]
[REDACTED] ([REDACTED]) Programmable Module Installation [REDACTED] w scan
si [REDACTED] nd determine if any software updates are available,
perform if they are 12. Check the controls menu in the vehicles
infotainment display screen and confirm the lane centering with hands
free is enabled now, if it is, [REDACTED] is enabled. No further
action needed. Thank you, [REDACTED] Center

ADD-ON [REDACTED]

[REDACTED] - Conc [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
operation which is a driver assist feature
operation which is a driver assist feature
t me was too long, I now have centering with
hands free when I go into adaptive cruise control screen settings but
when I get out on the high way it still asks me to keep hands on
steering wheel . I dont know how often routes are updated but just
we did not need to keep hands on steering wheel in another
hat we had installed blue cruise . Should I perform IPMA PMI
or is there any thing else we should be checking ? Thanks
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
c p istance ur
st and has determined that it is necessary to discuss this matter
verbally over the telephone. You will be contacted shortly by a Ford
Technical Assistance Center representative. [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
o hnician
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
e a time wh
tunately, we were unable to in contact with you when attempting
to call back. With the hands free feature still unavailable, it would
be recommended to continue with the procedure as outlined above. If we
can be any further assistance, please update the form with your
results and a good phone number to be reached at. Thank you, [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
have it near me at all times
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
c o cell ph
scuss the hands free operation. Thank you, [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
c
[REDACTED] ([REDACTED]) [REDACTED]
e g a [REDACTED] and the [REDACTED] comes
right on and enters hands free [REDACTED] ad I was
testing this one on. They did not sell [REDACTED] if you have any ideas
on how to fix it so we have hands free please write back or call
Thanks [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]
w h gh the
tes th e Lane Centering with Hands Free option became [REDACTED] ie
following the [REDACTED] resets, however [REDACTED] remains inoperative
while testing [REDACTED] not allow to tak [REDACTED] f the wheel.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
n e a continu
ned on [REDACTED] and update us with your results when time
permits. Tha [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
Just out of curiosity doe the blue cruise need an active [REDACTED]
Just out of curiosity doe the blue cruise need an active [REDACTED]
connected to it to operate ? This is a stock unit with no [REDACTED] ached
to it.
RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] n [REDACTED] a [REDACTED] letter [REDACTED] [REDACTED]
ill need [REDACTED] activated for [REDACTED] erate correctly.
While this par [REDACTED] does not ap [REDACTED] s vehicle, this
information will likel [REDACTED] e the same for this vehicle and [REDACTED] will
need to be activated. Thank you, [REDACTED] [REDACTED]

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: Calb: NCGWEHN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- [REDACTED] -----
NO AFTER MARKET

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] FIT/FINISH/BODY PAINT/FINISH
HORIZONTAL SURFACES CHIPS/SCRATCHED

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 (%):

--TYPE--
OWNREL

CXS [REDACTED] - Client called in
requ [REDACTED] done
back in [REDACTED] and [REDACTED] is still showing up even
though t [REDACTED] as co [REDACTED] recall work. Was advised that Contact
the dealer, let them know the recall is still showing and reference
[REDACTED] [REDACTED] is the dealer incomplete Repair recall process and they
e [REDACTED] tal in [REDACTED] where explains the dealer how to mark complete a
recall after repa [REDACTED] talks about what can happen if they dont
follow instructions. [REDACTED] ised client of this. Client also wanted to
open a workmanship case due to some cosmetic damage that had been
caused the last time the vehicle was at the dlr. vehicle was brought
to the dealer for [REDACTED]. While it was there the vehicle incurred
scratches and chip [REDACTED] int. [REDACTED] has [REDACTED] that are
fairly noticeable and [REDACTED] in [REDACTED] atches on the
trunk that look a lot [REDACTED] it dragged across the paint.
The dlr did buff out a few of the scratches but [REDACTED] are still there
and the chips are still there. Next Steps: assign [REDACTED] agent,
safety net to sup for reassignment. [REDACTED]
Customer Experience [REDACTED]

OWNREL

he [REDACTED] s to there attention and
he stated that they offered paint touch up kits and to buff out the
scratches. The client stated that the paint touch up kits wouldnt
actually fix the damage so he denied them. he did accept the buff and
wax but it didnt not get all the of the scratches out and the ones
left behind more noticeable. Client tried to speak to the dlr about it
again but they have done nothing else regarding the situation. I did
not get a chance to call the dlr due to them being closed.

OWNREL

[REDACTED] - [REDACTED] from cust. Stated he took veh in for [REDACTED]
[REDACTED] r [REDACTED] f and There was [REDACTED] to veh when
it in. Veh was returned back to [REDACTED] hy and messy. Dlr
making accusations that he gave them veh dirty. Stated that outside
was covered in dirt. Stated that his daughter found paint chips on the
hood that were not there before. [REDACTED] around the backside of

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

veh. Took veh back and proceeded to blame 3rd party for the damages.

veh. Took veh back and proceeded to blame 3rd party for the damages. Stated they tried to buff and wax the damage. Did touch up a kit. Paint chips are still there and scratches. Stated most of the scratches came off. Paint chips are still there. & They shattered windshield and needed to order replacement. Now they stated they are no longer willing to work on veh. Cust wants to know what his options are to get the resolve at no cost to him. Advised him can speak with dlr to hve him take veh back in to get this resolved. Stated he was working with [REDACTED] and got this escalated.OBC to dlr. Spoke with GM [REDACTED] and [REDACTED]. Stated that i would need to speak with [REDACTED] Dire [REDACTED] regards to this. Advised cust I will be re [REDACTED] g out to Dlr again on [REDACTED] to gather info and see if they will be willing to have veh [REDACTED] in to get it repaired. Stated that any touch up work will devalue his veh and wants to see if they can just replace the panels. next steps: reach out to dlr and confirm if they would be able to assist cust and resolve the issues at no cost and set f/u with cust on [REDACTED] to provide any further update. [REDACTED] Experience [REDACTED]

OWNREL [REDACTED] tomer : [REDACTED] Phone [REDACTED]
: [REDACTED] Phon [REDACTED] Score [REDACTED]
: [REDACTED] hase Stat [REDACTED] ner [REDACTED] C [REDACTED] t [REDACTED]
Number : N/APart Number : N/ADealer Name : [REDACTED] SalesDealer
P&A : 00190Dealer phone : [REDACTED] : [REDACTED]
[REDACTED] Make : [REDACTED] : [REDACTED] lea [REDACTED]
[REDACTED] ificati [REDACTED] TRI [REDACTED] #4Transmission Specification : 1 SPD
AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: : [REDACTED]
WINDSHIELD GLASS RESEAL21G01 BLU [REDACTED] PROGRAMMINGESP [REDACTED]
[REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDEHotline Contact : N
L [REDACTED] CONTA [REDACTED] nty History : [REDACTED]
SALES704411- [REDACTED] *R RECAL* [REDACTED]
SALES704411- [REDACTED] ** ** [REDACTED]

OWNREL [REDACTED] o [REDACTED] r [REDACTED] wer, left a message.
Advised that i am trying to [REDACTED] they are still willing to
assist cust with getting his repairs taken care of for the paint
chipping and scratches on [REDACTED] next
steps: reach out to dlr ag [REDACTED] e [REDACTED] sist
cust. [REDACTED] Experience [REDACTED]

OWNREL [REDACTED] s h [REDACTED]
[REDACTED] that the chips that are on the [REDACTED] ps that also
the rock chips that are on his front bumper cover. That is
something that happens when you do highway driving. That is not
something that would happen when our sublet vendor did the
windshield/sunroof recall on his vehicle. We told him then that we
would not be repairing the rock chips in his paint.

OWNREL OBC to cust. Advised that Dlr A isnt wanting to assist with repair due
to it not being their doing on the damages on veh. Advised him that i

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

will be reaching out to [REDACTED] and [REDACTED] for
will be reaching out to [REDACTED] and [REDACTED] for
pictures and RO info and [REDACTED] for xt steps:
reach out to dlr [REDACTED] and [REDACTED] for RO, tech findings,
current failure, r his pictures or images of veh.
Set f/u with cust on [REDACTED] to provide any further updates on how we can
assist. [REDACTED] Experience

OWNREL [REDACTED] ok [REDACTED]
[REDACTED] Advised that i am t [REDACTED] have
this reviewed for [REDACTED] concern. Advised him all the info i am
needing on regards to this veh. [REDACTED] to cust. Cust asked to be called
in [REDACTED]. Advised him that i can ovide him update via email and
rea t to him on [REDACTED]. next steps: provide cust updates via email
and provide him cb o [REDACTED] with any further updates. [REDACTED]
[REDACTED] Experience [REDACTED]

[REDACTED] tta f [REDACTED] invoice for this
vehicle. We do not have any photos of the vehicle. We only did a
software update recall to the vehicle and then we sublet it out to a
glass shop to get the windshield and sunroof recalls completed. The
outside vendor that performed the glass recalls, our bodyshop manager,
and service management all agreed that the paint concerns the customer
is complaining about our iust stone chips on the front of the vehicle.
We were the [REDACTED] or [REDACTED] that this customer has taken
this vehicle or r

OWNREL OBC to cust. No answer, Left a message. Advised that [REDACTED] has sent
over the RO info but doesnt have any pictures of veh. [REDACTED] ed that dlr
and bodyshop have all determined that paint chips were from rocks
hitting veh. Advised him need to confirm if he has notified [REDACTED] on
regards to this concern and have pictures and RO open for th
concern. next steps: set f/u with cust on 6/2 to provide any further
updates and to gather more info on regards to him informing [REDACTED] of
these concerns. [REDACTED] Experience [REDACTED]
Ext. [REDACTED]

OWNREL next : reach out to cust to confirm if [REDACTED] B has info regarding
this concern for paint chipping on vehicle. [REDACTED]
[REDACTED] Experience [REDACTED]

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

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- [REDACTED] -----

----- I -----
 Vehicle Build Date: [REDACTED] ant start Date: [REDACTED]
 Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
 Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
 LH/RH Drive: [REDACTED]

Trans: [REDACTED] AUTO TRANS - - - T R A N S M I S S [REDACTED] - - -
Bld Dt: Par
Serial #:

```
Model: _____ Shift: _____
Tire : _____ A D D I T _____ A L - - -
Radio : _____ A/S _____ : AC G-????????????????????
Paint : _____ EXT PAINT FAMILY B ----- ABSOLUTE _____
```

----- [REDACTED] S -----

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - Academy [REDACTED] Ph#: [REDACTED]
City: [REDACTED] ate : [REDACTED]
Country: [REDACTED] : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		NHL	AID/INFO		
		CACVOC	ST/RN/MV		
		NHL	AID/INFO		

--- [REDACTED] : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)							
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]				RENTAL	

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)				
Repair	Repair Odometer	Rp Cau	e Part	Number Labor

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

[REDACTED]

B

3 [REDACTED] B

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

F A

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

3 [REDACTED]

Z 31 B
X 12 QULV
AU2 DB

RENTAL

NPF

RENTAL

AC AB

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]						[REDACTED]
									[REDACTED]

VEHICLE: [redacted] MUSTANG MACH E,SEL AWD,4 [redacted] ,SEDAN VIN: [redacted]
Engine : ELECTRIC MOTOR 3 Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] 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 [redacted]
[redacted] CHANGED TO [redacted] BY [redacted]
[redacted] / Received [redacted] om [redacted] ed
[redacted] n and everything was ok, ck
after testing, going back and forth with modifying with reconfiguring,
[redacted] back with same concern.Vehicle Concern: CUSTOMER HAS
SION ASSIT NOT AVAILABE FRONT CAMERA NOT AVAILIABE. VEHILCE
[redacted] BACK FSE INVOLVEDRental Details on Record (Y or N):
Dates: [redacted] Loaner VIN (Y or N): YesPay Day
Calculated (date [redacted] Activity (Y or N):
YesTAC ID #: [redacted] Days Ext [redacted] te needing extension
through: [redacted] part was delivered. N/AAdvise when job
was compl Step: [redacted] Follow-up: [redacted]
[redacted] HolmesDealer Experienc ecialist, [redacted] C
[redacted] [redacted] ext.
[redacted] al Time
[redacted] m [redacted], need an
order. Has [redacted] Av caes,
per [redacted] If you ar Vehicle Down and need
Esca n in the Vehicle Off Road Option in the
Part Order Status Details Tab, it will be directed to the Vehicle Down
Team. Sent him an email with the information below with his Case
Manager [redacted] copied.Morning [redacted] As discussed below is some
helpful tion in regards [redacted] cases.Dealers have an online
Web Support Group at [redacted] for [redacted] questions you can
also email [redacted] ([redacted]) mer [redacted]
[redacted] I fo on below.

arts Department Tools [redacted]
[redacted]
[redacted] - Job you can a sing
w. [redacted]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: [REDACTED]
- CUST ASST C# [REDACTED]
ate: [REDACTED]

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

--TYPE-- COMMENT TEXT

Experience Specialist.

t.
Time
e

with

ay

sk

(Top right corner on [REDACTED])

Part Order Status

InquiryFollow-up:
Experience SpecialTime
fromneed
ER HAS

PRECOLLISION ASSI

Vehicle Conc CAMERA NOT AVAILIABE. VEHILCE

BACK ESE INVOLVED Rental Details on Record (Y or N): Yes

es: [REDACTED] Loaner VIN (Y or N): Yes Pay Day

Calculated (da [REDACTED] : [REDACTED] VOR Activity (Y or N):

Yes TAC ID #: [REDACTED] Parts Or s #:

CAS- [REDACTED] - MODULE - DRIVER STATVerifying
MR ord (Y or N) YesETA on B/O

t/Repair: TBD [REDACTED] Parts Order Status #: CAS

rt#: [REDACTED] ERA - DRIVER STATVerifying [REDACTED] on

EMR o [REDACTED] : (Y or N) YesETA on B/O Part/Re r: [REDACTED] Dealer

P&A : [REDACTED] #: [REDACTED] Date: [REDACTED] Totals Days ng: [REDACTED]

Date n [REDACTED] xte [REDACTED] ugh: [REDACTED] Step: NoneFollow-up:

Experience Specialist, [REDACTED]

: [REDACTED] ext.

Time

put [REDACTED]

R

p e , [REDACTED] ught it back, informed [REDACTED] rev and
provide an update. Se [REDACTED] portal message on [REDACTED] and an

email to [REDACTED] with [REDACTED] DXS copied, [REDACTED] tremely

Striving [REDACTED] was a e speaking with [REDACTED] mmmary Info:

CUSOTMER IN LOANER DURING REPAIRS CONTACT GCCT ON PREVIOUS

[REDACTED] APPROVAL CODE WAS GIVEN BUT WRONG RO OPEN DATE WAS

PPROVAL FOR LOANERApproval Code: [REDACTED]

Code: [REDACTED] codes are good [REDACTED] after [REDACTED]

is clo a new approval [REDACTED] d after [REDACTED] hen a new case

will need to be opened and [REDACTED] current criteria will be used. Dealer

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- M M E N T S -----
--TYPE-- COMMENT TEXT
P&A : [REDACTED] #: [REDACTED] Date: [REDACTED] Date: [REDACTED]
P&A : [REDACTED] #: [REDACTED] Date: [REDACTED] Date: [REDACTED]
[REDACTED] : Repa [REDACTED] otal: [REDACTED]
[REDACTED] hi [REDACTED] Regards. Next Step: NoneFol [REDACTED]
[REDACTED] [REDACTED] Experience Specialist, [REDACTED]
[REDACTED] [REDACTED] : [REDACTED] ext. [REDACTED]
[REDACTED] [REDACTED] Time [REDACTED]

----- N -----

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] 9S
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I -----
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp	Cat	Causal	Part	Description	Dealer Id
			AID/	INFO	MOD	DRVR	STS MNTR	
		VOC	AID/	INFO				
			AID/	INFO	MOD	M/MEDIA		

--- SUPPLEMENTAL SURVEY: NONE ---

[illegible]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: blue cruise inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
CONCER [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED]
[REDACTED] a [REDACTED] o f Vehicl nce R
FUNCTION INOPE TH HANDS FREE DRIVING MODE AVAILABLE SHOWING
DATE [REDACTED] Please list any diagnostics already performed: VEHICLE
HAS B [REDACTED] P [REDACTED] WITH SAME CONCERN WITH MULTIPLE
[REDACTED] D INCLUDING [REDACTED], IPC, [REDACTED], [REDACTED],
MODULES. WITH THIS VI FOUND [REDACTED], [REDACTED], GFM,
SCCM, [REDACTED], AND CMR MODULES HAD AVIALBALE UPDATES. AF L NG INTO
[REDACTED] LL FOUND INTRUCTION STATING EXPIRATION DATE SHOULD BE [REDACTED]
WISE [REDACTED] IS NOT AT LATEST CALIBRATION. ALSO FOUND SYNC SCRE OT
SHOWING La Centering with Hands-Free UNDER CRUISE CONTROL SETTINGS,
ONLY SHOWING LANE CENTERING. AFTER REPROGRAMMING OF ALL MODULES FOUND
HANDS FREE DRIVING MODE AVAILABLE DATE NO LONGER SHOWING AND INSTEAD
SHOWING BLUECRUISE MAP [REDACTED] [REDACTED] NUMBER. ATTEMPTED
PERFORMING BLUECRUISE E T INED WARNING FOR
[REDACTED] NUMBERS FOR [REDACTED] AND [REDACTED] NOT MATCHING UP TO REQUIRED [REDACTED] NUMBER.
[REDACTED] SHOWS PROGRAM OTA O [REDACTED] Parts Replaced: NONE r
stion: COULD VEHICLE HAVE ETE OR INCORRECT PROGRAMMING
FILES? WHAT DIAGNOSTIC STEP IS RECOMMENDED [REDACTED] HAS NO
PINPINT TESTING OR OTHERWISE TO DIAGNOSE BL ION

RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED]
[REDACTED], [REDACTED] bers are tal

veh
CONCER [REDACTED] GTCGCOIS [REDACTED]
[REDACTED] R [REDACTED] WITH ENGINEERING ASSEMBLY [REDACTED]
[REDACTED] T RE [REDACTED] LJ8T- [REDACTED] -PAE WITH GINEERING
[REDACTED] . PIC ES OF NABLE KIT WARNING AND
CURRENT [REDACTED] S INCLUDED IN ATTACHMENTS

CONCER [REDACTED] GTCGCOIS

RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED]
[REDACTED], [REDACTED] re compa e p s
ena blue prep kit this t. The vehicle needed to built and
configured with the part numbers listed in FDRS from the attachments

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

you included.

you included.

CONCER [REDACTED] GTCGCQIS
[REDACTED] E MEAN AS FAR AS GETTING BLUE CRUISE TO WORK? WINDOW
STICKER SHOWS VEHICLE IS SUPPOSED TO HAVE BLUE CRUISE CAPABILITY.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] d O [REDACTED] s a [REDACTED]
they are advertised with blue cruise capability not
have the required [REDACTED] and [REDACTED] part numbers installed, as stated and
required by running he [REDACTED]
([REDACTED]) En
n t out of this procedure? Vehicle was sold with
bluecruise capability according to the maroney sticker.

RECOMM [REDACTED]
[REDACTED] f r [REDACTED] [REDACTED]
ch the part numbers listed when ablin he blue cruise prep
kit this indicates that the [REDACTED] and [REDACTED] have been updated past the
scope of the prep kit. As the dules lated to bluecruise operation
are at the latest software levels and the center touch screen does not
show the blue cruise expiration date or the option to turn on Lane
Centering with Hands Free this concern will be directed to our
Escalated Handling Team. They will contact you and/or the Service
Manager, either by phone or by updating this form to obtain additional
information and provide recommendations to assist in resolving the
customers concern. <p> Please remain patient with this process, we are
currently experiencing a high volume of contacts and delays in
responding. Please reference [REDACTED] on [REDACTED] dealer for more
information. </p> Module Prog [REDACTED] Team mber - [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED]

ADD-ON [REDACTED] p f [REDACTED] open [REDACTED]

CONCER [REDACTED] i [REDACTED] ogre [REDACTED]
[REDACTED] GTCGCQIS

RECOMM [REDACTED]
[REDACTED] n [REDACTED] gize for
handling team is [REDACTED] weeks behind in escalated reports. Thank you for
your patience. Engineering is currently investigating this concern.
It s suspected the required module(s) for BC operation are not at the
correct software levels. Once the required modules are at the correct
software levels, the hands-free function will work regardless of the
results gathered from the enable prep kit application. This
application only verifies current software levels for the [REDACTED] and the
[REDACTED]. It has been found that at times the [REDACTED] and [REDACTED] will xceed the
ware file being used in the applicatio or re nce and may fail
the app. Even though it s been exceeded or at a higher level, this
will not inhibit hands-free operation. If the lane centering with
hands-free option is listed in the touchscreen display, BC operation
should be confirmed with a test drive. We have found in some vehicle s
that the expiration date has been removed from the touchscreen display

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- M M E N T S -----

--TYPE--

COMMENT TEXT

and the hands-free function will work as intended. If hands-free
and the hands-free function will work as intended. If hands-free
function is verified during the test drive update the form and we can
close [REDACTED] the escalation and FSA. If hands-free function does not
work, [REDACTED] engineering will find the modules that are not at the correct
software levels. Once engineering provides an update, we will update
the form. Due to the holidays, expect a response a few business days
[REDACTED]. Have a great day! [REDACTED]

RECOMM

[REDACTED] i [REDACTED] ed server da
of [REDACTED] on this [REDACTED] vehicle. Please follow the
pro [REDACTED] ow to pro [REDACTED] the vehicle and enable [REDACTED]
Note: Prior to programming, ensure that the [REDACTED] battery
[REDACTED] [REDACTED] and/or [REDACTED] test. Fully [REDACTED] ge or replace the
[REDACTED] per the [REDACTED] of the tester. Next, verify that the
state of charge ([REDACTED] PID for BATT_SOC%) is at 75% or greater.
You may need to fully rec [REDACTED] ge the battery and perform the BMS reset
to achieve 75% or greater, even on a replacement battery.
1. Disconnect the [REDACTED] or later level device from the DLC and
PC. 2. Launch FDRS [REDACTED] og [REDACTED] 3. In the Device Manager window that
populates, select CANCEL. 4. Select the appropriate VIN from the
Vehicle Identification menu or use Manual VIN Entry and select GO.
5. In the Vehicle Communication Device Not Detected window that
populates, select CONTINUE. If a Device Explorer window populates,
select CANCEL. 6. After the session has started, reconnect the [REDACTED] /
[REDACTED] to the DLC and the PC. The [REDACTED] / [REDACTED] or later level d
should turn green in the bo [REDACTED] ig [REDACTED] orner of the screen. If it
does not, troubleshoot the FDRS to [REDACTED], [REDACTED] or later level device
connection. 7. In the Toolbox menu, [REDACTED] te [REDACTED] the software update
tab and perform any available software update for the following
modules: IPC, TCU, GWM, [REDACTED], PSCM, [REDACTED], CMR, [REDACTED]. Follow the
on-screen prompts. When [REDACTED] availabl [REDACTED] oftware [REDACTED] ates are completed,
download and run the <u> configuration </u> app for the GWM, IPC,
PSCM, [REDACTED], and [REDACTED]. When the configuration app has completed on the
above [REDACTED] les, r [REDACTED] he [REDACTED] reset application in FDRS [REDACTED].
Verify that the [REDACTED] bile app is paired to the v [REDACTED] f the
customer is not [REDACTED] e to pair their device, you may install the
app on a mobile cell phone to pair to the vehicle. Once paired,
[REDACTED] should be active. Verify [REDACTED] is functioning by road
[REDACTED] e vehicle on a [REDACTED] hank you, [REDACTED]
Master Technician Module [REDACTED] g Specialist Team

Symp. Verif?:

s f

M

N

Comp. Timing:

Base Timing

:

MIL light on?

:

Test Stand :

Road Test

:

8D Number:

Prior Repair Attempts:

Repair Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- SPACE [REDACTED]

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AB BC AA AB AC AC	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
BODY CLOSURE AJAR STAYS ON
Additional Symptom: Frunk fault 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 [REDACTED]

customer s description of vehicle concern
AFTER PERFORMI [REDACTED] BLUE CRUISE UPDATE, [REDACTED] SOFTWARE CALIBRATION
UPDATE, [REDACTED] BAT [REDACTED] ENERGY CONTROL MODULE [REDACTED] WARE UPDATE, NOW HAVE
FRUNK FA [REDACTED] ARNING ON IPC. NO DTC PRESENT Please list any diagnostics
already performed, including results of any TSB, GSBs or [REDACTED] Test
REPROGRAM CALIBRATION FOR DDM, PDM, GFM, IPC, BCM, AND OT [REDACTED] LES.
Parts Replaced, including service part number if available NONE What
is the level of the scan tool being used? Are any error messages
noted? LATEST LEVEL, NO ERRORS Your Question: WITH NO DTC PRESENT
SEARCHED SYMPTOM CHARTS AND CAN NOT FIND PPT FOR FRUNK FAULT. THIS
APPEARS TO BE A PROGRAMMING CONCERN. FAULT WAS NOT PRESENT AT TIME OF
ARRIVAL. HOW DO I DIAGNOSE THIS CONCERN, ANY IDEAS WOULD HELP. ALSO
HANDS FREE DRIVING IS ACTIVE BUT BLUE CRUISE DOES NO ENGAGE IN BLUE
CRUISE ZONE.

RECOMM [REDACTED]
[REDACTED] k your patience. After investigating, we
have f [REDACTED] he frunk system fault message is currently being
investigated by engineering. A message has been posted as of [REDACTED]
([REDACTED]) in the Alerts section on the PTS home page to notify o [REDACTED] s as
w [REDACTED] As for the Blue Cruise (Active Drive Assist/Highway Assist)
feature not activating properly in the blue zones, it is advised to
follow [REDACTED] Test 0 in [REDACTED] to help diagnose this
concern [REDACTED] [REDACTED] As your dealership
is equip [REDACTED] h [REDACTED] if additional
technical assistance is required and [REDACTED] session would be
beneficial (live video or picture would [REDACTED] p). click <A target= blank
href= [REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
(Contains unique dealer code & dealership name)The vehicle
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
q.fac [REDACTED]
concerns

<A href=[REDACTED]

ODPROG to BODY - Frunk Fault Warning Message. Data
for modules regarding BlueCruise are all correct. Once the Frunk is
resolved if bluecruise still will not activate, transfer back
ADD-ON [REDACTED] PBABINEC
s : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Web response

----- S -----

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]
- - - T R [REDACTED] N - - -
Trans: 1SPD AUTO TRANS :
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: Shft:

Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????----- [REDACTED] 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      : ██████████ Title: TECHNICIAN
```

Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
			DRV PERF AID/INFO		

--- S U [REDACTED] R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Caur	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] 4
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NK4	RENTAL [REDACTED]	E [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	V	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

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

[REDACTED] IPM:I NEED AN APPROVAL CODE FOR THE LOANER SO I CAN GET THIS PAPERWORK
PROCESSED PLEASE.OPM:I will included a document to show you how to
generate the approval code.
CUSTOMER DEALER [REDACTED]

[REDACTED] TAHCMENT. CAN YOU PLEASE RE SEND? THANK YOU
[REDACTED],Please review last portal and it has an attachment in the
notes section of generating approval code
Proactive Customer Dealer AdvocateKerri [REDACTED]

[REDACTED] Y, PLEASE ADVISE
[REDACTED] Are you looking in the portal message that was sent on
ssage from [REDACTED]? [REDACTED] Proactive Customer
Dealer AdvocateKerri [REDACTED]

[REDACTED] THAT HAS BEEN SENT ON THIS
CASE, I EVEN HAD [REDACTED] RE IS NOTHING ATTACHED ON ANY
NOTES OR ANYTHING
[REDACTED],Please check your email. I attached Generating [REDACTED]
[REDACTED] roactive Customer Dealer AdvocateKerri [REDACTED]

[REDACTED] H [REDACTED] THE CUSTOMER
N A LOANER, DO I NEED T O A [REDACTED] OR CA D THEM
TOGETHER?

[REDACTED],If the customer was in a rental on [REDACTED],
need to create another [REDACTED] activity
combined.Kind Regards, [REDACTED] Roadside
CoordinatorProactive C [REDACTED]
[REDACTED] office: [REDACTED]

[REDACTED] WE USE T [REDACTED] FOR [REDACTED] AT \$52.99 A
DAY FOR A TOTAL OF [REDACTED] ? THE SYSTEM WILL ALLO O MODIFY THE
TIME AND [REDACTED]
[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
OWNREL OBPM:We do not have the ability to change anything in the Warranty
OWNREL OBPM:We do not have the ability to change anything in the Warranty
Loaner Activity besides the Approved Loaner Days and the reasoning
behind the extension. You would have to create a Financial Assistance
Request on this case with all the complete and correct repair details.
So, we could generate an accurate Approval Code. Also, you will have
to attach a copy of the rental invoice. [REDACTED] Customer
Relationship Center PCDA Coordinatorddi [REDACTED]
OWNREL [REDACTED]: [REDACTED] il from phone :
[REDACTED] before phone partnership may we verify the Ro
[REDACTED] d regards [REDACTED] Proactive
[REDACTED] Customer Dealer [REDACTED]
[REDACTED]: [REDACTED] ours:
[REDACTED] nt: [REDACTED]
[REDACTED] ject: C [REDACTED] his
messag [REDACTED] outside of [REDACTED]. Use caution when
opening attachments, clicking [REDACTED] ng.GOOD AFTERNOON,WE
ARE TRYING TO GET AN APPROVAL FOR RENTAL FOR A MACH E CUSTOMER BY THE
NAME OF [REDACTED]. HIS VIN IS [REDACTED]. THERE ARE [REDACTED]
[REDACTED] C [REDACTED] CUSTOMER ARE [REDACTED], I NEED A
OF [REDACTED] FOR [REDACTED] OF RENTAL [REDACTED] PROVED. THIS
WOULD BE [REDACTED] O [REDACTED], HAD TO U [REDACTED] GCCT FOR
THISANDCAS- [REDACTED] NEED A TOTAL [REDACTED] FOR [REDACTED] OF
RENTAL AT [REDACTED] WOULD BE LINE 3 ON [REDACTED] E RO
MENTIONED [REDACTED] RE IS ANYTHING YOU CAN DO TO HELP ME WITH THIS I
WOULD APPRECIATE IT GREATLY.THANK YOU.[REDACTED] Service
ManagerEmpire [REDACTED] of [REDACTED]
OWNREL [REDACTED] Good afternoon, Thank you for
this i [REDACTED] firm [REDACTED] are for the same customer, The
correct Ro information for th [REDACTED] 9 and [REDACTED] are needed is to
be under : RO : [REDACTED] Date : [REDACTED] lin [REDACTED] nd 3 Ro Miles :
please confirm K [REDACTED] rds [REDACTED] Proactive
[REDACTED] Customer Dealer [REDACTED]
[REDACTED]: [REDACTED] ours:
[REDACTED] are p [REDACTED] free prev [REDACTED] ce
was not provided [REDACTED] s amount needed. Ro date : [REDACTED] Ro date :
[REDACTED] closed [REDACTED] : [REDACTED] correct [REDACTED] ine : 4 9
MSPA9852 [REDACTED] e ovi ode. [REDACTED]
Proactive [REDACTED] Customer Dealer [REDACTED]
[REDACTED] ext. [REDACTED]
OWNREL [REDACTED] S [REDACTED] A
[REDACTED] ct: COP [REDACTED] is mes
[REDACTED] ted outside of [REDACTED]. Use caution when opening
attachments, clicking [REDACTED] ng. GOOD AFTERNOON, WE ARE
TRYING TO GET AN APPROVAL FOR RENTAL FOR A MACH E CUSTOMER BY THE NAME
OF [REDACTED]. HIS VIN IS [REDACTED]. THERE ARE [REDACTED]
CAS [REDACTED] USTOMER ARE: [REDACTED], I NEED A [REDACTED] F

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] FOR [REDACTED] OF RENTAL AT [REDACTED] APPROVED. THIS WOULD BE [REDACTED]
[REDACTED] FOR [REDACTED] OF RENTAL AT [REDACTED] APPROVED. THIS WOULD BE [REDACTED]
[REDACTED] O [REDACTED], HAD TO U [REDACTED] GCCT FOR THIS AND [REDACTED]
CAS- [REDACTED] NEED A TOTAL [REDACTED] FOR [REDACTED] OF RENTAL [REDACTED]
AT [REDACTED] IS WOULD BE [REDACTED] O [REDACTED] AME R [REDACTED] NTIONED [REDACTED]
ABO [REDACTED] IS ANYTHING YOU [REDACTED] O TO HELP ME WITH THIS I WOULD [REDACTED]
APPRECIATE IT GREATLY. THANK YOU, [REDACTED] Service ManagerEmpire [REDACTED]
[REDACTED] of [REDACTED] e [REDACTED]
OWNREL [REDACTED] : [REDACTED]
[REDACTED] COPIS [REDACTED], I have [REDACTED]
[REDACTED] r voicemail from phone : [REDACTED] Please [REDACTED] phone [REDACTED]
[REDACTED] partnership may we verify the Ro info [REDACTED] ind regards [REDACTED]
[REDACTED] Customer Dealer [REDACTED]
[REDACTED] : [REDACTED] ext. [REDACTED]
OWNREL [REDACTED] AMTo: [REDACTED]
[REDACTED] ct: Re: [REDACTED] A COP [REDACTED] E [REDACTED]
[REDACTED] THE RENTALS AS WELL AS THE RO ITSELF [REDACTED] Service [REDACTED]
ManagerEmpire [REDACTED] of [REDACTED] ext [REDACTED]
OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] COPIS [REDACTED] od [REDACTED]
[REDACTED] hank you for this information, To confir [REDACTED] are [REDACTED]
for the same customer, The correct Ro information for [REDACTED] f 9 [REDACTED]
and [REDACTED] are needed is to be under : RO : [REDACTED] Date : [REDACTED]
line [REDACTED] d 3 Ro Miles : please confirm Kind [REDACTED]
[REDACTED] Customer Deal [REDACTED]
[REDACTED] : [REDACTED] ext. [REDACTED]
OWNREL [REDACTED] PMTo: [REDACTED]
[REDACTED] ct: Re: [REDACTED] ART OF [REDACTED]
[REDACTED] NCERN, THE MILEAGE KEPT RESETING, THERE WAS NO WAY TO TELL [REDACTED]
WHAT THE MILEAGE WAS [REDACTED] Service ManagerEmpire [REDACTED] of [REDACTED]
OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] COPIS [REDACTED] as able [REDACTED]
[REDACTED] miles of [REDACTED] I am also calling now. Bu [REDACTED] t your vm [REDACTED]
Please may you advise [REDACTED] our best time to call for direct phone [REDACTED]
partnership [REDACTED] Kind regards [REDACTED]
[REDACTED] Customer Deale [REDACTED]
[REDACTED] : [REDACTED] ex [REDACTED]
OWNREL [REDACTED] S [REDACTED] P [REDACTED]
[REDACTED] ct: Re: [REDACTED] E AVAI [REDACTED]
[REDACTED] UNTIL [REDACTED] Service ManagerEmpire [REDACTED]
[REDACTED] correct miles Ro [REDACTED] Ro date : [REDACTED] closed [REDACTED] miles : [REDACTED]
[REDACTED] : 4 9 days [REDACTED] 985205Ne [REDACTED] ovide [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- code. [REDACTED] Roadside Customer
code. [REDACTED] Roadside Customer
Dealer [REDACTED]
ext. [REDACTED]
OBE : [REDACTED], I NEED A TOTAL OF
[REDACTED] NTA [REDACTED] PPROVED. THIS WOULD BE
[REDACTED] O [REDACTED] HAD TO U [REDACTED] GCCT FOR [REDACTED]
THIS [REDACTED] @ 40.00C [REDACTED], I NEED A
TOTAL [REDACTED] OR [REDACTED] OF RENTA [REDACTED] THIS WOULD BE
[REDACTED] ON [REDACTED] ME RO [REDACTED] TIONED ABOVE. ([REDACTED]) [REDACTED] @ [REDACTED]
[REDACTED] id [REDACTED] mer [REDACTED]
[REDACTED]
ext. [REDACTED]
I HAV [REDACTED] TH MY PA [REDACTED] VICE DIRECTOR, WE WOULD LIKE TO
APPEAL THIS DECISION. [REDACTED] WERE NOT AVAILABLE AT THE TIME.
THE CUSTOMER WAS A POT [REDACTED] CK. GIVEN THE DELICASY OF A NEW
VEHICLE OWNER, AND THE VEHICLE BEING [REDACTED] FLAG SHIP ELECTRIC VEHICLE
[REDACTED] E [REDACTED], WHAT ELSE CAN WE DO A [REDACTED] THIS? CAN YOU OPEN A
NCI [REDACTED] STANT CASE FOR THIS CUSTOMER? OR SHOULD THIS HAVE BEEN
PUT ON THE CUSTOMER AND RUINED THE DELICATE SITUATION EVEN FURTHER
THEN IT ALREADY WAS AND CAUSE A POTENTIALLY CATASTROPHIC CUSTOMER
SATISFACTION ISSUE?GUIDANCE IN THIS MATTER WOULD BE GREATLY
APPRECIATED ON HOW [REDACTED] WOULD LIKE US TO BEST KEEP THE CUSTOMER
HAPPY. [REDACTED] S [REDACTED] ce ManagerEmpire [REDACTED] of [REDACTED]
[REDACTED] ext [REDACTED]
[REDACTED]
I HAVE SPOKEN WITH MY PARTS AND SERVICE DIRECTOR, WE WOULD LIKE TO
APPEAL THIS DECISION. [REDACTED] WERE NOT AVAILABLE AT THE TIME.
THE CUSTOMER WAS A POT [REDACTED] CK. GIVEN THE DELICASY OF A NEW
VEHICLE OWNER, AND THE VEHICLE BEING [REDACTED] FLAG SHIP ELECTRIC VEHICLE
[REDACTED] E [REDACTED], WHAT ELSE CAN WE DO A [REDACTED] THIS? CAN YOU OPEN A
NCI [REDACTED] STANT CASE FOR THIS CUSTOMER? OR SHOULD THIS HAVE BEEN
PUT ON THE CUSTOMER AND RUINED THE DELICATE SITUATION EVEN FURTHER
THEN IT ALREADY WAS AND CAUSE A POTENTIALLY CATASTROPHIC CUSTOMER
SATISFACTION ISSUE?GUIDANCE IN THIS MATTER WOULD BE GREATLY
APPRECIATED ON HOW [REDACTED] WOULD LIKE US TO BEST KEEP THE CUSTOMER
HAPPY. [REDACTED] S [REDACTED] ce ManagerEmpire [REDACTED] of [REDACTED]
[REDACTED] ext [REDACTED]
[REDACTED]
From: [REDACTED] J Sent: [REDACTED] AMTo: [REDACTED]
[REDACTED] Sub [REDACTED] Good
[REDACTED] ase [REDACTED] rm total of amount you are requesting for [REDACTED]
[REDACTED] i [REDACTED]
[REDACTED] : [REDACTED] ext. [REDACTED]
[REDACTED]
IS [REDACTED] VE ME [REDACTED] @ [REDACTED] FOR [REDACTED]
REFERENCE OF [REDACTED] TOTAL [REDACTED] ME [REDACTED]
[REDACTED] FOR [REDACTED] FFERENCE O [REDACTED] WE ARE LO [REDACTED] O
[REDACTED] IONAL [REDACTED], SO WE WOULD HA [REDACTED] FUNDS TO COVER THE [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: [REDACTED]
SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
COST OF [REDACTED], WHICH TOTAL AT [REDACTED]
COST OF [REDACTED], WHICH TOTAL AT [REDACTED]
ManagerE [REDACTED] f [REDACTED]
OWNREL Thank you for your response. We will need for the difference of [REDACTED]
a new line needed [REDACTED] @ [REDACTED] (given alre
) total will [REDACTED] e [REDACTED] th [REDACTED] ference of [REDACTED]
line needed [REDACTED] @ [REDACTED] (given alr
) total will [REDACTED]
Cus [REDACTED]
: [REDACTED] ex [REDACTED]
OWNREL AN [REDACTED] IN C [REDACTED]
FOR THE BALANCE OF [REDACTED] E [REDACTED]
Manage [REDACTED] of [REDACTED] ext
OWNREL [REDACTED]
e [REDACTED]
ext [REDACTED]
OWNREL Thank you [REDACTED] response. We will need
for th [REDACTED] a new line needed (5) [REDACTED]
@ [REDACTED] (given [REDACTED] y [REDACTED]) total will be [REDACTED]
We will ne [REDACTED] the difference of [REDACTED] a new
) total wi [REDACTED] @ [REDACTED] (giv [REDACTED] eadv
[REDACTED] a [REDACTED]
[REDACTED]: [REDACTED] ext.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V [REDACTED] [REDACTED] -----
Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

CQIS Report Number: [redacted] Program Type: [redacted] Orig Rpt #: [redacted]
Report Source: [redacted] - CUST ASST C Report Date: [redacted]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: [redacted] 9U
Bld Dt: Calb:
Serial #:

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

Model: Shift:
Tire : [redacted] A/S Brand :
Radio : A/C : AC G-????????????????????
Paint : [redacted]-???????????????????? 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

----- 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: [redacted] - [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	E	AID/INFO		[redacted]
			AID/INFO	CLUSTER ASY-INST PNL	[redacted]
			AID/INFO		

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

VEHICLE'S WARRANTY HISTORY ([redacted] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	82	PJ8	RENTAL RENTAL RENTAL RENTAL	B	[redacted] M 2

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED

Additional Symptom: vehicle speed on it 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 (%):

---TYPE---
CONCER

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] t of icl nce mer
states when cr rol is initiated at [REDACTED], the vehicle will
surge to [REDACTED] without user input. Please l ny diagnostics already
performed attempted to verify concern and found could not
duplicate using Cruise Control functions. Parts Replaced: None Your
Question: Customer states, vehicle displays this symptom more often
than not. There are no codes stored and no issues present at this
time. Blue Cruise issues? Should i chase Cruise Control buttons
staying engaged and/or SCCM issues? Please advise on recommended
diagnostic steps due to intermittent concern.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] p with eed n r n,
with the customer if when the vehicle is speeding up, the speed
sign displays in the IPC changes. This will help determine if the
system is picking up road signs and interpreting them as speed signs.
If the speed in the IPC does not change, check if the speed limit
tolerance is sets to [REDACTED]. To do this, go to Settings > Driver
[REDACTED] > Cruise C ol: Adaptive Cruise Control and note the
the bottom labeled Tolerance. Set this slider t [REDACTED] if
not already. If it is already set to [REDACTED], set it all the w o the
end and then reset it back to [REDACTED] an e if the concern will occur
again. If further assistance i ed on this contact, please call
the [REDACTED] by phone. This will allow the [REDACTED] Team to work closely with
you ensure the vehicle issue is res ed as quickly and efficiently
as possible.<div>
</div><div>Your [REDACTED] [REDACTED] Contact ID from your
initial [REDACTED] contact will be required l g in. The [REDACTED] can be
reached [REDACTED] [REDACTED] thru [REDACTED]
Time.</div> [REDACTED] 1 is eq e
See What I See headset, please ensure the following prior to
calling:</div><div>Your See What I See headset is fully
chargedThe headset is powered up and updated to the latest
levelThe vehicle you are working on is in a bay with good
Wi-Fi connectivity</div><div>If additional support is needed

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
to use the headset, please submit your question or request to
to use the headset, please submit your question or request to
[redacted] of placing a call to the [redacted], please ensure
to include a cell number as a Technical Assistance Center
representative will contact you to conduct a See What I See session
for enhanced support. </div> [redacted] [redacted]
Center

ADD-ON [redacted] ([redacted]) [redacted] - FCSD - [redacted] REG
[redacted] Y

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 2 Tag: EN [redacted]
Bld Dt: Calb: [redacted]
Serial #: [redacted]

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S BSW Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] EXT PAINT FAMILY B ----- ABSOLUTE [redacted]

NO AFTER MARKET

[REDACTED]

[REDACTED] W [REDACTED] 7

V [REDACTED]

[REDACTED] ADD [REDACTED]

[REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION UNIVERSAL REMOTE
CONTROLS 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 (%):

--TYPE--

[REDACTED] from [REDACTED] e and his
wing handbook advised to open close
door/hit ignition twicescreen cut off cx walks away from car waits and
attempts to start nothing when attempting to use back up key car locks
advises to wait 5 mincx will wait but will also look to get transport
home to get key fobdue to inconvenience advised would reimburse if
issue is not resolved and he has to go homealso advised if issue is
not resolved by getting key fob to contact with repair assistance.no
additional assistance case # provided
Concern TeamMach-E SpecialistO: [REDACTED]
OWNREL OBC to Nick732 [REDACTED] 2644cx states f walking he
came back to hi ehicle and it started ythingdue to time
down and cx disappointment i am offering ESPcx acceptsmiles
13822PremiumCARE75,000 0Policy60transmittedDe [REDACTED]
OWNREL Concern TeamMach-E SpecialistO: [REDACTED] Has been
ase Progression Specialist***
transmitted.
AgentEmail: [REDACTED]:
79534Mon- [REDACTED]
OWNREL mer has follow up
on his [REDACTED] ect vin prior to closure [REDACTED]
erHersBusine ss Operations Supervisor - BEV Passenger
Vehicle-O: [REDACTED]
OWNREL NEW VEHICLE [REDACTED] MILEAGE... [REDACTED]
364WSD.... [REDACTED] ed cx has purchas new vehicle
approved revious and add new Limited
Maintenance Polic cv48\$0. within [REDACTED] and [REDACTED]
[REDACTED], Conce Spec 0:

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C rt Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb: [REDACTED] A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-??????????????????????????????
Paint : [REDACTED]-?? [REDACTED] [REDACTED] [REDACTED] 3

----- A F T E R M [REDACTED] M [REDACTED] F [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] #: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED] Y: NONE

[illegible][illegible]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
OWNREL *WEB*Need to correct Repair Order number. Should be [REDACTED]. Line # is
correct. Customer info is correct. Also need to get [REDACTED] extension but
system wont allow me to extend past [REDACTED]. Would need [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED] E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: Calb:
Serial #: [REDACTED]
----- T R -----
Trans: [REDACTED] AUTO TRANS
Bld Dt:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : [REDACTED]-????????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- A F T E R M A [REDACTED] 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: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 4
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

--TYPE-- [REDACTED]
CONCER [REDACTED] icl [REDACTED]
STATES FRONT C [REDACTED] LT MALFUNCTION MESSAGE AND PRE COLLISION ASSIST
UNAVAILABLE MESSAGE DISPLAYED. Please list any diagnostics already
performed: CHECKED CODES AND FOUND CODES: [REDACTED]
[REDACTED] PERFORM [REDACTED] D
[REDACTED] ND [REDACTED] S [REDACTED] ABLE TO UPDA [REDACTED] T [REDACTED] LES
THE [REDACTED] ECAUSE MOST UPDATES WERENT A [REDACTED] BLE. CODES
CLEARED AND RO [REDACTED] ESTED. AFTER ABOUT [REDACTED] OF DRIVING THE PRE
COLLISION ASSIST UNAVAILABLE AND FRONT [REDACTED] FAULT MESSAGE BACK ON,
CLEARS ITSELF WITH [REDACTED] AND THEN BLUECRUISE AND ADAPTIVE
CRUISE AND ALL WORK [REDACTED] UNTIL ANOTHER [REDACTED] OF DRIVING AND
THEN [REDACTED] MESSAGES COME BACK ON FOR [REDACTED] L THEY CLEAR OUT
AGAIN [REDACTED] THEIR OWN. PERFORMED PPT A A [REDACTED] PMA FAULT, REPLACED
IPMA AND PERFORMED PMI. AFTER PMI I PERFORMED REAR PARKING AID CAMERA
ALIGNMENT, IPMA ALIGNMENT, AND IPMA CONFIGURATION. NOW BLIS LIGHT IS
ALWAYS ILLUMINATED AND BLIS ON THE MIRRORS ARE NOT FUCNTIONING. AFTER
[REDACTED] OF DRIVING [REDACTED] FRONT CAMERA FAULT MESSAGE AND PRE COLLISION
MESSAGE ON DA [REDACTED] NEW CODES ARE [REDACTED]:68 AND [REDACTED]. Parts
Replaced: IPMA MOUDLE Your Question: [REDACTED] MENDED P [REDACTED] PROPER DIAG
[REDACTED]
RECOMM [REDACTED] con [REDACTED]

pictures provid [REDACTED] is suspected that the new IPMA installed could
be defective due to a new concern and DTCs are reported at this
moment. However before condemning the module and as per DTC
description, we recommend performing a loaded voltage drop test on the
power and ground circuits to the IPMA, this will help to evaluate for
high resistance concerns that prevent module performance. Please
consult the video 'How to Perform a Load Test' on the technical
assistance tab in the [REDACTED] website for further information if
necessary. If no conce [REDACTED] are detected with IPMA power and/or ground
circuits, inspect IPMA connector for damages, verify connectors for
proper pin fitment using the appropriate size flex probes,
pin/connector deformation/damage, terminal fretting, fluid and debris

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

intrusion, corrosion, verify that all pins are secured within their intrusion, corrosion, verify that all pins are secured within their proper cavities on the hardshell, and that [REDACTED] is fully seated. If no electrical concerns are detected for a faulty [REDACTED] due to new concerns and DTC are set, in this scenario, please [REDACTED] the [REDACTED] replaced and re-evaluate the concern. Please let us know your findings. Thank you, we will be glad to assist if further assistance is needed. [REDACTED] Technical [REDACTED] Technical Support Anal

ADD-ON [REDACTED] o s [REDACTED] essary [REDACTED] Comm : Possible modu [REDACTED] concern. No [REDACTED] needed

CONCER [REDACTED] GTCGCQIS I OK. REPLACED WITH [REDACTED] NEW [REDACTED] PERFORMED PMI AND [REDACTED] CONFIGURATION. PERFORMED [REDACTED] NMENT [REDACTED] AND REVE BRAKE ALIGNMENT. BLIS LIGHT OFF AND BLI AS DESIGNED NOW. AFTER [REDACTED] OF DRIVING I AM STILL RECEIVING THE FRONT CAMERA FAULT A LISION ASSIST MESSAGE. ONCE IT SELF CLEARS WITHIN [REDACTED] OF DRIVING THE BLUE CRUISE AND ADAPTIVE WORKS AS DESIGNED. A [REDACTED] OF DRIVING AND MESSAGES COME BACK ON AND THEN OFF AND THEN [REDACTED] S DESIGNED AGAIN. NO CODES THIS TIME AFTER MESSAGES DISPLAY ON MESSAGE CENTER

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] o i us wi the ate t wel he pictures regarding this concern with the Front Camera Fault and Pre Collision Assist. According to Connected Vehicle [REDACTED], [REDACTED] is setting in the [REDACTED]. This DTC will set when there i data failure betwe he [REDACTED] central processing unit and one or more of the other processors wh handle Ethernet, LIN, or FD-CAN communication from the [REDACTED]. <A target= blank href=[REDACTED] Transport?link=0 01&am pleted previously is designed to address this DTC. Since this no longer applies, there may be an intermittent fault with the ground which is resulting in this DTC setting in the [REDACTED]. [REDACTED] as seen in wiring cell [REDACTED] for any intermittent ul hat good contact is b made at the ground and that there is not excessive paint where the bolt contacts the body. Clean this ground as necessary and apply dielectric grease, then reevaluate. If the concern returns, obtain another [REDACTED] Camera from a like vehicle if possible and swap them to see if concern follows. Replace the [REDACTED] Camera as necessary. As your dealership is equipped with t ee What I See ([REDACTED]) headset, if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help), k <A target= blank href=[REDACTED]

reach out you at the appropriate time. Ver ntment a [REDACTED] representa will the following prior

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
to your appointment:Your See What I See ([REDACTED]) headset is
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
[REDACTED]>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
a.fac [REDACTED]
[REDACTED]

<A [REDACTED]

ADD-ON [REDACTED] o s [REDACTED] N ssary, [REDACTED] sio [REDACTED] REGION
Technical, [REDACTED] Co ts : N/A tus :
CONCER [REDACTED] GTCGCQIS
[REDACTED] INT UNDER GROUND [REDACTED]. CLEANED AND RETESTED, NO
CHANGE. REPLACED FRONT IPMA CAMREA [REDACTED] PERFORMED CAMERA ALIGNMENT,
POST ROAD TESTED. ALL OK. PROBLEM RESOLVED. THANK YOU
RECOMM [REDACTED] MSS - [REDACTED] - [REDACTED] REGION
[REDACTED] f us know the conc has olved.
job making the repair, if you ever need help in the future
please dont hesitate to contact us again. Please fill out the survey
so we can use this contact to assist other technicians in the future.
Again great job. Have a great day, [REDACTED]
ADD-ON [REDACTED] - [REDACTED] - [REDACTED] REGION
tus : [REDACTED] Not N sar session
Sub Status : T ical, [REDACTED] Comment Technician updat s to let
us know the fix was veri .

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
IPMA#U2107:68-2F,U3000:89-2E1001:01-0808-AF,[REDACTED]-AFKNOWN[REDACTED]
Equipment/Procedure Used Effective? Equ rocedure ive

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-???????????????????????????????????? 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

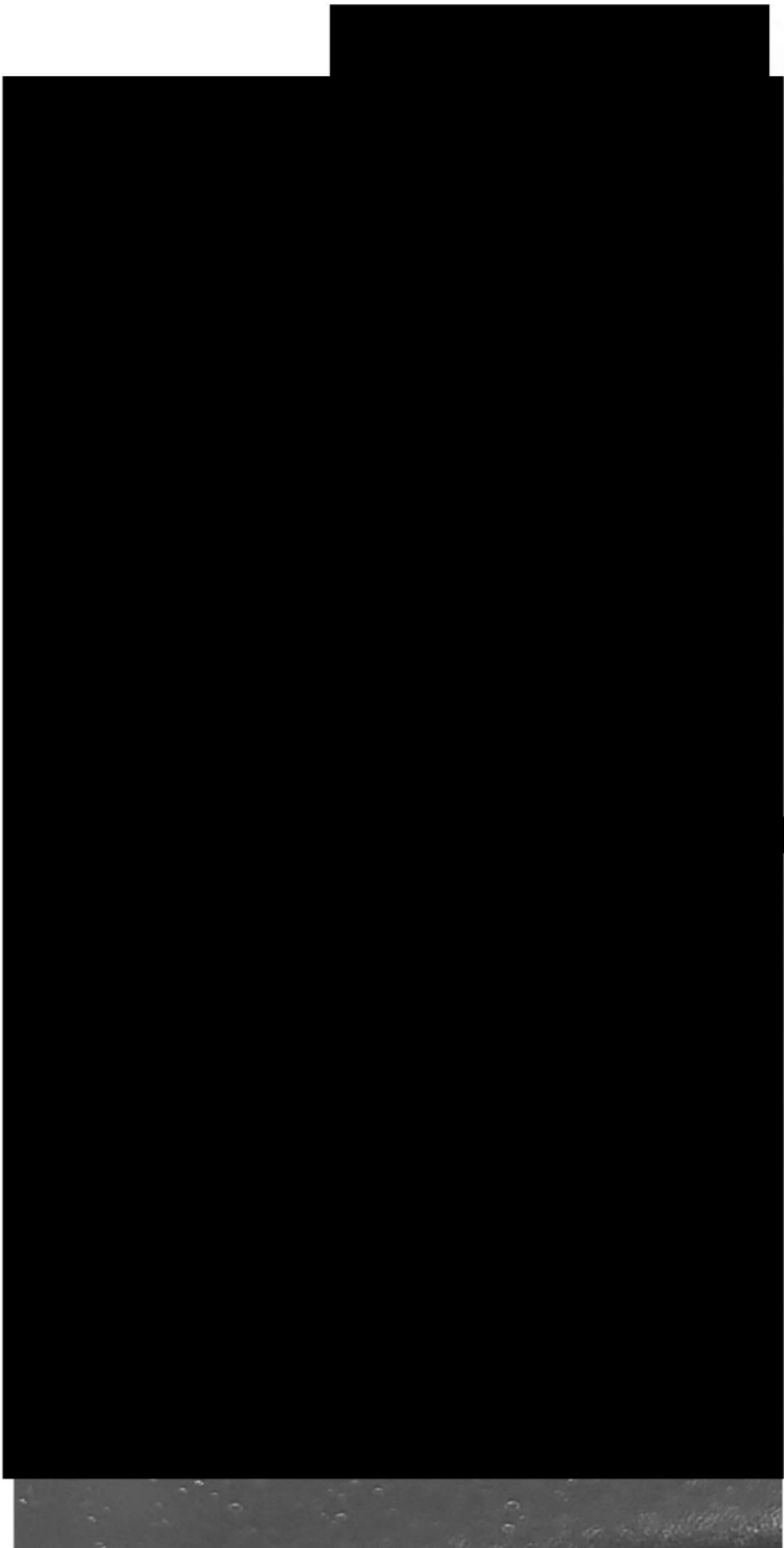
[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]







Module	Network	DTC	FT	ST		DTC type	Time since set
U01	HS2	Pass				CMDTC	
GSM	HS2	Pass				CMDTC	
GWM	HS1	Pass				CMDTC	
HCM	HS2	Pass				CMDTC	
HVAC	MS1	Pass				CMDTC	
IPC	HS3	Pass				CMDTC	
☆ IPMA	FD1	U2107	68	2F	- Collision Mitigation By Braking	CMDTC	00:17:00
2F U2107 = Collision Mitigation By Braking = Event Information = Current DTC Fault is currently present							☆ Freeze Frame / Snapshot TSB 22-2295 2021-2022 F-150/Mustang Mach-E, 2022 Expedition/ N.U2107-68
☆			89	2E	- Control Module	CMDTC	
Control Module FT = Data Transfer = Current DTC Fault is currently present							☆ TSB 22-2295 2021-2022 F-150/Mustang Mach-E, 2022 Expedition/ TSB 22-2264 2021-2022 Mustang Mach-E, 2022 Transit BEV - Illu [REDACTED]
		Pass					
		Pass					
		Pass					
PCM	FD1	Pass					

Mustang Mach-E ELECTRIC MOTOR #5

FDRS 33.5.1

Connected to Device

4:30 PM
of 102 KMG



CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE INOPERATIVE

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

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

----- [REDACTED] E [REDACTED] -----
--TYPE-- [REDACTED] C ENT [REDACTED]
AUDIT [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] d A [REDACTED] I am reaching out re [REDACTED] an extension [REDACTED] he
er. Parts are on order and should be delivered on [REDACTED]
[REDACTED] ank you for your [REDACTED] request. Your missing the
t nd VOR activity on t [REDACTED] case. Although, there is no
case nor Hotline as a [REDACTED] courtesy your request has been
ved until [REDACTED]. Kind reg [REDACTED] Herl [REDACTED]
Company Proacti Roadside Custom [REDACTED]
comOffice number: [REDACTED] ext. [REDACTED]

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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

11/1/2010

11/11/2016

Part #:

Shift:

BLUE/WHISPER BLUE

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] t [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Dealer Id

NONE

5

----- VEHICLE'S WARRANTY HISTORY (only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
									NPF RENTAL
									NPF
									TCARE RENTAL NPF
									NPF

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] concern

Other Veh. With Conc

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

[REDACTED] iption of
Inoperative Pl any diagnostics already performed
[REDACTED] Parts Replaced: None Your Question: So.... [REDACTED] appears to have
made confusing intentionally :). I just com d [REDACTED] and went
to test drive the vehicle. When setting the Speed Contr th Lane
Centering turned on, the green lane centering lines in the IPC turn to
blue semi-circles and the following distance bars in front of the car
turns into a blue arc. I am assuming that the blue lines correspond to
[REDACTED], but I really dont know. Anyhow, when speed control is
r will self drive for a short time, but then it pops a
message to put hands back on steering wheel. I then noticed the
steering wheel icon that is just below the car image on the Lane
Centering icon in IPC. Again, I assume that indicates that the car is
not truly driving hands free, even though [REDACTED] says that we should go
test drive to verify that hands free does I then saw that hands
free must be chosen in the Settings menu under Lane Centering, but its
not there. I did [REDACTED] to the APIM, hands free is still
not a selection u g. Then further reading under
previous [REDACTED] contacts indicates that maybe we are just installing the
software t will allow [REDACTED] to be installed via OTA updates?
Bottom line, I have no mo ng updates available, I have no
DTCs, and I have performed [REDACTED]. Should [REDACTED] be functional on
this car? Thnaks!

RECOMM

[REDACTED] f of [REDACTED]
d be functional after enabli ature in the set ou
have mentioned. Refer to [REDACTED] of the [REDACTED] to ensure the feature has
been looked for the corre ion of t settings. It does appear as
though the testing the [REDACTED] around was just normal adaptive
cruise control rather t [REDACTED] as [REDACTED] should not display
any messages to keep your h e wh is confirmed that
the option to enable hands free driving is not populating in the
settings menu, it is suspected there is still an update that is

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

required for this feature to become operational. If all of the modules required for this feature to become operational. If all of the modules mentioned in [REDACTED] are already updated, it would be recommended to refer to [REDACTED] and see if any of the modules mentioned in this [REDACTED] have an update available. Although this [REDACTED] does not apply to this vehicle, [REDACTED] of [REDACTED] confirms this [REDACTED] has been completed, so any updates mentioned in [REDACTED] may be required for hands free to work. Once all of the modules in [REDACTED] have been updated, refer back to [REDACTED] and complete any additional updates which may have populated the [REDACTED] updates. Then continue with [REDACTED] once again and reevaluate [REDACTED] concern. While [REDACTED]ing all [REDACTED]s programming, ensure the [REDACTED] being used is [REDACTED] to [REDACTED]. Update this form with any further [REDACTED] questions which may arise, and [REDACTED] will be happy to help. [REDACTED] Assistance Team Member [REDACTED] GTCGCQSP [REDACTED] are updated. If the Software Update tab [REDACTED] is selected, there are no modules to update. There is no selection any menu to activate [REDACTED] Cruise. We just finished a [REDACTED] E and have the same concern. Updates are all done, no [REDACTED] menu selection. Im sure were missing something, but I [REDACTED]t know what. We did [REDACTED] yesterday and it worked without any problem, but [REDACTED] for [REDACTED] ch Es. What could we be missing??

RECOMM [REDACTED] advised to start a new [REDACTED] select the SW Updates tab again. If no available updates are shown, then select the Rerun Network Test button. This is located at the top/middle of the Toolbox tab. Once this has been completed, check for updates again. If none are shown, move over to the Multi [REDACTED] tab and select refresh to the right of the Datalogger RUN button [REDACTED] low with closing [REDACTED] and start a brand new scan tool session. If there are still no available updates, then [REDACTED] Programmable [REDACTED] Installation (PMI) for the IPMA. Perform [REDACTED] updates are shown [REDACTED] the PMI procedure has completed. If the concern remains present, then please update us with your results when time permits. [REDACTED] Assistance Center

CONCER [REDACTED] GTCGCQSP [REDACTED] IPMA, the GWM, and the APIM. I closed the session and reopened it, went to the SW Tab and.... the GWM showed up. Did it, and the APIM popped up. Did it, [REDACTED], rubbed my tummy and patted my head and.....it work [REDACTED]ur help, this thing has got to be killing you guys!! Dealership selected No Reply Required when submitting these comments.

CONCER [REDACTED] GTCGCQSP [REDACTED] p!

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

Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----

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

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

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--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

[illegible]

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELE MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE INOPERATIVE
Additional Symptom: [REDACTED] ALIGNMENT
Other Veh. With Conc Severity Rating - Customer: Engineering:

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

--TYPE--
ADD-ON [REDACTED] () [REDACTED] - [REDACTED] - [REDACTED] MA
R PER [REDACTED]
WAS ...REPLACED FOR A SEPARATE DTC [REDACTED] GNMENT
WILL NOT ...COMPLETE. [REDACTED] CONFIRMED THAT DTC [REDACTED] AND
[REDACTED] ARE SETTING ...I IPMA DURING A SELF-TEST VI [REDACTED] TO
RM THE PMI ON THE ...IPMA STARTING WITH THE ORIGINAL MOD
INSTALLED PER [REDACTED]. IF DTC [REDACTED] IS STILL SET, ADVISED TO
PERFORM [REDACTED] VISED ONCE ...DTC'S THAT ARE STORED IN THE
IPMA ARE [REDACTED] TO RE-PERFORM THE 360 ...CAMERA ALIGNMENT PROCEDURE.
AUDIT [REDACTED]
4G

Sym. Verif?: [REDACTED] 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 [REDACTED], [REDACTED], [REDACTED] -AFKNOWN [REDACTED]
Equi u u rocedure ive

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #: [redacted]
Report Source: [redacted] - MIDWEST REGION Report Date: [redacted]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: EN [redacted]
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted]

Trans: [redacted] AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
Tire : [redacted] A/S [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????????
Paint : [redacted]-????????????????????????????????----- [redacted] 3C/[redacted] [redacted] 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: [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

Specialist's Name : [redacted] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	CMR RR FAC VEH DTCT	[redacted]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RECAL	K	MTRECAL
							[REDACTED]	[REDACTED]	[REDACTED]
							[REDACTED]	[REDACTED]	[REDACTED]
							[REDACTED]	[REDACTED]	[REDACTED]
							[REDACTED]	[REDACTED]	[REDACTED]
							[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	V	13 G	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number:

Program Type: FF

Orig Rpt #:

Report Source:

-

REGION

Report Date:

----- VEHICLE'S WARRANTY HISTORY (only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
									D
									A
									D
									B
									C
									S439
									S439
									S439
						X			QULV

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGs/CHIME
COLLISION AVOIDANCE STAYS ON
Additional Symptom: Lane keeping 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 (%):

--TYPE--
CONCER [REDACTED]
PRECOLLISION ASSIST WARNING LIGHTS ARE ON AND VEHICLE IS
HUGGING RIGHT SIDE OF THE LANE IN CRUISE CONTROL Please list any
diagnostics already performed: TEST DROVE VEHICLE TO VERIFY CONCERN
AND UNABLE TO DUPLICATE WARNING LIGHTS OR LANE HUGGING Parts Replaced:
NONE Your Question: WHAT WOULD BE THE NEXT STEP TO DIAGNOSE THE
VEHICLE? THIS CONCERN IS THE SAME FROM [REDACTED] BUT [REDACTED] WAS
PERFORMED AND CUSTOMER HAD NO ISSUE UNTIL [REDACTED] TLY.

RECOMM [REDACTED]
[REDACTED] e [REDACTED]
[REDACTED] d self test the CCM, ABS, SCM. Diagnose any DTCs
found. If no DTCs are present, carry out a [REDACTED] battery reset on the
vehicle by de-energizing the high voltage system, disconnecting [REDACTED]
[REDACTED] battery cables and then holding them together for [REDACTED] ce
[REDACTED] have passed, reconnect the [REDACTED] battery cable and reinitialize
[REDACTED] voltage system, and then determine if the [REDACTED] is still
setting. [REDACTED]

ADD-ON [REDACTED]
ADD-ON [REDACTED]

SWIS Comments : N/A
CONCER [REDACTED] GTCGCOIS
[REDACTED] with the same concerns customer also provided videos
and photo, we have test driven the vehicle for [REDACTED] and have not
been able to duplicate the issue. we found no c [REDACTED] t would cause
the warning messages to come up. can you please escalate? Thank you.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] u [REDACTED] t Sinc [REDACTED] ou [REDACTED] no
[REDACTED] e the concern, please attach the video the customer provided
to the form because it will help to determine how to resolve the
concern. Looking at the vehicle connected data, there are [REDACTED],
and [REDACTED] set in the [REDACTED]. Please self-test the [REDACTED] to

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
these DTCs are still present and refer to WSM for the appropriate PPT.
these DTCs are still present and refer to WSM for the appropriate PPT.
If No DTC is present, refer to wiring cell [REDACTED] to make sure when the
ignition is in start or run, there is full [REDACTED] ry volt at [REDACTED]-1
and there is [REDACTED] when the ignition is off. [REDACTED] est
the IPMA powe [REDACTED] e if the IPMA is not getting the power
and ground needed, the IPMA will not operate correctly. If no fault is
found, replace the IPMA to see if the vehicle will come back with the
same concern. [REDACTED]

ADD-ON [REDACTED] REG
[REDACTED] s ecessary WIS sio tus :
Non-Technical, SWIS Comments : he concern is not present.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
IPMA [REDACTED]:31-28,U2108:68-28
CMR [REDACTED]-08
UNK [REDACTED]
Equipme [REDACTED] Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????

Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE

----- 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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id

--- S U P [REDACTED] R [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

[illegible]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)				
Repair	Repair Odometer	Rp Cau	e Part Number	Labor

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

[REDACTED] D

3 D8 Z
3 D8 X
1 28 AU2 B
1 28 QULV DB

[REDACTED]

RENTAL [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RENTAL [REDACTED]

AC AB [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

MTSSM

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
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

OWNREL Case Number : [REDACTED] stomer : [REDACTED] SHEHADABusiness
Phone : N/AHom [REDACTED] Phone [REDACTED] Score :
88Vehicle Purchase Statu [REDACTED] er [REDACTED] Cr [REDACTED] Number
: N/APart Number : N/ADealer Name : N/ADea P&A : N/ADealer phone :
N/AVIN : [REDACTED] : [REDACTED] Make : [REDACTED] Model : [REDACTED] -EMileage
: 2145Eng [REDACTED] LEC MOTOR [REDACTED] ansmissi
Specification : [REDACTED] AUTO TRANSWarranty Start Date : [REDACTED]
Recall/FSA: : [REDACTED] ONG REGEN STOP SAFELY NOW21S42 PA
GLASS RESEAL21 [REDACTED] INDSHIELD GLASS RESEAL21G01 BLUECRUISE MODULE
PROGRAMMING22S41 MAIN HV CONTACTOR WELDINGESP : N/AHotline Contact :
N/AWarranty History : N/A

OWNREL Customer InformationName(s) on the Title:[REDACTED]:<span
style="f

OWNREL CXS - [REDACTED] Ext [REDACTED] from
[REDACTED] / [REDACTED] e [REDACTED] to r [REDACTED] his
t t the [REDACTED]. [REDACTED] ted to export his [REDACTED] -E
but he cannot d [REDACTED] re [REDACTED] s on the VEH that have [REDACTED] b
taken care of before he leaves the [REDACTED] to get the VEH into
[REDACTED] biggest concern is not [REDACTED] export and has to
[REDACTED] s a visitor and process paperwork and the VEH still has
these same electrical issues that are hard to fixed. [REDACTED] wanted to
start a BB and he wants to purchase a [REDACTED] Bronco.NEX [REDACTED] EPS: Submit
[REDACTED] BB Template and Milestones. Send [REDACTED] # to SUP so it can be
sferred to a [REDACTED] [REDACTED] Customer Relationship
Center-Passenger [REDACTED] i [REDACTED] e [REDACTED] [REDACTED] |

OWNREL [REDACTED] : [REDACTED] Ext [REDACTED] to
[REDACTED] /G [REDACTED] r [REDACTED] give [REDACTED] ate,
e has been no decisi [REDACTED] as of [REDACTED] . I
wish you all the best in your travels [REDACTED] ll
follow up with you in the next couple of [REDACTED] once a decision has been
posted regarding your [REDACTED] -ES Buyback. I [REDACTED] you have a great
weekendBest regards, [REDACTED] STEPS: Set new f/u and update [REDACTED]
[REDACTED] Custom [REDACTED] hip Center-Passenger Vehicle Co

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
TeamJamarian [REDACTED]: [REDACTED]
TeamJamarian [REDACTED]: [REDACTED]
ext. [REDACTED]
--Saf et- Please do not touch the BB allow the worker to get to
[REDACTED] Experience Supervisor
[REDACTED] Ext [REDACTED] to
CUST/G [REDACTED] l he de he
decision regarding your [REDACTED] ith review. I will review your case and
follow up with you soon. When is a good time to reach you? Best
regards, [REDACTED] NEXT STEPS: Set new f/u once CUST replys w/ his best
contact [REDACTED] Customer Relationship Center-Passenger
Vehicle [REDACTED]:
[REDACTED]
[REDACTED] Ext [REDACTED] to
CUST/C [REDACTED] b [REDACTED] is not
working and the [REDACTED] did not know how to fi [REDACTED] Advised CUST
that I will see [REDACTED] an get his case assigned to a [REDACTED] who will
be able to better assist with his issue. CUST loves [REDACTED] and
doesnt want a Buyback but he cannot export it to [REDACTED] e
recalls being repaired [REDACTED] STEPS: Speak w/ S [REDACTED] ut reassigning
case to [REDACTED] Customer Relationship Center-Passenger
Vehicle [REDACTED]:
[REDACTED]
[REDACTED] d for a [REDACTED] Specialist to assist. [REDACTED]
[REDACTED] ess Oper ons Supervisor - [REDACTED] Pa
[REDACTED]
Case has be [REDACTED] d for a [REDACTED] Specialist to assist. [REDACTED]
[REDACTED] ess Oper ons Supervisor - [REDACTED] Pa
[REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/[REDACTED] Drive:

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Tire : [REDACTED] A/S Brand :
 Radio : [REDACTED] A/C : AC G-????????????????????
 Paint : [REDACTED] -????????????????????- STAR [REDACTED] 3C/[REDACTED] [REDACTED] 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp	Cat	Causal Part Description	Dealer Id
		CACVOC	DRV	PERF		
		CACVOC	DRV	PERF		
		FS	ST/RN/MV		BODY MODULE KIT	
			AID/INFO			

--- S U [REDACTED] E M E N T [REDACTED] U R [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
 Repair Repair Odometer Fr. Cost Fr. Part Number Labor

[illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: bluecruise inop/shows availabl
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 [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] a [REDACTED] o f i c l n c e [REDACTED]
CRUISE ON, STA ITS AVAILABLE, TELLS ME TO TURN ON E
CONTROL. DO ALL THAT. STATES TO WATCH THE ROAD. INSTEAD OF BLUE CRUISE
COMING ON IT GOES INTO REGULAR CRUISE. SAME SECTION OF ROAD THAT I
ALWAYS USE TO VERIFY. TRIED [REDACTED]. Please list any diagnostics
already performed: PERFORMED [REDACTED]. ALL MODULES PROGRAMMED. NO CODES.
HANDS FREE SHOWING AND TURNED ON. END DATE FOR BLUE CRUISE IN SYNC
MENU. Parts Replaced: NONE Your Question: ALL MODULES PROGRAMMED. NO
CODES. BLUE COMES UP AND SAYS AVAILABLE. GOES INTO REGULAR CRUISE.
WHAT SHOULD I DO NEXT.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED]
[REDACTED] < [REDACTED]
href [REDACTED] /Transport?link=0
&am [REDACTED] icle and should
performed et th A learned values, perform the IPMA
alignment, then run the configuration app on the IPMA and reassess the
concern. Ensure the instructions in <A [REDACTED] = [REDACTED]
href= [REDACTED] /Transport?link=0
&am [REDACTED] get the vehicle
to bluecru ode, eassess the concern. As your dealership is
equipped with the [REDACTED] What I [REDACTED] ([REDACTED]) headset, if additional
technical assistan is requi a [REDACTED] session would be
beneficial (live video or picture would [REDACTED] p), click <A [REDACTED] = [REDACTED]
href= [REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your [REDACTED] What I [REDACTED] ([REDACTED]) headset is
charged, the headset is turned on nd is up ed h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE--

COMMENT TEXT

>If the bullet points above are met the TAC can be reached at [REDACTED]
>If the bullet points above are met the TAC can be reached at [REDACTED]
[REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]
[REDACTED] call.<[REDACTED]>
href=[REDACTED]
q.fac [REDACTED]
concerns

ADD-ON

CONCER

o s e ry - - REGION
Comm : sio tatus :
GTCGCOIS
a config etc.. per the ssm did not resolve the
concern, it actually made it worse, now it doesn t come up saying
available at all. please advise if as built needs to be
in (this has typically been the issue with past 21g01
that we have

ADD-ON

RECOMM

[REDACTED] d [REDACTED] o [REDACTED] ld ke [REDACTED] uil [REDACTED] REGION
 this vehicle since [REDACTED] is not working after [REDACTED] rmed for
 [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REG
 [REDACTED] r . ile lo ng th
 her, it was found that some IPMA data on the server was corrupt.
 This data has now been corrected. To ensure that no corrupt data is
 carried over from a previous session, uninstall FDRS, making sure to
 select the option to delete all FDRS data. Then reinstall FDRS.
 Alternatively, we can use a different FDRS at [REDACTED] that has not been
 used on this vehicle. Once we have a fresh FDR [REDACTED] rt a new session
 and run Configuration Programming on the IPMA. Once Configuration is
 complete, retest for the concern. [REDACTED] Technical Assistance
 Center

ADD-ON

ADD-ON

[REDACTED] d o r n [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] s [REDACTED] () [REDACTED] - [REDACTED] - [REDACTED] REG
nical, [REDACTED] Commen Data corrected, [REDACTED] sio :
reattempted need for [REDACTED] at this time. gramming should be

Symp. Verif?:

Comp. Timing:

Test Stand :

Prior Repair Attempts:

Equipment/Procedure Used

Base Timing

Road Test



of Assistance:

MIL light on?

8D Number:

Repair Prior to Call: NO

Effective? Equipment/Procedure Used

Effective

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

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T [REDACTED] - - -
Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	ST/RN/MV			[REDACTED]
			AID/INFO			

-- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION LANE DEPARTURE/LANE KEEPING
PERFORMANCE INACCURATE

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

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

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED]

equipped with [REDACTED] active 2.0 prep package. see videos
from [REDACTED] date [REDACTED] most recent frontline [REDACTED]
talki f [REDACTED] ve assist update. when will
expected fo alers to perform. for [REDACTED] users will they be able
to self update? guest comments vehicl tly runs too close to the
left painted line of lane for his liking. so far just the [REDACTED] phone
as key software update was performed by our dealer this vi driver
reports [REDACTED] generic/body electronic module tpms/pats code present on
his app. reports power steering control module [REDACTED], [REDACTED] was
present on app Please list any diagnostics already rm ech
found [REDACTED]: [REDACTED] in cmr and [REDACTED]: [REDACTED] in pcsn clear
codes o ear on retes s e none Your
Question: is the [REDACTED] update to active drive assist currently
available for dea to update, or guest to self update? if not is
there any release date?

RECOMM [REDACTED]
[REDACTED] cannot be performed at this time. Please continue to monitor
frontline or the [REDACTED] broadcast messages for an update regarding the
release of the bl uise update. The update is expected to be
released [REDACTED].

ADD-ON [REDACTED]
[REDACTED] the eSourceBook o at be released in [REDACTED].

----- [REDACTED] -----

----- [REDACTED] -----
Symp. Verif?: of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR [REDACTED] E - - - : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- 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 : [REDACTED] Title: ASSISTANT SERVICE MANAGE
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] VOC AID/INFO [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
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 [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
NOTE: dlrsh n s not appearing on G check detail
attached on this note for dlr contact.DLRSHIP: [REDACTED] Fordaddress: [REDACTED]
[REDACTED] serv
[REDACTED] (BCM
[REDACTED] y for service for blue
un to do the update. Dlrship are already
working with your engr. but theyre are told. they cant do it this
time. I spent [REDACTED] on this veh yet I cant use the feature on
this. I chose se of this feature then I couldnt use it.
I need to have it resolved.AS PER [REDACTED] SAYS: n/a CRC ADVISED: [REDACTED]
PANORAMIC [REDACTED] GLASS RESEAL22S41 B ERY ENERGY CONTROL MODU
SOFTWARE U EOBC to dlr. spoke with [REDACTED], they already working on
engr. but was told nothing to do with [REDACTED] ble to complete the
update. and advised cust to call us for repair assistance. Thank you
for reaching out to [REDACTED] with this concern. I will be
escalating this case erience Specialist on the
escalated Truck support team. They will contact you through your
preferred/best contact method within [REDACTED] to assist you.
Your case number is [REDACTED]
OBCPlaced call to [REDACTED] who informed that the
glass reseal was c leted but the [REDACTED] update was not
successful. [REDACTED] is not at [REDACTED]. Will [REDACTED] with [REDACTED] as
scheduled.NE STEPS: Will [REDACTED] llow up with [REDACTED] as s [REDACTED] uled. [REDACTED]
[REDACTED] Customer Experience Representative- [REDACTED] k TeamAllan
[REDACTED] [REDACTED]: [REDACTED] ext.
[REDACTED] aced call to [REDACTED], was not able to contact. No option for
voicemail. Will fo [REDACTED] up with [REDACTED] on [REDACTED] in order to verify
of [REDACTED] has made an appointment [REDACTED].NEXT STEPS: Will
fol [REDACTED] up with [REDACTED] on [REDACTED] in [REDACTED] der to verify of [REDACTED] has made
an appointment [REDACTED] Custo Experience
Representative-Truc eamAllan [REDACTED]

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

--TYPE-- [redacted] COMMENT TEXT [redacted]
[redacted]: [redacted]
[redacted]: [redacted]
OWNREL [redacted] not at [redacted] & does not have
an appointment bec [redacted] informed hi [redacted] hat they we waiting on
something from engineer g. Will follow up with [redacted] on [redacted] in
order to verify what [redacted] is needing.NEXT STEPS: fol [redacted] h
[redacted] on [redacted] in der to verify what [redacted] is needing.Ford [redacted]
anvC [redacted] perience Representative-T [redacted] k TeamAllan
[redacted] [redacted] [redacted]: [redacted]

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [redacted] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [redacted] -----
Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [redacted]
Bld Dt: Calb:
Serial #:

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

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- [redacted] SILVER/SILVER RADIANCE

----- [redacted] -----
NO AFTER MARKET

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

Rpr Dlr: [REDACTED] - [REDACTED] I Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] : [REDACTED]

----- [REDACTED] -----							
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]	[REDACTED]
			DRV PERF				
		VOC	ST/RN/MV				

--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]		
				1					

VEHICLE: [REDACTED] MACH E, [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] ECTRIC M 4 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
SOFTWARE UPDATES INOPERATIVE
Additional Symptom: [REDACTED] update, recovery inop
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) MSS - [REDACTED] - SOUTHWEST REG
[REDACTED] i of Vehicl ncern: RECALL [REDACTED]
AND [REDACTED] Plea [REDACTED] ny diagnostics already performed: TRIED T
PERF [REDACTED] RECALL, [REDACTED] WILL NOT COMPLETE UPDATES AND TRIED TO
PERFORM [REDACTED] LE UPDATE [REDACTED] AIR, STATES VEHICLE DOES NOT QUALIFY FOR
MODULE UPDATE REPAIR. [REDACTED] WILL NOT COMPLETE UPDATE EVEN AFTER SEVERAL
ATTEMPTS. Parts Replac [REDACTED] NONE Your Question: WHERE DO I GO FROM HERE?
RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - SOUTHWEST REG
[REDACTED] for this ern. With the [REDACTED]
una [REDACTED] to be updated, this vehicle should qualify for the recove
procedure if the module is stuck in a logic locked state. Please try
the software update again using a different computer not previously
connected with this vehicle. If one is not available, please uninstall
and reinstall FDRS, making sure to select the option to remove all
FDRS data during the uninstall. Please also rule out an internet
concern by using an alternate internet source, such as a mobile
hotspot If the module is still unable to be updated, delete the
previous sessions with this VIN, start a new FDRS session and attempt
the module recovery procedure again according to <A [REDACTED] = [REDACTED]
href=[REDACTED] s ink=0
&am [REDACTED] s form with the
sults and [REDACTED] be a [REDACTED] help if further assistance is needed!
Sincerely, [REDACTED] <p>If
additional [REDACTED]
[REDACTED] at [REDACTED] lish a
) session p><p>Prior to calling,
please ensure:Your [REDACTED] headset is fully
charged.The headset is [REDACTED] ated 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 [REDACTED]
headset, reference the <A [REDACTED] = [REDACTED]
href=https://m.youtube.com [REDACTED] ? 9t1WTCY&list=PLKN6Sz7yuHvXTvqoV
BI04r5S9vqlLDsJh&index=8 [REDACTED] = [REDACTED] > [REDACTED] How-To Videos
or contact <A [REDACTED] = [REDACTED] f o [REDACTED]

Program Type: H

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

```
--TYPE--  ----- COMMENT TEXT -----
target=_blank>[REDACTED]</A>.</p><p><br></p><p>If
target= blank>[REDACTED]</A>.</p><p><br></p><p>If
this web form your cell number.</p>
```

Symp. Verif?: _____ of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : █ Number:
Prior Repair Attempts: R air Prior to Call: N
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR 4 Tag: XXXXXXXXXX
Bld Dt: Calb:
Serial #:

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

Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:

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

```
Tire : ██████████ A/S BSW Brand : ██████████
Radio : ██████████ A/C : AC G-????????????????????
Paint : ██████████-????????????????????????????????-██████████/██████████
```

----- 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:
Report Date

City: [REDACTED]
Country: [REDACTED]

State : XXXXXXXXXX
Region : XXXXXXXXXX

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id
			AID/INFO			
			ST/RN/MV			

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

[illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, [REDACTED], [REDACTED], SEDAN
Engine : ELECTRIC M 4
Operating Environ:
Vehicle Use :

VIN: [REDACTED]

Odometer: [REDACTED]

WCC: [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN ([REDACTED] NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN ([REDACTED] NOT AVAILABLE)

Additional Symptom: [REDACTED] in [REDACTED] inop
Other Veh. With Conc [REDACTED] e [REDACTED] ing -

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--
CONCER

COMMENT TEXT

BLUE CRUISE IN [REDACTED] list any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test ROAD TEST, VERIFIED CONCERN. PERFORMED SELFTEST, [REDACTED]S [REDACTED] - CAMERA MODULE, [REDACTED] - DRIVER SIDE LED, [REDACTED] - PASSENG ID [REDACTED] IN CAMERA MODULE CMR) AND [REDACTED]S [REDACTED] ET FRONT SENSOR. [REDACTED] RIGHT FRONT SIDE SENSOR. [REDACTED] - NT RA, [REDACTED] - ETHERNET F [REDACTED] E WITH GATEWAY MODULE (G [REDACTED] N IMAGE PROCESSI [REDACTED] DULE A ([REDACTED]). [REDACTED] FOUND RELATED [REDACTED] . AS PER [REDACTED] , PLAC [REDACTED] EER [REDACTED] IN CENTER SO THE DRIV [REDACTED] STATUS I [REDACTED] . CLEARED [REDACTED]S. ROAD TEST. RECHECK [REDACTED] RETURNED IN [REDACTED] . ALSO FOUND RELAT [REDACTED] . CHECK FOR T O AVAILABLE U [REDACTED] ES FOUND. CLEARED [REDACTED] TEST AGAIN. RETEST, CONFIRMED [REDACTED] RETURNED [REDACTED] . PERFORMED TEST A. [REDACTED] T [REDACTED] - YES. [REDACTED] - NO [REDACTED] - YES. [REDACTED] - YES. [REDACTED] - YES. [REDACTED] - YES. L DS TO I A REP CEMENT. ECOMMEND PLACE ND REC CK. HA O REMOVE FLOOR CONSOLE TRIMS AND LOADSPACE TRIMS PANELS. TO GET ACCESS. REASSEMBLED. REMOVED LEFT REAR LOAD SPACE TRIM PANEL. PERFORMED PMI. REPLACE [REDACTED] . REPROGRAMMED [REDACTED] . REASSEMBLED. CLEARED [REDACTED]S. ROAD TE BLUE CRUISE FUN N FOR A MOMENT AND CANCELS. P [REDACTED] RMED SELFTEST, FOUND [REDACTED] IN [REDACTED] RETURNED. PERFORMED [REDACTED] TEST A AGAIN. LEA I [REDACTED] REP MENT. TESTED ETHERNET CIRC [REDACTED] CONCERN FOUND. Parts Re ed, including service part number if available [REDACTED] What is the level of the scan tool being used? Are any error me es noted? [REDACTED] Your Question: WHERE DO I GO FROM HERE?

RECOMM

[REDACTED] W [REDACTED] suspected this is a software fault. In a [REDACTED] correct this, it would be recommended to obtain a different FDRS that has never been connected to this vehicle previously. This will avoid pulling any corrupt data from previous sessions forward. Then, start a new session and perform configuration programming on [REDACTED] the [REDACTED] and the GWM. If the same DTC continues to set, check for [REDACTED] addit [REDACTED] l software

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

updates in [REDACTED] that would be applicable to [REDACTED]. It is possible updates in [REDACTED] that would be applicable to [REDACTED]. It is possible an update has not yet been completed and this is causing the [REDACTED] to not send the correct information to the IPMA, causing the DTC [REDACTED] set. Even if no updates were previously seen, starting a new session with [REDACTED] and performing the configuration programming may have allowed for [REDACTED] to populate. Update this form with any further questions which may arise, and we will be happy to help. [REDACTED] Technical Assistance Team Member [REDACTED] K. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a live session would be beneficial (live video or picture would help), please contact [REDACTED] <A target href=[REDACTED]>

[REDACTED] intment a [REDACTED] represent 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 to the latest software level.Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED] Monday thru [REDACTED] Time to [REDACTED]
<A target href=[REDACTED]>

q.fac
Concerns

<A target href=[REDACTED]>

Necessary [REDACTED] o b Status : [REDACTED]

CONCER [REDACTED] Contact, [REDACTED] Comm : NA
[REDACTED] GTGCGQSP

RE IPMA AND [REDACTED] WITH ANOTHER [REDACTED] AT LATEST LEVEL 32.5.4. RECONFIGURE BOTH [REDACTED] A [REDACTED] IPMA. CLEARED [REDACTED] S. RECHECK CONCERN STILL PRESENT AND CODES RETURNED. CHECK AVAILABLE SOFTWARE UPDATES. REPROGRAMMED ALL MODULES THAT HAS UPDATES AVAILABLE. CLEARED CODES. RECHECK, CONCERN STILL AND CODE [REDACTED] STILL RETURNED. MONITOR BATTERY STATE OF CHARGE, [REDACTED] PERFORMED BATTERY RESET. CHARGE AND MAINTAINED VEHICLE [REDACTED]. ATTEMPT TO CONFIGURE [REDACTED] AND IPMA AGAIN. CLEARED CODES. CONCERN STILL PRESENT. [REDACTED] CRUISE FUNCTION WORKS FOR A MOMENT AND THEN CANCELS. RETEST, CODE [REDACTED] RETURNED [REDACTED] IPMA. WHAT SHOULD I DO NEXT?

RECOMM [REDACTED] (FSE) [REDACTED] MID ATLANTIC REG [REDACTED] (As Bu [REDACTED]) [REDACTED] s found on the server. This has been corrected at this time to allow for us to perform Configuration programming once more and change the data in the module. Please be sure to start a new session using the latest version of [REDACTED], run the [REDACTED] Configuration application, and then we can retest

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
operation. Be sure that all of our programming pre checks and
operation. Be sure that all of our programming pre checks and
procedures are still followed. Things such as the removal of all
aftermarket electrical accessories from in or around the DLC and kick
panels, and a battery charger connected to the vehicle to maintain
voltage between [REDACTED] are key to a successful programming. After
this GWM program may or may not reveal new modules under the
SW Update tab, perform them as they appear. Thank you!
[REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
t r a c t i o n s
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - MID ATLANTIC REG
s e r y WIS sion Sub Status :
Technical, SWIS Comments : No SWIS for simple config programming after
data changes.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
IPMA# [REDACTED]
Equip u Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: Cal
Serial #:

----- T R A N S M I I O N -----
Trans: [REDACTED] AUTO TRANS rt #:
Bld Dt:
Serial #:

Model: Shift:

Tire : ██████████ A/S ██████████ ██████████ N A L - - -
Radio : ██████████ A/C : AC G-????????????????????
Paint : ██████████-????????????????????????????????- - - - - STAR ██████████ ██████████/██████████ ██████████ 3

Specialist's
Name : [REDACTED]

--- [REDACTED] : NATIONAL HOTLINE [REDACTED] [REDACTED] ---
[REDACTED] HAS NOT BEEN SENT

[illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
COLLISION AVOIDANCE

WARNING INDICATORS/MSGS/CHIME
INOPERATIVE

Additional Symptom: [REDACTED]

Other Veh. With Conc [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER [REDACTED]

[REDACTED] ([REDACTED])
a e descr
CUSTOMER STATE S PRE-COLLISION FAULT MESSAGE WILL ILLUMINATE.
BLUE CRUISE WILL SHUT DON AND VEHIC COMES TO STOP WHEN HAPPENS. Please
list any diagnostics already performed, including results of any TSB,
GSBs or Pinpoint Test VEHICLE WAS PREVIOUSLY HERE FOR PRE-COLLISION
UNAVAILABLE MESSAGE. PERFORMED [REDACTED] AND [REDACTED] FOR SAME DTCS
LISTED ABOVE. ALL PROCEDURES RE [REDACTED] Y [REDACTED] AND AND [REDACTED]
[REDACTED] WENT THROUGH PROPERLY THE [REDACTED] VEHICLE
CRUISE WAS OPERATING PROPER [REDACTED] Replaced, including service
part number if available N/A What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] IS SOFTWARE LEVEL Your
Question: THE LAST TIME VEHICLE WAS [REDACTED] PERFORMED [REDACTED] AND
[REDACTED] FOR THE SAME DTCS SHOWN ABOVE. I ATTEMPTED [REDACTED]
S, BUT ONCE I GOT TO THE [REDACTED] ALIGNMENT IT ABORTED
TOWARDS THE END. WOULD IT BE POSSI [REDACTED] T IS A SOFTWARE ISSUE IN
THE [REDACTED] CAUSING THESE DTCS? SHOULD I PROCEED WITH DIAGNOSTICS OF CODE
[REDACTED] IN [REDACTED] AS OTHER CODES WITH PINPOINT TEST SAY TO DIAGNOSE
CODE [REDACTED] ? WOULD THE CMR CODES BE SET DUE TO [REDACTED] ISSUES?

RECOMM [REDACTED]

[REDACTED] ([REDACTED])
s t c previ
[REDACTED] performed, and now the vehicle has returne e sam
It is also noted that the [REDACTED] alignment was aborted
during the most recent attempt. Fo [REDACTED] alignment, they can
be aborted due to a discharged battery, [REDACTED] recommended to double
check the battery condition and SOC to ensure there is not a battery
concern. If the battery is fine, another thing you can try doing is
using a different FDRS or reinstalling FDRS. This could help rule out
any problems with the FDRS. As for the same codes coming back, try
checking the powers and grounds of the CMR and [REDACTED], if you have not
already done so. Ensuring that [REDACTED] are [REDACTED] giving proper
voltage and having a good groun [REDACTED] nt because if they are not,
it can cause the modules to function incorrectly. For checking the
[REDACTED], please refer to PPT AE [REDACTED] and 2 in [REDACTED] Diagnosis and

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
SD - TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Testing. For the CMR, use the same section of the WSM and refer to Testing. For the CMR, use the same section of the WSM and refer to [REDACTED] 1 and 2 of PPT Q. If testing powers and grounds show that the es are receiving proper voltage and have a good ground, then it appears that the [REDACTED] DTC's can be related to the [REDACTED]. Per [REDACTED] Diagnosis Testing, this code sets when [REDACTED] as bee n [REDACTED] al failure in the [REDACTED]. Normally, [REDACTED] can be used to address this DTC, but wi he DTC comin it may require more than updating the software. For the concern this time, follow PPT BJ in [REDACTED] Diagnosis and Testing. The PPT will have you clear the cod if it returns. If it does, it will have you perform a self-test, and it is recommended to perform a key on engine off self-test to place a higher load on the [REDACTED]. If the code comes back, and the [REDACTED] has not been previously rep d, replace the [REDACTED] and revaluat or the CMR codes, it is recommended to carry ou T D from [REDACTED] Diagnosis and Testing. This test will have you perform a key off self-test of the CMR and see if the codes come back, and potentially lead to replacing the driver status monitor camera. Since the publications for these concerns has already been carried out and the problem has returned, it may be that there is an internal issue causing these faults to reoccur. Technical Assistance Center.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
O Y

CONCER [REDACTED] GTCCGQIS
ND GROUNDS TO [REDACTED]. IF THE GROUNDS AND POWER CHECK
OUT FINE WOULD IT ALSO BE POSSIB HAT [REDACTED] COULD BE MESSING WITH THE
CMR OR CAMERAS CAUSING THESE DTCS?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
P n o g [REDACTED]
prev response including checking battery power and ground
circuits, and performing PPT BJ for the [REDACTED] code. If you have
performed all related test, and the fault present, it s
possible that the lane keeping/camera issue in the [REDACTED] are disabling
the system and possibly causing the CMR codes to be sent. Perform a
battery disconnect, crossing [REDACTED] together for [REDACTED]
[REDACTED]. This will allow e the capacitor
dules to reset. After this has been completed, clear any
codes that are present, and road test the vehicle. When the fault
occurs, run a key ON, engine OFF individual self-test on the [REDACTED] and
CMR to see what codes are still setting. If you re still recei all
of the same codes, and the [REDACTED] is still setting [REDACTED], perform the
[REDACTED] module configuration a cation within FDRS change was
[REDACTED], re-perform [REDACTED], and [REDACTED] ensuring
there is not a ne ft or CM t needs to be
completed. If every g has been completed, but the same faults are
occurring, replace the following [REDACTED] > removal and
installation due to [REDACTED], then ret ion of the
vehicle. Thank you, [REDACTED] TAC

----- S -----

_____ - - - T _____ - - -

Model: Shift:

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

GCQIS

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

Name : [REDACTED] ([REDACTED])

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] Y: NATIONAL HOTLINE SURVEY

SURVEY HAS NOT BEEN SENT

[illegible]

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] FIT/FINISH/BODY NOISE
WIND ALWAYS
Additional Symptom: Whistle noise
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED]
[REDACTED] i on of [REDACTED] e [REDACTED] E
STATES WHISTIL [REDACTED] FROM THE DRIVERS SIDE. Please list any
diagnostics already performed: I TEST DROVE THE VEHICLE BUT I COULD
NOT VERIFY THE WHISTLE NOISE. THE CUSTOMER PROVIDED AN AUDIO RECORDING
IN WHICH AN OBVIOUS WHISTLING NOISE CAN BE HEARD. Parts Replaced: ON A
PREVIOUS VISIT, THE CHARGE PORT DOOR WAS REPLACED. Your Question: [REDACTED]
CUSTOMER ASSISTANCE CENTER REQUESTED I OPEN A TAC FOR THE VEHICLE
CONCERN. NO OTHER INFORMATION WAS PROVIDED.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED] [REDACTED]
[REDACTED] n e plicat [REDACTED] l y
here the noise is coming from if it cannot be duplicated.
Continue to drive the vehicle to duplicate the noise and have someone
in the car to determine where the noise is coming from. Also refer to
PTS > J: WIND NOISE CREATED BY AIRFLOW OVER OR BEHIND BODY PANELS
(Body System) > H: WIND NOISE FROM EXTERIOR REAR VIEW MIRROR (Body
System) > C: DRAFT/WIND NOISE AT INNER/OUTER BELT LINE (Body System)
[REDACTED] Field Service Engineer

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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: Calb: NCGWEJN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- STAR [REDACTED] 3C/[REDACTED] [REDACTED] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	COMF/ENT AID/INFO	[REDACTED]	[REDACTED]

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RAV	RAV	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]
									[REDACTED]
									1
									[REDACTED]
									[REDACTED]
									ADD
									[REDACTED]
									A
									[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NE
									AP
									[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : E M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
BODY CLOSURE AJAR

WARNING INDICATORS/MSGS/CHIME
STAYS ON

Additional Symptom: Faults after programming

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 [REDACTED] -----
--TYPE--
CONCER [REDACTED]

[REDACTED] of icl nce v
is exhibiting [REDACTED]. 1. It is stuck in [REDACTED] mode and
the option for [REDACTED] ssing from the vehic er 2. After
performing campaign [REDACTED], I have a FRUNK SYSTEM FAULT message that
will not go away Ple ist any diagnostics already performed: All
modules have been updated to latest available software level. Compared
to multiple like vehicles Researched self help tool. Parts Replaced:
NONE Your Question: [REDACTED]===This vehicle is stuck in [REDACTED]
mode because the CON ton is missing from the vehi
drawer. I have compared it to like trim level and found that ALL
Mach-Es come with drive mode regardless of trim level. All modules
have been updated to latest software level and only the CMR is
reporting issues. How can i get the CONTROL button back? [REDACTED]
concern=== After performing campaign [REDACTED] I now have a FR STEM
FAULT message that will not go away. my research is coming back to
a software issue in the [REDACTED]. However, the [REDACTED] is up to date and
reporting no concerns. I having issues h the CMR module. Its
reporting an issue with the LEDs and a blockage of the camera. I have
cleaned the lens and repositioned the steering wheel multiple times.
The pin point test is recommending to INSTALL a new driver status
monitor camera. Before I go replacing a part that was working prior to
programming I feel more diagnosis on the software needs done. What
testing needs to be done?

RECOMM [REDACTED]
[REDACTED] u t i rma . I
any orting information regarding the vehicle being stuck in one
pedal mode and is missing the control button. That being said, if not
done so already, perform a master reset on the APIM and a [REDACTED] battery
capacitive discharge (battery terminals together) for a mi um of
[REDACTED] if the reset does not work and then reassess. Regarding the
TEM FAULT message, there is [REDACTED] which outlines the
message populating after performing a M where the software is
corrupted. The procedure to rectify this is also outlined in the [REDACTED].

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
For the camera message/DTCs, [REDACTED] states to disregard those DTCs
For the camera message/DTCs, [REDACTED] states to disregard those DTCs
for the time being. Thank you

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] e au Ser [REDACTED] n
Instrument P [REDACTED] r (IPC) After A [REDACTED] Update - Built On Or Before
[REDACTED] [REDACTED] [REDACTED] Various [REDACTED]
[REDACTED] e o [REDACTED] r [REDACTED] e Message
And/ [REDACTED] nostic Trouble Codes (DTCs) [REDACTED], [REDACTED], [REDACTED]

AUDIT [REDACTED]

CONCER [REDACTED] 4G
[REDACTED] GTCGCQIS
[REDACTED] = there is some missing information. Your comment
this is quoted) [REDACTED] if the reset does not work and then
reassess. What does t [REDACTED] exactly????? Next, A master reset was
performed to the APIM and a capacitive discharge was performed to the
battery and NONE of the concerns were resolved. It is still in [REDACTED]
mode, the control soft button is still not present and the frunk
warning is still active. I looked into [REDACTED]. [REDACTED]=SOC is 95%.
[REDACTED] 2=Not Applicable. [REDACTED]=Complete. [REDACTED] article does
apply. Refer to [REDACTED] or the [REDACTED] at the
bottom : FTRM is not d [REDACTED] le and [REDACTED] is [REDACTED] date. At
this time the recommended repairs have not fix [REDACTED] any of my concerns. I
have looked in the manual for the criteria to cause the frunk message
to activate and am coming up empty. If I could get this info perhaps a
repair could be devised. As for the control button missing.... I feel
this could be a software issue. Is it possible to reload factory
software into the appropriate module and then attempt an update from
there? If none of these prove to be helpful I feel an escalation is
necessary.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] s g in he
phr [REDACTED] error. It should have read as: if the master reset did not
fix the concern, then perform the capacitive discharge and reassess.
Thank you for performing the recommended steps. The TSB was referenced
as it states the message may populate after a [REDACTED] update was already
performed due to the possibility that the upda [REDACTED] data may have been
corrupted. From the information available to me, the [REDACTED] is showing
that it was last updated on [REDACTED]. If the concern was [REDACTED] sent before
the [REDACTED] update, then please [REDACTED] regard. If I am understanding your
stat [REDACTED] nt correctly, the FTRM is not available to update. If so, some
updates will not show unless other modules are updated [REDACTED]. These
modules may seem unrelated, but they can still prevent [REDACTED] updates
from displaying at times. Please complete any available updates the
vehicle may have if any are available. To your point, a software
concern is a possibility especially, if the concerns occurred after
module updates were performed. I will contact the appropriate
programming team for assistance in determining if this is a software
fault and if so, what can be done to rectify it. We appreciate your
time and efforts. -Have a great weekend!

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

ADD-ON

ADD-ON

ADD-ON

CONCER

CONCER

ADD-ON

RECOMM

ADD-ON

CONCER

RECOMM

ADD-ON

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]

message populates: {fault:{faultstring:Body buffer
overflow,detail:{errorcode:[REDACTED]}}}. [REDACTED]

[REDACTED] i e

[REDACTED] GTCGCQIS
to date at this time with concerns still present.

[REDACTED] GTCGCQIS
u t has been [REDACTED] without a reply. LET S
GO!!!!!!!!!!!!

[REDACTED] s
programing

[REDACTED] l [REDACTED]

the Fr nd [REDACTED] concern. I requ ul can you
update your FD [REDACTED] and then run the Enable Center
display Screen Hood utton and see if the frunk warning
is resolved if there are no later software updates shown. Ill have to
investigate the [REDACTED] mode concern furhter. [REDACTED]
Technical Assist

[REDACTED] P a
but I m not certain/clear on what the software should be for the
module and if this requires a config change.

[REDACTED] a e
discussed [REDACTED] and if the Enable Center Display Scr ood
Release So pp in FDRS and he noted he only followed the
screen prompts for the APIM. Running this app was not recalled. He
also noted that the control button was not present to get to the [REDACTED]
[REDACTED] button/drive modes page. I asked for a picture of the missi
n. [REDACTED] noted he would get a photo of this unit and a like unit
to expla e difference better.

[REDACTED] l [REDACTED]

you ca llow [REDACTED] and e Center Display Screen
Hood Release Sof see if this resolves the warning. For the
[REDACTED] mode, I would ask for pictures to example the missing soft
the APIM. [REDACTED] Technical Assistance

[REDACTED] :

ot Nece Session Sub Status : Non-Technical, SWIS
Comments : no swis

[REDACTED] o r
pedal concern, I would ask that you uninstall FDRS, reinstall
FDRS and follow the recovery procedure to perform PMI on the APIM. The

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Recovery process is outlined in [REDACTED] > General

Recovery process is outlined in [REDACTED] > General
Procedures > Module Programming [REDACTED] bottom of the
page). Note, If you perform any function with PTS or [REDACTED] without
following the recovery method above first, the fix we will be
reverted and will not Fix the SYNC system. Note that the [REDACTED] system
fault is still being investigated. As soon as I know more that
fix, I will update you about it. [REDACTED]

ADD-ON [REDACTED] u

CONCER [REDACTED] S

[REDACTED] e uninstalled and reinstalled the most recent
version of [REDACTED]. I then followed the requested procedure to the letter
and I cannot any kind of data transfer to the APIM. The APIM passes
the network test and self tests (with no codes), but will not allow an
update or PMI. I have attempted to install the hood release soft
button, but even though it says the procedure completed successfully,
I cannot find the soft button. I have also attached the requested
photos. In the [REDACTED] you can see that the CONTROL soft button is
missing when co [REDACTED] o the [REDACTED]. The [REDACTED] is of the
failure message i get whenever [REDACTED] do an [REDACTED] th the APIM.
This message populates no matter what I try to do. The [REDACTED]
shows how the rear view image is way out of alignment w [REDACTED] ed to
the [REDACTED]. I know we didn t discuss the rear view thing but i know
its [REDACTED] he APIM and it seems like that is where this problem is.
Not sure if it helps at all, but there IPS is reporting the frunk as
open as well as the fault.

RECOMM [REDACTED] P

of PTS [REDACTED] ically when the Recovery method is performed properly I
don t see this history. I believe our fix was reverted. I will have to
ask that this is repaired again. When I know this is completed, I will
update this form again. Thank you for the information and pictures.

RECOMM [REDACTED] P d

have y [REDACTED] install/Reinstall [REDACTED] making sure to make the selection to
remove all data and then foll [REDACTED] he recovery process to PMI the APIM.
Select no when asked if the original is installed. Be sure that you do
not connect the VCM or perform any function with [REDACTED] or PTS with the
VCM connected prior to the PMI attempt or the dat [REDACTED] ll be reverted.

CONCER [REDACTED] Technical Assitance. [REDACTED]

[REDACTED] d a [REDACTED]

this Mach-e s programing concern [REDACTED] ated to the APIM and [REDACTED] [REDACTED]
faults.

RECOMM [REDACTED] h d

revert [REDACTED] will need you to Uninstall [REDACTED], remove all [REDACTED] files,
then reinstall [REDACTED] and then follow the [REDACTED] overy process [REDACTED] start an

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

[REDACTED] session and perform PMI on the [REDACTED]. If you are unable to [REDACTED] session and perform PMI on the [REDACTED]. If you are unable to stall/reinstall [REDACTED] you can also use another [REDACTED] that has not been used on this Ma [REDACTED]. It is VERY important that [REDACTED] is uninstalled/reinstalled or a new [REDACTED] is used so that no data stored on the scan tool is used to program the [REDACTED]. For the [REDACTED]/Frunk fault, I will need you to update this for [REDACTED] after the [REDACTED] so I can put an override in place for your CDSID to allow you to complete software updates that are currently not showing for this VIN. Once I have the override in place, I would have you log out of [REDACTED], then log back in. Once you have logged into [REDACTED] I would have you complete all software updates shown. Most specifically any for the PCM, [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED] (similar to what I did [REDACTED]) Once software updates are run, run the IPMA PMI. Once software updates/PMI is completed please let me know by phone/text and I will remove my override. Important note, do not use your CDSID to log into [REDACTED] for any other VINS while this override is in place as it could cause more problems for other VINS. [REDACTED]

[REDACTED] - [REDACTED]

[REDACTED] v [REDACTED] ide

enter Techs CDSID, submit (for [REDACTED] short of a time as possible) then run software updates. Once finished, go back in and click delete to remove override. ,Contact Type : Phone,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Non-Technical, SWIS Comments : no swis

CONCER [REDACTED] GTCGCQIS

[REDACTED] y to go but the numbers i have for you are land lines and you requested a text. Please reach out to me when you can. Thanks.

CONCER [REDACTED] - [REDACTED]

[REDACTED] a [REDACTED] ce

setting up a meeting time at [REDACTED] to put the override in place.

RECOMM [REDACTED] - [REDACTED]

[REDACTED] l [REDACTED] - [REDACTED]

about [REDACTED] to put the over ride in place [REDACTED] cal

Assist [REDACTED]

ADD-ON [REDACTED] - [REDACTED]

[REDACTED] n [REDACTED] s SWI

Session Sub Status : Non-Technical, SWIS Comments : no swis

CONCER [REDACTED] - [REDACTED]

[REDACTED] a [REDACTED] ce

[REDACTED] meeting and he allowed me [REDACTED] log into his [REDACTED]. We then started [REDACTED] ual session and downloaded the [REDACTED] app [REDACTED] tion. We then look up available software updates and the [REDACTED] powertrain updates available.

RECOMM [REDACTED] - [REDACTED]

[REDACTED] t [REDACTED] o l s

I would [REDACTED] e you complete those updates saving the [REDACTED] for last. Once

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

all other software updates are completed, you can try the [REDACTED] PMI

all other software updates are completed, you can try the [REDACTED] PMI again. Once all the software updates are complete, I would like you log out of the [REDACTED] I logged into and log back in following the recovery method perform PMI on the [REDACTED]. [REDACTED] Assistance.

ADD-ON [REDACTED] [REDACTED] [REDACTED]

Session Sub Status : Non-Technical, SWIS Comments : no swis

[REDACTED] [REDACTED] [REDACTED]

were completed. When performing the [REDACTED] software updates, the [REDACTED] started updating the [REDACTED] and there a Modified configuration data is missing from ford [REDACTED]. He then tried PMI on the [REDACTED] and got a Downloading USB Software has failed: Manifest no Found [REDACTED] Responses message. [REDACTED] the [REDACTED] no longer shows a [REDACTED] were update, but there is [REDACTED] drive [REDACTED] page to disable [REDACTED] mode. It was also noted that the [REDACTED] image was not properly.

RECOMM [REDACTED] [REDACTED] [REDACTED]

this [REDACTED] attempt I will need [REDACTED] a [REDACTED] computer that has a fresh install of [REDACTED]. Be sure to uninstall [REDACTED] the selection to remove all data, the [REDACTED] install [REDACTED]. This [REDACTED] can be used for other jobs, but do not connect it to the [REDACTED] Mach-e [REDACTED] the VCM. As soon as I know the [REDACTED] data has been looked at/corrected, I will update you. For the [REDACTED] concern, I would have you perform the [REDACTED] calibration in [REDACTED] MA. [REDACTED] Assistance

ADD-ON [REDACTED] [REDACTED] [REDACTED]

Session Sub Status : Non-Technical, SWIS Comments : no swis

[REDACTED] [REDACTED] [REDACTED]

and hasn't got back to this unit [REDACTED] noted that this [REDACTED] was replaced in [REDACTED] with a note that blue cruise [REDACTED] could not be ins

RECOMM [REDACTED] [REDACTED] [REDACTED]

should [REDACTED] be able to [REDACTED] form PMI on the [REDACTED] after you uninstall [REDACTED] making the selection to remove all data [REDACTED] then reinstall [REDACTED] follow the recovery procedure in [REDACTED] [REDACTED]. [REDACTED] Assistance

[REDACTED] [REDACTED] [REDACTED]

Session Sub Status : Non-Technical, SWIS Comments : no swis

[REDACTED] [REDACTED] [REDACTED] GTCGCQIS

[REDACTED] [REDACTED] [REDACTED] engineering level and reloaded into vehicle.

[REDACTED] [REDACTED] [REDACTED] GTCGCQIS

[REDACTED] [REDACTED] [REDACTED] your help. It appears that the concern is fixed. I now have the drive options and can select out of [REDACTED]. I

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

will keep an eye out for the [REDACTED] concern software release. Thanks

will keep an eye out for the [REDACTED] concern software release. Thanks again. Dealership selected No [REDACTED] y Required when submitting these comments.

RECOMM [REDACTED] o [REDACTED] [REDACTED] [REDACTED]

availa [REDACTED] or this VIN, I would ask tha [REDACTED] u com [REDACTED] e these updates and see if you still have the Funk warning in the cluster If you still have the warning, asking for clarification I would ask if the soft button is present and the frunk opens from the buttons. [REDACTED]

CONCER [REDACTED] Technical Assistance [REDACTED] [REDACTED]

released d [REDACTED] a [REDACTED] is waiting for the unit to return.

RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED]

one, I [REDACTED] be closing the escalation. However it can be reopened at any time by updating this form. Myself or another team member will get back to you as soon as possible. [REDACTED] Technical Assistance [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CONCER [REDACTED] p [REDACTED] n [REDACTED] s

Session Sub Status : Non-Technical, SWIS Comments : no swis

[REDACTED] GTCGCQIS

this [REDACTED] l etuned for services and is still complaining about no up [REDACTED] for the [REDACTED] on my end and no codes in any modules for this concern. Have any [REDACTED] publications on this problem been put out? Is there any kind of interim fix that can turn the warning off in the mean time? What should I tell this customer?

CONCER [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] l u as place [REDACTED] [REDACTED]

firmed the customer continues to exhibit the Frunk Sy message. [REDACTED] was informed updates were available for the vehicle and to contin [REDACTED] llowing the direction listed under [REDACTED]

RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] h o [REDACTED] mer s con

tion listed in revised [REDACTED]. We confirmed there is currently an IPMA, [REDACTED], and [REDACTED] available. Once the [REDACTED] has been performed, not [REDACTED] ether [REDACTED] concern remains. If the iss [REDACTED] remains, note if any DTCs are setting in the [REDACTED] or [REDACTED]. If [REDACTED] sets note if any further updates populate for the [REDACTED] or [REDACTED] by r [REDACTED] hing vehicle files under the [REDACTED] envelope icon i [REDACTED] op r [REDACTED] t-hand corner. If no further updates po [REDACTED] e and the DTC remains, please update the form with the results. Once an ETA of the customer s return is determined, please provide the date in the form. Have a great day!

ADD-ON [REDACTED] Module Programming Support [REDACTED] [REDACTED]

[REDACTED] p [REDACTED] n [REDACTED] n Status

Session Sub Status : Non-Technical, SWIS Comments : NA

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
RECOMM [REDACTED] - [REDACTED]
RECOMM [REDACTED] - [REDACTED]
[REDACTED] se
appointment d f the customer s return in order to ensure
programming completes successfully and customer concern is resolved.
We will keep the escalation open for [REDACTED]. Have a great day!
RECOMM [REDACTED] Module Programming Support [REDACTED]
[REDACTED] h his
discussion on [REDACTED]. Due to inactivity, we are closing the
escalation. If the tomer returns, please follow the direction
listed on [REDACTED]. If any further programming assistance is needed, update
the form, it will reopen the escalation. Have a great day! [REDACTED]
[REDACTED] Module Programming Support

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: [REDACTED] R, air Prior to Call: NO
CMR# [REDACTED] # [REDACTED], [REDACTED], [REDACTED]
[REDACTED] t re Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: Shift:

```
Tire : [REDACTED] A [REDACTED] AL - - -  
Radio : [REDACTED] A/C : AC G-?????????????????????  
Paint : [REDACTED]-?????????????????????----- LUCID RED TC/RED CARPET TC
```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Specialist's
Name : [REDACTED] ([REDACTED])

SURVEY HAS NOT BEEN SENT

[REDACTED] [REDACTED]

[REDACTED] [REDACTED] RENTAL RENTAL

[REDACTED] BAG [REDACTED]

8

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Cau e Part Number Labor
Dealer ID Date Order (Miles) Nr Cond Pfx Base Sfx Operation

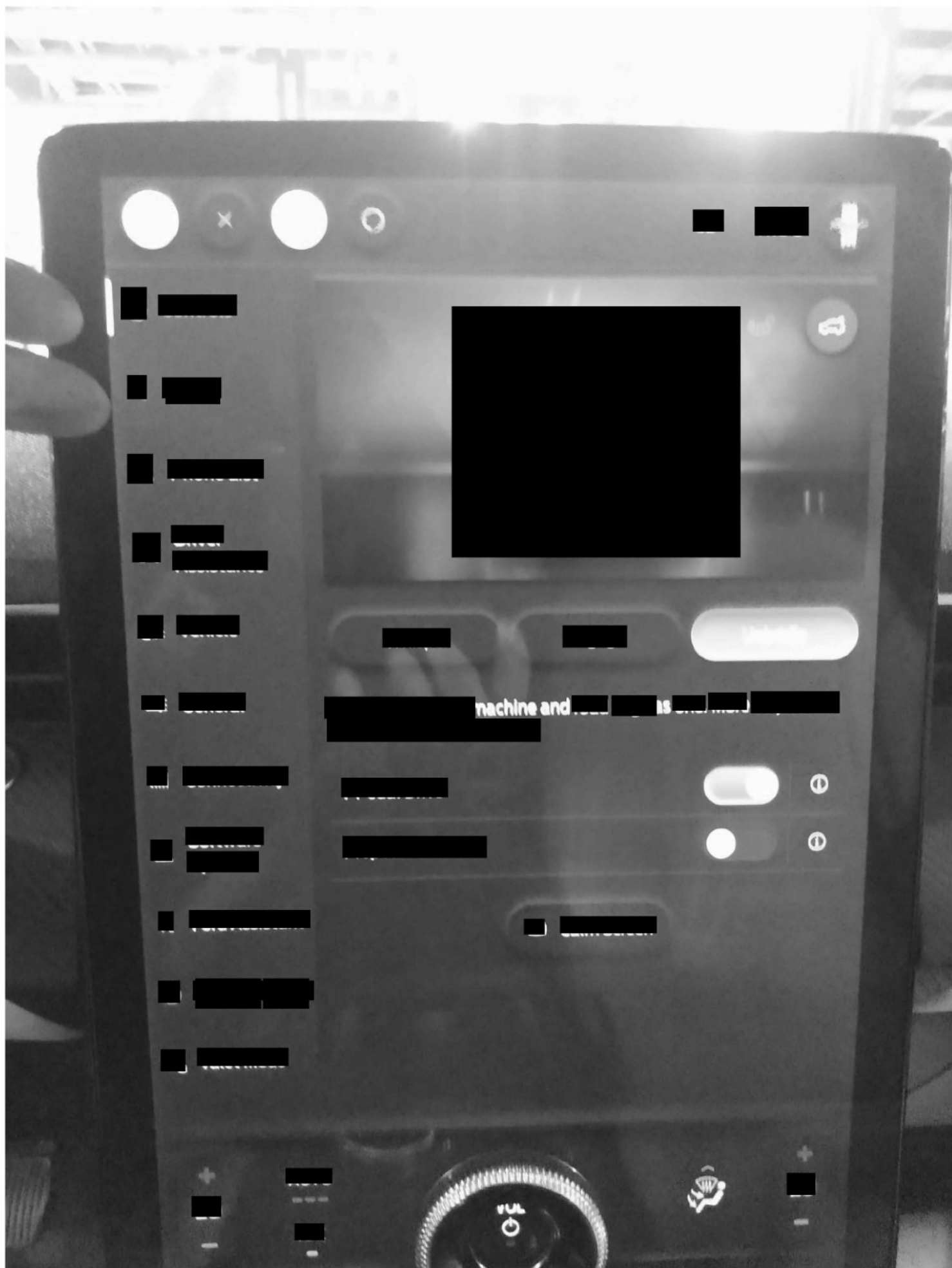
[REDACTED]

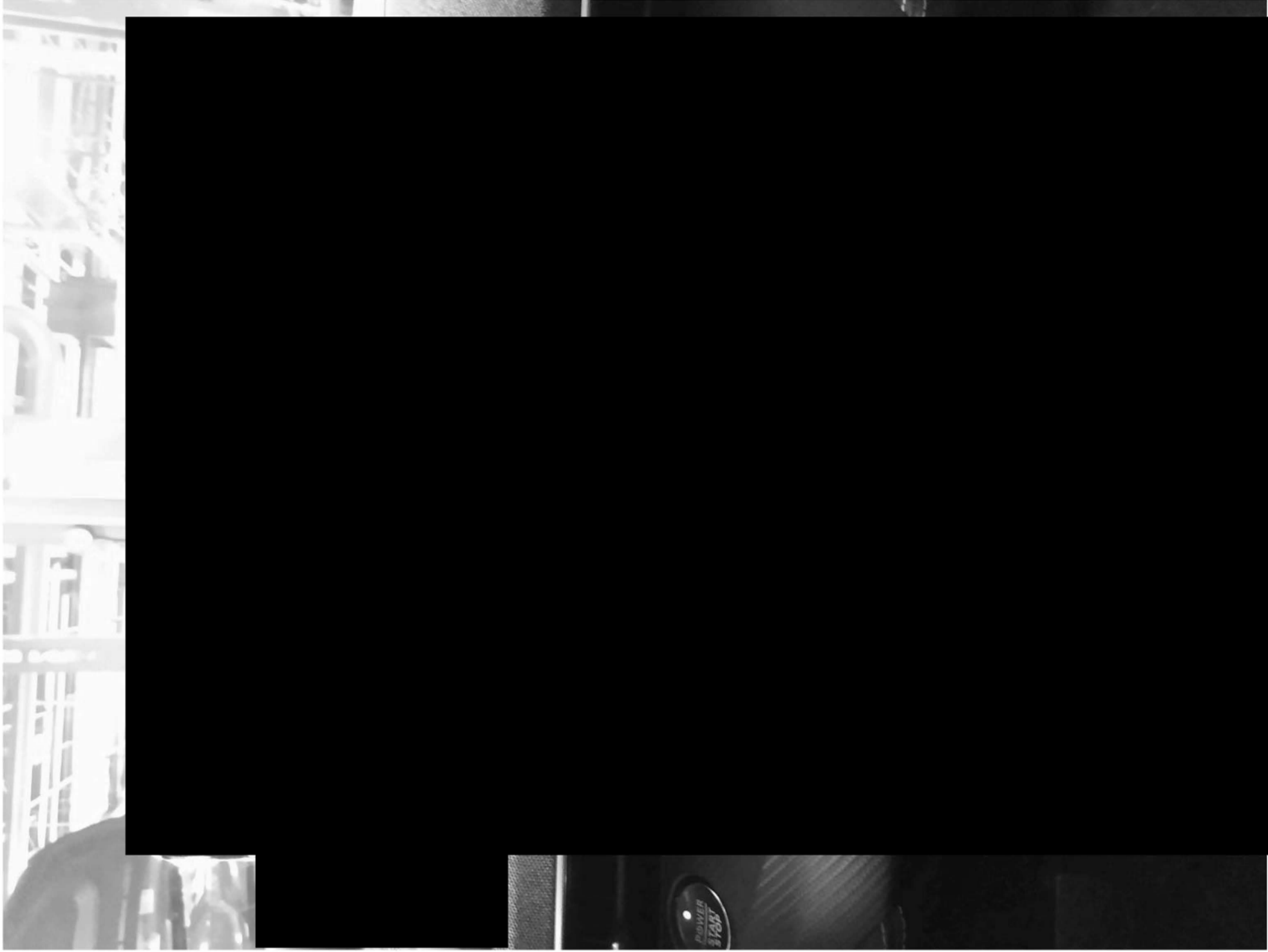












CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: Blue Cruise Expired
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 (%):

--TYPE--
CONCER [REDACTED]
[REDACTED] ion of [REDACTED]
[REDACTED] operati list any diagnostics already perform code
[REDACTED], attempting to perform tsb [REDACTED] Parts Replaced: none Your
Question: customer says [REDACTED], i am trying to perform tsb
[REDACTED] because [REDACTED] h ree subscription says [REDACTED]
[REDACTED] expired o tsb to the T, I DID A NETWORK
shows no update available for [REDACTED] TCU or APIM . after performing [REDACTED]
[REDACTED], and clearing brake swi codes THE BLUE CRUISE WORKS, m
ion is how do i get their [REDACTED] /active glide subscription
to not be expired?

RECOMM [REDACTED]
[REDACTED] t bscript
[REDACTED] other purchase to buy the subscription to renew their [REDACTED]
[REDACTED]. Thank You. [REDACTED] <f
[REDACTED] se your
deale i ped with the See What I [REDACTED]) headset, if more
technical assistance is needed and a [REDACTED] sessio uld be beneficial
(live video or picture would help), u he link at the bottom of the
page, to book a [REDACTED] call with the [REDACTED].<span style=font-size:
[REDACTED]> After ing an appointm a [REDACTED] representative will reach
to you at the appropriate time. Verif he following prior to your
appointment:<ul style=font-family: [REDACTED] [REDACTED]
font-size: [REDACTED] font-style: normal font-variant-l [REDACTED] al
font-varian ps: normal font-weight: normal>Your See What I See
([REDACTED]) headset is charged, the headset is turned on, and is updated
w the latest software level.Ensure [REDACTED] login card
is ready to scan (Contains unique dealer code & ship
name)The vehicle you are working on is in a bay with good
Wi-Fi connectivity
<span style=font-family: [REDACTED]
[REDACTED] font-size: [REDACTED] font-style: [REDACTED] font-variant-l [REDACTED] es:
font-variant s: normal fon ht: bold>If the bullet
points above are met the [REDACTED] can be reached at [REDACTED], from
[REDACTED] thru [REDACTED] to p [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
call.

<A target=[REDACTED]
call.

<A target=[REDACTED]
href=[REDACTED]
href=[REDACTED] rget=[REDACTED]
g.fac
font-variant-ligatures: no 1 font-variant-caps: normal font-weight:
normal>Headset software/hardware concerns

<a target=[REDACTED]
href=[REDACTED]
font-variant-ligatures: norm
font-variant-ligatures: normal font-weight: normal>Initial headset
setup

ADD-ON [REDACTED] S Sessi
CONCER [REDACTED] Necessary. SWIS S on Sub Status : [REDACTED]
[REDACTED] GTCGCQIS
blue cruise to work if customer has expired blue
cruise subscription ?
RECOMM [REDACTED] me why
he subscription is expired. Since the blue cruise just started
working while the subscription is expired, we need to make sure that
the navigation satellites are communicating with the vehicle, and
ensure all information is current. To do this, take this vehicle out
on a road test. During this road test, make [REDACTED]
left hand turn, and [REDACTED] d
After performing the [REDACTED] rk in a wide
open space so the navigation satellites can see the vehicle. Once that
is done go back to [REDACTED] and perform the last [REDACTED] in the
procedure, Vehicle y Verification/Map Upd [REDACTED] dure.
Doing this should disable the blue cruise feature if the subscription
is expired. Thank You. [REDACTED]
ADD-ON [REDACTED] his veh
at least a full [REDACTED] turn and a full [REDACTED] turn.
After the road t [REDACTED] vehicle out in t [REDACTED] o the
navigation satellites can see the vehicle. Once were done doing that,
the need to go back to the [REDACTED], and do the last [REDACTED] called
out in Vehicle Connectivity rification/Map Upd [REDACTED] SWIS
Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Web Response was sufficient

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number: [REDACTED]

Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CMR [REDACTED], U0253:00-28, U2107:68-28, U3000:89-2

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR 4 Tag: EN
Bld Dt: Calb:
Serial #:

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

Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:

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

```
Tire : ██████████ A/S Brand : ██████████
Radio : ██████████ A/C : AC G-????????????????????
Paint : ██████-?????????????????????????????----- SPACE ██████████
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

CQIS Pro

[illegible]

SURVEY HAS NOT BEEN SENT

[illegible]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED] ,SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION INSTRUMENTATION/DISPLAY
ENTIRE CLUSTER INACCURATE

Additional Symptom:
Other [REDACTED]. 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 (%):

----- [REDACTED] -----

--TYPE--
AUDIT [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]

[REDACTED] xs [REDACTED] 21Customer is callin use he wante
start the proc e process of a buyback because he has had his
vehicle in [REDACTED] for other issues and the customer stated
that he lov e issues are driving him crazy Next steps:
Document and notate case and submit buyback case [REDACTED]
Customer Relationship Center-SUV TeamCXS Name [REDACTED]
[REDACTED] : [REDACTED]
[REDACTED] b [REDACTED] PITTBusiness
Phone : [REDACTED] n/aLTV Score :
100Vehic atus : [REDACTED] ct Number : Part Number
: Dealer Name : [REDACTED] ID r P&A : [REDACTED] phone :
[REDACTED] : [REDACTED] FORDModel :
[REDACTED] ile [REDACTED] cat : Transmission
[REDACTED] cation : [REDACTED] AUTO TRANSWarranty Start Date : [REDACTED]
Recall/FSA: : [REDACTED] : [REDACTED] Hotlin
n/aWarranty Hi
Name(s) on the Title: [REDACTED] Address: Enter Street Number Street
Name [REDACTED] Enter p CodeEmail Address: Enter Email
Addre is Purchasing Vehicle InformationVIN:
[REDACTED] ent Mileage: 6200Ownership Status: New Purpose
urchase Date: [REDACTED] Exact Mileage at Purchase:
14State Information State Where Purc [REDACTED] Where Registered:
Dealer InformationPurchased from Dealer? [REDACTED] lership (if yes):
[REDACTED] Primary Reason for Repurchase: The constant issues with
[REDACTED] i [REDACTED] : [REDACTED] 3 - Sub-owner per NAVISNYChecked
[REDACTED] s [REDACTED] made OBC to DLR @
[REDACTED] spoke wit [REDACTED] i VIN. [REDACTED] never been
id the cust nam a [REDACTED] as advised the in the case
is i rrect. Correct VIN: [REDACTED] (original owner per

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: [REDACTED]
SD - CUST ASST CRpt #: [REDACTED]
rt Date: [REDACTED]

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

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

[REDACTED]) - [REDACTED] updated case. Vehicle is currently at the dealer. [REDACTED] was [REDACTED]
[REDACTED]) - [REDACTED] updated case. Vehicle is currently at the dealer. [REDACTED] was [REDACTED]
ed o he following: RO #: [REDACTED] open/close dates: [REDACTED]
[REDACTED] in: [REDACTED]. Pre collision assist INOP for [REDACTED]
eck p [REDACTED] NOP and Sync screen still slow. Repair: [REDACTED]
see a feel parts on order. [REDACTED] is with customers. [REDACTED]
ovided info for a callback. [REDACTED]
[REDACTED] made [REDACTED] to [REDACTED] @ [REDACTED]. [REDACTED] spoke with [REDACTED]
d the rec ed [REDACTED] Is too dark. [REDACTED]
a sed the RO previously provided to the [REDACTED] by other [REDACTED] was
orrect and [REDACTED] provided the correct information. #: [REDACTED]
open/close dat : [REDACTED] in: [REDACTED]:
collision assist I [REDACTED] dash, [REDACTED] NOP and Sync
screen still slow.Repair: Replaced the control modules IPMA and did
not fixed the concern. tech need now to replaced the front camera
[REDACTED] and the module [REDACTED]. Phone key and screen were
[REDACTED] CASE OPENED. [REDACTED] ault came on but found TSB
for the c [REDACTED] and performed [REDACTED]
[REDACTED]:At this time [REDACTED] ot believe the vehicle
r chase/replacem t for [REDACTED]. Once the repair is
complete, we will review again for a final commendation.At the
meantime, please continue to maintain contact with dealer to monitor
the repair and parts escalation, if applicable, and update the case.
[REDACTED] Emailed the customer that the follow up was rescheduled due to the
agents absence [REDACTED] Customer Relationship Center-Car/SUV
TeamAntionette [REDACTED] | Office: [REDACTED]
ext. [REDACTED]
Obc t [REDACTED] omer on [REDACTED] 21Calling the customer to inform him that
there hasnt been a [REDACTED] on made in regards to his buybackThe customer
was unavailable and a detailed VM was left for the customer Next
Steps: Document and notate case and set follow up [REDACTED]
Customer Relationship Center-SUV TeamCXS Name [REDACTED]
[REDACTED]
[REDACTED] x [REDACTED] a decision has been
made in regard [REDACTED] is buyback Informed the customer no decision has
been made as of yet Next Steps; Document and notate case and set
follow up [REDACTED] Customer Relationship Center-SUV TeamCXS
Name [REDACTED]
[REDACTED]
[REDACTED] as adv d [REDACTED] t dealer at the
moment. == Par dept. [REDACTED] spo [REDACTED] provided RO #
[REDACTED] was advised e following [REDACTED] t parts needed for
hi [REDACTED] = demand exceeds forecast. No date off BO.
[REDACTED] supplier pass due and working on
[REDACTED] bility. No [REDACTED] BO.
[REDACTED] :After review, vehicle may meet State guidelines
p ment criteria for [REDACTED]. Talking Points:- [REDACTED] sent over
for [REDACTED]-Review notes in mil tone-Focus on gett vehicle

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

repaired

repaired

COM Support TeamBuyback approved. Veh is LL eligible.Next Step : BRT
Special Handling- complete the [REDACTED] form in [REDACTED] and note activity ,
complete milestone.

Obc to customer on [REDACTED] the customer to inform him that his
buyback was approve [REDACTED] was pleased with the response from
the buyback Next Steps: Document and notate case and set follow up

Customer Relationship Center-SUV TeamCXS Name [REDACTED]

u [REDACTED] o see if the [REDACTED] team
has made contact wi [REDACTED] e customer on his buyback approval Th
customer stated that the [REDACTED] team hasnt made contact with him Next
Steps: Document and notat ase and set follow up
Customer Relationship Center-SUV TeamCXS Name [REDACTED]

a [REDACTED] CASE NUMBER: [REDACTED]
set disposition [REDACTED] sed BB Milestone.CXS/CSM will a
CUST to expect [REDACTED] tact within [REDACTED] and set follow-up
accordingly to [REDACTED] ify [REDACTED] contacte [REDACTED]
MorehouseSupport Team [REDACTED] Specialis [REDACTED]

MER [REDACTED] m
[REDACTED] t [REDACTED]-Vehicle rn.t txt OutboundSeq.txt DO
FOR [REDACTED] N TO CUSTOMER [REDACTED]-CaseComments_TMP
P.txt [REDACTED] t [REDACTED]-Vehicle rn.t txt

Outbou
Outbound email to [REDACTED] sups on [REDACTED] Afternoon,I hope this
message finds you ng well. [REDACTED] tomers whos buyback was
approved but no one has made contact with the customer as of yet.Kind
Regards.Next Steps: Document and notate case and set follow up

Customer Relationship Center-SUV TeamCXS Name [REDACTED]

[REDACTED] ntacted the customer -

If so move the case to closure [REDACTED]

[REDACTED] Experience Super
[REDACTED] r on [REDACTED] the customer to see if the [REDACTED] team
has made contact wi [REDACTED] for their buyback The cust was
unavailable and a detailed VM was left for the customer Next steps:
Document and notate case and send customer an email [REDACTED]
Customer Relationship Center-SUV TeamCXS Name [REDACTED]

[REDACTED] noon Mr. [REDACTED],I hope
this message finds you doing w [REDACTED] wanted to follo [REDACTED] with you
to see if someone from our [REDACTED] team has made contact with you I look
forward to hearing from you on.Kind Regards,

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

----- [REDACTED] S -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] S -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO	MOD DRVR STS MNTR	[REDACTED]
[REDACTED]	[REDACTED]	VOC	AID/INFO		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO	MOD M/MEDIA	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- [REDACTED] : NONE ---

[illegible]

BHAG H3

55

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: blue cruise concern
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

--TYPE--
CONCER [REDACTED] ([REDACTED] [REDACTED] [REDACTED] [REDACTED])
[REDACTED] n l e E
STATES BLUE CR NOP. AFTER ACTIVATION, IS DISPLAYS MESSAGE
WATCH ROAD AFTER CLEARING MESSAGE, IMMEDIATELY A RED WARNING APPEARS TO
WATCH ROAD, AND BLUE CRUISE OPTION DISAPPEARS AND DOES NOT WORK.
ALWAYS HAPPENS WHEN DAY DRIVING Please list any diagnostics already
performed: Took vehicle on road test and attempted to verify concern.
Activated cruise control and observed, SHOP FOREMAN VARIFY CONCERN
Check codes, retrieved multiple codes from [REDACTED] [REDACTED] [REDACTED]
and [REDACTED]. Found [REDACTED]. Performed S c od heck
afte [REDACTED] and fo des present. road test still there Parts
Replac Your Question: [REDACTED] went on road test with
customer verified the hands fr ens when theres traffic
around vehicle could not verify out on open road we dont have another
vehicle to compare it to customer told [REDACTED] he traded in his
previous mach-e for the same reason

RECOMM [REDACTED] ([REDACTED] [REDACTED] [REDACTED] [REDACTED])
[REDACTED] l n i g v
ing appearing to watch the road and the option disappearing, not
being able to fully duplicate the concern on open road, please proceed
by attempting to duplicate the concern in addition to referring to the
specific [REDACTED] for this concern. All messages and TSBs should be checked
within PT efore reaching out for further assistance. Thank you, [REDACTED]

[REDACTED] ([REDACTED] [REDACTED] [REDACTED] [REDACTED])
[REDACTED] W n s t

CONCER [REDACTED] Necessary. SWIS S Sub Status : [REDACTED]
[REDACTED] GTCGCQIS
(please list any diagnostics already performed) you
would see we perform ssm [REDACTED] there is no tsb we still have a problem
or is it normal character ?

RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] k ng wit
[REDACTED] apologizes for any confusion caused. [REDACTED] h

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
[REDACTED] addressing the fault DTC s that were previously recorded,
[REDACTED] addressing the fault DTC s that were previously recorded,
concern Watch Road message and red warning appearing, is still
occurring. proceed with referencing <A [REDACTED]
href=[REDACTED]/Transport?link=0
01&am [REDACTED] s a normal
condition wh [REDACTED] c [REDACTED] depending on operating conditions. <font
face=[REDACTED], [REDACTED]><div
[REDACTED] au [REDACTED] dealer [REDACTED] is equipped [REDACTED] See What I See
[REDACTED] headset, if more technical assistance is needed and a [REDACTED]
s [REDACTED] on would be beneficial (live video or picture would help [REDACTED] se
the link at the bottom of the page, to book a [REDACTED] call with the [REDACTED].
After booking an appointment a [REDACTED] representat [REDACTED] will reach out
you at the appropriate time. Ve [REDACTED] y the following prior to your
appointment: [REDACTED] <div [REDACTED]=>Your See What I See ([REDACTED])
headset is c [REDACTED], the [REDACTED] set is turned on, and is update [REDACTED] th the
latest software level.Ensure [REDACTED] login card is ready
to scan (Contains unique dealer code & [REDACTED] ship name)The
vehicle you are working on is in a bay with good Wi-Fi
connectivity [REDACTED] <div [REDACTED]=>If the bullet points above are
met a [REDACTED] call can be [REDACTED] uled [REDACTED] en the hours of [REDACTED]
[REDACTED].&nb [REDACTED] ont> [REDACTED] <div [REDACTED]=> [REDACTED] <div [REDACTED]=>
 [REDACTED]
ef=[REDACTED]
[REDACTED]
[REDACTED] ><A [REDACTED]
href=[REDACTED]
g.fac [REDACTED]
[REDACTED] < [REDACTED] <div [REDACTED] > [REDACTED] <div [REDACTED]=>
<A [REDACTED]
[REDACTED]
[REDACTED]
Center
ADD-ON [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] Year V [REDACTED] cle [REDACTED] th
ActiveGl [REDACTED] nel Cluster Messages and Feature Operation
Information, [REDACTED] Session Status : [REDACTED] Not Necessary, [REDACTED] Session
Sub Status : [REDACTED] nical, [REDACTED] Commen [REDACTED] diagnostic dire [REDACTED] ns
provided.

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

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

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWEHN A
Serial #: [REDACTED]

- - - T [REDACTED] - - -
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] XL [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: MULTIPLE WARNING MSGS
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
ESCLHD [REDACTED]

[REDACTED] K [REDACTED]
...REPAI AND RETURNED TO N [REDACTED]. WHEN ASKED,
[REDACTED] SAID THE VEHICLE WAS BROUGHT IN BEC E WARNING
...GES WERE DISPLAYING IN THE IPC MESSAGE CENTER. THE CUSTOMER
...EXPLAINED THERE WAS A FRUNK SYSTEM FAULT MESSAGE, A FRONT CAMERA
FAULT ...MESSAGE, AND BECAUSE BLUE CRUISE WOULD DROP OUT AT TIMES WHILE
...DRIVING. THE TECH ([REDACTED]) PERFORMED [REDACTED] TO RESOLVE THE
...CUSTOMER CONCERN. A [REDACTED] LES WERE REP [REDACTED] THE VEHICLE
WAS ...DRIVEN [REDACTED] TO VERIFY THE REPAIR. I ASKED [REDACTED] IF HE HAS
HEARD ...FROM [REDACTED] MER SINCE THE VEHICLE WAS RELEA ND WAS TOLD
NO. THE ...CASE NOTES INDICATE THAT THE CUSTOMER SENT THE CXS AN EMAIL
ON 30- ...SEPT-2022 STATING HE IS STILL GETTING OCCASIONAL ERROR
MESSAGES. SENT [REDACTED] TO THE CXS TO DETERMINE IF THE CUSTOMER HAS
INTENTIONS TO TAK HE ...VEHICLE BACK TO THIS DEALER OR ANOTHER DEALER
IN THE AREA.

ESCLHD [REDACTED]
ESCLHD [REDACTED] C [REDACTED]

[REDACTED] K [REDACTED] WHO S
...ANYTH FROM THE CUSTOM DING ANY ONGOING ISSUES WITH THE
...VEHICLE. A REVIEW OF THE [REDACTED] CASE NOTES REVEALED THAT THE CUSTOMER
IS ...REQUESTING A GFR FOR B CK. THE CUSTOMER STATED THAT HE WOULD
NOT ...LIKELY BE TAKING THE VEHICLE BACK TO THE DEALER UNTIL AFTER THE
[REDACTED] OF [REDACTED] UNLESS THE VEHICLE COMPLETELY BREAKS DOWN. THE
R WAS D TO SUBMIT A TSR OR CALL ME BACK DIRECTLY IF THE
VEHICLE RETURNS. ...CLOSING CONTACT

Sym. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:

Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CB# [REDACTED] #B1385:68-28,U0253:00-28,U2107:68-28,U3000:89-2

```

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

```

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

```
Model: ██████████ - - - A D D I T I O N A L - - - Shift:
Tire : ██████████ A/S ██████████ Brand :
Radio : ██████████ A/C : AC G-????????????????????
Paint : ██████████-????????????????????????????????- - - - - SPACE ██████████
```

----- 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   : ██████████ Title: SERVICE WRITER
Phone        :
```

Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Specialist's
Name : [REDACTED]

Date	Report #	Type	Symp Cat	Causal Part	Description	Dealer Id
			AID/INFO			

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] H O T L I N E [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED]
Other Veh. With Conc : [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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 [REDACTED] SMASCOTE

[REDACTED] Description of Vehicle Concern: Vehicle will not come out of top safely warning message on in with multiple warning lamps Please list any diagnostics already performed: Self test with [REDACTED] retrieved and multiple U codes and battery voltage codes. Updat modules as needed. Parts Replaced: None as of now Your Question: All DTCs clear except for [REDACTED] with concern still present. Is this most likely due to the posti ntacter sticking closed in the [REDACTED]? The vehicle does have a [REDACTED] stored in history but DTC does [REDACTED] return. Should I go ahead [REDACTED] replacement at this time as PPT for [REDACTED] shows it as an informal [REDACTED] for the HV system but no other DTCs [REDACTED]

RECOMM [REDACTED] SMASCOTE
[REDACTED] the information provided regarding this vehicles cern. After reviewing the [REDACTED] log on our end we do see the DTC [REDACTED] setting within the BECM [REDACTED] you mentioned. Since we did have the [REDACTED] setting previously, continue with replacement of the [REDACTED] per the [REDACTED] and update the necessary modules. Since the v [REDACTED] is [REDACTED] rk we can trying putting it in emergency tow mode. The procedure can be found within the owners manual on [REDACTED] but we will provide it below. If the procedure is not able [REDACTED] completed the vehicle will need to be transported on dollies. 1. Properly secure your vehicle to the tow vehicle. 2. Switch your vehicle on to accessory mode. 3. Apply the parking brake. 4. Access the vehicle drawer on the touchscreen. 5. Press SETTINGS. 6. Press Vehicle. 7. Press and hold Emergency Tow until a confirmation message appears on the touchscreen. 8. Press and hold the brake pedal. 9. Shift into neutral (N). Note: A confirmation message appears in the instrument cluster display. 10. Release the parking brake. 11. Switch your vehicle off. [REDACTED] - [REDACTED]/EV

AUDIT [REDACTED] 4G

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
BECM [REDACTED]
UNKN [REDACTED] -AFMA [REDACTED], [REDACTED], [REDACTED], [REDACTED] B
55E-00
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 Tag: EN EJ9 9U
Bld Dt: Calb:
Serial #:

Trans: [REDACTED] AUTO TRANS : [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -?? LUCID RED TC/RED CARPET TC

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]

Claim #/Date : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

Specialist's

Name : [REDACTED] -????????????????????

----- C [REDACTED] O R Y -----
Date CQIS Report # Prog Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] NHL AID/INFO [REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- R [REDACTED] -----
VEHICLE: [REDACTED], SEL [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: Cruise Control Int Inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
a [REDACTED] o f icl nce
CONTROL DROP O DRIVING AT [REDACTED] Please list
any diagnostics already performed: ONLY
COMMUNICATION FAULTS [REDACTED] LOST COMM WITH [REDACTED] AND [REDACTED] LOST COMM WITH
IMPA. Parts Replaced: [REDACTED] . Your Question: TE IT S LIKE SOFTWARE
ISSUE,BUT THERE IS NO UPDATES AVAILBLE FOR ABS OR [REDACTED] OR IPMA.PLEASE
ESCALATE TO ENGINEERING IF NEED BE.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] l n el d a e f e
ittently setting. With [REDACTED] present in the ABS module utilize
Pinpoint test D found in [REDACTED], Diagnosis and Testing,
Antilock [REDACTED] (AB a [REDACTED] control. For [REDACTED] there
seems to [REDACTED] with the ABS Module communication MA and
the ABS module are [REDACTED] on the FD-CAN and do not rely on the GWM to
communicate back an rth. This coupled with the Other Communication
DTC indicate the ABS module of CAN Circuit(s) are at fault. If further
Technical Assistance Is needed, When Performing Network Diagnostics,
Include the results of the IDS or FDRS Network Test at the time of the
concern. For example: FAIL PCM, IPC [REDACTED], GSM. PASS HVAC, ACM,
SOD-L, SOD-R. Include the results of r stance testing the complete
network, and between modules which fail to communicate. Be sure to
include the details of how the test was setup. For example: [REDACTED]
HS1-CAN resistance at [REDACTED], [REDACTED] 6 [REDACTED] 60 ohms. [REDACTED] AN
resistance from [REDACTED] pi 6 14 [REDACTED] s 47 and 4 [REDACTED] HS1-CAN
+ circuit open b een [REDACTED] 6 and RCM [REDACTED] 48. Wil S. Service
Engineer

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
ABS [REDACTED], U0253:00-28, U2107:68-28, U3000:89-2
[REDACTED] re Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] C [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L -----
Vehicle Build Date: [REDACTED] Warra [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb: [REDACTED] A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] nd : [REDACTED]
Radio : [REDACTED] A/C : AC G-??????????????????????????????
Paint : [REDACTED]-?? STAR [REDACTED]/[REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] #: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

CQIS Pro [REDACTED] -----

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

Date	Report #	Type	Sympt Cat	Causal	Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				[REDACTED]

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

[illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED]

Engine : [REDACTED]

Operating Environ: [REDACTED]

Vehicle Use : [REDACTED]

E M

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

VIN: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
NOT LISTED

MOBILE INTERFACE

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] pass inop

Other Veh. With Conc [REDACTED]

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Causal Condition:

Component Test Status:

Vehicle Fixed?:

Feature:

Photo:

Loc:

Attchmnts: 0

---- Return Loc:

Customer satisfied?:

Repair Effectiveness (%):

C O M M T S

--TYPE--
CONCER

COMME TEXT

[REDACTED] a [REDACTED] description of Vehicle Concern: Cannot connect phone [REDACTED] ass mobile application Be sure to review these important module [REDACTED] ramming steps, and provide feedback below as necessary:
 -Verify that any replacement part installed is correct using the [REDACTED] catalog. Provide the full part number.
 -Verify scan tool [REDACTED] p to date, is at the latest level and programming is completed using a VCM3 or VCMM (try a [REDACTED] tool if necessary)
 -Verify that the vehicle is ident [REDACTED] ctly in the scan tool
 -No aftermarket electronic components installed
 -Battery passes a test using approved [REDACTED] tooling and is fully charged
 -Battery is maintained at [REDACTED]
 -Battery State of Charge (SOC) is at or [REDACTED] se scan tool to monitor BCM BATT SOC% PID State of [REDACTED] Please list any diagnostics already performed: found code, ch [REDACTED] tsbs and ssm's none found. Checked for codes, found [REDACTED] followed pinpoint test AE, [REDACTED] -yes [REDACTED] -no AE4-no AE5 [REDACTED] red codes and the code did n [REDACTED] urn, [REDACTED] ll could not connect phone , was informed by [REDACTED] to check power, ground, and COMM wires at [REDACTED]. isolated and [REDACTED] ed all [REDACTED] and all wires checked ou [REDACTED] replaced tcu, Performed PMI and [REDACTED] gured and then tried to provision it and it failed and stated, unable to authorize the module during service provisioning. Check for module for any fault and the vehicle is in a good location for cellular coverage. it was outside with clear weather and still stated this. checked the [REDACTED] for new codes and nothing is present Parts Replaced: Tcu Do yo [REDACTED] ave a module programming concern? Yes Your Question: guidance to authorize this module

RECOMM

[REDACTED] reported doing a battery disconnect for [REDACTED] s resolved the [REDACTED] provisioning error. If that does no [REDACTED] the issue, follow [REDACTED] e direction below. Reviewing the [REDACTED] , it looks like the [REDACTED] was not receiving CAN messages it [REDACTED] ted m the GWM prior to r [REDACTED] acement. The Over The Air Update dashboard also shows the GWM had an OTA update cancelled [REDACTED] , this could

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
SD - TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
be due to vehicle conditions not being correct or the [REDACTED] being
be due to vehicle conditions not being correct or the [REDACTED] being
unresponsive when requesting to perform the OTA SW upd . The TCU and
[REDACTED] communicate for [REDACTED] operation. Continue performing the
[REDACTED] ilable SW update [REDACTED] and attempt to connect your [REDACTED]
to the vehicle. If the [REDACTED] update provides no change, pe [REDACTED] m [REDACTED] ps
[REDACTED], [REDACTED] in [REDACTED] fro [REDACTED] from [REDACTED] Diagnosis and Testing
[REDACTED] r [REDACTED] in [REDACTED] rative [REDACTED] o perf [REDACTED] master reset and
atte [REDACTED] t nnect your device. Update the [REDACTED] m with your results from
[REDACTED] for me to determine if [REDACTED] Engineering assistance will be
red.
AUDIT [REDACTED]
[REDACTED] 4G
[REDACTED] : [REDACTED] MODEM: 4G
[REDACTED] [REDACTED] GTCGCQIS
[REDACTED] ality is restored, however while using it all
ures and functions work except the start the vehicle function.
there are [REDACTED] updates present in this vehicle. Are any
recommende [REDACTED] time? modules: PCM ABS CMR IPMA SOBDMC BECM OBCC
[REDACTED] SOBDM SOBDMB ACM IPC RFA GFM HVAC RGTM
[REDACTED] [REDACTED] update allowed [REDACTED] to connect.
Inquire [REDACTED] emote [REDACTED] rt is turned on in [REDACTED] vehicle settings.
Remote start was turned off, once it was turn [REDACTED] n, remote start
functioned from [REDACTED]
RECOMM [REDACTED]
[REDACTED] t dating the other modules listed since there
longer a vehicle concern. Glad the [REDACTED] update and turning on
remote start resolved all the [REDACTED] i [REDACTED] es. [REDACTED]
ADD-ON [REDACTED]
[REDACTED] p [REDACTED] n Session Status : SWIS Not Necessary,

SWIS Session Sub Status : Technical,
 SWIS Comments : .,

[REDACTED] [REDACTED] GTCGCQIS
[REDACTED] assistance [REDACTED]. Concern has been fixed
Dealership selected No Reply R [REDACTED] d when submitting these comments.
[REDACTED] [REDACTED] GTCGCQIS
[REDACTED] C [REDACTED] e and updated [REDACTED] and enabled full features in on
screen prompt in vehicle.

Sym. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 6 Tag: EN [REDACTED]
Bld Dt: Calb: PCGWKN A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : 245/45R20 [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- SPACE [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED]
		CREDSR	AID/INFO			[REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
							RENTAL		
				876	2				
				876	2				
				876	2				
				876	2				AD
				876	2				M [REDACTED]
				876	2				A
						PJ8	[REDACTED]	FNF	

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MACH E, SELMD-N, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ECTRIC MOTOR 8 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION LANE DEPARTURE/LANE KEEPING
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

OWNREL IBPMGood morning, I am seeking a rental extension. Hotline contact was
opened. Thank you. hotline contact [REDACTED] Evening ,
Approved Loaner End Date2024Ple there is
anything else I can assis ou with. [REDACTED]
[REDACTED] Customer/Dealer Adv [REDACTED]

OWNREL I th
eta. customer is still in a rental. Thank you.Hotline contact ID #
[REDACTED]:Greeting gsI am assisting your Proactive Roadside
te agent with the following case due to case volume.
Thank you for your request. Your loaner has been extended through
[REDACTED]. If additional days are needed please submit your request
the date listed to avoid losing coverage days. Keep in mind,
[REDACTED] does not provide IWL extensions due to shop
of repairs. Kind Regards,

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

1000000

Part #:

Shift:

3

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Y

S U

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)

1	
1	04
2	82

PZ9 [REDACTED] RENTAL A

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC : [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

[REDACTED] CRUISE/ACTIVE GLIDE
OWN (CODE NOT AVAILABLE)

Additional Symptom: Blue 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

[REDACTED] a [REDACTED] t of icl
[REDACTED] CRUISE IS ONAL, INSTRUCTED BY [REDACTED] ASSISTANCE TO BRING
CLE IN DUE TO [REDACTED] CRUISE CONNECTE RVICES ON PHONE STATING
THAT [REDACTED] CRUISE I M SOON. Please list any diagnostics already
perfo : SELF TEST. NO RELAVANT DTC S SET AS HARD FAULTS. ROAD
TESTED VEHICLE IN [REDACTED] CRUISE [REDACTED] ON [REDACTED] IN [REDACTED].
RESCANNED CODES: [REDACTED], [REDACTED], [REDACTED], V [REDACTED] MAP
UPDATE IS NOT EXP [REDACTED] VE S [REDACTED] DATE
INDICATED IN [REDACTED]. ALL SETTINGS ARE SET FOR [REDACTED] TO BE
ACTIVATED, TH [REDACTED] EAR ON THE IPC AS THEY SHOU [REDACTED] THE VEHICLE
NEVER ENTERS THE HANDS FREE MODE. HAD CUSTOMER VERIFY [REDACTED] APP IS
UP TO DATE, VEHICLE CONNECTIVITY SET TO ON. Parts Repl [REDACTED] NE Do
you have a module programming concern? No Your Question: HOW SHOULD WE
PROCEED? THERE ARE ABOUT [REDACTED] AVAILABLE FOR THE VEHICLE. THE
NEAREST [REDACTED] IS ABOUT [REDACTED] AWAY, SO CONCERN IS NOT EASILY
VERIFIED [REDACTED] E ANYTHING [REDACTED] IDE THAT YOU CAN SEE IS OUT OF
DATE PROGRAMMING WISE? THANK YOU

RECOMM

[REDACTED] e [REDACTED] do n b [REDACTED]
oper like this is [REDACTED] re that all the u [REDACTED] specifically
for the [REDACTED], [REDACTED], and [REDACTED] have all been done to the most current
state. T [REDACTED] ys requi [REDACTED] updated functionality from a few [REDACTED] to
work. [REDACTED] verify that those modules are completely updated [REDACTED] y
module [REDACTED] the BCM or cameras as well. If that does not resolve it,
then it will be worth it to go [REDACTED] check that the blue [REDACTED]
system is actually operating th [REDACTED] it should or not. I m [REDACTED] nt to
suggest repairs when the customers concern has not been verified.

CONCER

[REDACTED] L [REDACTED] IFY THAT THE [REDACTED] CRUISE IS NOT OPERATIONAL
THE HANDS FREE MESSAGE NEVER DISP [REDACTED] WHILE DRIVING IN A [REDACTED]
[REDACTED]. OUR CHALLENGE WILL BE GETTING IT BACK OUT FOR MULTIPLE
FICATIONS. I WILL HAVE THE TECHNICIAN CHECK FOR UPDATES TO THE BCM

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- COMMENT TEXT
AND [REDACTED]. I BELIEVE THE APIM/GWM/TCU ARE ALL FULLY UP TO DATE. I
AND [REDACTED]. I BELIEVE THE APIM/GWM/TCU ARE ALL FULLY UP TO DATE. I
WILL [REDACTED] E AN UPDATE WHEN COMPLETE ON THE STATUS OF MODULE UPDATES.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
[REDACTED] f g th a ut
I m g t the concern has been verified. You can use the TSB as a
reference for a diagnostic path to ensure that the correct modules
have been updated appropriately. Also, please provide the results of
any pinpoint tests that you have performed in regards to the current
DTC s or symptom. [REDACTED]
CONCER [REDACTED]
[REDACTED] us changed from Diagnostics/Repair
Suggested to Fix Verified, I BELIEVE WE UPDATED MODULES PRETTY
EXTENSIVELY ON THIS VEHICLE AND CUSTOMER HAS NOT RETURNED TO STATE THE
CONCERN IS STILL PRESENT. GOING TO CLOSE THE CONTACT AT THIS TIME.
Dealership selected No Reply Required when submitting these comments.

Symp. Verif?: [REDACTED] 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

----- [REDACTED] I [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- [REDACTED] I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

----- T [REDACTED] -----
Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A [REDACTED] A L - - -
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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 [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]

states message [REDACTED] fault precollision assist comes on in the dash
please check and advise. Please list any diagnostics already
performed: retrieved codes found codes [REDACTED] and [REDACTED]
in [REDACTED]. same codes retrieved previous [REDACTED] revio
his [REDACTED] of repairs. found that [REDACTED] had been performed based
off of previous technician repa [REDACTED] s heccked for updates
regardless. no updates for [REDACTED] PSCM or [REDACTED]. proceeded to ppt AH
AH1/YES AH2/YES previous vi [REDACTED] was rep [REDACTED] d. Parts Replaced: [REDACTED]
previous visit. (performed [REDACTED] once again, without modules
updates. went through [REDACTED] camera alignment then
did IPC configuration. ur Question: [REDACTED] s when driving the
lights will go off and lane keep assist and adaptive cruise will begin
working as designed then it will cut off and bring up camera fault
service required. is there something. since performing the procedure
again. fault lights are not present. customer took vehicle last time
then came back [REDACTED] with same exact concern. is there
something that [REDACTED] be causing the [REDACTED] code to
return or what is the next step that should be foll

RECOMM [REDACTED]
[REDACTED] s
concer [REDACTED] ing the DTCs to set. It s advised to conduct similar
programming listed under [REDACTED]. Follow the programming
procedures listed below: [REDACTED] Reset learned values - [REDACTED]
camera alignment -Pro trai [REDACTED] up Assist alignment (ev
its not equipped) - [REDACTED] alignment (NOTE- When ride height is shown in
scan tool and asks [REDACTED] ide height is correct, select NO and enter
the ride height manually. This should be done regardless if the auto
populated ride height is correct. -IPC configuration Once all
procedures have been completed, note if the concern returns. [REDACTED]

ADD-ON [REDACTED]
[REDACTED] S [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED], [REDACTED] Comments : [REDACTED]

CONCER [REDACTED] Comments : [REDACTED]
[REDACTED] GTCGCQIS
ed instructions. lights have gone away for the
moment. Drove out of dealership and lights came back on same faults.
code retrieved [REDACTED]

RECOMM [REDACTED] ([REDACTED] [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] e [REDACTED] t i mme continuing to
load the power and circuits to the [REDACTED] to confirm that
they are capable of supporting full module func . If these circuits
pass load testing, self-test the [REDACTED] to confirm that there are no new
DTCs present. If any new DTCs are and, address them using the
appropriate ppt from within the WSM. If no new DTCs are identified,
continue to disconnect [REDACTED] of the [REDACTED] connectors one at a time
leaving [REDACTED] and [REDACTED] n place hese contain the power, ground,
and netw rcuit er disconnecting a connector, self-test the
[REDACTED] to determine if the [REDACTED] DTC has cleared. If the DTC clears
a connector is disco continue to reconnect the connector
after isolating [REDACTED] at a time. After [REDACTED] is
depinned from th f-test the [REDACTED] to
DTC has cleared. Once the DTC clears, you h identified the
or component causing the DTC to set. Replace it and reevaluate the
concern. If connectors [REDACTED] and [REDACTED] need to be depinned as well
remember to leave the p ed fo r, ground, and the network
connected. [REDACTED]

ADD-ON [REDACTED] - [REDACTED] ATLANTIC REG
[REDACTED] s [REDACTED] t s , [REDACTED] Session Sub

CONCER [REDACTED] Technical, [REDACTED] Comment na
[REDACTED] G OIS
ts to [REDACTED] in good condition. began attempting to
isolate connector on [REDACTED] is disconnected every connector to recreate
concern. [REDACTED] doe t come back when disconnecting. usually
[REDACTED] as a hard fault when driving but then will clear
fter a [REDACTED] sometimes even [REDACTED]. I noticed that
there was a fai updates regardi [REDACTED], [REDACTED], [REDACTED] and
[REDACTED] on [REDACTED]. could this be a programming rel i ?

ADD-ON [REDACTED] ([REDACTED] [REDACTED] - [REDACTED] GREAT LAKE REGION
[REDACTED] O here a A update failure on

RECOMM [REDACTED] for the [REDACTED], [REDACTED], and [REDACTED].
[REDACTED] te. Considering that the [REDACTED] was recently
ed and the fault continues to populate to pref a battery
disconnect then check for DTCS disconnect the battery and let the
vehicle to sit for [REDACTED] (This allows the modules to reset). If
the concern returns request to [REDACTED] with [REDACTED] the original
and new part numbers. Request that they that module is
correct and if the part number on [REDACTED] is correct. If the part is
confirmed to be correct then pleas date this form, or call at
[REDACTED]. Respectfully, [REDACTED] <p>For
rding parts avai ncies,

Report Date:

GCQ|S

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED], Considering [REDACTED] the [REDACTED] and the pro trailer backup
[REDACTED], Considering [REDACTED] the [REDACTED] and the pro trailer backup
[REDACTED] has gone thro then [REDACTED] would be to diagnose those
[REDACTED]. Since the [REDACTED] code is just for an [REDACTED] alignment
[REDACTED] t with the [REDACTED] code. This could affe [REDACTED] operation
and calibration. There TSB related to [REDACTED] es, its [REDACTED]
[REDACTED]. Follow this TSB carefully and repa [REDACTED] icle accordi y,
[REDACTED] rify the repair and re-evaluate. If the issue persists then in
[REDACTED] > Diagnosis and testing follow PPT N, then try to
[REDACTED] again. Refer to [REDACTED] for any possible
concerns that d prevent the [REDACTED] and calibration, and
repair as needed. Thank you, [REDACTED]
<A target= blank
href=[REDACTED]Transport?link=0
01&am [REDACTED]
ADD-[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] t
[REDACTED] o s e sary WIS sio t
CONCER Technical, SWIS Comments : Recommended TSB
[REDACTED] GTCGCQIS
[REDACTED] o rform the TSB correctly due to no further updates
available for any of the modules listed on the TSB. all I am able to
do is perform the alignments ([REDACTED], [REDACTED] and pro trailer back up) after
performing all those alignment EN ing IPC configuration. codes
clear and are not present, after [REDACTED] of driving, codes
return [REDACTED] and [REDACTED]. afte [REDACTED] of driving.
vehicle n era f goes away p again at
random. used network monitor to see if the module is going offline.
while driving and fault becomes present. [REDACTED] never drops off the FD1
network. on OTA the updates, modules spec d on [REDACTED] failed
programming. Can this be the issue?
TAR [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] E NICAL SIS E F
DUE TO CK OF NICAL PROG . THE [REDACTED] HAS JUST BEEN REPLACED
AND WAS REPLACED [REDACTED] PREVIOUSLY FOR S CONCERN. THE FAULT WILL
GO AWAY FOR A SHORT OD OF TIME AFTER THE [REDACTED] HAS BEEN REPLACED.
[REDACTED] IS NOW SETTING ...INTERMITTENTLY AFTER ING THE VEHICLE FOR
PERIOD OF TIME. [REDACTED] ...HAS BEEN ADVISED TO ATTEMPT TO INDUCE
THE FAULT BY TAPPING THE NT CAMERA ...AND TO TEST THE COAXIAL CABLE
FOR ANY INTERMITTENT SHORTS OR OPENS. ...ESTIMATED NUMBER OF DAYS DOWN:
28. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3.
AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] A P D [REDACTED] - [REDACTED] - [REDACTED]
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] k ate w th onc
unders hat [REDACTED] and [REDACTED] are still intermittently returning
after this lates ement he [REDACTED]. Since the Front Camera
Fault appears and disappears at rando ile driving, attempt to
induce the fault by tapping on the front camera and/or wiggling the
coaxial cable to the front camera. Previous reports have indicated
that faults with the coaxial cable or front camera have been known to

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
cause these DTCs to set. With this in mind, refer to [REDACTED]
cause these DTCs to set. With this in mind, refer to [REDACTED]
Diagnosis and Testing and perform PPT AW starting at [REDACTED] This
will have you check the coaxial cable for any shorts o or
ground as well as any opens. Additionally, we have referred this
concern to the Field Service Engineer ([REDACTED]) in your market area. The
[REDACTED] should contact you and/or the Dealer ip management (Service
ager or Service Director) within [REDACTED] to discuss
further recommendations. If the [REDACTED] directly,
please consult with your Dealers management to discuss further
recommendations and [REDACTED] s to assist in the resolution of this vehicle
concern. [REDACTED] echnical [REDACTED] Center
ADD-ON [REDACTED]
Session Sub S [REDACTED] i Statu
ADD-ON [REDACTED] Technical, SWIS Comments : Referred to [REDACTED]
c i cable a u
ADD-ON [REDACTED] ce parts arrive and are installed.
LONGER
AUDIT [REDACTED] SED
A

Symp. Verif?: [REDACTED] of [REDACTED]:
Comp. Timing: Base Timing : MIL light :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA [REDACTED], U0253:00-28, U2107:68-28, U3000:89-2
re Used Effective? Equipment/Procedure Used Effective

Repair Number Causal
Type Component Number Type Description Comp.
[REDACTED] SERVICE CABLE YES

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR 2 Tag: EN [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

Date CQIS Report # Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]
-- S U L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LV4	[REDACTED]	AA [REDACTED] AL

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] MAINTENANCE/ PRE DELIVERY MAINTENANCE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] ing:

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

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

AUDIT [REDACTED]
[REDACTED] 4G
[REDACTED] IBPMGo morning. I apologize for the delay. A hotline case was
created [REDACTED], our technicians are having trouble diagnosing the
issue wi [REDACTED] ehicle. My Service Manager sent this update to the
customer:"We were able to get in touch with [REDACTED]. We spoke in person
with our [REDACTED] Service [REDACTED], a [REDACTED] e also submitted info
to the [REDACTED] di [REDACTED] w [REDACTED] new division, and are
waiting [REDACTED] ponse. I dont know how long it takes the Software
division to respond, because this is the [REDACTED] we have been
instructed to contact them."The Hotline C [REDACTED] t ID: [REDACTED]
[REDACTED] we get some assistance with loaner days please?Thanks.
[REDACTED] I am assisting your Proactive Roadside Dealer/Advocate agent
[REDACTED] following case due to case volume. Thank you for your follow
up.Your rental has been extended to [REDACTED]. Please ensure that you
engage with hotline for another upda [REDACTED] ou are still working with
them beyond [REDACTED] any parts are needed to complete the repair,
please ensur [REDACTED] provide us the below details in regards to your
part order so we can ensure that your part is escalated properly.Part
Number: Part ordered via: Part ordered date:Part Order System
Reference # Kind regards, [REDACTED] PinkneyProactive
Roadside Customer Dealer [REDACTED]
[REDACTED]: [REDACTED] urs: [REDACTED]

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] C [REDACTED] D [REDACTED] A I [REDACTED]
Date of Sale: [REDACTED] rrant start Date: [REDACTED]
Dealer Special Order: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
LH/RH Drive: [REDACTED] Gross Vehicle Weight: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] - - - E [REDACTED] E - - - : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] - - - A D D I T I O N A L - - - A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -????????????????????????????????????? [REDACTED] BLUE/WHISPER BLUE

----- A [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] T [REDACTED] E Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

RENTAL AC
RENTAL D 1
4
NPF
RENTAL NPF
LJ6 BB
RENTAL
TCARE
RENTAL
NPF NPF

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Blue 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--
CONCER

COMMENT TEXT

[REDACTED] (FSE) [REDACTED] REGION
a [REDACTED] iption of icl nce icle in
for multiple r cluding [REDACTED]. Vehicle came in with extremely
outdated software. Started to p m programming process for [REDACTED].
Programming time took [REDACTED] in total to get through im,
tcu, gwm, pcm, ipc, an e updates. While performing ipma
updates, cmr module would fail [REDACTED]. Continued to complete all
other modules in ipma update se ormed apim reset [REDACTED] and
[REDACTED] cycles. Bluecruise map expiration date showed up is
[REDACTED] howing [REDACTED]. [REDACTED] states if the date is not [REDACTED] that
the GWM is not ful d. further updates were avail for
gwm, apim, or tcu. 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 [REDACTED]
catalog. Provide the full part number.
 -Verify scan tool is o
date, is at the latest level and programming is completed using a VCM3
or VCMM (try a [REDACTED] if necessary)
 -Verify that the
vehicle is iden in the scan tool
 -No aftermarket
electronic components installed
 -Battery passes a test using
approved [REDACTED] tooling and is fully charged
 -Battery is
maintaine [REDACTED]
 -Battery State of Charge (SOC) is
at or [REDACTED] can tool to monitor BCM BATT SOC% PID soc
okay. on power supply at [REDACTED] Please list any
diagnostics already performed: Attempted a [REDACTED] quired software updates
on required modules under [REDACTED] instruction. Cycled key multiple tiimes.
performed hard reset on ap manually and via fdrs. disconnect and
reconnect battery. different fdrs sessions used. Parts Replaced: none
Do you have a module programming concern? Yes Your Question: Spoke
with [REDACTED] in shop and he Told me to contact directly as I can supply
all i mation needed. My question is, is the expiration date is not
up to [REDACTED] caused by the CMR module not being up to date? If so, what
are th ssible routes to take to force the module to update? CMR
module has no DTC s and responds to scan tool. Attempted PMI and after
scan tool checks for software updates in pmi procedure, received error

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GCQ|S

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

[REDACTED], <p> The [REDACTED] has determined that a [REDACTED], <p> The [REDACTED] has determined that a [REDACTED] follow-up is n [REDACTED] ving this customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern. <p> Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference [REDACTED] dealer for more information. </p> [REDACTED] Team Member [REDACTED]

ADD-[REDACTED] in for [REDACTED] performed al [REDACTED] the GWM, I [REDACTED] nd APIM. BlueCruise is not functioning and the cente [REDACTED] display is showing an expiration date of [REDACTED]. Escalation recommended per the concerns doc. [REDACTED]

ADD-[REDACTED] isor Recom [REDACTED]

RECOMM [REDACTED] configuration applications. This will ensure that these modules have the correct and compatible configuration information installed as there was recently a number of configuration changes made. Following the configuration programming recheck for any new updates that may have populated for the IPMA, PSCM, CCM, CMR, IPC, GWM, TCU, and APIM. If any of these modules now show available updates run the update applications. We can then ensure that the customer has an [REDACTED] Pass account connected to this vehicle. After confirming t customer s account retest for correct BlueCruise system operation an approved BlueCruise road. [REDACTED]

RECOMM [REDACTED] complete the c [REDACTED] guration programming recommended. If you were able to complete the configuration, please update us if the blue cruise system is now operating correctly. If we do not hear back from, you in [REDACTED] week we will consider that this concern is no longer present close out this ticket. [REDACTED]

[REDACTED] GTCGCQIS [REDACTED] y. Vehicle is not currently in the shop. They will be bringing the vehicle back [REDACTED]. I will update as soon as I complete all the steps. [REDACTED]

RECOMM [REDACTED] lving the BlueCruise concerns, please do not hesitate to reach back out. [REDACTED]

CONCER [REDACTED] us changed from General Info to Diagnose not complete, Performed config [REDACTED] GWM, IPC, APIM, and IPMA. GWM software update became availabl [REDACTED] after configuration procedures. Performed GWM software update and then the following update to APIM [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

and TCU. Verified all modules listed are at the latest available calibration. Cleared DTCs. Software updates have removed bluecruise expiration date and it has now switched to the map version number. Verified a [REDACTED] account is connected and connected vehicle services are on. Verified adaptive cruise with hands free was on. Took vehicle to a bluecruise approved roadway. Adaptive cruise with hands on working okay. Hands free did not activate.

RECOMM [REDACTED] engineering team to determine the next steps to follow. We will update you as soon as we have additional directions on how to proceed.

ADD-ON [REDACTED]

RECOMM [REDACTED]

ramming data in order to get the BlueCruise system to operate correctly. To ensure the programming pulls the correct module data we will need to run through the module recovery procedure with a different FDRS tool to run the configuration programming on the GWM, IPMA, and PSCM. If we do not have access to a different FDRS tool proceed by uninstalling the current FDRS install. This can be accomplished by searching FDRS in the windows search box. Under the options for FDRS we should see uninstall. Select uninstall and follow the steps that come up during the uninstall procedure. This will ensure that all of the data previously pulled by the FDRS tool is removed from the computer used. After completing the uninstall procedure proceed by installing a fresh copy of the latest FDRS software from [REDACTED]. With the fresh copy of FDRS or a different FDRS tool we can proceed by following the steps in the module recovery procedure to ensure that the FDRS tool does not pull the data previously installed on to the module. Instead of running the PMI recommended in the recovery procedure we will need to run configuration programming on the GWM, IPMA, and PSCM. The module recovery steps can be found in [REDACTED] > general procedures. For your convenience [REDACTED] is direction below.

1. Disconnect the [REDACTED], [REDACTED] or later level device from the DLC and PC.
2. Launch FDRS [REDACTED] log [REDACTED]
3. In the Device Manager window that populates, select CANCEL.
4. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select GO.
5. In the Vehicle Communication Device Not Detected window that populates, select CONTINUE. If a Device Explorer window populates, select CANCEL.
6. After the session has started, reconnect the [REDACTED]/[REDACTED] to the DLC and the PC. The [REDACTED]/[REDACTED] icon should turn green in the bottom right corner of the screen. If it does not, troubleshoot the FDRS to [REDACTED] or [REDACTED] connection.
7. In the Toolbox menu, navigate to [REDACTED] File > Download/Run PMI. Follow the on-screen prompts. When asked if the original module is installed, select NO and continue through the installation application.
8. Once

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

programming has completed, a screen may list additional steps required programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order. Following the programming proceed by retesting for correct BlueCruise system operation. If we are still running in to issues with the operation of the BlueCruise system and or if we run in to any issues during the programming, please update us. [REDACTED]

[REDACTED] - [REDACTED]

[REDACTED] t t

to complete the commended programming. If the programming was completed, please proceed by reevaluating the BlueCruise systems operation. If we are still looking at BlueCruise operation concerns at that time, please update us. [REDACTED]

[REDACTED] us changed from Diagnostics/Repair

[REDACTED] Suggested to Customer Took Vehicle

[REDACTED] us changed from Customer Took Vehicle to Customer Took Vehicle, Customer took the vehicle. I will update as soon as I can.

RECOMM [REDACTED] - [REDACTED]

[REDACTED] k r hea

ndar to follow up with you in [REDACTED] to see if the vehicle has returned or if there is an expected e vehicle will return. If you run in to any issues with this vehicle in the meantime, please do not hesitate to update this form. Have a great day! [REDACTED]

[REDACTED] - [REDACTED]

[REDACTED] g an

omer may be able to return for the programming. [REDACTED]

[REDACTED] Technical assistance center

[REDACTED] us changed from General Info to Diagnose not complete. Vehicle returned [REDACTED]. I will be attempting the process stated on [REDACTED] and will u [REDACTED] when completed.

RECOMM [REDACTED] - [REDACTED]

[REDACTED] k r us

he programming. [REDACTED] Technical assistance center

[REDACTED] us changed from Diagnostics/Repair Suggested to Diagnose not complete, uninstalled fdrs and installed fresh version with all data removed. Started a manual session. Performed the PMI on [REDACTED], and [REDACTED]. Verified no updates became available. Connected ic nabled well as adaptive cruise control with hands free. Test drove vehicle and hands free did not activate.

[REDACTED] us changed from Diagnose not complete to Diagnose not complete, Relaunched a fresh session with fdrs when I

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

returned from the test drive. [REDACTED] update became available. Performed
returned from the test drive. [REDACTED] update became available. Performed
update successfully. Now a [REDACTED] date has become available. Will
update modules and update f [REDACTED] once completed.

RECOMM [REDACTED]
[REDACTED] r
tional updates that have become available. At this time please
proceed by updating the ABS, PCM, SOBDMC, SOBDMB, [REDACTED] modules and
then check that there are no updates showing as av [REDACTED] ble for the [REDACTED],
[REDACTED] [REDACTED], [REDACTED], PSCM, [REDACTED], CMR PCM, SOBDMC, ABS, [REDACTED] and SO
e re n [REDACTED] dates sh [REDACTED] ng for the listed module [REDACTED] oceed by
completing the [REDACTED] - Enable [REDACTED] application as it has
recently been u [REDACTED] ed to wor [REDACTED] software versions. [REDACTED]
[REDACTED] Technical assistance center
[REDACTED] M [REDACTED]
th [REDACTED] us changed from Diagnostics/Repair
Suggested to Diagnose not complete, Verified no further updates are
required for modules listed. Enabled blue cruise prep kit. Test drove
vehicle. Hands free still not operational.

RECOMM [REDACTED]
[REDACTED] k [REDACTED] r
to determine what is causing the system to continue to be
inoperative. [REDACTED]
[REDACTED] [REDACTED]
th [REDACTED] us changed from Escalated to DSP to
Diagnose not complete, No problem. Just as a heads up, the vehicle
will be leaving the shop at [REDACTED] as the customer has no other
vehicle and lives a distance [REDACTED] the dealership.

RECOMM [REDACTED]
[REDACTED] n [REDACTED] l
re the vehicle leaves, please disable OTA updates through the [REDACTED]
screen to ensure that any data changes we may need to make do not
written over by an OTA update before the vehicle is able to return.
[REDACTED]
[REDACTED] [REDACTED]
th [REDACTED] us changed from Escalated to DSP to
Diagnose not complete, Okay, returning vehicle to customer. Disabled
automatic updates to prevent future OTA updates and advised customer
to leave this off. Thank you. Hopefully hear from you soon!

RECOMM [REDACTED]
[REDACTED] i
[REDACTED], [REDACTED], and PSCM configuration previously did not correctly
save [REDACTED] t [REDACTED] server. At this time these changes have been made again.
As before we will need to follow the same programming procedure as
listed above. To ensure the programming pulls the correct module data
we will need to run through the module recovery procedure with a
different FDRS tool to run the configuration programming on the [REDACTED],
[REDACTED], and PSCM. If we do not have access to a different FDRS too
eed by uninstalling the current FDRS install. This can be
accomplished by searching FDRS in the windows search box. Under the

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

options for FDRS we should see uninstall. Select uninstall and follow options for FDRS we should see uninstall. Select uninstall and follow the steps that come up during the uninstall procedure. This will ensure that all of the data previously pulled by the FDRS tool is removed from the computer used. After completing the uninstall procedure proceed by installing a fresh copy of the latest FDRS software from [REDACTED]. With the fresh copy of FDRS or a different FDRS tool we can proceed by following the steps in the module recovery procedure to ensure that the FDRS tool does not pull the data previously installed on to the module. Instead of running the PMI recommended in the recovery procedure we will need to run configuration programming on the GWM, [REDACTED], and PSCM. The module recovery steps can be found in [REDACTED] > general procedures. For your convenience [REDACTED] is direction below. 1. Disconnect the [REDACTED], [REDACTED] or later level device from the DLC and PC. 2. Launch FDRS [REDACTED] 3. In the Device Manager window that populates, select CANCEL. 4. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select GO. 5. In the Vehicle Communication Device Not Detected window that populates, select CONTINUE. If a Device Explorer window populates, select CANCEL. 6. After the session has started, reconnect the [REDACTED] to the DLC and the PC. The [REDACTED] icon should turn green in bottom right corner of the screen. If it does not, troubleshoot the FDRS to [REDACTED] or [REDACTED] connection. 7. In the Toolbox menu, navigate to [REDACTED] module and Download/Run PMI. Follow the on-screen prompts. When asked if the original module is installed, select NO and continue through the installation application. 8. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order. Following the programming proceed by retesting for correct BlueCruise system operation and update us with your findings. [REDACTED]

RECOMM [REDACTED]

[REDACTED] ing out to [REDACTED] e i
complete the recommended programming and if system is now operating correctly. If you ran in to any issues with the programming or if the BlueCruise system is not operating correctly please update this form. IF we do not hear back from you in the [REDACTED], we will consider that this concern is no longer present [REDACTED] close out this technical assistance request. [REDACTED]

[REDACTED] us changed from General Info to Fix
Verified, Good morning. Vehicle returned [REDACTED]. I installed fresh version of FDRS. Performed module r [REDACTED] ess on GWM, [REDACTED], PSCM. Cleared DTCs. Enabled blue cruise prep kit and test drove vehicle. All systems are now operating correctly and bluecruise/hands free became functional. Thank you! Dealership selected No Reply Required when submitting these comments. [REDACTED]

RECOMM [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
Good afternoon, [REDACTED], Great work, we are happy to hear that you were
Good afternoon, [REDACTED], Great work, we are happy to hear that you were
able to get the [REDACTED] system operating correctly. When time
permits, please [REDACTED] the survey attached to this form. These
surveys are used to help populate the Self-Help tool to assist other
technicians facing similar concerns. Thank you for keeping us updated,
[REDACTED] [REDACTED]

----- [REDACTED] -----

----- [REDACTED] -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warrant start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????????????
Paint : PN4-?? INFNTE BLUE TC/OCEAN DRV BLU

----- A [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation

[REDACTED]	[REDACTED]	[REDACTED]						[REDACTED]	
		[REDACTED]							
		[REDACTED]							
		[REDACTED]							

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- [redacted] -----
VEHICLE: [redacted], [redacted], 4 [redacted], SEDAN VIN: [redacted]
Engine : E M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] 00 DRIVER AIDES & INFORMATION OVER-THE-AIR UPDATE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Timeline on PCM Update?
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [redacted] ([redacted]) [redacted] - [redacted] - MID ATLANTIC REG
[redacted] cr ion vehicle concern
RECALL FOR HV ONTACTOR WELDING Please list any diagnostics
already performed, including results of any TSB, GSBs or Pinpoint Test
none, but we did see the [redacted] message Parts Replaced, including
service part number if av le none What is the level of the scan
tool being used? Are any error messages noted? MODULES DO NOT SHOW AS
UPDATES NEEDED. VEHICLE DID NOT OTA Your Question: I see the [redacted]
message regarding mach e powertrain updates, do you have a ti e
for getting it resolved? we have [redacted] e here all for the same update
[redacted] . thanks!

RECOMM [redacted] ([redacted]) [redacted] - [redacted] - MID ATLANTIC REG
[redacted] y a me e f his issue. It is
ly known and affecting many vehicles, so there is a sense of
urgency behind this. Our best bet is to continue to monitor [redacted] and
the [redacted] Landing Page for more info. Thank you! [redacted]

[redacted] ([redacted]) [redacted] - [redacted] - MID ATLANTIC REG
s e ry WIS sion Sub Status :
Non-Technical. SWIS Comments : Asking about a [redacted] message timeline.

CONCER [redacted] RS [redacted] and the updates went
through, we noticed the OTA da s that OTA failed and
retry is pending. on sync screen under software updates it says system
up to date, under patch notes it purely says continous software
improvements FDRS shows the pcm and related modules up to date now.
does the ota dashboard status indicate a problem?

CONCER [redacted]
RECOMM [redacted] updates we
ing the update failed does not indicate a fault as this likely
just occurred due to the module being updated manually, not allowing
it to finish OTA. If you look at the OTA dashboard now, the most

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
recent update now shows as cancelled, likely as it realized the module
recent update now shows as cancelled, likely as it realized the module
was already updated. As long as no further updates for the recall are
populating in FDRS, it can be determined the modules are fully updated
and no further action will be needed. Update this form with any
further questions which may arise, and we will be happy to help. [REDACTED]
Technical Assistance Team Member [REDACTED]

ADD- [REDACTED] Necessary
Non-Technical, SWIS Comments : Clarifying OTA update concern

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V [REDACTED] T [REDACTED] -----
Vehicle Build Date: [REDACTED] War start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

- - - T R [REDACTED] - - -
Trans: [REDACTED] AUTO TRANS
Bld Dt:
Serial #:

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : PN4-???????????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- O N S -----
NO AFTER MARKET [REDACTED] E

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	ST/RN/MV		[REDACTED] [REDACTED]
		NHL	AID/INFO		

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SELMD-N, 4 DOOR, SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 2 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
DISPLAY IMAGE QUALITY
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
AUDIT [REDACTED]
OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
OBE TO DLR [REDACTED] od afternoon Requesti [REDACTED] ension shoul
updated ever [REDACTED]. Before we can extend the IWL, a [REDACTED] case or
Hotline ID mus [REDACTED] ided. So were on the same page, ar [REDACTED] irs
completed? Regards, [REDACTED] Customer Relationship
Center-Dealer Team [REDACTED] m |
[REDACTED]: 1- [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR 2 Tag: [REDACTED]
Bld Dt: Calb:
Serial #: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- STAR [REDACTED] [REDACTED] 3

----- A F T E R M A R K E T M O D I F I C A T I [REDACTED] -----
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: [REDACTED] - Price [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED] AID/INFO [REDACTED]
[REDACTED] AID/INFO TECH COMMENTS [REDACTED]
--- S [REDACTED] A [REDACTED]: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON

Additional Symptom: CA WARNING AFTER [REDACTED]
Other Veh. With Concern: Sever ating - 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 [REDACTED] -----

--TYPE--
ESCLHD [REDACTED]

K NOLTE A
[REDACTED] IN SERVICE ANSWERED CALL AND SAID [REDACTED] IS OFF [REDACTED]. WHEN
[REDACTED] CHECKED AND CONFIRMED THAT THE [REDACTED] CLE IS A
DEALER. [REDACTED] ESTED TO SPEAK WITH THE TECH WORKING ON THE VEHICLE AND
WAS PLACED ON HOLD. SHE CAME BACK TO THE LINE AND SAID THE TECH IS OUT
ON A ROAD TESTED. THEO [REDACTED] IS THE TECH WORKING ON THE VEHICLE. LM
REQUESTING A CALL BACK

ESCLHD [REDACTED]

ESCLHD [REDACTED]

T IRMED THA
DEALER. T SAID THE VEHICLE CAME IN FOR A COLLISION AVOIDANCE MSG
AFTER [REDACTED] WAS PERFORMED AT ANOTHER DEALER. [REDACTED] SAID HE
CONFIR AULT, BUT HE HAS NOT BEGUN DIAGNOSTICS FOR THE CONCERN
AS OF YET. THEO EXPLAINED HE WAS INSTRUCTED TO PERFORM OPEN [REDACTED]
AND [REDACTED] AS THIS MAY CORRECT THE CUSTOMER CONCERN. WH
PERF [REDACTED] HE FOUND THAT THE APIM WOULD NOT PROGRAM/UPDATE, SO
[REDACTED] EFERENCED AND THE SPECIAL TOOL NEEDED TO RECOVER THE

ESCLHD [REDACTED]

C > TECH -
FOLLOW-UP DATE: [REDACTED]
 ...VEHICLE IS A CLEAR PATH TO
REPAIR: YES
 >VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: WAITING ON SPECIAL TOOL

 ...REPAIR COMPLETE ETA: EXPECTED COMPLETION IS UNDETERMINED
AT THIS TIME ...

ESCLHD [REDACTED]

K ON HIS CE
[REDACTED] SAID HE IS STILL WAITING ON THE SPECIAL TOOL HE NEEDS TO PROGRAM
THE APIM TO COME IN FROM [REDACTED]. WHEN ASKED, THEO SAID THE SM IS OFF
[REDACTED] SO HE WAS UNSURE IF [REDACTED] IS AN ETA ON WHEN HE WILL GET THE
THEO WAS ADVISED THAT A FOLLOW UP CALL IS SCHEDULED FOR [REDACTED]
([REDACTED]) AND TO CALL ME IF THE TOOL COME IN BEFORE HE HEARS FR

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

----- COMMENT TEXT -----

ESCLHD

ESCLHD

[REDACTED] C [REDACTED] > TECH [REDACTED]
FOLLOW-UP DATE: [REDACTED]
 ...VEH [REDACTED] A CLEAR PATH TO
REPAIR: YES
 [REDACTED] >VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: WAITING ON SPECIAL TOOL

 ...REPAIR COMPLETE ETA: EXPECTED COMPLETION IS UNDETERMINED
AT THIS TIME ...

ESCLHD

[REDACTED] K [REDACTED] WHO SAID
[REDACTED] BUT HE HAS NOT YET GOTTEN THE VEHICLE BACK IN TO FINISH THE
[REDACTED] SAID HE IS WORKING ON A [REDACTED] AT THE MOMENT
AND WILL GET THIS ONE BACK IN AFTER [REDACTED]

ESCLHD

[REDACTED] C [REDACTED] > TECH [REDACTED]
FOLLOW-UP DATE: [REDACTED]
 ...VEH [REDACTED] A CLEAR PATH TO
REPAIR: YES
 [REDACTED] >VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: PERFORMING REPAIR
 ...REPAIR
COMPLETE ETA: EXPECTED COMPLETION BY [REDACTED] BARRING ANY
COMPLICATIONS. ...

ESCLHD

[REDACTED] K [REDACTED] N HIS CEL
CALL WE [REDACTED] TO VM. LM REQUESTING A CALL BACK. [REDACTED] TO DLR AND SPOKE WITH
[REDACTED] IN SERVICE. SHE PLACED ME ON HOLD TO [REDACTED] T [REDACTED] ON THE LINE,
ME BACK TO LET ME KNOW HE IS WORKING ON THE VEHICLE AND HE SAID
TO LET ME KNOW HE WOULD CMB IN [REDACTED] OR SO.

ESCLHD

[REDACTED] T [REDACTED] ED TO SAY
AND IS RE [REDACTED] TO BE RELEASED BACK TO THE CUSTOMER. CLOSING CONTACT

CONVRS

[REDACTED] S [REDACTED] ICLE WAS
HAT [REDACTED] E WAS IN THE DETAILER RIGHT NOW. HE STATED IT WAS GOING
TO BE ...PICKED UP [REDACTED]. THEY REPALCED THE [REDACTED] AND BRACKET, PERFORMED
UPDATES, ...PERFORM [REDACTED]'S, AND REPALCED A [REDACTED] GE/MOLDING THAT FELL
OFF. WITH THE ...VEHIC [REDACTED] REPAIRED AND READY TO PICK UP I WILL CLOSE THE
CASE.

AUDIT

ESCLHD

[REDACTED] K [REDACTED]
THE ...C [REDACTED] WENT TO VM. LM [REDACTED] L BACK.

ESCLHD

[REDACTED] K [REDACTED] ABOUT T
WAS ...T [REDACTED] SFERRED BY THE [REDACTED] ONIST, BUT THE CALL WENT TO VM. LM
REQUESTING A ...CALL BACK.

ESCLHD

[REDACTED] K [REDACTED] ABOUT T
WENT ... VM. LM REQUESTI [REDACTED] LL BACK. CALLED THE [REDACTED] AND GOT A CELL
NUMBER ...FOR [REDACTED]. CALLED [REDACTED] WHO SA [REDACTED] HE BELIEVES THE
VEHICLE IS ... OCATION. [REDACTED] GAVE ME A CELL NUMBER

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

FOR [REDACTED] [REDACTED] ...[REDACTED]. CALLED [REDACTED] WHO CONFIRMED THAT THERE IS AN
FOR [REDACTED] [REDACTED] ...[REDACTED]. CALLED [REDACTED] WHO CONFIRMED THAT THERE IS AN
OPEN O THE ICLE AND A TECH HAS BEEN ASSIGNED TO THE
REPAIR, BUT HE DID NOT ...HAVE ANY INFORMATION ABOUT THE VEHICLE
CONCERN. [REDACTED] SAID HE WOULD GO ...SPEAK WITH THE TECH TO FIND OUT WHAT
IS GOING TH THE VEHICLE AND ...THEN GIVE ME A CALL BACK ONCE HE
KNOWS MORE.

ESCLHD [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] T SUMMERS
VEHICLE AT THE DEALER AN HAT HE IS THE TECH WORKING ON THE CAR.
[REDACTED] SAID THE ...CUSTOMER BROUGHT THE VEHICLE IN BECAUSE THE BLUE CRUISE
TURE WILL ...DEACTIVATE ITSELF WHILE DRIVING AT TIMES, AND THEN THE
SYSTEM WILL NOT ...REACTIVATE ITSELF FOR [REDACTED] IN SOME
[REDACTED]. THE CUSTOMER ...EXPLAINED THAT PPENS IN CERTAIN
THAT THE CONCERN IS ...VERY INTERMITTENT. THE CUSTOMER IS
ALSO UNHAPPY THAT BLUE CRUISE DOES NOT ...OPERATE WITH DRIVING ON
SURFACE STREETS. [REDACTED] FEELS THAT THE VEHICLE IS ...OPERATING AS INTENDED
DUE TO THE CONDIT S SURROUNDING THE EVENT. WHEN ...ASKED, [REDACTED] SAID
THERE ARE NO CODES STORED IN ANY MODULES AND THAT THERE ...I EAVY
ON-GOING ROAD CONSTRUCTION IN THE AREAS THE CUSTOMER IS ...EXPERIENCING
THE CONCERN. [REDACTED] SAID HE IS GOING TO REALIGN THE [REDACTED] AND ...THIS
AFTERNOON TO URE THE ALIGNMENTS ARE CORRECT AN HEN ROA TEST
THE VEHICLE AGAIN. [REDACTED] IS GOING TO [REDACTED] AETER THE ROAD TEST.

ESCLHD [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] C > TECH - [REDACTED]
FOLLOW-UP DATE: [REDACTED]
 ...VEHICL S ON A CLEAR PATH TO
REPAIR: YES
 B>VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: DIAGNOSING
 ...REPAIR COMPLETE
ETA: EXPECTED COMPLETION IS UNDETERMINED AT THIS TIME ...

ESCLHD [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] K HO SAID H
...AND [REDACTED] ALIGNMENT P EDURES UNTIL [REDACTED]. [REDACTED] IS HEADED
TO ROA TEST THE VEHICLE NOW AND WIL [REDACTED] AR TO LET ME
KNOW HOW THE ROAD ...TEST GOES.

ESCLHD [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] C > TECH - [REDACTED]
FOLLOW-UP DATE: [REDACTED]
 ...VEHICL S ON A CLEAR PATH TO
REPAIR: YES
 B>VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: DEALER VERIFYING REPAIR

 ...REPAIR COMPLETE ETA: EXPECTED COMPLETION BY COB [REDACTED] ...

ESCLHD [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] D TO LET
CAMERA ... GNMENT TH COMPLETED SUCCESSFULLY. BUT [REDACTED] WAS
FOUND IN THE ... FOLLOWING THE ROAD TEST. [REDACTED] WAS TO USE
[REDACTED] TO DRESS THIS CONCERN. WHEN A D, [REDACTED] NOTED THAT THE
(ACTIVE ...DRIVE ASSIST) DID DEACTIVATE OMMANDED AS
DESCRIBED BY THE CUSTOMER ...DURING THE ROAD TEST; HOWEVER, THIS ONLY
OCCURRED WHILE DRIVING THROUGH ...CONSTRUCTION ZONES AND WHEN THE CARS
IN FRONT OF HIM ON THE HIGHWAY WERE ...WEAVING IN AND OUT OF TRAFFIC. I
ADVISED [REDACTED] THAT IT IS NORMAL OPERATION ...OF THE BLUE CRUISE SYSTEM TO

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

RESPOND THIS WAY UNDER THOSE DRIVING ...CONDITION. DURING THE CALL, [REDACTED]

RESPOND THIS WAY UNDER THOSE DRIVING ...CONDITION. DURING THE CALL, [REDACTED]

AND I REVIEWED [REDACTED] > ...DESCRIPTION AND OPERATION > ACTI
DRIVE ASSIST LO [REDACTED] LINE WSM ...SO HE COULD GET A BETTER
UNDERSTANDING OF HOW THIS FEATURE IS INTENDED TO ...OPERATE. [REDACTED] IS TO
CMB AFTER [REDACTED] IS PERFORMED AND THE VEHICLE HAS ...BEE OAD
TESTED ONC [REDACTED]

ESCLHD [REDACTED]

C [REDACTED] > TECH - [REDACTED]

FOLLOW-UP DATE: [REDACTED]
 ...VEHICL [REDACTED] S ON A CLEAR PATH TO
REPAIR: YES
 [REDACTED] B>VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: PERFORMING REPAIR
 ...REPAIR
COMPLETE ETA: EXPECTED COMPLETION BY [REDACTED]

REPAIR [REDACTED]

K [REDACTED] N HIS CEL
CHANCE ...TO BRING THE VEHI [REDACTED] BACK IN TO INSTALL THE SOFTWARE UPDATES
[REDACTED] AS ...PLANNED. [REDACTED] SAID HE JUST GOT CAUGHT UP AND IS
[REDACTED] O BRING THE ...V [REDACTED] CLE IN AND PERFORM THE UPDATES NOW.

ESCLHD [REDACTED]

C [REDACTED] > TECH - [REDACTED]

FOLLOW-UP DATE: [REDACTED]
 ...VEHICL [REDACTED] S ON A CLEAR PATH TO
REPAIR: YES
 [REDACTED] B>VEHICLE AT THE DEALER: YES

...CURRENT REPAIR DIRECTION: PERFORMING REPAIRS
 ...REPAIR
COMPLETE ETA: EXPECTED COMPLETION BY [REDACTED]

ESCLHD [REDACTED]

K [REDACTED] HO SAID T
AND ...THE VEHICLE WAS RETU [REDACTED] D TO THE CUSTOMER [REDACTED]. CLOSING
CONTACT [REDACTED]

ESCLHD [REDACTED]

K [REDACTED]

...REPAIRED AND RETURNED TO H [REDACTED]. WHEN ASKED,
[REDACTED] SAID THE TECH REPROGRAMMED THE [REDACTED] N MODULE (GFM)
AS [REDACTED] TO RESOLVE THE FRUNK MESSAGE IN THE INSTRUMENT
CLUSTER. [REDACTED] ESS THE BLUE CRUISE CONCERN, THE TECH HAD TO UPDATE
[REDACTED] ...MODULES. CLOSING CONTACT [REDACTED]

ESCLHD [REDACTED]

C [REDACTED]

AUDIT [REDACTED]

AUDIT [REDACTED] H [REDACTED] BY [REDACTED]

ESCLHD [REDACTED] O [REDACTED], [REDACTED]

K [REDACTED] MORALES
...THE DEALER. [REDACTED] EXPLAINED H [REDACTED] HE IS WORKING WITH THE CUSTOMER TO
...DETERMINE TH BEST TIME TO BRING THE VEHICLE BACK, BUT HE IS
CURRENTLY ...WAITING FOR THE CUSTOMER TO CALL HIM BACK TO SCHEDULE THE
APPOINTMENT. [REDACTED]

ESCLHD [REDACTED]

C [REDACTED] > [REDACTED] - [REDACTED]

FOLLOW-UP DATE: [REDACTED]
 ...VEH [REDACTED] LE IS ON A CLEAR PATH TO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
REPAIR: NO
 ...VEHICLE AT THE DEALER: NO

REPAIR: NO
 ...VEHICLE AT THE DEALER: NO

...CURRENT REPAIR DIRECTION: WAITING FOR CUSTOMER

 ...REPAIR COMPLETE ETA: EXPECTED COMPLETION IS UNDETERMINED
AUDIT [REDACTED] BY [REDACTED]
ESCLHD [REDACTED]
THE ...CUS ER IS SCH U LE FF FOR FURTHER
TESTING 29- ...NOV-2022. [REDACTED] WILL BE PLACED [REDACTED] TO VERIFY THAT THE
VEHICLE IS ON ...SITE.
ESCLHD [REDACTED]
[REDACTED] K [REDACTED]
...VEHIC IS AT THE DEALER E WAS DROPPED OFF [REDACTED] FOR
AN ...INTERMITTENT PRE-COLLISION ASSIST WARNING MESSAGE D
WHEN ...ASKED, [REDACTED] SAID [REDACTED] IS THE TECH ASSIGNED TO THE
VEHICLE, ...BUT E HAS HE VEHICLE INTO THE SHOP FOR
DIAGNOSIS. WHEN ...ASKED, [REDACTED] SAID [REDACTED] IS SCHEDULED TO GET STARTED
WITH DIAGNOSTICS [REDACTED]
[REDACTED] < ...WE ARE R
VEHICLE DUE TO CK OF ...TECHNICAL PROGRESS AND BECAUSE THERE IS AN
ACTIVE GCCT-VOR CASE OPEN ...FOR THE VEHICLE CONCERN. THE VEHICLE HAS
BEEN IN AND OUT OF THE DEALER ... [REDACTED] FOR AN INTERMITTENT
PRE-COLLISION ASSIST WARNING THA RRING AFTER [REDACTED]
WAS PERFORMED IN [REDACTED]. TO ...DATE THE DEALER HAS
THE [REDACTED] AND BRACK D ...MULTIPLE MODULES AS PER [REDACTED]
[REDACTED], AND REPLACED THE IPMA BUT THE ...FAULT AND SAME COMB TION OF
ONTINUE TO RETURN. REFERENCE ...CONNECTED VEHICLE DATA FOR
ADDITIONAL INFORMATION.
 ...> NUMBER OF DAYS OUT OF SERVICE: 1 THIS
VISIT
 ...> NUMBER OF REPAIR ATTEMPTS: 3
 ...> DEALER CONTACT:
[REDACTED]: CELL# [REDACTED]
 ...> REFERENCE GCCT-VOR CASE#
AUDIT [REDACTED]
[REDACTED] A PENED
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] T L ST
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] O CLE
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] A UT
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] S GE
SERVI [REDACTED]
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] E TO
ADD-ON [REDACTED] - [REDACTED]
[REDACTED] MO

Report Date:

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

A S

	Equipment/Procedure Used	Effective?
t	re Used	Effective?

YES

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

Serial #:

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

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

Model: [REDACTED] Shft: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????????? STAR [REDACTED] [REDACTED] 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]

--- [REDACTED] Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] MUSTANG MACH E, [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC M 4 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE

Additional Symptom: Blue 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 (%):

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED]

freeway custom prompt that he can now use blue cruise but when
turns on cruise control it wont activate it works at times Please list
any diagnostics already performed: self tes,t network test, pinpoint
test Parts Replaced: ipma Your Question: it seems that the ethernet
connection is good from pinpoint test why would this code keep coming
back and what els should I check

RECOMM [REDACTED]

provided. It is a pleasure to help. If the symptom and DTC remains
after module replacement, we suspect for an electrical concern on the
ethernet connection between the GWM and IPMA, if already determined
that no concerns were detected on these wiring, we suggest to perform
a loaded voltage drop test on the power and ground circuits to the
IPMA, this will help to evaluate for high resistance concerns that
prevent module performance. Please consult the video How to Perform a
Load Test on the technical assistance tab in the [REDACTED] website for
further information if necessary. If no electrical concern is
detected, please check for IPMA updates and apply. If no Updates are
available, please have the IPMA re-programmed using as-built data
followed by a PMI and re-evaluate the concern. Additionally please
consult <A target= blank
href=[REDACTED]&am Transport?link=0
[REDACTED] diagnosis.
Please let us know your findings. Thank you. we will be glad to assist
if further assistance is needed. [REDACTED] Technical
[REDACTED] Technical Suppo

Hands-Er [REDACTED] n v [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - FCSD - KEYSTONE REGION
[REDACTED] O [REDACTED] onsu d SME [REDACTED]. Using
the module programming open concerns document we [REDACTED] the GWM

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
module is not configured correctly per [REDACTED] of [REDACTED]. Rather than
module is not configured correctly per [REDACTED] of [REDACTED]. Rather than
being 9 there is a 1.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] f t i int his
inc ct GWM data that would prevent proper BlueCruise/Hands Free
operation. We have gotten the data corrected. To program the GWM with
the corrected information, we will need to uninstall/reinstall FDRS
and select the option to Remove All FDRS Data during the
uninstallation. Then using the fresh FDRS install, follow the [REDACTED]s
outlined below to start the FDRS session and program the GWM.
Disconnect the VCM device from the DLC and PC 2.) Launch FDRS and log
in 3.) In the Device Manager window that populates, select [REDACTED] 4.)
Manually enter the VIN and select GO. 5.) In the Vehicle Co ation
Device Not Detected window that populates, select CONTINUE. If a
Device Explorer window populates, select [REDACTED] 6.) Once the session
has fully started, reconnect the VCM devi the DLC and the PC. The
VCM device icon should turn green in the bottom right corner of the
screen. If it does not, troubleshoot the FDRS to VCM device connection
7.) From the Toolbox menu, navigate to the desired module and
Download/Run the PMI application. Follow the on-screen prompts.
When asked if the original module is installed, select NO and
continue through the PMI application Once completed, verify the
[REDACTED] in the IPMA clears and recheck for proper BlueCruise operation.
y concerns remain, please let us know. Thank you, [REDACTED]
Technical [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] e WM fig

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
IPMA# [REDACTED] # [REDACTED], [REDACTED], [REDACTED], U3000:89-2

[REDACTED] re Used Effective? Equipment/Procedure Used Effective

----- S [REDACTED] E A [REDACTED] [REDACTED] [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

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

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- SPACE [REDACTED]

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO		[REDACTED]

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE STOPPING
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

[REDACTED]: I called and spoke to [REDACTED] he let me know that the vehicle was
ed in [REDACTED] and t [REDACTED] vent created an RO yet. I let him
know I wi [REDACTED] ack for a status. Next Steps: I will contact back
for a status on the customer vehicle and contact information. [REDACTED]
[REDACTED] Customer Experience Specialist, [REDACTED]
CXSOif [REDACTED] ext.79328Email: [REDACTED]

OWNREL [REDACTED] stomer : Generic Contact
Informational [REDACTED] one : n/aHome Phone : n/aMobile
Phone : n/a LTV Score : n/aVehicle Purchase Status : Original
Owner [REDACTED] Credit Contract Number : n/aPart Number : n/aDealer Name :
[REDACTED] IncDealer P&A : [REDACTED] phone : [REDACTED]
[REDACTED] : [REDACTED] Make [REDACTED] l : [REDACTED] age :
[REDACTED] on [REDACTED] aTransmission Speci [REDACTED] SPD AUTO
TRANWarranty Start Date : [REDACTED] Recall/FSA: : n/aESP :
n/aHotline Contact : n/aWar [REDACTED] : n/a

[REDACTED]: I called to get a status on the customer vehicle with service and
eived no answer will contact back for a status.Next Steps: I will
contact back for a status to see who the repair has been assigned to
and get the vehicle diagnosed.

[REDACTED]: I called to get a status on the customer vehicle with service and
eived no answer will contact back for a status.Next Steps: I will
contact back for a status to see who the repair has been assigned to
and get the vehicle diagnosed.

[REDACTED]: I called to get a status on the customer vehicle with service and
eived no answer will contact back for a status.Next Steps: I will
contact back for a status to see who the repair has been assigned to
and get the vehicle diagnosed.

[REDACTED]: I called and spoke with the [REDACTED] he let me know the repair
been completed and the vehicl [REDACTED] up [REDACTED]. The customer had
a software issue blue cruz update. The vehicl [REDACTED] rn was the
customer brakes would slow the vehicle on their own and has been
repair and software updated. BCN: [REDACTED]:
Hello, this is [REDACTED] with [REDACTED] our

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

dealer to get your [REDACTED] repaired. I wanted to provide
dealer to get your [REDACTED] repaired. I wanted to provide
an offer at no cost [REDACTED] me know if you are interested.
Please respond back with Text if you prefer SMS communication.
ThanksNext Steps: I will contact the customer to see if he is
interested in the offer.

OWNREL SMS: I wanted to provide an extended service plan and not cost to you.
It is for premiumcare extended service plan good for [REDACTED]
[REDACTED] which ever come [REDACTED]. and it covers [REDACTED]
issue that was re [REDACTED] d. please let me [REDACTED] e
interested. Thanks. Next Steps: i will contact the customer to see if
he wants the ESP.

OWNREL SMS: Hi Mr. [REDACTED]. I will have it processed and contact you once
the extended [REDACTED] y is under your VIN. Next Steps: I will have the
extended warranty processed.

OWNREL SMS: Hi Mr. [REDACTED]. I am glad you have your vehicle back as well and
its my pleas [REDACTED] elp my customers. As soon as the extended warranty
process under your VIN I will contact you before resolving the case.
Thanks. Next Steps: I will contact the customer once the ESP is under
his VIN.

OWNREL [REDACTED] processed
OWNREL [REDACTED] e Progression Specialist***[REDACTED] activity:[REDACTED] ed
Reasons:Please change the custome [REDACTED] ce ID numb [REDACTED] to
support the plan selected. Please, and thank you.<br
style="font-variant-li igatures:normal; text-align:start;
text-decoration-th

OWNREL ***Case Progression Specialist***[REDACTED] activity:[REDACTED] a Premium
Care ESP has been transmitted. Wa [REDACTED] le to upda [REDACTED] R advised
CXS to update the VOR Primary Reason in the case.

-----Proac ctive Roadside [REDACTED]
[REDACTED] LeadEmail: [REDACTED]
[REDACTED] ext. [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4
Bld Dt: Calb:
Serial #:

- - - E N G I N E - - -
Tag: EN

Trans: 1SPD AUTO TRANS O N - - -
Bld Dt: #:
Serial #:

Model: Shift:

Tire : [REDACTED] A/S Brand :
Radio : A/C : AC G-?????????????????????
Paint : [REDACTED]-?????????????????????----- LUCID RED TC/RED CARPET TC

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

----- A [REDACTED] I [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id
			COMF/ENT			
			AID/INFO			

--- [REDACTED] : NONE ---

[illegible][illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] SEDAN VIN: [REDACTED]
Engine : [REDACTED] M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]:

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

--TYPE--
CONCER [REDACTED] [REDACTED]-----

TECH/C [REDACTED] Y [REDACTED] yed

ADD-ON [REDACTED] [REDACTED] aired vet

PD [REDACTED] - ADV VEH SYS [REDACTED]
A [REDACTED] ON [REDACTED] VERIFIED VEHIC
WOULD NOT ENTER READY TO [REDACTED] AND [REDACTED] FELLY NOW MESSAGE WAS
DISPLAYED. USING DET [REDACTED] WAS PRESENT ALONG WITH SOBDM [REDACTED]
[REDACTED] AND ABS MODULE [REDACTED] SE DTCS WERE ALSO PRESENT WITH
AFTER CLEARING [REDACTED] TCS USING DET, [REDACTED] DTCS CLEARED AND
THE OTHER PREVIOUSLY LISTED DTCS REMAINED. TH [REDACTED] HICLE WOULD NOT
START AFTER CLEARING DTCS. LEAVING THE IGNITION OFF FOR APPROXIMATELY
[REDACTED] ALLOWED [REDACTED] [REDACTED] TO RETURN. WAS NOT ABLE TO COLLECT
AS THE Y [REDACTED] E [REDACTED] U [REDACTED] T CONNECT TO VEHICLE. DISCONNECTING
DC/DC, ACCM, PTC HEATER AND SOBDM ALLOWED VEHICLE START AFTER
CLEARING [REDACTED] DTCS. ISOLATION FAULT WAS CONFIRMED TO BE CAUSED BY THE
PTC HEATE [REDACTED] WITCHING THE HVAC SYSTEM ON FOR HEAT WOULD DUPLICATE THE
ISOLATION FAULT RESULTING IN A STOP SAFELY NOW MESSAGE. THE HVAC
SYSTEM WOULD NOT CAUSE THE STOP SAFELY MESSAGE, WHILE THE PTC HEATER
WAS ISOLATED FROM THE HV BUSS.

ADD-ON [REDACTED] [REDACTED] PD [REDACTED] - ADV VEH SYS [REDACTED]
[REDACTED] FORMED ON [REDACTED]. THE

AC [REDACTED] AS TESTED FOR CONTINUITY [REDACTED] V POSITIVE
AND HV NEGATIVE TO SHIELDING CIRCUITS. THE HV ACCESSORY HARNESS
SUPPLIES HV TO THE ACCM, DC/DC, SOBDM AND PTC HEATER ASSEMBLIES.
TESTING OF THE HV ACCESSORY HARNESS CONFIRMED NO CONTINUITY WAS
PRESENT BETWEEN THE HV CIRCUITS AND THE CHASSIS GROUND SHIELDING THAT
SURROUND BOTH THE POSITIVE AND NEGATIVE HV CIRCUITS INDIVIDUALLY.
THIS TEST PROCEDURE CONFIRMED THE PTC HEATER WAS THE SOURCE OF THE
ISOLATION FAULT GENERATING [REDACTED] [REDACTED] [REDACTED].

----- CONCERN DETAILS -----
Intermittent?: Come Back? : Air Temp. : A Grid Location:
Towed In? : [REDACTED]?: [REDACTED]?: Verification :

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: Q Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
BECM# [REDACTED] -AF
ABS [REDACTED]
SOB [REDACTED]
Equipm [REDACTED] d [REDACTED] t [REDACTED] e [REDACTED] d [REDACTED] -00 Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]
- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

[REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] ate : [REDACTED]
Country: [REDACTED] : [REDACTED]

[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO		[REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2			[REDACTED]		[REDACTED]
				2		NK4		E	
						V	W	13	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELE MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION FORWARD SENSING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED] programming concerns
Other Veh. With Conc Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] M/MEDIA
Causal Factor: 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 [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] i on of i nce RA
FAULT Please l iagnostics already performed: RE-ALIGNED, WENT
THROUGH WSM UNABLE TO REMOVE FAULT- REPLACE [REDACTED] Parts Replaced: [REDACTED]
Your Question: CANT GET [REDACTED] PROGRAMMED. SEE [REDACTED] ACHED ERROR MESSA
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] r i be don e a t e
will e the form when it is completed. [REDACTED]
Team
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] H o DY, SWI e Sta
Necessary. SWIS Session Sub Status : [REDACTED]
ADD-ON [REDACTED] [REDACTED] s
[REDACTED] speaking with [REDACTED]
RECOMM [REDACTED] [REDACTED]
[REDACTED] p t
progra H team. Our Escalated Handling Team will contact you
and/or the Service Manager, either by phone or by updating this form
to obtain additional information and provide recommendations to assist
in resolving the customers concern.</p> <p> Please remain patient with
this process, we are currently experiencing a high volume of contacts
and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for
more information. </p> [REDACTED] Technical nce
ADD-ON [REDACTED] [REDACTED]
[REDACTED] 1
contact that he t get back to [REDACTED] on. [REDACTED] asked me to transfer
and escalate. ,SWIS Session Status S Not essary, SWIS Session
Sub Status : Non-Technical. SWIS Comments : no swis
ADD-ON [REDACTED] [REDACTED]
[REDACTED] i e
AUDIT [REDACTED] [REDACTED]
[REDACTED] 4G
RECOMM [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Good Afternoon, This concern is being reviewed and we hope to have an update for you soon. Thank you for your continued patience as we work through this matter. Be well. [REDACTED] Module Programming Support

ADD-ON [REDACTED] o s [REDACTED] - [REDACTED]

CONCER [REDACTED] nical. [REDACTED] Co ts : Web [REDACTED] - [REDACTED]

Call to [REDACTED] f [REDACTED] eal [REDACTED]

RECOMM [REDACTED] landed in VM. M age left indicating that this form wou e ed with additional information. [REDACTED] - [REDACTED]

[REDACTED] m [REDACTED] re [REDACTED]

ates. Here, perform updates on the following Mo s, then revisit the IPMA PMI - [REDACTED] - [REDACTED] We look forward to your update. Regards, [REDACTED] Module gra ng Support [REDACTED]

ADD-ON [REDACTED] f [REDACTED] umb [REDACTED]

Flash Action part numbers from Available Topology! Direction provided per Concerns Document and previous EH Space Consult., Contact Type : Phone, [REDACTED] Session Status : [REDACTED] Not Necessary, [REDACTED] Session Sub Status [REDACTED] nical, [REDACTED] Com s : Web [REDACTED]

RECOMM [REDACTED] d [REDACTED] n p [REDACTED]

Escalation to be closed [REDACTED]

ADD-ON [REDACTED] s [REDACTED] - [REDACTED]

[REDACTED] nical. [REDACTED] Co ts : Web [REDACTED] - [REDACTED]

RECOMM [REDACTED] lea [REDACTED]

this form if additional programming assistance is required. Best regards, [REDACTED] Module Programming Support [REDACTED]

ADD-ON [REDACTED] s [REDACTED] - [REDACTED]

[REDACTED] nical. [REDACTED] Co ts : Web [REDACTED]

CONCER [REDACTED] GTC [REDACTED]

ate, [REDACTED] cle left and came back [REDACTED]. Updated [REDACTED] and [REDACTED] as Directed and was able to PMI IPMA. the end it [REDACTED] ls va ation. Please see attached pics for details [REDACTED]

RECOMM [REDACTED] w [REDACTED] le histo log [REDACTED]

ted there was a low SOC concern. It s advised to [REDACTED] confirm a battery maintainer is being installed on the vehicle w conducting programming on the IPMA. It s important the negative clamp is installed to chassis ground and not the negative battery post. This will cause the BATT SOC under the BCM to decrease overtime. Charge the vehicle battery and-re-attempting programming once the SOC percentage reads 80% or more. Once the SOC percentage reads [REDACTED], it s important to confirm the correct IPMA is bein [REDACTED] :

[REDACTED] / [REDACTED] : [REDACTED] is being installed on the [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

vehicle. Once these pre-checks have been ruled out, reattempt
vehicle. Once these pre-checks have been ruled out, reattempt
conducting a PMI on the IPMA by following the Recovery procedure under
[REDACTED] > General Procedures. It is important that a scan tool that has
[REDACTED] n connected to the vehicle is used. If this cannot be done
uninstall FDRS, delete all sessions/data, and reinstall FDRS. Once
FDRS is up to date, DO NOT connect the scan tool back to the vehicle
and continue conducting the recovery procedure. Please update the form
if any error messages are shown when conducting programming or if
programming completes. Have a great weekend! [REDACTED] Module
Programming Support

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] o s ecessary WIS

CONCER [REDACTED] Technical. SWIS Comments : Not necessary.
[REDACTED] GTCGCQIS
[REDACTED] is fun car. Tested battery and it failed Replaced
battery, reset bms. Connected our [REDACTED] [REDACTED] to the chassis while
programming to confirm proper volt [REDACTED] eted FDRS and
re-installed, made sure all user data and saved sessions were deleted
and still getting this error at the end of this [REDACTED] PMI

RECOMM [REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] a . We are rre
[REDACTED] ering to help resolve the error message being received during
IPMA programming. An update will be provided at the earliest
convenience. Thank you for your patience. [REDACTED] Module
Programming Support

ADD-ON [REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] s ecessary WIS

CONCER [REDACTED] Non-Technical. SWIS Comments : Not necessary
[REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] u as place o t
[REDACTED] arding the IPMA programming concern. [REDACTED] was advis charge
the battery once more in attempt to incr [REDACTED] OC percentage in the
BCM. [REDACTED] was informed the SOC percentage was preventing the IPMA
progr [REDACTED] from completing.

RECOMM [REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] f time on scu
[REDACTED] n over the phone [REDACTED]. It s advised to run the BMS reset
application with the ch [REDACTED] nected from the vehicle. This is
advised since the vehicle battery was recently replaced and to prevent
the BCM from detecting current during the reset process. If the
BATT SOC under the BCM via datalogger does not read above after the
reset, perform a quick battery charge with the battery disconnected
from the vehicle. Once the quick charge completes, reconnect the
battery and reattempt the BMS reset. Once the BATT SOC PID reads above
80%, continue with conducting the PMI application on the IPMA. Be sure
the battery charger and laptop being used do not have any battery
saver features on that may shut the devices off during programming.
The negative clamp for the battery maintainer should be installed to
chassis ground. If connected to the negative battery post, the BCM

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
will detect the current from the maintainer and will cause the SOC
will detect the current from the maintainer and will cause the SOC
percentage to decrease overtime. Once the PMI application completes
conduct a self-test on the IPMA and verify vehicle operation. [REDACTED]
[REDACTED] Programming Support [REDACTED]
[REDACTED] p n
Session Sub Status : Technical, SWIS Comments : Not necessary.
CONCER [REDACTED] GTCGCOIS
[REDACTED] p ll [REDACTED] I disconnected the battery and
charged it for hour. [REDACTED] battery and took vehicle around the
block. Brought back into shop and pulled the pid for battery percent
in BCM. it showed [REDACTED] for state of charge. Connected battery charger
and ran PMI on IPM [REDACTED] rogramming failed again, same fault. After
failing, I checked state of charge and says 99% state of charge So I
do not think this is the issue. Please advise
CONCER [REDACTED] GTCGCOIS
[REDACTED] a s order another module? Is it possible all these
fails caused the new IPMA to brick
RECOMM [REDACTED]
[REDACTED] e
of pro ng. it s advised to provide [REDACTED] straight to the IP
the vehicle s [REDACTED] battery. It s suspected e power supply to the IPMA
is being affe d due to the battery saver strategy. This can be done
using fused jumper wire. This will bypass the Run/Start relay power
supply to the IPMA and will ensure the module is not losing any
voltage during programming. It s also important that the laptop being
used does not have any battery saver features enabled that may affect
programming. Since the IPMA is able to complete a self-test and
network test, an internal module fault is not suspected at this time.
Please update the form once the recommendation is performed and
confirm whether IPMA PMI application completes. [REDACTED]
Programming Support [REDACTED]
ADD-ON [REDACTED]
[REDACTED] s
Technical, SWIS Comments : Not necessary
CONCER [REDACTED] GTCGCOIS
[REDACTED] on vacation [REDACTED], I will be back [REDACTED], but I
wanted to give an update. [REDACTED] I attempter to PM [REDACTED] IPMA once
again. As instructed, Appl [REDACTED] ditional power and ground to the
IPMA (connector [REDACTED] pins 1 and [REDACTED]) a [REDACTED] fused jumper circuit
straight from th [REDACTED] ery and prog mmin [REDACTED] ed once again. I tried a
[REDACTED] using a different laptop and our VCMM to help ensure
[REDACTED] issues on that end and it once again failed. [REDACTED]
failed in the same [REDACTED] block. Thanks for all your help on
RECOMM [REDACTED]
[REDACTED] a f
[REDACTED] endations. We will continue working with engineering to help
come up with a resolution. We will provide an update at the earliest
convenience. Thank you and have a great weekend! [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

Programming Support

ADD-ON

Programming Support

AUDIT

Technical, SWIS Comments : Not necessary

RECOMM

discuss the programming concern. [REDACTED] was advised to [REDACTED] IPMA due to a suspected internal fault [REDACTED] condition. [REDACTED] was advised to attempt programming on the new IPMA once the new [REDACTED] came in.

[REDACTED] discussed the concern over the phone [REDACTED]. Continue replacing the IPMA once more. It is suspected the [REDACTED] tly installed in the vehicle may have entered a failed state due to the multiple programming attempts. It is important to confirm the Service Part Number (SPN) on the module being installed reads [REDACTED]. Once it is determined the correct module is being [REDACTED] continue with programming the IPMA by running the PMI application to the IPMA. It is imperative the pre-checks are ruled out and followed which can include using a battery maintainer, SOC reading [REDACTED], battery saver functions disabled, and the negative clamp [REDACTED] maintainer installed to chassis ground. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealer [REDACTED] management (Service Manager or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. [REDACTED] Module Programming Support

ADD-ON

[REDACTED] concern [REDACTED] to lack of technical progress and downtime. The vehicle was brought in for a front camera fault that led to IPMA module replacement. The technician reached out to us due to programming difficulties. It was determined the error message shown during programming was being caused by a low voltage or state of charge condition. No data server issues were found. Technician [REDACTED] is overseeing the repair. [REDACTED] has been advised to [REDACTED] th [REDACTED] IPMA. It is suspected the new I [REDACTED] s failed due to the r [REDACTED] at programming attempts. The vehicle is currently at the dealer. Estimated [REDACTED] of repair attempts: 1 attempt. Estimated [REDACTED] of days down: [REDACTED]. Original RO date: [REDACTED]. Contact Type [REDACTED] ne, SWIS Session Status : SWIS Not Necessary Session Sub Status : Non-Technical, SWIS Comments : Not necessary.

CONCER

[REDACTED] GTCGCQIS [REDACTED] firm the part [REDACTED]? [REDACTED] We have installed [REDACTED] E Parts [REDACTED] t.

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

Report Date:

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

--TYPE--	COMMENT TEXT
RECOMM	
RECOMM	fusion. ed. You have been installing the correct and E should be installed. Please continue working with your time to ensure programming completes successfully. Have great day. Module Programming Support
ADD-ON	
ADD-ON	Non-Technical. SWIS Comments : Not necessary.
ADD-ON	planned
ADD-ON	ing pro d to hold off on program attempts with manual session until new IP MA arrives. Returned to store on installed new and started ma nual session. Attempted passing but receiving an error me ssage "Procedure Unsucce iteDirectConfig, Exception writing con figuration to module". ran through program log and found del4 config n egative, and Configuration DTC Found: . Reached out for assist ance and was put into contact with . Attempted several serv er corrections (with) fol esh FDRS and manual sess ion with no success. logs as requested, waiting return call from once server/data is corrected.
ADD-ON	UPDATE WITH MANUAL SE N AND PROGRAMING COMPLETED. SPEN ADDITION PROGRAMING THE CAMERA SYSTEMS. IS NOW OPERATIONAL. TAR.
AUDIT	SED

Symp. Verif?: of Assistance:

Comp. Timing: Base Timing : MIL light on? :

Test Stand : Road Test : Number:

Prior Repair Attempts: R air Prior to Call: NO

-AF

cedure Used Effective? Equipment/Procedure Used Effective

Repair Type	Component Number	Number Type	Description	Causal Comp.
		SERVICE	MOD M/MEDIA	YES

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] - - - T R A N S M I [REDACTED] I O N - - -
Bld Dt: [REDACTED] rt #: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- A F T [REDACTED] N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	[REDACTED]	MOD DRVR STS MNTR	[REDACTED]

--- S U [REDACTED] L E [REDACTED] T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation

Report Date:

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

BHAG H3

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: BlueCruise inop, IPC data
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 [REDACTED] -----
--TYPE-- [REDACTED] COMME [REDACTED]
CONCER [REDACTED]

a [REDACTED] iption of
STATES LANE KE INOP Please list any diagnostics already
performed: WHILE TRYING TO UPDATE FOR BLUE CRUISE TO BE WORK CRUISE
CONTROL GAP SETTING BACAME INOP AND NO LONGER SHOWS ON THE DISPLAY
WHEN PRESSING THE BUTTON ON STEERING WHEEL. CRUISE CONTROL WORKS AND
VEHICLE SLOWS DOWN WHEN VEHICLE IN FRONT SLOWS DOWN ABOUT [REDACTED]
LENGTH. SEEMS LIKE FUNCTION IS DEFAULTED AT ITS MAX GAP. N [REDACTED] ES
PRESENT. ALL MODULES HAVE BEEN UPDATED. Parts Replaced: NO Your
Question: WANT TO FIX THE CRUISE CONTROL GAP SETTING CONTROL AND ALSO
WANT TO HAVE BLUE CRUISE TO WORK. NEED HELP ON THE NEXT STEP TO TAKE
TO REPAIR VEHICLE.

RECOMM [REDACTED]
[REDACTED] l r concern, i
was programmed into the IPC during the latest update was
corrupted. This is likely the reason BlueCruise is inop and the cruise
control gap setting is no longer present. At this time, the needed
data corrections have been made to correct these issues. To program
this corrected data, uninstall and reinstall FDRS, ensuring to select
the option to remove all previous data. Once FDRS is reinstalled and
all previous data is removed, perform recovery programming on the IPC.
To do this, refer to [REDACTED], General Procedures, Module Programming,
Recovery (bottom of t [REDACTED]). Once programming completes, rerun the
network test to check for any additional updates applicable to [REDACTED],
performing then as needed. Then, reevaluate the concern. Update
form with any further questions which may arise, and we will be happy
to help. [REDACTED] Technical Assistance Team Member [REDACTED] K. As your
dealershi [REDACTED] equipped with the See What I See [REDACTED] headset, if
additional technical assistance is required and [REDACTED] session would
be beneficial (live video or picture would help), [REDACTED] k <A
target [REDACTED]
href [REDACTED]

intment a [REDACTED] representa [REDACTED] will

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

reach out to you at the appropriate time. Verify the following prior reach out to you at the appropriate time. Verify the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
<div style=font-weight: bold font-style: italic>If the bullet points [REDACTED] ve are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.</div>

href=[REDACTED]
q.fac [REDACTED]
Concerns

<A href=[REDACTED] = blank

ADD-ON [REDACTED] ve data co [REDACTED] c [REDACTED]

ADD-ON [REDACTED] ODY [REDACTED]

CONCER [REDACTED] s [REDACTED] Necessary [REDACTED]
Comm : NA [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REG

a [REDACTED] m descr i [REDACTED] veh [REDACTED]

Blues cruise i [REDACTED] icle distance in op as well Please list any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test Per pervious hot line case. Erased and reinstalled FDRS. Attempted to perform PMI on IPC, when attempting it will fail with error message stating unable to retrieve PMI data. Preformed IPC configuration concern still present, no codes present at this time for concern. IPC passes on demand self test as well. Using PTS viewed OTA updates shows IPC failed multiple times. All other modules show up to date on FDRS. Parts Replaced, including service part number if available None What is the level of the scan tool being used? Are any error messages noted? [REDACTED] Your Question: Next diag step?

WEB-[REDACTED]-INT-[REDACTED]-[REDACTED]: [REDACTED] corrected IPC Data e mor [REDACTED] Y B [REDACTED]

[REDACTED]: Callback Done... [REDACTED]-[REDACTED]-INT-[REDACTED]

[REDACTED]: Session S [REDACTED] s [REDACTED] N [REDACTED] y [REDACTED]

S [REDACTED] us [REDACTED] C [REDACTED] nts : n/a...WEB-[REDACTED] XT-[REDACTED]

[REDACTED]-[REDACTED], nk you for reaching [REDACTED] Whil [REDACTED]

o [REDACTED] we [REDACTED] that the IPC data had become corrupted once again. While reviewing the FDRS Vehicle History for this VIN, it appears that Configuration Programming was run before PMI. Because of this, the data was corrupted again, causing PMI to fail. We have again corrected the corrupt IPC data. Please obtain a different FDRS at [REDACTED] that has not been used on this vehicle and perform the Recove [REDACTED] cedure listed at the bottom of [REDACTED] > General Procedures > Module Programming in the Workshop [REDACTED]. Once

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

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

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

the Module Recovery is complete, rerun the network test and check for the Module Recovery is complete, rerun the network test and check for any additional updates to the modules listed in [REDACTED]. [REDACTED] As your dealers [REDACTED] ui [REDACTED] t, if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help) click <A [REDACTED] href=[REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
< [REDACTED] style=font-weight: bold font-style: italic>If the bullet points [REDACTED] ve are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.< [REDACTED] href=[REDACTED] g.fac [REDACTED] Concerns

<A [REDACTED] href=[REDACTED]

[REDACTED] h [REDACTED] g t. Whi [REDACTED] rev [REDACTED] ng [REDACTED] REG we

hat the IPC data had become corrupted once again. While reviewing the FDRS Vehicle History for this VIN, it appears that Configuration Programming was run before PMI. Because of this, the data was corrupted again, causing PMI to fail. We have again corrected the corrupt IPC data. Please obtain a different FDRS at [REDACTED] that has not been used on this vehicle and perform the Recove [REDACTED] cedure listed at the bottom of [REDACTED] > General Procedures > Module Programming in the Works [REDACTED] ual. Once the Module Recovery is complete, rerun the network test and check for any additional updates to the modules listed in [REDACTED]: [REDACTED] As your [REDACTED] ip [REDACTED] e What I [REDACTED] t, if additional technical assistance is required and a [REDACTED] ssion would be beneficial (live video or picture would help), cl [REDACTED] <A [REDACTED] href=[REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

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

--TYPE-- ----- COMMENT TEXT -----
connectivity
<span style=font-weight: bold font-style:
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the [redacted] can be reached at
[redacted], from [redacted] thru [redacted] to
[redacted] call.
<span style=font-weight: bold font-style:
href=[redacted] target=[redacted]
q.fac
Concerns

<A href=[redacted] get=[redacted]
href=[redacted]
[redacted]
[redacted] e t nce mo and ise WEST REG
o
ADD-ON [redacted] ([redacted]) [redacted] WEST REG
s essary WIS sio atus :
[redacted], SWIS Comments : n/a

Symp. Verif?: [redacted] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: EN [redacted]
Bld Dt: Calb:
Serial #: [redacted]
- - - T R A N S M I S S I - - -
Trans: [redacted] AUTO TRANS Part [redacted]
Bld Dt:
Serial #:
Model: Shift:

```
Tire : [REDACTED] A [REDACTED] AL - - -  
Radio : [REDACTED] A/C : AC G-?????????????????????  
Paint : [REDACTED]-?????????????????????----- LUCID RED TC/RED CARPET TC
```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id

--- 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 [REDACTED] ---
SURVEY HAS NOT BEEN SENT

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	----------	-----	-------------	------------	-----------------

RENTAL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] STOP/STEER/RIDE STOPPING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: auto hold becomes inop int
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 (%):

--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] I [REDACTED] SES
a [REDACTED] i of i nce I

DRIVE PROFILE OFF AUTO BRAKE HOLD. Please list any
diagnostics already performed: VISUALS AND SELF TESTS Parts Replaced:
NONE Your Question: SUGGESTIONS?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
i c e be p d a t
e recommended to consult with the customer on the conditions
present when the concern occurs. This would be driving time, weather
conditions how long the vehicle may need to sit and more. Once the
concern can be duplicated it would be recommended to perform PPT CH in
[REDACTED] Diagnosis and Testing> Anti- [REDACTED] (ABS)
rol. To aid in further isolat the
auto hold being inop and drive profile being lost. If further
assistance is needed, please update this form with the results from
PPT CH after duplicating the concern and we will be happy to help.
Thank you for your time.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
d o T - d e and o ke
concern, SWIS Session Status : SWIS Not Necessary. SWIS Session Sub
Status : [REDACTED], SWIS Comments : [REDACTED]

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

HVAC# [REDACTED]
CMR [REDACTED]
M [REDACTED]

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #:

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

```
Model: - - - A D D I T I O N A L - - - Shift:
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????????????????----- SPACE [REDACTED]
```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```
----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller   : ██████████ Title: TECHNICIAN  
Phone        : ██████████
```

Rpr Dlr: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : GRANT [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
		NHL	COMF/ENT			

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

--- S U P P L E M E N T A L S U R V E Y:

HOTLINE

HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Caur Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					JX7 AU2	[REDACTED]	[REDACTED]	[REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE RESUMES IMPROPERLY
Additional Symptom: cruise control erratic
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 (%):

--TYPE--

[REDACTED] description of Vehicle Concern: cust states
the vehicle will pick up to [REDACTED] Please list any diagnostics
already performed: performed tsb [REDACTED] for adaptive cruise control
inop Parts Replaced: none Your Qu I have found that the speed
setting will change on its own. for example I had it set at [REDACTED] and
drove down the highway, I got off the ramp and came back on [REDACTED] g
the opposite direction and when I hit resume it was set at [REDACTED]. it
also went from [REDACTED] down to [REDACTED] when I turned off the [REDACTED] y to
come back to the [REDACTED] ership. I like this would be a programming
issue but I would like to know if you have any other information or
another route of diag?

RECOMM [REDACTED]
[REDACTED] u no publications that indicate this a common
rn. Please compare operation to a like unit and update with your
results when time permits. Test drive the like unit on the same roads.

[REDACTED] GTCGCQSP
[REDACTED] ach e that our dealership has ever had. we are in a
very rural area and there is not a high demand for bevs. I have
already driven other vehicles with adaptive cruise and found no
concerns with them. unless you want to bring me another mach e thats
not an option at this point.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - FCSD - [REDACTED] REG
[REDACTED] s [REDACTED] r s no ke vehicle [REDACTED] re to.
this vehicle is equipped with the speed sign recognition, it is
most likely that the vehicle is adjusting to the speed of the road.
Please, you can work with your dealership [REDACTED] to get a like vehicle to
determine if the vehicle is operating corr ly or not. If still you
are not able to get a like vehicle to compare to, inspect the
windshield to make sure there is nothing preventing the camera to read
the road sign correctly. If no fault is found, replace the front
camera and reevaluate the concern. [REDACTED] [REDACTED]
Center

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- TECH ASSIT CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
ADD-ON [REDACTED] () [REDACTED] - [REDACTED] REG
ADD-ON [REDACTED] () [REDACTED] - [REDACTED] REG
[REDACTED] c ende ork w [REDACTED] to get
a like veh e re not able to get a like vehicle, spect
the windshield. If no fault is found, replace the front camera.
RECOMM [REDACTED] () [REDACTED] - [REDACTED] REG
[REDACTED] h a he c se r can
be set to a specific point to prevent the speed increase with no
driver input. Please refer to the image attached to the form to sets
the cruise to the point circled in red. [REDACTED] [REDACTED]
Assistance Center
ADD-ON [REDACTED] () [REDACTED] - [REDACTED] REG
[REDACTED] ate fo i mation
received from i

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? [REDACTED] RED TC/RED CARPET TC

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

----- A [REDACTED] I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED] [REDACTED]

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
CONTROLS INOPERATIVE

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

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

--TYPE--
AUDIT [REDACTED]

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] Inbound call [REDACTED] st: [REDACTED] [REDACTED]
[REDACTED] MACH E [REDACTED] [REDACTED] g [REDACTED] t
[REDACTED] email f [REDACTED] master reset stating his services would be
[REDACTED] canceledaft [REDACTED] (cust will send me an email) / Cust veh has been
[REDACTED] down for [REDACTED] ause of blue cruise issues , and the sound stopped
[REDACTED] working, l [REDACTED] nge was unavailable , and also got sensor errors/ Cust
[REDACTED] currently has a loaner / Cust does not want Bluecruise to be cancelled
[REDACTED] DLR: [REDACTED] fORDCXs: Informed the cust I will reach out to the dlr to
[REDACTED] get [REDACTED] onal information about the diagnosis / if the dlr is not on
[REDACTED] a clear path I will involve my resources/ Cust had to go and was not
[REDACTED] able to stay on the line while I called the dlr / I let him know I
[REDACTED] will email him an update Next Step: Contact dlr [REDACTED] to get diagnosis
[REDACTED] and RO details [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] ext.

OWNREL [REDACTED] Number : [REDACTED] stomer : [REDACTED]
[REDACTED] Phone : [REDACTED] Phone [REDACTED]
[REDACTED] 89Vehicl [REDACTED] hase Stat [REDACTED] ner [REDACTED] C [REDACTED] Contract Number
[REDACTED] : NAPart Number : NADealer Name : [REDACTED] BedfordDealer P&A
[REDACTED] : [REDACTED] phone : [REDACTED]
[REDACTED] Model : [REDACTED] Mil [REDACTED] fication
[REDACTED] ECTRIC [REDACTED] R #5Transmission Specification : [REDACTED] UTO
[REDACTED] TRANSwarranty Start Date : [REDACTED] Recall/FSA: : [REDACTED] :
[REDACTED] NAAHotline Contact : NAAwarra [REDACTED] NA

OWNREL [REDACTED] OBC to dlr: [REDACTED] was not available / left vm
[REDACTED] with reason [REDACTED] g [REDACTED] OBC to cust: [REDACTED]
[REDACTED] [REDACTED] the cust I was [REDACTED] get
[REDACTED] /I will send a portal message to
[REDACTED] the dlr Next Step: FU with dlr to get diagnosis and ro details/ update
[REDACTED] cust [REDACTED] Customer Experience
[REDACTED] [REDACTED] : [REDACTED] ext.

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] to dlr: [REDACTED] was not available / left vm

[REDACTED] to dlr: [REDACTED] was not available / left vm
h reason [REDACTED] g [REDACTED] Sent email to DXS for further
assistance [REDACTED] to cust: [REDACTED]
answer/ left [REDACTED] s he rece [REDACTED] e [REDACTED] r/
left email for best contact Next Step:FU with dlr to get diagnosis and
ro details/ update [REDACTED] Customer
Experience [REDACTED] | [REDACTED]:

[REDACTED] r Contact submission request [REDACTED] as service
may be close around this time. upon [REDACTED] to d [REDACTED] dxs reach [REDACTED]
[REDACTED] : [REDACTED] Contact information
n s/V : [REDACTED] time. tech engagement underway
Is this a manufacturing defect Y/N: do not know yet of the exact fault
of the units failure ETA: N/A at this time Repair Order Number (must
be [REDACTED]): [REDACTED] Order Open Date: [REDACTED] at Repair
Ord [REDACTED] st [REDACTED] issue with odom [REDACTED] Line#: 1, 2
and 3 P&A Code: [REDACTED] loaner: not at this time. Next Steps:
dealer contact c [REDACTED] Dealer
[REDACTED] operations
[REDACTED]: [REDACTED]
[REDACTED] xtende [REDACTED] t
eive an [REDACTED] E [REDACTED] ext Step:FU with dlr to get update
for shop delay / update cust [REDACTED]
[REDACTED] ext.

[REDACTED] o dlr: [REDACTED] answer/ left vm asking for an update
left emai [REDACTED] stated that he
has not recei [REDACTED] an updat [REDACTED] r [REDACTED] now I will
provide an update in a [REDACTED] after I recontact the dlr / cust is in
a loaner Next Step:FU w [REDACTED] get update for shop delay / update
[REDACTED]

[REDACTED] y [REDACTED] to cust: [REDACTED]
[REDACTED] s has contact [REDACTED] to co [REDACTED] and
update fro [REDACTED] ormed the cust I will FU [REDACTED] after I get an
dlr Next Step:FU with dlr get [REDACTED] date / update
[REDACTED]

[REDACTED] left a vm asking for veh
ate/ left [REDACTED] t [REDACTED] SMS TO CUST Next Step:FU with dlr to
get repair update / update [REDACTED]
[REDACTED] t.

[REDACTED] o dlr: [REDACTED] stated that they are waiting on [REDACTED]
come out [REDACTED] i [REDACTED] rs , appointment has to be
rescheduled [REDACTED] to cust: [REDACTED] the notes
above from t [REDACTED] dlr Next [REDACTED] d [REDACTED] pdate and she
if [REDACTED] has came to assist / update [REDACTED]
[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

[REDACTED] to [REDACTED] in service who stated
y are st i me o assist with repairs SENT
SMS TO CUST Next Step:Call [REDACTED] r to get repair update and she if [REDACTED] has
came to assist / update [REDACTED]

[REDACTED] o dlr: [REDACTED] available/ left vm asking for am
ate /lef t MS TO CUST Next Step:Call dlr get
repair update and she if [REDACTED] has came to assist / update [REDACTED]

[REDACTED] at [REDACTED] ical support and the dealer
xpect initial contact within [REDACTED]
to dlr: [REDACTED] hold/ not able to
ak to an s TO CUSTNext Step:Call dlr get
repair update and sse if [REDACTED] has came to assist / update [REDACTED]

[REDACTED] ot [REDACTED] r but they are making
arra ment to get it back to the dealer
to dlr: [REDACTED] one in service was available after
ling [REDACTED] with reason for calling and email [REDACTED]
to cust: [REDACTED] stated that he has an appoint t
on [REDACTED] t c dlr is working on a loaner for
him have / Provided cust with [REDACTED] rental program info just in case
Next Step:FU with dlr to check on [REDACTED] air update / update cust
(appointment is on [REDACTED]) [REDACTED]

[REDACTED] o dlr: [REDACTED] /Ve ehicle codes :They need a
trument n mileage/They gave the cust the
veh back because there is no ETA for the partIs this a manufacturing
defect Y/N:They dont knowRepair Order Number (must be 6
digits): [REDACTED] Order Open Date: [REDACTED] at Repair Order
Open:The Line#:1Rental/ lo s drivable Part
Number:Reached out to [REDACTED] for a part number [REDACTED] to cust: [REDACTED]
[REDACTED] answer/ l vm with notes above om the dl
dlr to see if they have been recontacted by [REDACTED] / update
cust (cust has veh) [REDACTED]

[REDACTED] o dlr: [REDACTED] no longer works there, [REDACTED] is
new ser i they are still waiting
for an update Sent sms to cust Next Step:FU with dlr see if they e
been recontacted by [REDACTED] / update cust (cust has veh) [REDACTED]

[REDACTED] / left vm asking for an

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

update / left contact number NOTEChecked hotline notes that stated
update / left contact number NOTEChecked hotline notes that stated
cluster has arrived and cust is out of town but will have an
appointment when he returnsOBC to cust: [REDACTED]
just rang / not able to leave a vm Next
appointment date to get cluster installed [REDACTED]

OWNREL [REDACTED] to [REDACTED] in service who
stated the [REDACTED] s [REDACTED] repa [REDACTED] n [REDACTED] 21OBC to
cust: [REDACTED] [REDACTED] answer/ left a vm Next tep:FU with
cust [REDACTED] i [REDACTED] with repairs and accepts [REDACTED] Premium
Care [REDACTED]

[REDACTED] cu [REDACTED] [REDACTED] een
[REDACTED] - [REDACTED] e [REDACTED] / He wants it to
d [REDACTED] sed the cust I am not ab [REDACTED] hat in my
department / I will get Premium Care added Called dept for cust and
called cust back no answer Next Step:FU with cust to provide [REDACTED]
update [REDACTED]

[REDACTED] cu [REDACTED] [REDACTED] vm stating ESP is
pending Next [REDACTED] update [REDACTED]

OWNREL [REDACTED] answer/ left vmNext Step:Safety
net to close [REDACTED]
[REDACTED] : [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] t tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: Shift:
Tire : [REDACTED] A/S Brand :
Radio : A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? 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

----- 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: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	E	AID/INFO		[REDACTED]
			AID/INFO	CLUSTER ASY-INST PNL	[REDACTED]
			AID/INFO		

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

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL		
							RENTAL		
							RENTAL		
							RENTAL		
				82		PJ8		B	
									M
									2

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE INOPERATIVE

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

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

----- C [REDACTED] -----
--TYPE--
OWNREL DXS [REDACTED] EXT [REDACTED] from DLRSUBMITTING FINAL RENTAL BILL TOTAL
[REDACTED].000B [REDACTED] Your request has been processed. The loaner
ended to [REDACTED] for a total of [REDACTED]. Please be advised you
dont need to sub receipt on an in ty loaner unless you
have to open a financial assistance activity on the case. Thank you
for all you do. Next steps: no further action [REDACTED]
[REDACTED] Service Dealer Care [REDACTED]
[REDACTED]: [REDACTED] ext. [REDACTED] -

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? STAR [REDACTED] [REDACTED] [REDACTED] 3

----- A F T E R M A R K E T M O D I F I C A T I O [REDACTED] -----
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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

[REDACTED]						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TECH COMMENTS	[REDACTED]	[REDACTED]

--- S U P [REDACTED] E M E N T [REDACTED] U R V E Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)										
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	MTHARNES
								[REDACTED]	[REDACTED]	MTIPMA
								[REDACTED]	[REDACTED]	MTGWMPROG
								[REDACTED]	[REDACTED]	MTCAMERAFS
								[REDACTED]	[REDACTED]	MTAPIMPROG
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	MAD	

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R [REDACTED] Y -----

VEHICLE: [REDACTED], [REDACTED] N, [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION

WARNING INDICATORS/MSGS/CHIME

SERVICE ENGINE SOON(ENG IMAGE) STAYS ON

Additional Symptom: [REDACTED], [REDACTED], [REDACTED]

Other Veh. With Conc [REDACTED]

ri

ting

- 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

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] a [REDACTED] p n of icl nce a
now message wh [REDACTED] Please list any diagnostics already
performed: Test drove, [REDACTED] works without stop safely message at
least [REDACTED]. Stop sa [REDACTED] message is not on screen at this time.
Cleare [REDACTED] none returned. Updated IPMA previous repair. Looking at
the [REDACTED] dtcs, I do not see how they relate to the [REDACTED] system i
thin [REDACTED] e [REDACTED] are unrelated. Parts Replace [REDACTED] you have
a module p [REDACTED] concern? No Your Question: To diagnose the [REDACTED]
DTCs, which should I start with? Would the external isolation DT
[REDACTED] for the charge port cause the sensor A B correlation codes or
ther way around? Is it at all possible the [REDACTED] is causing
the HV battery issue?

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] e [REDACTED] l [REDACTED] to [REDACTED] D
M/ PSCM DTCs, it is [REDACTED] codes shoul [REDACTED] address
[REDACTED] since the Blue Cruise concern has no [REDACTED] en duplicated. The Stop
y Now message is also due to the [REDACTED] DTCs. It is recommended to
start with diagnosing DTCs [REDACTED] and [REDACTED] (same PPT). [REDACTED] will
not cause a warning indicat [REDACTED] r aff [REDACTED] V battery cha [REDACTED]
[REDACTED] can also be set due to a faulty [REDACTED] battery char
[REDACTED] DTCs [REDACTED], [REDACTED], and [REDACTED] set due to an
obstru [REDACTED] on in [REDACTED] eh [REDACTED] eras o [REDACTED] ine of sight. These
DTCs will not set because of a faulty camera, faulty [REDACTED] module or
faulty LEDs. PPT for the DTCs in the WSM state to rep [REDACTED] e the camera
if the DTCs remain, but this will not correct the concern. The DTCs
can only be set due to incorrect mounting of the camera or LEDs or
that it is obstructed in some way, but it is not recommended to
replace the camera, module or LEDs. A fault of the camera itself would
result in different DTCs setting. If there is no obstruction to line
of sight of Camera and LEDs, and they are correctly installed,
self-test should pass after any prior blockage DTCs are cleared. The
WSM is in the process of being updated to reflect this. [REDACTED] [REDACTED]

AUDIT

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

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

--TYPE-- [REDACTED] COMMENT TEXT -----

[REDACTED]: [REDACTED] MODEM: 4G
[REDACTED]: [REDACTED] MODEM: 4G
AUDIT [REDACTED]
[REDACTED] 4G
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] s [REDACTED] sett in M, n
[REDACTED] is susp to b sing the fault and should be
replace e current sensor is not currently available for order and
will be sent to your dealership directly by the supplier to expedite
the repair. - [REDACTED] [REDACTED]

----- [REDACTED] -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

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

Engine: ELECTRIC MOTOR 8 Tag: EN EM9 94
Bld Dt: Calb:
Serial #: [REDACTED]

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

Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????????????????----- [REDACTED] / [REDACTED]

----- [REDACTED] -----

NO AFTER MARKET

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- R [redacted] R Y -----

VEHICLE: [redacted], [redacted], [redacted], SEDAN VIN: [redacted]
Engine : M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
SOFTWARE UPDATES INOPERATIVE

Additional Symptom: [redacted]
Other Veh. With Conc : [redacted] Severity Rating - Customer: [redacted] Engineering: [redacted]

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

--TYPE--
CONCER [redacted]

saying ota upd k since [redacted] and while perfroming [redacted]
apim failed to program attempts [redacted] Please list any diagn
already performed: verified apim pdate for [redacted] tsb [redacted]
Parts Replaced: none Your Question: at this time upda r
[redacted] has me update apim fails then perform [redacted] and that fails to
say exception +flashing please wait... ou like to retry
yes or no I hit yes [redacted] and it will not go any further I hit no
and it kicks me out my next step

RECOMM [redacted]
[redacted] u
pproved adapter being used or a fault with the APIM. It is
recommended to use an approved adapter that is listed in [redacted].
If this still fails, then you should replace the APIM and r
PMI. Replacement APIMS do not need the module repair procedure to be
performed. Thank you, [redacted]

CONCER [redacted] GTC
[redacted] dapter [redacted] suggested on [redacted] since it is still
not programing I will be ring a apim

RECOMM [redacted]
[redacted] o
PIM is replaced, please update this form. Thank you, [redacted]
[redacted]

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR [REDACTED] E - - - : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	BHAG	[REDACTED]	H3	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
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 [REDACTED]
[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] cu has issue with his [REDACTED] se which for [REDACTED] ue a
[REDACTED] the dealership [REDACTED], the customer has had
[REDACTED] e for [REDACTED], hat he has not heard
of any updates f [REDACTED] dealership other than that theyre compiling
information before they contact the [REDACTED] the customer also stated that
he is in a Loaner,adv i will open up [REDACTED] ticket on his behalf and
follow up with the dealership to conf [REDACTED] ntact on [REDACTED]
LeonElectric Vehicle Specialist (BEV)_O: [REDACTED] t
[REDACTED]: [REDACTED]
[REDACTED] US [REDACTED] to get answers on the repair did let
CUST know it was TECH o [REDACTED] n the case. [REDACTED] to [REDACTED] the [REDACTED] to
get update on the service repair [REDACTED] is ou [REDACTED] or t [REDACTED] y is
waiting on the shop foreman to ru [REDACTED] other test on the car to see if
the update fixed the issue they will have more answers [REDACTED].Next
Steps: Will reach out to the agent ([REDACTED]) tomer
Experience Specialist, [REDACTED] CXO: [REDACTED]
cust called in requesti [REDACTED] o spea [REDACTED] essfully
transferred cust to agent. [REDACTED] | CXS-PV
[REDACTED] m | [REDACTED]
[REDACTED]
[REDACTED] e called in to let us know that he will need his
back as he is going out of state at the [REDACTED] and needs
his car back as the dealer dont allow people [REDACTED] k on the
loaner. i adv i will call the dealership to check status and see if he
can pick up the veh.he says he gets off work around [REDACTED]
[REDACTED] to [REDACTED] the stated that they cannot release the v [REDACTED] he
diti [REDACTED] that is on, they stated that they may be able to make an
exception on the loaner to be taken out of state however the SM needs
to know where theyre going and also how long they will be out, they
asked me to find that out and reach back out to them. [REDACTED] to customer
the [REDACTED] stated that the SA is out for the day and she [REDACTED] ll be the one
to t [REDACTED] to, they stated that they will be reaching out to customer

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

COMMENTS

--TYPE--

whenever the SA is back also stated that the SM will follow up with
whenever the SA is back also stated that the SM will follow up with
the customer with more information about the loaner [REDACTED]
[REDACTED] Vehicle Specialist (BEV)_O: [REDACTED]

[REDACTED] US [REDACTED] it is calling for an update on
the engineer reaching out to [REDACTED] said this experience will
make him never want to buy another [REDACTED] was educated that the
dlr would be best equipped to let him know when the [REDACTED] will reach out
them. [REDACTED] said he lost months of his blue cruise [REDACTED] s offered to
speak [REDACTED] subscription services he declined and a [REDACTED] for the
surveyNEXT STEPS: [REDACTED] Customer Experience Specialist,
[REDACTED] BEV Team [REDACTED]
[REDACTED] to Advoc [REDACTED] reinforcing that an [REDACTED] would
contact the customer. [REDACTED] are only dealer facing (unless they make a
major exception) and the [REDACTED] dealer does not even have an active request
for technical support open with [REDACTED] or the [REDACTED] (they should be
encouraged to submit a Technical Support request, if they need their
assistance.
[REDACTED] to [REDACTED] left VM for SM/SA [REDACTED], adv to open up a [REDACTED] or [REDACTED] ticket
have customer issue resolved in a timely manner. [REDACTED]
Vehicle Specialist (BEV)_O: [REDACTED] ext. [REDACTED]

[REDACTED] e stated that he spoke with the dealership [REDACTED]
they adv that they sent a video to the [REDACTED], they're current
working to fix the vehicle but he has not heard anything new. i adv i will
check the Uptime and will follow up with him within [REDACTED]
[REDACTED] Vehicle Specialist (BEV)_O: [REDACTED]

[REDACTED] la [REDACTED] Text" style="overflow-wrap: break-word;
ion: relative; min-width: [REDACTED]; background-color: rgb([REDACTED],
[REDACTED]); border: [REDACTED] solid rgb([REDACTED]); color: rgb([REDACTED]);
play: table; font-family: sans-serif; font-weight: normal;
font-weight: normal;
[REDACTED] <td class="gridCell gridCellSelected"
break-word; position: relative; min-width: [REDACTED];
border: [REDACTED] solid #bfbf
[REDACTED] to [REDACTED] spoke with [REDACTED] she stated that the service foreman and
y te [REDACTED] drove it and [REDACTED] determined that they will need to get back
from the specialize software team, the service advisor will be
reaching out to the customer to bring the vehicle back into service
once they know how to address the customer's issue. customer has the
vehicle [REDACTED] Vehicle Specialist (BEV)_O:
[REDACTED]: [REDACTED]
[REDACTED] t [REDACTED] repair is updated
and [REDACTED] the software team. The customer says that he
has not heard from his agent or the dealership and is not getting a
great experience. The customer would just like to ensure that his
vehicle is fixed properly. [REDACTED] Customer is also requesting call back from
assigned agent [REDACTED] Customer

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

Relationship Center-[REDACTED] team [REDACTED]

Relationship Center-[REDACTED] team [REDACTED]

[REDACTED] <sp
[REDACTED] customer he stated that the [REDACTED] spoke with him and that the
engineering team is requesting another video for the [REDACTED], and
the customer sees no end in sight, the customer state [REDACTED] o the
dealer is waiting on a loaner that is comfortable enough preferably
electric as he does not want to be without his veh for another month,
customer says it is a big headache, the customer stated that this
vehicle he is paying a [REDACTED] and its been [REDACTED] and they
have not been able to fix [REDACTED] customer says t [REDACTED] s love the
[REDACTED] but he wishes we will fix it. i adv that we do have the option
e Buyback and he stated he would take another [REDACTED] [REDACTED]
[REDACTED] of the same color but [REDACTED] does not make it a
er stated that he will [REDACTED] for me to call him [REDACTED] to
give the dealer some time to call him back. schedule f [REDACTED]
Wednesday. [REDACTED] Vehicle Specialist ([REDACTED])_O:
[REDACTED] [REDACTED] PMTo: [REDACTED]
[REDACTED] M [REDACTED] [REDACTED]
[REDACTED] [REDACTED] cle issue h
[REDACTED] [REDACTED] ering you a [REDACTED] Vehicle payment
reimbursement, [REDACTED] ail me the Sales co [REDACTED] or [REDACTED]
statement showing payment was made, and RO (repair O [REDACTED] r fr [REDACTED] ealer
Receipt). Once I gather this information I will submit for the
reimbursement and will keep you updated in the process, Respectfully, <
<p class="Mso
Your case has been identified as qualifying for a triage vehicle
payment due to days down at the dealership. Please follow the process
outlined in the [REDACTED] Triage Process-Its On Us Vehicle Payment [REDACTED]
article. Important [REDACTED]: You can offer an on-the-spot vehicle pay [REDACTED] t,
and send the payment to the cust even if the veh is still down You may
couple this with an existing [REDACTED] already agreed upon There is an
alternative payment that can [REDACTED] made even if the vehicle is paid in
full Follow the [REDACTED] article to make the offer, collect required
information and [REDACTED] cess the payment If there is a Buyback already
approved this process should not be utilized Make sure to select [REDACTED]
[REDACTED] VOR Triage - Payment Refund in [REDACTED] to not interfere with o [REDACTED] r
[REDACTED] reimbursements in the [REDACTED] <
[REDACTED] triage for VP sent
[REDACTED] to customer he stated that the dealership is waiting on a loaner
him to take a some videos and send it to engineering, the customer
stated that he has not heard from them and wants me to follow up. i
also reminded him to send me the documents for the VP
reimbursement. [REDACTED] Vehicle Specialist ([REDACTED])_O:
[REDACTED] [REDACTED] t [REDACTED] s, [REDACTED] t available left her
M to [REDACTED] ease call the customer [REDACTED] an update on the
loaner/repairs. [REDACTED] Vehicle Specialist ([REDACTED])_O:
[REDACTED] [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
[REDACTED] to [REDACTED] they adv me that the tech is currently working with the HL
[REDACTED] to [REDACTED] they adv me that the tech is currently working with the HL
the re no updates at this time. [REDACTED] Vehicle
Specialist (BEV) O: [REDACTED]
[REDACTED] to customer No a [REDACTED] L [REDACTED] a [REDACTED]
[REDACTED] me back if he needs anything. will follow up [REDACTED]
[REDACTED] Vehicle Specialist (BEV) O: [REDACTED]
[REDACTED] from cust, looking to speak
with h [REDACTED] a [REDACTED] info. Reached out to agent
and transferred as requested Next Steps: none Ford [REDACTED] Company She [REDACTED]
Her [REDACTED] Te [REDACTED] r Experience
Speci [REDACTED]
[REDACTED] from customer he wanted to tou [REDACTED] m [REDACTED]
stated that he sent [REDACTED] a message and on [REDACTED] he was adv
the options that had be deleted on his car rpose", veh is not
operating as it should. customer stated that on the website the veh
said that his blue [REDACTED] was supposed to come with his [REDACTED], the
customer stated tha [REDACTED] he was advise that they sent re [REDACTED] g to
ford and they adv him that in lane reposition and lane change assist
has been deleted but they could not provide him with any information
as to when or why they deleted this functionality but they asked him
to pick up the veh, customer stated that his vehicle was shipped with
the [REDACTED] and after the update he got the update [REDACTED] and it
stop [REDACTED] ck in [REDACTED], the customer stated that [REDACTED] dealer
is giving up on his vehi [REDACTED] Vehicle Specialist
(BEV) O: [REDACTED]
[REDACTED] to cu [REDACTED] a [REDACTED] iv [REDACTED] ck as
ommended by the HL. they advise him that the veh is operating as
normal. i advise the customer that unfortunately there is nothing i
can do from my end, i asked him to resend me the VP documens and adv
him i will resend the email. [REDACTED] Vehicle Specialist
(BEV) O: [REDACTED]
From: [REDACTED] : [REDACTED] To: [REDACTED]
[REDACTED] MSubiec [REDACTED]
[REDACTED]
[REDACTED]) Sent: [REDACTED] PMTo: [REDACTED]
[REDACTED] ted the applica [REDACTED] r [REDACTED] will
c yment reimbursement, I am advocating to issue you a
total of [REDACTED] as we discussed earlier over the phone, if
approved [REDACTED] you a total of [REDACTED] allow me [REDACTED]
[REDACTED] days to get through the proc [REDACTED] llow up wi [REDACTED] ou
[REDACTED] with an update on your refund. Respectfully, [REDACTED]
[REDACTED] icle Specialist/Battery Electric Vehicles (BE
[REDACTED] Debit card - [REDACTED]
[REDACTED] Customer Experience [REDACTED]
[REDACTED]) Sent: [REDACTED] PMTo: [REDACTED]

--TYPE-- COMMENT TEXT
[REDACTED] mSubject: RE: [REDACTED]
[REDACTED] mSubject: RE: [REDACTED]
[REDACTED] as able to get [REDACTED] a [REDACTED] ed,
[REDACTED] i [REDACTED] will continue to monitor its status
[REDACTED], please a [REDACTED] for processing. I will
u towards the [REDACTED]
[REDACTED] Vehicle Sp [REDACTED] 0:
[REDACTED]: <span style="color: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

----- T R -----
Trans: [REDACTED] AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- [REDACTED] BLUE/WHISPER BLUE

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

```

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] t [REDACTED]
Country: [REDACTED] : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
			AID/INFO			
			AID/INFO			
			MNT/PRED			
			AID/INFO			

--- SUPPLEMENTAL SURVEY: NONE ---

VEHICLE'S WARRANTY HISTORY (only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
								AC	
							RENTAL		
							NPF		NPF
							RENTAL		
							RENTAL		
							TCARE		
							RENTAL		
							NPF		NPF

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE LOSES SPEED
Additional Symptom: ADAPTIVE CRUISE CONCERN
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]
Causal Component: [REDACTED] SENSOR SPEED ASY
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: YES Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

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

CONCER [REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
[REDACTED] t of Vehicle Conce [REDACTED] driving
on freeway wit [REDACTED] e speed control on, when passing in left lane
car will slow down to speed of vehicle in right lane. Please list any
diagnostics already performed: updated IPMA, IPMB, [REDACTED] A in [REDACTED]
[REDACTED]. ethernet cable testing pass. instr [REDACTED] s to r [REDACTED] ace
[REDACTED] ected radar mounting and any damage to radar, all
visual ok. performed horizontal calibration of radar with FDRS. Parts
Replaced: none. Your Question: before replacement of IPMA, would like
clarification on what if any the IPMA, camera have to do with adaptive
cruise. and if it could cause this type of concern. and if this code
has any bearing on whats happening.

RECOMM [REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
[REDACTED] o [REDACTED] > description [REDACTED] ation,
[REDACTED] and the IPMA [REDACTED] area in front of the vehicle.
Netw [REDACTED] messages sent between the [REDACTED] and the IPMA on dedicated CAN
circuits, which determine whether [REDACTED] object, vehicle or pedestrian is
in the path of travel, the approximate distance to the object and how
fast the vehicle is approaching it. When the vehicle approaches the
object, the IPMA sends a message through the GWM to the IPC module to
turn on the red pre-collision warning indicator in the message center
and to sound an audible alert. The IPMA also sends a message to the
ABS module to pre-charge the brakes in order to prepare them for rapid
braking. If the system determines that a collision is imminent, an
active braking message is sent from the IPMA to the ABS module . Based
on this information, if the IPMA malfunction is present, that could
cause the vehicle to slow down on it own. [REDACTED]

[REDACTED] GTCGCQSP
[REDACTED] acing IPMA, download from old module. replace
module, perform PMI procedure with FDRS. PMI procedure with battery
charger installed, maintained voltage [REDACTED]. after [REDACTED]
[REDACTED], download failed, now I cant com [REDACTED] PMA, [REDACTED] ll the
cle detection modules. installed old module to see if [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
communication restored, it was. lost on what to do now.
communication restored, it was. lost on what to do now.
RECOMM [REDACTED] o [REDACTED]. It is s [REDACTED]
[REDACTED] lled is incorrect for the vehicle. Please refer to <A
[REDACTED] = [REDACTED]
[REDACTED] Transport?link=0
01&am [REDACTED] nd for the
correct part [REDACTED] er of [REDACTED]. Have a great day, [REDACTED]
[REDACTED]
[REDACTED] le. PMI, configure, camera calibration all went
normally. [REDACTED] urn vehicle to customer. back again with same concern.
cruise braking occuring when passing large vehicles on freeway. doesnt
do it when passing smaller vehicles. several fault codes in memory.
checked all related SSMS, TSBs. not sure whet codes would pertain to
concern. would appreciate TAR assistance with this vehicle.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o rn h [REDACTED] eer
([REDACTED] your market area. The [REDACTED] should contact you and/or the
D [REDACTED] ership management (Service [REDACTED] ager or Service Director) within one
([REDACTED] to discuss further recommendations. If the [REDACTED] does
n [REDACTED] directly, please consult with your Dealershi
management to discuss further recommendations and steps to assist in
the resolution of this vehicle concern.
TAR [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] I N [REDACTED] TH
THIS [REDACTED] MACH E. WHEN PASSING A VEHICLE [REDACTED] HE LEFT LANE, THE MACH E
WILL [REDACTED] DOWN TO THE SAME SPEED AS THE VEHICLE. ...THE R.O. DATE IS
[REDACTED] AND THE VEHICLE HAS BEEN IN [REDACTED] FOR THE SAME CONCERN,
[REDACTED] HAS REQUESTED [REDACTED] ASSIST [REDACTED] HAS BEEN REPLACED,
AND [REDACTED] ROGRAMMING WAS [REDACTED] CESSFUL, AND THE [REDACTED] E IS STILL PRESENT.
AUDIT [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] E [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] N [REDACTED] AN [REDACTED]
Y PRESENT WHEN PASSI [REDACTED] LARG [REDACTED] CK WHEN [REDACTED] CH E IS IN THE
LEFT LANE AND THE TRUCK IS IN THE RIGHT LANE. THE CONCERN NEVER
HAPPENS WHEN THE MACH E IS IN THE RIGHT LANE. ADVISED TO VERIFY AND
ATTEMPT TO ADJUST HORIZONTAL ALIGNMENT OF THE [REDACTED] AND RE-EVALUATE THE
CONCERN. ADVISED DEALER THAT [REDACTED] WOULD NOT BE [REDACTED] E TO VISIT UNTIL THE
END OF [REDACTED].
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] N [REDACTED] S [REDACTED]
BROUGHT THE VEHICLE [REDACTED] INT [REDACTED] D [REDACTED] S [REDACTED] ADJUST THE
HORIZONTAL ALIGNMENT OF THE [REDACTED] BEHIND THE FRONT BUMPER COVER. [REDACTED]
[REDACTED] HE WILL LET ME KNOW A [REDACTED] MORE PROGRESS.
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] F [REDACTED]
[REDACTED] DID NOT RESOLVE T [REDACTED] NCERN [REDACTED] ADJUSTMENT AND [REDACTED]

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

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

--TYPE-- COMMENT TEXT
ALIGNMENT PROCEDURE DIDN'T RESOLVE THE CONCERN, THE DEALER INSTALLED
ALIGNMENT PROCEDURE DIDN'T RESOLVE THE CONCERN, THE DEALER INSTALLED
A NEW [REDACTED] AND THE CONCERN OF BRAKING WHILE PASSING A TRUCK WAS NO
LONGER ESENT. DEALER PLANS ON RETURNING THE VEHICLE TO THE CUSTOMER
[REDACTED] AND [REDACTED] WILL CLOSE THE CASE ON [REDACTED] IF THE CONCERN IS NO
R PRE T WITH THE CUSTOMER DRIV
ADD-ON [REDACTED] () [REDACTED]
AUDIT [REDACTED] () [REDACTED]
T A C ED

Symp. Verif?: [REDACTED] 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], [REDACTED], [REDACTED]
Equipme [REDACTED] t ipment/Procedure Used Effective

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	SENSOR SPEED ASY	YES

----- V E H I C L E D E T A I L -----
Vehicle Build Date: [REDACTED] Warrant start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal
Serial #: [REDACTED]

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

Model: [REDACTED] Shft: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

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

----- A [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		V	RENTAL	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
NO ENGAGEMENT BOTH (FORWARD AND REVERSE)
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 (%):

--TYPE--
AUDIT [REDACTED]

OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
Template fo [REDACTED] es on cases: [REDACTED]
Notes: Customer ca [REDACTED]
[REDACTED], customer is
veh [REDACTED] e they can not drive it to
the dealer for repairs. customer has had continous issues with the
vehicle for the [REDACTED]. Customer stated it is related to PCM.
Customer does no [REDACTED] e vehicle at the dealer but is schedule to
bring the vehicle in once they get a tow truck. Customer is requesting
a BB of the vehicle at this point. Advised the customer that the BB is
not a guarantee and it is base off the Lemon Laws of the state where
they purchase the vehicle. advised the customer that once they have
their vehicle at the dealer to call back to start the process of the
BB on the account. Provided the case number for reference. Next steps:
[REDACTED] Customer Experience
[REDACTED] s [REDACTED] concern NA [REDACTED]
[REDACTED]: [REDACTED] ext. [REDACTED]-[REDACTED]
OWNREL ST [REDACTED]: [REDACTED] h e wouldnt drive
-called u [REDACTED] ow [REDACTED] eled on cust (they got
multiple that canceled)-last tow truck they waited for [REDACTED]
and it never came-local tow company towed the veh over n [REDACTED] ir
lot and now cust needs us to tow veh from there to [REDACTED] -called
[REDACTED] [REDACTED] to have roadside pick veh up roadside nev [REDACTED] d up in the
1 [REDACTED] the night a local company came by and towed it to their lot
n their own veh died on side of road and it wasnt in a parking spot
*call roadside and let them know cust has premium care and she has
been cancelled on multiple times and needs assistance from local lot
to [REDACTED] next steps: set up tow and close
OWNREL VIN [REDACTED] SSUE- BUYBACK VEH AT THE [REDACTED] MEETS FLP YEAR OF VEH MILEAGE CLV
TRANSFER TO CONCERN-NOCONCERN A [REDACTED] T NAME- Did you purchase the veh new
or used- YREASON FOR CONCERN-Started a claim [REDACTED] and was
told to bring his veh to the dlr to have clai [REDACTED] vided

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
cas [REDACTED] TO DLR- next steps-adv cx that his specialist will be
cas [REDACTED] TO DLR- next steps-adv cx that his specialist will be
in [REDACTED] will be contacted by end of day tomorrow [REDACTED] motor
companyCustomer Experience Specialist<span style="f
Case reassigned to [REDACTED]
[REDACTED] Cus [REDACTED] ence [REDACTED]
[REDACTED] ext. [REDACTED]: Cu [REDACTED] bmit a new
[REDACTED] had t [REDACTED] the dealer. The vehicle is currently
at the dealer. Customer was informed that the agent has a follow-up
for [REDACTED]. Customer is seeking a call back. GCB -
[REDACTED] Next Step: CXS will email the agent on the
[REDACTED] Experience
[REDACTED] : [REDACTED] ext.
[REDACTED] or asons,
not submit any sensitive personally identifiable
information, such as credit card numbers, drivers license number, SSN,
DOB, etc. Thank you.
IBC CXS [REDACTED] / [REDACTED] from CUST [REDACTED]
[REDACTED] o [REDACTED]
[REDACTED] EXT STEPS: f/u with cust [REDACTED] 16 [REDACTED]
[REDACTED] Experience Specialist [REDACTED] e
[REDACTED] : [REDACTED]
[REDACTED] e [REDACTED] r has been waiting fo
call back from his agent and he missed the call; and he is just trying
to follow up with her;I submitted the necessary buyback information
for this caseCXs reach out via webex for agent inform Customer
callback will be givenNext Steps: Document customercontactFollow
up: [REDACTED] Customer Experience
[REDACTED] [REDACTED] [REDACTED] VISMDChecked
[REDACTED] l [REDACTED] s [REDACTED] made [REDACTED] to [REDACTED]
[REDACTED] c [REDACTED] o [REDACTED] o [REDACTED] ith [REDACTED] = [REDACTED] to [REDACTED]
[REDACTED] @ [REDACTED] . [REDACTED] w [REDACTED] r [REDACTED] tionis [REDACTED]
[REDACTED] wa he [REDACTED] for the RO. == [REDACTED] l [REDACTED] a
VM to [REDACTED]
From: [REDACTED] A.) Sent: [REDACTED] AMTo: [REDACTED]
[REDACTED] ct: [REDACTED]
[REDACTED] A.)
[REDACTED] AMTo: [REDACTED]
[REDACTED] CXS [REDACTED] / [REDACTED] to Customer [REDACTED]
[REDACTED] ([REDACTED] o [REDACTED] as been submi
[REDACTED] w [REDACTED] ue working with the dealership ship to repair his
vehicle. NEXT STEPS: F/U with cust [REDACTED] 22 [REDACTED]
[REDACTED] Experience Specialis [REDACTED] 1 [REDACTED]
[REDACTED] Se [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] (A.) ; [REDACTED] ect:

[REDACTED] (A.) ; [REDACTED] ect:

[REDACTED] hicle
was [REDACTED] not go into gear. We have diagnosed
the vehicle a [REDACTED] that has failed inside of the high voltage
battery. Parts have been ordered and the battery will need to be
removed from the vehicle and taken apart. Customer has been in a
loaner since [REDACTED]. This vehicle has had on going problems and has been
here multiple [REDACTED] es RO [REDACTED] 6 of [REDACTED] Opened
[REDACTED] Bil [REDACTED] Of [REDACTED]
[REDACTED] Advisor Direct [REDACTED] Safe

From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED],
[REDACTED] [REDACTED] d all
that [REDACTED] o [REDACTED] cle under warranty Billy [REDACTED]
Of [REDACTED] Advisor Direct [REDACTED] Ext [REDACTED]
Sta [REDACTED]

[REDACTED] SBHT [REDACTED]:After review, vehicle may meet State guidelines
ck/rep [REDACTED] ment criteria for MD. Talking Points:- [REDACTED] sent over
for [REDACTED]-Review notes in milestone-Focus on gett [REDACTED] vehicle
repa [REDACTED]

[REDACTED] Support TeamBuyback approved. Veh is LL eligible.Next Step :
[REDACTED] agent will load the [REDACTED] and close the milestone.
[REDACTED] S [REDACTED] / [REDACTED] to [REDACTED]
[REDACTED] i [REDACTED] ir [REDACTED] r the
the big battery had [REDACTED] ised that the repairs are completed.
codes. Cust states that the vehicle keeps veering towards the right of
the road. [REDACTED] has advised the customer to come in a test drive.
Cust state [REDACTED] e doesnt have time. [REDACTED] believes that it could be the
way the customer is driving the vehicl [REDACTED] Have requested to send videos
of the concern and all videos come back blurry or with no evidence of
the vehicle veering towards the right [REDACTED] to CUST [REDACTED]
([REDACTED]) to advise that his requ [REDACTED] for a bu [REDACTED] been
a [REDACTED] his vehicle is available for pickup at the dlr. Advised
the cust that a [REDACTED] Agent should be in contact with him within the
next [REDACTED]. NEXT STEPS: F/U with cust [REDACTED] 26 [REDACTED]
Compa [REDACTED] Experience Specialist [REDACTED] s [REDACTED] r
Vehicle [REDACTED] | [REDACTED]: [REDACTED] ext.

[REDACTED] ploaded to [REDACTED] Case TransmissionCASE NUMBER: [REDACTED]
set disposition [REDACTED] sed BB Milestone.CXS/CSM will a
CUST to expect [REDACTED] tact within [REDACTED] and set follow-up
accordingly to [REDACTED] ify [REDACTED] contacte [REDACTED]
[REDACTED] cialized Buybac [REDACTED] ist,
[REDACTED] A CUSTOMER FACING AGENT [REDACTED]-CaseComments_TMP
t [REDACTED]-CaseComments.txt t [REDACTED]-Vehicle rn.t txt
Outbou [REDACTED].txt DO NOT PROVIDE CT INFORMATION TO CUSTOMER
[REDACTED]-CaseComments_TMP P.txt [REDACTED]-CaseComments.txt t

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]

[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
rt Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

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

--TYPE-- [REDACTED]-VehicleConcern.t txt OutboundSeq.txt
[REDACTED]-VehicleConcern.t txt OutboundSeq.txt
OWNREL S ([REDACTED]) IBC from CUST [REDACTED]-CaseComments TMP P.txt
[REDACTED] t [REDACTED]-Vehicle [REDACTED] ern.t txt OutboundSeq.txt I
I the Inquiry team, if a customer calls
back in a concern agent will have to further assist with customers
concerns to progress the case Thank you ***Reason for Concern: cust
called in wanting to speak with his cxs about his case, cust says he
was told to reach back out if buyback team hasnt reached out to him
yet [REDACTED] (INQUIRY AGENT)She/ HerCustomer Experience
Spec [REDACTED] CXSinquiry Handling Team*** I am not a Concern agent
I am on the [REDACTED] ury team, if a customer calls back in a concern agent
will have to further assist with customers concerns to progress the
case Thank you [REDACTED]-CaseComments TMP P.txt [REDACTED] t
[REDACTED]-VehicleCo .t txt OutboundSeq.txt

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

[REDACTED] H [REDACTED] [REDACTED]

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 4 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????????????

CQIS Report Number:

Program Type:

Orig Rpt #:

Report Source:

- CUST ASST C

Report Date:

Paint : NEUTRAL EXT PAINT FAMILY B

ABSOLUTE

A F T E R

M A R

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:

City:

Country:

Ph#:

t

Region :

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		CACVOC			
			AID/INFO		

S U P P L E M E N T A L

S U R V E Y :

NONE

VEHICLE'S WARRANTY HISTORY (only)

Dealer ID

Repair Date

Repair Order

Odometer (Miles)

Rp Nr

Cau Cond

Pfx

e Part Base

Number Sfx

Labor Operation

								RENTAL	
									ADD
				3	D8				
				3	D8				
				3	D8				
				3	D8				
				3	D8				
				3	D8			F	
				3	D8			A	
				3	D8			S439	
				3	D8			S440	
				3	D8			S440	
				3	D8			S439	
				3	D8			S440	
				3	D8			S439	
				3	D8			S439	
				3	D8			D	
				3	D8			S439	
				3	D8			A	
				3	D8	LJ9			
				3	D8	T			
				3	D8	Z	31	B	
				3	D8	X	12	QULV	
						AU2		DB	

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

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

[illegible]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- [redacted] -----

VEHICLE: [redacted], [redacted], [redacted], [redacted] VIN: [redacted]
Engine : [redacted] M Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

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

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

CONCER [redacted] (FSE) [redacted] - [redacted] - [redacted] ATLANTIC REG
[redacted] a [redacted] ption of icl nce THE ADAPTIVE
CRUISE CONTROL HE BLUE CRUISE HAND FREE ISNT WORKING PROPERLY.
THE CAR DOESNT RECOGNIZE THE VEHICLE IN FRONT OF IT. It seems to be
recognizing car to the left front as being directly in front of
vehicle. Noticed this immediately after tire was replaced. Please list
any diagnostics already performed: PERFORMED PIN POINT TEST FOR CODE
[redacted] Parts Replaced: PIN POINT TEST STATES REPLACE [redacted], NO PARTS
CED YET Your Question: PER THE CONCERN [redacted] DOES SEEM TO BE A
CORRECT REPAIR ATTEMPT, LOOKING FOR MORE DIA STIC STEPS TO SOLIDIFY
REPAIR

RECOMM [redacted] (FSE) [redacted] - [redacted] - [redacted] ATLANTIC REG
[redacted] f [redacted] Descripti and rat > Cruise
1 - Vehicles ve Drive Assist/Intelligent Adaptive
Cruise Control - System Operation and Component Description. The WSM
references Blue Cruise as Active Drive Assist. Since the concern is
present when using adaptive cruise control and/or Active Drive Assist,
then it is likely due to a concern with the Cruise [redacted]
(CCM). Since the concern only started occurring aft
replacement, then there may be an issue with tire circumference that
is causing the CCM to be mis-aligned. Measure all [redacted]
circumferences and ensure there is not a notable d nce in tire
circumference. If [redacted] was replaced on the front, try swapping the
front and rear tir e-evaluate. If the concern is still present,
perform the CCM Alignment procedures in [redacted] > General
Procedures. While the DTCs setting could on of blue
cruise, they should be ruled out by clearing the DTCs and duplicating
the concern again. If the concern is duplicated and the DTCs reset,
then they may need to be addressed. Regards, [redacted]
Service Engineer [redacted]

CONCER [redacted] (FSE) [redacted] - [redacted] - [redacted] ATLANTIC REG
[redacted] o [redacted] ia [redacted]. Hey [redacted],
update on the [redacted], i check all were
same size, I t recalibration / alignment procedure for the CCM

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT
through fdrs and it got stuck at [REDACTED] out of [REDACTED], however, I did happen
through fdrs and it got stuck at [REDACTED] out of [REDACTED], however, I did happen
to get a video of the concern hap ning, th ar thinks the cars to
the left of it are in front of it, I m wondering if I should pull the
bumper cover and try the manual alignment procedure
RECOMM [REDACTED] ([REDACTED]) [REDACTED] REG
s e i the f
ming the Vertical Alignment in [REDACTED] > General Procedures.
Ensure to read all of the NOTES at th f the procedure and
perform applicable inspections. Also please reference the technical
support video on Cruise Control Alignment.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] REG
p n o tatus IS
Session Sub Status : [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
ABS# [REDACTED], [REDACTED], [REDACTED]
Equi / [REDACTED] t ipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 7 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: Calb: NCGWELN A
Serial #:

- - - T R A N [REDACTED] I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Program Type: H
- [REDACTED]

Shift:

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

Tire : [REDACTED] SUMMER BSW Brand :
Radio : A/C : AC G-?????????????????????
Paint : [REDACTED]-?????????????????????----- ICED/[REDACTED] BLUE

----- A -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

```
----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller      : ██████████ Title: TECHNICIAN
```

Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]

City: [REDACTED] ate : [REDACTED]

Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

[illegible][illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC M 4

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
NOT LISTED

NAVIGATION

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Navigation 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 (%):

---TYPE---

[REDACTED] ([REDACTED])
[REDACTED] r ion of
not showing in [REDACTED] t location, shows [REDACTED] off and
doesnt move when driving just shows you t [REDACTED] ing turns
Please list any diagnostics already performed: ran self test and
network test all pass ran bezel diagnostics and shows [REDACTED]
and signal strengths is 4 with [REDACTED] but am, fm and
fine also ran APIM hardware tes [REDACTED] sed Parts Replaced: none Your
Question: would this be an APIM, [REDACTED], or ACM concern and where should
we go from here

RECOMM

[REDACTED] ([REDACTED])
[REDACTED] i a ng inac
is related to a fault with the antenna or coax cables leading
back to the APIM. Please continue testing by utilizing the [REDACTED]
Diagnostic [REDACTED] ([REDACTED]) and verifying [REDACTED] this
system. Usi n tenna and adapte [REDACTED] in the kit,
make connection in place of the current GPS antenna and retest
operation. If the concern is no longer present, then we can confirm
the antenna is at fault and requires replacement at this time. If the
concern is still present with the test antenna installed, follow
referring to wiring cell [REDACTED] and making connection at the back of
the splitter cable where [REDACTED] ets the main coax and retest once again.
If the system operates while connected to the splitter cable, the main
coax is at fault. If still present, finish with connecting the test
antenna directly to the back of the APIM. If navigation operation is
not restored, then replacement of the APIM would be supported at this
time. If the [REDACTED] is not available, the same circuits testing
is provided i manual [REDACTED] > PPT R for the
navigation system being inopera h u, [REDACTED]

[REDACTED] ([REDACTED])
[REDACTED] t of icl nce
navigation loc stuck in [REDACTED] and has no gpr signal Please
list any diagnostics already per self test apim hardware test

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

and pinpoint test, updated the [REDACTED] and [REDACTED] pulled [REDACTED] and [REDACTED] car
and pinpoint test, updated the [REDACTED] and [REDACTED] pulled [REDACTED] and [REDACTED] car
has satellite radio working but GPS P s Replac Satel radio
and GPS splitter Your Question: looks like there is no voltage an the
antenna wire but receives [REDACTED] radio signal why wouldnt there be GPS
signal WEB-[REDACTED]-INT-[REDACTED]: Callback
Done...WEB-[REDACTED]XT-[REDACTED] With the
navigation ing i r ep d, this would
leave either a coax cable concern, a concern with the GPS portion of
the antenna, the ACM or the [REDACTED] as possible faults. In order to
diagnose this, refer to wiri [REDACTED] and [REDACTED] disconnect
[REDACTED] thus isolating the ACM, t if t vigation
tes. If it does then the ACM would be at fault. If the navigation
concern continues, then replace the Antenna, followed by the coax
cable from the [REDACTED] to the splitter. And lastly if the concern is
still present r ce the [REDACTED]. Thank you, [REDACTED]
[REDACTED]WEB-[REDACTED] wh i CM and
then repla g n the [REDACTED]... [REDACTED]
RECOMM [REDACTED] i i , an he tte e ,
would leave either a coax cable concern, a concern with the GPS
portion of the antenna, the ACM or the [REDACTED] as possible faults. In
order to diagnose this, refer to wiring [REDACTED] and [REDACTED]
disconnect [REDACTED] thus isolating the ACM, fy if
navigation tes. If it does then the ACM would be at fault. If the
navigation concern continues, then replace the Antenna, followed by
the coax cable from the [REDACTED] to the splitter. And lastly if the
concern is still present lace the [REDACTED]. Thank you, [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
then repla g n the [REDACTED].

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- SPACE [REDACTED]

----- A [REDACTED] I [REDACTED] I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] :

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO			[REDACTED] [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELE MOTOR Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: Collision Assist Unavailable
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: [REDACTED] PROGRAM CHANGE PLT
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 [REDACTED] ([REDACTED]) - [REDACTED]
[REDACTED] p n of icl
IN ADAPTIVE CR [REDACTED] ILL SHUT DOWN WITH A ERROR MESSAGE SAYING
COLLISION ASSIST UNAVAILABLE BUT WHEN WE SCAN THE VEHICLE THERE ARE NO
CODES. AND WHEN WE TEST DRIVE THE VEHICLE, WE HAVE YET TO HAVE A ISSUE
Please list any diagnostics already performed: EEC TEST, CHECKED
SOFTWARE LEVELS AND UPDATED [REDACTED] Replaced: NONE Your
Question: ANY KNOWN ISSUES?

RECOMM [REDACTED] ([REDACTED]) - [REDACTED]
[REDACTED] i [REDACTED]
U3000: [REDACTED] nd U2107:68. <A
href=[REDACTED]?link=0
&am [REDACTED] PSCM,
M and CMR if these DTCs are present along with a Pre-Col on
Assist not available message. If an update is available, perform this
TSB and reevaluate. If there is no update available for the [REDACTED] DTC
U3000:89 setting in the [REDACTED] will need to be diagnosed [REDACTED] is DTC
sets when the [REDACTED] detec n internal data transfer fa from its
main CPU to [REDACTED] which control the Ethernet, LIN, or
FD-CAN commu atio [REDACTED] is not supplied with proper power or
ground, it has been known to this DTC. With this in mind, load
test the [REDACTED] power and ground circuits by disconnecting [REDACTED] as
shown in [REDACTED] and temporarily connecting the
filament [REDACTED] pins 1 and [REDACTED]. Place the ignition in Run
and measure vo p across the bu . This measurement should be
within [REDACTED] of source battery voltage. Refer to the Technical
Support y navigating to [REDACTED], hovering over Technical
Assistance and clicking Technica t Videos > How To Perform a
Load Test. If these circuits pass the load test, inspect the case
ground and verify it is clean and tight. If there are no concerns with
the power or ground to the [REDACTED], replace the module and reevaluate. As
your dealership is equipped h the See What I See (SWIS) headset, if
additional technical assistance is required and a SWIS session would
be beneficial (live video or picture would help), click <A

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

[REDACTED] = _blank

[REDACTED] = blank

[REDACTED] representa will reach out you at the appropriate time. Ver the following prior to your appointment:Your See [REDACTED] ([REDACTED]) headset is charged, the headset is turned on, an ed h the latest software level.Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] Time to call.

href=[REDACTED]
q.fac
concerns

<A [REDACTED] = blank
href=[REDACTED]

ADD-ON

[REDACTED] s [REDACTED] N ssary [REDACTED] sio [REDACTED] t

CONCER

GTCGCQIS

[REDACTED] READY PERFORMED BEFORE CONTACTING YOU THATS WHY I
OU. POWER AND GROUND AT [REDACTED] HAVE ALREADY BEEN TESTED WITH
A HEAD LIGHT BULB. THIS VEHICLE HAD [REDACTED] DONE AND NOT KNOWING HOW
THE [REDACTED] WAS HANDLED DURING WINDOW REP ENT BEFORE I REPLACED IT I
WANT [REDACTED] O CHECK WITH YOU FOR ANY OTHER KNOWN ISSUES.

RECOMM

[REDACTED] ([REDACTED]) ATLANTIC REG
[REDACTED] w r ass lo test and the
[REDACTED] s been replaced but continues to set [REDACTED], we recommend
inuing to evaluate the ethernet circuits the [REDACTED] and the
GWM. These circuits can be seen in wiring [REDACTED] on [REDACTED] They
should be tested following ppt A from [REDACTED] e [REDACTED]. This
ppt will cover how to disassemble the [REDACTED] testing well
as the actual circuit testing that should be performed. If these
circuits pass testing and the [REDACTED] was not previously replaced,
continue with replacement at t [REDACTED] time. In addition to the above
testing, we noticed that several DTCs have set in the CMR module.
Please complete [REDACTED] and verify that the codes clear. If these
DTCs remains, ch [REDACTED] bstructions in front of the CMR camera and
LEDs and adjust as necessary. If no obstructions are found, verify
that the camera and LEDs are positioned correctly as these DTCs will
continue to set if they are obstructed. [REDACTED] [REDACTED]

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) ATLANTIC REG
[REDACTED] s [REDACTED] sio ub Status :
nical, [REDACTED] Commen na [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

[REDACTED] [REDACTED] GTCGCQIS

[REDACTED] [REDACTED] GTCGCQIS

[REDACTED] O BEEN A WHILE BUT I UPLOADED A PICTURE OF WHAT THIS VEHICLE IS DOING. I HAVE NO CODES AND ALL MODULES ARE UP TO DATE. I HAVE TESTED CIRCUITS AS INSTRUCTED FINDING NO FAULTS AND HAVE INSTALLED A NEW IPMA. WE PUT [REDACTED] ON THIS VEHICLE WITH NO ISSUES. CUSTOMER PICKS UP VEHICLE AND [REDACTED] GETS THIS MESSAGE. WE SCAN AND NO CODES AGAIN. NOW FOR MY QUE [REDACTED] N A BUILDING SECURITY SYSTEM OR SOME OTHER ELECTRONICS MESS WITH THIS VEHICLE S ELECTRONIC IN THE CITY [REDACTED] SHE JUST WENT OUT OF [REDACTED] WITH THIS VEHICLE FOR A [REDACTED] HAD NO ISSUES.

[REDACTED] [REDACTED] ([REDACTED] [REDACTED] - [REDACTED] REG

RECOMM [REDACTED] A [REDACTED] D [REDACTED] [REDACTED] - [REDACTED] REG

[REDACTED] 1 g ty em g this

ern, if it were, it would be happening in the same place every [REDACTED]. With the adaptive cruise control and the pre-collision being the lited system, the [REDACTED] is the only module that has not been tested. Check the [REDACTED] between the modules found in [REDACTED]. Check conn [REDACTED] r pin fitment using the approp [REDACTED] e flex probes, pin/connector deformation/damage, terminal fretting, fluid and debris intrusion, and corrosion. Verify that all pins are secured within their proper cavities on the hard shell and that [REDACTED] connector is fully seated. Ensure to inspect [REDACTED] of the connector. Replace damaged pins or hard shell [REDACTED] ble. If no fault was found preform the [REDACTED] alignment procedures found in [REDACTED], if the concern is present af [REDACTED] the alignment, use the Techni Support video [REDACTED] aliment procedure to find if the bracket is the cause of the c [REDACTED] ern. This covers [REDACTED] the procedure found in [REDACTED] and a test to check the horizontal [REDACTED] gnment. This can be fou going to the homepage of [REDACTED], mousing over technical assistance, and clicking on the technical [REDACTED] pport videos. This video is found in sec [REDACTED]. [REDACTED] Technical Assistance center We have referred [REDACTED] s [REDACTED] [REDACTED] ([REDACTED]) in your market area. The [REDACTED] should conta [REDACTED] er [REDACTED] p management (Service Mana [REDACTED] or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] directly, please consult with your Dealers [REDACTED] management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON [REDACTED] [REDACTED] ([REDACTED] [REDACTED] - [REDACTED] REG

[REDACTED] d to the number of repair attempts and time down.

[REDACTED] cian, [REDACTED], has attempted to diagnose an adaptive cruise control/coll [REDACTED] ist concern. During his diagnosis, he has performed [REDACTED], replaced IPMA, and tested circuitry between modules wi [REDACTED] ts found. We have asked them to do testing on the [REDACTED] to ensure proper alignment and circuitry to ensure that the [REDACTED] is the cause of the concern. the vehicle has been in and out of e shop since [REDACTED] it is uncertain how many days the vehicle has

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

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

been down for repairs but the vehicle is currently at the shop. There
been down for repairs but the vehicle is currently at the shop. There
are also no GCCT cases., SWIS Session Status : SWIS Not Necessary, SWIS
Session Sub Status : Technical, SWIS Comments : web response

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] E [REDACTED] AN
[REDACTED]. THE VEHICLE CURRENTLY [REDACTED] THE DEALERSHIP. INTERMITTENTLY
VEHICLE WILL DISPLAY (COLLISION WARNING SYSTEM HAS DETECTED EITHER
A SYSTEM FAULT OR AN OBSTRUCTED RADAR SENSOR). PICTURE IS ATTACHED.
THE [REDACTED] HAS BEEN REPLACED AND IS AT THE LATEST LEVEL. THE LAST
DEAL [REDACTED] IP VISIT THE CONCERN WAS UNABLE TO BE DUPLICATED. [REDACTED] ADVISED
ME THE CONCERN HAS BEEN OCCURRING FOR THE [REDACTED]. [REDACTED] IS
GOING TO CONTACT THE CUSTOMER TO SEE IF TH [REDACTED] ED OCCUR
AFTER THE WINDSHIELD WAS RESEALED IN [REDACTED]. IF SO, SUSPECT A
DAMAGED OR IMPROPERLY INSTALLED WINDS [REDACTED]. IF THE CONCERN DIDN'T
OCCUR AFTER REPLACEMENT, THEN SUSPECT A [REDACTED] GNMENT CONCERN OR
DEFECTIVE [REDACTED] IS GOING TO TRY AND [REDACTED] EDULE THE VEHICLE IN THE
[REDACTED] I WILL FOLLOW-UP WITH [REDACTED] ON [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] T [REDACTED] E [REDACTED] AN
[REDACTED] AND [REDACTED] [REDACTED] AS BEEN UNABLE TO GET IN CONTACT
[REDACTED] USTOM [REDACTED] P [REDACTED] A [REDACTED] S SEARCH AND LOCATED [REDACTED]
([REDACTED] & [REDACTED]) WERE THE FRONT IMPA CAMERA (ON WIN [REDACTED] WAS
R [REDACTED] TO [REDACTED] THE VEHICLE CONCERN. I ADVISED [REDACTED] TO ORDER THE
IMPA CAMERA. THE CUSTOMER IS GOING TO BE SCHEDULED [REDACTED] NCE THE CAMERA
ARRIVES AT THE DEALERSHIP.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] CAMERA HAS ALREADY BEEN REP [REDACTED] D ON [REDACTED] CL [REDACTED] E WAS UNAWARE IT
REPLACED BECAUSE THE WARRANTY CLAIM WAS NOT SUBMITTED FOR THE CAMERA.
THE VEHICLE WAS RETURNED TO THE CUSTOMER BEFORE THE TAR WAS OPENED. I
ADVISED [REDACTED] TO FURTHER DIAGNOSE THE VEHICLE IT NEEDS TO BE BROUGHT
BACK TO [REDACTED] DEALERSHIP. [REDACTED] IS GOING TO CONTACT THE CUSTOMER AND SEE
WHEN THEY ARE ABLE TO DR [REDACTED] HE VEHICLE AT THE DEALERSHIP.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ON [REDACTED] OR [REDACTED].
GOING TO BE SCHEDULED IN ON [REDACTED] WHEN THE APPOINTMENT IS MADE BY THE [REDACTED] WI

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ON [REDACTED] THE [REDACTED] NT.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] WAITING FOR THE CUSTOMER TO [REDACTED] THE [REDACTED] NT.

[REDACTED] SCHEDULE THE CUSTOMER TO DR [REDACTED] FF T [REDACTED] E ON EITHER [REDACTED]
[REDACTED] OR [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] R [REDACTED] V [REDACTED] MANA [REDACTED] S

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] GOI [REDACTED] AT THE DEALERSHIP ON [REDACTED]
[REDACTED] E [REDACTED]. [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE--

----- COMMENT TEXT -----

[REDACTED] WAS RELEASED ON [REDACTED] WHICH RELATES TO THE
[REDACTED] WAS RELEASED ON [REDACTED] WHICH RELATES TO THE
THE CUSTOMER IS [REDACTED] DEALERSHIP ADVISED ME THE
CUSTOMER IS EXPERIENCING PRE-COLLISION ASSIST NOT AVAILABLE AND
REVERSE BRAKE ASSIST NOT AVAILABLE MESSAGE INTERMITTENTLY. THE ONLY
[REDACTED] THAT REQUIRED AN UPDATE WERE THE [REDACTED] AND THE [REDACTED]
[REDACTED] WERE UPDATED AND THE [REDACTED] CONFIGUR [REDACTED] N APPLICA [REDACTED] N
ED USING THE EDRS. AFT [REDACTED] THE UPDATE WAS PERFORMED ALL CODES
PRESENT IN ALL [REDACTED] CLEARED AND DIDN'T RETURN. THE VEHICLE WAS
DRIVEN FOR [REDACTED] D THE CONCERN WAS UNABLE TO BE DUPLICATED. THE
DEALERSHIP [REDACTED] TO DRIVE THE VEHICLE ANOTHER [REDACTED] TO CONFIRM
THE CONCERN IS RESOLVED.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ON [REDACTED]
BEEN DRIVEN [REDACTED] NCER [REDACTED] EN UNABLE TO BE
REDUPLICATED [REDACTED] IS GOING TO BE RETURNED BACK TO THE
CUSTOMER. CLOSING TAR [REDACTED]

AUDIT [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] L [REDACTED] D [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] V [REDACTED] O [REDACTED] ERVIC [REDACTED] ER
IS [REDACTED] ERIENCING PRE-COLLISON & REVERSE BRAKE [REDACTED] AVAILABLE
MESSAGES IN THE INSTRUMENT CLUSTER INTERMITTENTLY. CODES [REDACTED],
[REDACTED] AND [REDACTED] ARE PRESENT IN THE IPMA. [REDACTED]
ON T [REDACTED] VISIT. REOPENING TAR [REDACTED]

AUDIT [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] E [REDACTED] NED [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] A [REDACTED] O [REDACTED] [REDACTED]
[REDACTED] WERE AT THE LATEST LEVEL. [REDACTED] AND
[REDACTED] WAS PRESENT. THE VEHICLE WAS DR [REDACTED] AND THE
ISION AND REVERSE BRAKE ASSIST MESSAGE DI [REDACTED] UR. REVIEWED
[REDACTED] IN [REDACTED] AND REVIEWED POSSIBLE CAUSES. THE
L [REDACTED] EN T [REDACTED] AND IPMA CAMERA WAS A POSSIBLE
CAUSE. I DID LOCATE THE REPORT NUMBER [REDACTED] WHERE THE COAX CABLE
WAS REPLACED TO RESOLVE THE SAME CONCE [REDACTED] DEALERSHIP IS GOING TO
REPLACE THE COAX CABLE BETWEEN THE [REDACTED] MODULE TO THE [REDACTED] CAMERA AND
RETEST.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] AGER [REDACTED] S
WAI [REDACTED] HE COAX CABLE TO ARRIVE AT T [REDACTED] HIP.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] ON [REDACTED]
CHECK WITH PARTS TO SEE IF [REDACTED] HAS [REDACTED] IF [REDACTED] PART IS NOT
AT THE DEALERSHIP [REDACTED] WILL GET THE ETA ON THE COAX CABLE.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] O [REDACTED] N [REDACTED] R [REDACTED] LE
IS AT THE DEALERSHIP. [REDACTED] IS GOING T [REDACTED] NTAC [REDACTED] TOMER TO GET
THEM SCHEDULED IN. ONC [REDACTED] E APPOINTMENT IS MADE [REDACTED] WILL CONTACT ME.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

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

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

--TYPE-- COMMENT TEXT
CONTACTED THE DEALERSHIP ON [REDACTED] AND SPOKE WITH SERVICE MANAGER
CONTACTED THE DEALERSHIP ON [REDACTED] AND SPOKE WITH SERVICE MANAGER
[REDACTED]. THE VEHICLE CURR N'T AT THE DEALERSHIP AND [REDACTED]
THE CUSTOMER HAS ADVISED THEM IT WILL BE TOWARD TH OF
MAY WHEN SHE CAN BRING THE VEHICLE IN. CLOSING TAR DUE TO THE VEHICLE
NOT AT THE DEALERSHIP AND NO SCHEDULED APPOINTMENT. DEALERSHIP WILL
CONTACT ME ONCE SCHEDULED IN. CLOSING TAR.

AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
A L D

----- S -----

Symp. Verif?: [REDACTED] 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

Repair Type Component Number Number Type Description Causal Comp.
RPR [REDACTED] SERVICE PROGRAM CHANGE PLT YES

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

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

Model: [REDACTED] Shift:
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] 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

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- S U P [REDACTED] U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] 0

Report#: [REDACTED] Number of Images: [REDACTED] Per Page: 5



Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], SEDAN

VIN: [REDACTED]

Engine : E M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
UNKNOWN (CODE NOT AVAILABLE)

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Random BlueCruise 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

[REDACTED] (FSE [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] descr ion vehicle concern
customer state er since we reprogrammed for [REDACTED] blue cruise,
that while driving, his lane centering does not work t used to.
Customer states that he used to only have to touch the steering wheel
[REDACTED] as the vehicle would keep itself centered in the lane
e was using the speed control. He also states that the
blue circle should be around the vehicle, just not the [REDACTED]
on either side, but that is all that is on the dash now
that he only had to wiggle the steering wheel [REDACTED] and the
car would travel in the center of the lane, ma
everything. I drove with the customer and verified that the lane
keeping was working as designed, but customer states it doesnt stay in
the center of the lane, that is gets close then adjusts back toward
the center of the lane. I showed the customer that it is working as
designed, but he states he drove it for [REDACTED] and it has never
acted like it does since it was programm e list any
diagnostics already performed, including results of any TSB, GSBs or
Pinpoint Test no codes, road tested with customer Parts Replaced,
including service part number if available none What is the level of
the scan tool being used? Are any error messages noted? none Your
Question: Customer states that he used to only have to touch the
steering wheel [REDACTED] as the vehicle would keep itself
centered in the [REDACTED] when he was using the speed control. He
also states that the blue circle should be around the vehicle, just
not the [REDACTED] on either side, but that is all that is on the
dash now hat he only had to wiggle the steering wheel
[REDACTED] and the car would travel in the center of the lane,
nd everything. I drove with the customer and verified
that the lane keeping was working as designed, but customer states it
doesnt stay in the center of the lane, that is gets close then adjusts
back toward the center of the lane. I showed the customer that it is
working as designed, but he states he drove it for [REDACTED] and it
has never acted like it does since it was programme looked in

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT

the workshop manual and owners manual and cant find any description
the workshop manual and owners manual and cant find any description
about only having to touch the steering wheel [REDACTED]. On the
road test it would populate the warning to put [REDACTED] the wheel
after [REDACTED], customer states that this isnt correct. Is there
another [REDACTED] hat I can find information to find out if vehicle in
operating as designed or diagnostic steps to attempt to correct?
Thanks

RECOMM [REDACTED] ([REDACTED]) [REDACTED] ATLANTIC REG
[REDACTED] t o i s y m available
cur ly regarding the amount of time that the driver can go without
touching the steering wheel. With the instrument cluster displaying
the [REDACTED] rather than the blue circle around the vehicle, we
do b [REDACTED] re is a fault affecting system performance present.
[REDACTED] indicates that the Active Drive Assist (with and
uses a driver facing camera and infrared lighting
to monitor eyes and head position to detect if the driver is
distracted. If the system determines the driver is distracted, it
alerts the driver to return the drivers eyes to the road. If the
system monitors the driver inattentiveness has not changed after a few
moments the system returns full control to the driver and not allows
the system reengaging per this key cycle. When checking the connected
vehicle data for this unit, we found [REDACTED] set in the CMR. We suspect
that these DTCs are preventing proper [REDACTED] tion of these systems. The
[REDACTED] setting in the CMR are [REDACTED], [REDACTED], and [REDACTED].
[REDACTED] ese DTCs is covered by [REDACTED], [REDACTED] mend c [REDACTED] g
direction provided by this [REDACTED] n reevaluating system
performance.

ADD-ON [REDACTED] d o q t s d ATLANTIC REG
and Blue Cruise operation

CONCER [REDACTED] ([REDACTED]) [REDACTED] ATLANTIC REG
[REDACTED] cr i v e concern
CUSTOMER STATE [REDACTED] CRUISE IS INOPERABLE AND THE VEHICLE HAS
EMEGENCY BRAKES [REDACTED]. CUSTOMER HAD VEHICLE TOWED IN BECAUSE
HE DIDNT FEEL AS [REDACTED] TO DRIVE. Please list any diagnostics
already performed, including results of any TSB, GSBs or Pinpoint Test
CUSTOMER STATES VEHICLE HAS [REDACTED] CRUSIE SYSTEM SOFTWARE UPDATE IN
VEHICLE BY ANOTHER [REDACTED] DEAL HE HAS ALSO CONTACTED [REDACTED]
THAT ARE WORKING ON [REDACTED] ING TO FIGURE HIS SOFTWARE UPDA [REDACTED] E
NUMBE [REDACTED]. HE SAID HIS WINDOW STICK SAYS IT SHOULD HAVE [REDACTED]
CRUISE [REDACTED] INERS WERE UNSURE OF THE SOFTWARE THAT WAS INST [REDACTED] D
IN HIS VEHICLE. Parts Replaced, including service part number if
available NONE What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] IS FULLY UPDATED. Your Question: CAN YOU
GUYS REVIEW THE CASE N [REDACTED] R OF THIS CUSTOMER AND WHAT THE ENGINEERS
SAID TO HELP ME PROPERLY REPAIR THIS VEHICLE TO GET IT BACK TO THE
CUSTOMER? SWIS-[REDACTED]-INT-[REDACTED]-LSIMKIN2: SWIS Session
Status : SWIS Necess [REDACTED] b Status : Technical, SWIS
Comments : SWIS not needed in this situation. ...WEB-[REDACTED]-INT-[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT --

[REDACTED]: Callback Done...WEB-[REDACTED]-EXT-[REDACTED]

[REDACTED]: Callback Done...WEB-[REDACTED]-EXT-[REDACTED]

[REDACTED], While there a [REDACTED] any c [REDACTED] th the [REDACTED] not [REDACTED] of [REDACTED] did not [REDACTED] st with this [REDACTED] ically, [REDACTED] the [REDACTED] and the Vehicle Owner are not conducive [REDACTED] e trying to [REDACTED] between you the technician and the [REDACTED]. The vehicle needs to be driven to see what symptoms are present an [REDACTED] erify them ourselves. At this point we do not even know what is [REDACTED] system as there is a good chance that the ve [REDACTED] how the system operates either. As far as the programming goes, it appears that there are still modules listed in the SW Update tab that require updating. Start with the PCM, which will likely update the remaining modules that require updates with a coordinated flash. After this, we can also run IPC Configuration within FDRS to correct IPC As Built data. Changes to the As Built have been performed on our end to allow for this new data to be input into the module. Thank you!

[REDACTED] <i> As your dealership i [REDACTED] headset, if additional technical assistance is required a [REDACTED] session would be beneficial (live video or picture would [REDACTED] p), click <

[REDACTED]

[REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment: Your See What I See [REDACTED]) headset is charged, the headset is turned on, and is updated wi [REDACTED] he latest software level. Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name) The vehicle you are working on is in a bay with good Wi-Fi connectivity If the bullet points above are met, the [REDACTED] can [REDACTED] from [REDACTED], [REDACTED], E [REDACTED] br>

[REDACTED]

[REDACTED] q.fac
Concerns

<

[REDACTED]

[REDACTED] (FSE) [REDACTED] - [REDACTED] - MID ATLANTIC REG [REDACTED] W [REDACTED] es ope [REDACTED] ith [REDACTED], the number [REDACTED] is not [REDACTED] of [REDACTED] did not [REDACTED] st with this [REDACTED] ically, [REDACTED] the [REDACTED] and the Vehicle Owner are not conduc [REDACTED] e are trying [REDACTED] do between you the technician and the [REDACTED]. The vehicle needs to be driven to see what symptoms are presen [REDACTED] nd verify them ourselves. At this point we do not even know what is [REDACTED] system as there is a good chance that the v [REDACTED] w how the system operates either. As far as the programming goes, it appears that there are still modules listed in the SW Update tab that require updating.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
SD - [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

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

--TYPE-- COMMENT TEXT -----
Start with the PCM, which will likely update the remaining modules
Start with the PCM, which will likely update the remaining modules
that require updates with a coordinated flash. After this, we can also
run IPC Configuration within FDRS to correct IPC As Built data.
Changes to the As Built have been performed on our end to allow for
this new data to be input into the module. Thank you! [REDACTED]
[REDACTED] <i>As your dealership is [REDACTED] d
) headset, if additional technical
assistance is required an [REDACTED] session would be beneficial (live
video or picture would help)< [REDACTED] click <A target=[REDACTED]
[REDACTED]
[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment: Your See What I See [REDACTED]) headset is charged,
the headset is turned on, and is updated wi he latest software
level. [REDACTED] TeamViewer login card is ready to scan (Contains
unique d code & dealership name) The vehicle you are working on
is in a bay with good Wi-Fi connectivity If the bullet points above
are met, the [REDACTED] can [REDACTED] from [REDACTED],
[REDACTED], E [REDACTED] br>

[REDACTED]=ht www.qtac.[REDACTED]
[REDACTED] headset software/hardware
concerns

<A target=[REDACTED]
[REDACTED]
[REDACTED] (FSE) [REDACTED] - FCSD - MID ATLANTIC REG
o [REDACTED] essary [REDACTED] Session Sub Status :
nical, [REDACTED] Commen [REDACTED] not needed this situation.

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build [REDACTED] Warranty [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? 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

----- 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: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	COME/ENT	[REDACTED]	[REDACTED]

--- S U [REDACTED] E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)							
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----										
Repair		Repair Odometer		Rp Cau		e Part Number		Labor		
Dealer ID		Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									D4	
				D4		[REDACTED]		AC		[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Blue [REDACTED] INOP

Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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--
CONCER

COMMENT TEXT

[REDACTED] a [REDACTED] scription of Vehicle Concern: Blue [REDACTED]
isnt working P [REDACTED] t any diagnostics already performed: p [REDACTED]
i went to follow these directions and found that the apim and [REDACTED] e
updated on OTA updates before vehicle came into the shop. per [REDACTED] it
said it was done so I didnt have those modules avaiable for me in [REDACTED]
to update. I completed [REDACTED] and [REDACTED] in the shop before I went
[REDACTED]. I set all of the [REDACTED] ing t [REDACTED] how they shold be set in the
le. I went out and test drove the vehicle on our test route that
was laid out for us. when entering the highway it stated on [REDACTED] that
blue [REDACTED] was ready and to keep your hands on the wheel. I [REDACTED] id this
and k [REDACTED] driving but blue [REDACTED] never kicked in. the [REDACTED] would
have blue tint in [REDACTED] ut not fully turned bl [REDACTED] like the
[REDACTED] that I had co [REDACTED] before. I used the same path as
[REDACTED] so. the customer [REDACTED] et so i tried to relearn the
IMPA [REDACTED] ule values and then relearned all the camras. retested it and
still same issue. I then updated the [REDACTED] and and GSM thinking maybe
they needed to be at certain levels b [REDACTED] d on Blue [REDACTED] using
adaptive [REDACTED] tech to work. retested again same [REDACTED] it would never
fully go [REDACTED] ull hands free mode. the [REDACTED] would always indicate that
blue [REDACTED] was enabled but it would nev [REDACTED] fully take over. The
custo [REDACTED] snt too happy and didnt want to pay for any road tests due
to [REDACTED] only allowing [REDACTED] for road test. I had already been on
4 t [REDACTED] to get this co [REDACTED] He left the vheicle overnight and I
tried [REDACTED] route instead of [REDACTED] I went down [REDACTED] which is on our
list f [REDACTED] roads. Even [REDACTED] ugh The [REDACTED] ed on said road I
still looked u [REDACTED] GPS numbers just to make [REDACTED] e and all of the roads
I drove down per your records should be working. Parts Replaced: none
Your Question: what should I do. Customer is waiting for us to get
ahold of him once we hear back from you. I followed all the
ssm\tsb\gsbs i could find for this. there isnt any kind of information
for blue [REDACTED] in the workshop that I could find. I had to go to
[REDACTED] t [REDACTED] sure it would react like the [REDACTED] that I did the week
hand. When I checked the OTA updates i [REDACTED] d said [REDACTED] was

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
pending, but I completed the updates that it needed in the shop but it
pending, but I completed the updates that it needed in the shop but it
still showed up as pending didnt know if that had anything to do with
it. This is the [REDACTED] e thats gotten the blue cruise here.
RECOMM [REDACTED]
[REDACTED] r is being preformed. We will get back to you
on as possible. Respectfully, [REDACTED]
ADD-ON [REDACTED]
[REDACTED] o BODY,SWIS Session Status : SWIS Not
Necessary, SWIS S ub Status : Technical, SWIS Comments :
Guidance given should be followed prior to a SWIS call.
RECOMM [REDACTED]
[REDACTED] r out to us. The [REDACTED] recall is not related
e current concern and can be handled ately. In regards to
the Blue-Cruise update it was found that the GWM data needed to be
corrected. Uninstall and reinstall FDRS (Delete all user data in the
process). Then download and run the GWM configuration. After this is
done follow the FSA to check for proper blue-cruise functionality.
Respectfully, [REDACTED]
ADD-ON [REDACTED]
[REDACTED] d a,SWIS Session Status : SWIS Not Necessary,
ion Sub Status : Technical, SWIS Comments : Guidance given
should be followed prior to a SWIS call.

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:
Engine: ELECTRIC MOTOR 5 - - - E N G I N E - - - Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

Trans: [REDACTED] AUTO TRANS - - - 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 : _____ A/S _____ Brand : _____
Radio : _____ A/C : AC G-????????????????????
Paint : _____ EXT PAINT FAMILY B ----- ABSOLUTE _____
```

----- 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   : ██████████ Title: TECHNICIAN
Phone        : ██████████
```

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

[illegible]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
			AID/INFO DRV PERF		

--- S U [REDACTED] L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	V	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	U	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	B	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LK9	[REDACTED]	AB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LBR

VEHICLE: [redacted], [redacted], [redacted], SEDAN VIN: [redacted]
Engine : [redacted] M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION DRIVER ALERT
PERFORMANCE INOPERATIVE

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
OWNREL [redacted], Need to extend the loaner on this please due to the
ackorderedThank you.Sincerely, Service Operations
ManagerThe [redacted]
OWNREL [redacted], Thank you for
tting [redacted] Status case. G your backorder
for Service P umber: [redacted], Shipper Number: [redacted], DOR
Number: [redacted], shipped on [redacted]. As the order has shipped,
your [redacted] se has been c there is an issue with this
shipm please place a new order as needed. If escalation is
required, a new [redacted] Parts Order Status case, will need to be
submitted.Thank [redacted] Vehicle Off Road Team
OWNREL [redacted], h need to extend the rental to [redacted].
w u rt is still on back order I advise t [redacted] pen a
new copis case because your previous [redacted] case [redacted]
shows it was closed out [redacted]. The case
following on your previo s case.*****H Hi ,Thank you
for submitting a [redacted] Parts Order Status case. Good news, your
backorder for Ser Part Number: [redacted], Shipper Number:
[redacted], DOR Number: [redacted], shipped [redacted]. As the order has now
d, your [redacted] has been clos re is an issue with
this shipment, se place a new order as needed. If escalation is
required, a new [redacted] Parts Order Status case, will need to be
submitted.Thank [redacted] Vehicle Off Road Team*****Ki ind
regards, [redacted] Experience
Speciali [redacted]
[redacted]

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS [REDACTED] Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????????? CARBONIZED GRAY/[REDACTED] GRAY

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - The [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] NHL AID/INFO [REDACTED] [REDACTED]
[REDACTED] [REDACTED] NHL AID/INFO [REDACTED] [REDACTED]
--- [REDACTED] [REDACTED] [REDACTED] [REDACTED]: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	C	[REDACTED]
								[REDACTED]	
								T	B
								V	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]:

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED
Additional Symptom: speed control goes to [REDACTED]
Other Veh. With Concern: Severity R - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED]

states when se [REDACTED] ise, it will keep accelerating Please list any
diagnostics already performed: verified concern. when driving at a
steady speed and set cruise, it will hold the speed. once you use the
accel button on steering wheel and hold, it will accelerate normally
but once released, it will not stop as in [REDACTED] states in
steering wheel functions, it will go to [REDACTED] e customer is
driving it with the [REDACTED] system eng I drove it in the same
configuration. there npoint tests for any of this Parts
Replaced: none Your Question: have you run into this complaint? I am
not sure if this is normal in the [REDACTED] way of driving it, which I
would assume this is not normal.

RECOMM [REDACTED]

n
[REDACTED], the cruise control feature will increase to [REDACTED].
ected the vehicle being placed in the [REDACTED] is causing
the vehicle to keep accelerating. When rev [REDACTED] of the
owner s manual, it is noted that the [REDACTED] navailable
when using the cruise control featur information
provided in the owner s manual, determine if the fault occurs with the
[REDACTED] mode removed. Additionally, determine in what cruise
[REDACTED] s the fault occurs in. If the issues occurs with the
[REDACTED] removed and in [REDACTED] control settings, swap the
switch from ano [REDACTED] nit and re-evaluate the
concern. If additional technical assistance is needed, update the form
and we will be happy to assist. [REDACTED] Technical Assistance
Center

CONCER [REDACTED] GTCGCOSP

[REDACTED], and it still does it. no codes in any
system. I did do [REDACTED] ble updates to it to see if programming
would make a difference. it didnt note: I have [REDACTED] of
personal driving experience with [REDACTED] of these, s
normal except the accelerating of e cruise when holding the switch.

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

If you hold the switch , it just keeps accelerating no matter what the speed. you would normally hold the switch, and as soon as you let go, it would hold that speed. this car just keeps going.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e [REDACTED] a Oper on he
tations in [REDACTED] it is correct that when the set switch is held and then [REDACTED] hat the vehicle should maintain the set speed. For this it is necessary to ensure there is not another display that shows the speed increasing faster than normal, etc.. If no issues are found then proceed to follow [REDACTED] A, and for [REDACTED] 4 duplicate the concern to verify the switch re functioni [REDACTED] orrectly, if so then follow the recommendation to replace the PCM and if the concern remains to replace the SCCM. [REDACTED]

ADD-ON [REDACTED] h gree hat [REDACTED]
to monitor the s eplace the PCM if goo

CONCER [REDACTED] GTCGCQSP
back in [REDACTED]. I notice that when in normal driving mode, ,not [REDACTED], that you hit the acceleration switch forward, it p [REDACTED] rapidly and the car is trying to follow that speed. it will lit y jump to [REDACTED] in [REDACTED]. I didnt notice this last time I drove it. its a [REDACTED] since I drove our demo to [REDACTED] that it would do th elerate and when I stop, i maintain that speed. I cannot find it anywhere a description of this

RECOMM [REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REGION
[REDACTED] h [REDACTED] t cle f t e is
goi he speed the gauge is indicating or if the gauge is indicating [REDACTED] but the vehicle isn t going the indicated speed limit. If the e is going to the speed limit, it is strongly advised to follow the previous technical recommendations given on [REDACTED]. However, if the vehicle isn t going the speed limit we set it [REDACTED] would be suspected to be at fault since the gauge isn t working pro ly. Hope you have a great day! Sincerely, [REDACTED]

CONCER [REDACTED] w [REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REGION
[REDACTED] g ith if [REDACTED] ement.
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] d to ate co this
vehicle. After upd g the PCM, the concern with the cruise control jumping really fast has bee resolved. While looking for other updates, [REDACTED] found an update for the [REDACTED]. He decided to do it, but it took [REDACTED] to complete, th t failed. There was [REDACTED] in memory communication with the [REDACTED], but everyt operating correctly. We discussed that if he ca ear all DTCs and drive the vehicle and everything operates as it should, with no messages then the car should be returned to the customer. We agreed not to worry about the [REDACTED] update for now.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION

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----- C O M M E N T S -----

```
--TYPE--  _____  COMMENT TEXT  -----
```

██████████, Thank you for taking the time to call in ██████████. Thank you for
██████████, Thank you for taking the time to call in ██████████. Thank you for
update that the cruise control issue was resolved. If you can
drive the vehicle, clear all the DTC, and everything operates as it
should, with no messages coming on, then the vehicle can be returned
to the customer. ██████████ Technical ██████████

Symp. Verif?: _____ of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : _____ Number:
 Prior Repair Attempts: _____ R air Prior to Call: NO
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive: [REDACTED]

Engine: ELECTRIC MOTOR 2 Tag: EN
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:

Tire : [REDACTED] A/S Brand :
 Radio : [REDACTED] A/C : AC G-????????????????????
 Paint : [REDACTED] -????????????????????- - - - - ICONIC SILVER/SILVER RADIANCE

----- A F T [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] Report Date: [REDACTED]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] COMFORT & ENTERTAINMENT NOISE
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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] cu [REDACTED] MACH [REDACTED]
[REDACTED] e ing and camera is not
[REDACTED] orked for [REDACTED] / Cust took his veh to the dlr
for a diagnosis and they are tryi o a software update / He is
wondering what [REDACTED] can do / Cust is in rental CXS: Informed the cust I
will reach out he dlr to get additional info to see how [REDACTED] can
help / I will FU tomorrow [REDACTED] ext.
[REDACTED] o dlr: [REDACTED] on extended hold/ Not able to
ak to SA s [REDACTED] answer/ left a vm
with contact number Next 1 gnosis and RO
details/Update cust and ask questions needed to submit BB request [REDACTED]
[REDACTED]
[REDACTED] ehicle codes : Blue cruise
working n ded module /No fix until
[REDACTED] /They fixing the mud flaps , he doesnot know if he has to order
vetis this a manufacturing defect Y/N: Y Repair Order Number (must
be [REDACTED]): Order Open Date: [REDACTED] at Repair Order
Ope [REDACTED] l/ loaner: Yes Nex will call the
cust [REDACTED] to update him OBC to cust: [REDACTED]
[REDACTED] tyle="color:#000000; font-
[REDACTED] returned CXS, said he iust missed their call. Cust said hes
ilable for the [REDACTED] (PST)
CXSDocument [REDACTED]
Specialist [REDACTED]
[REDACTED]
[REDACTED] mit Buyba t plans to pick up his veh
[REDACTED] from the dlr Next Step: <span style="color:#000000; display:inline
tant; float:none; font-family: [REDACTED] UI , [REDACTED] Neue

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
[REDACTED], sans-serif; font-size:[REDACTED]; font-style:normal; font-weight:[REDACTED];
[REDACTED], sans-serif; font-size:[REDACTED]; font-style:normal; font-weight:[REDACTED];
letter-spacing:normal; text-align:start; text-decoration-color:[REDACTED];
text-decoration-style:[REDACTED]; text-decoration-thickness:[REDACTED]; text-indent:[REDACTED]; text-transform:none; text-wrap:wrap;
TOMATTIE
EMAIL TO CUST:Hi [REDACTED], Your Buyback is currently still processing .
I will follow up with you in [REDACTED] to provide another
update. Thanks for your patience.
[REDACTED] or
[REDACTED] not submit any sensitive personally identifiable
information, such as credit card numbers, drivers license number, SSN,
DOB, etc. Thank you.
Next Step:FU with cust to provide Buyback updateFord [REDACTED]:
[REDACTED]
Attached [REDACTED] and Claims List in the GFR.
Emailed [REDACTED] (Service Manager) of [REDACTED], requesting
RO histo
Attached ESP coverage in the GFR.
OBC to cust:[REDACTED] the cust that his
Buyback is s [REDACTED] ekNext Step:<div
style="color:#000000; font-family:[REDACTED] UI, [REDACTED] Neue
, sans-serif; font-size:[REDACTED]; font-style:normal; font-weight:[REDACTED];
letter-spacing:normal; text-align:start; text-decoration-color:[REDACTED];
text-decoration-style:[REDACTED]; text-decoration-thickness:[REDACTED]; text-indent:[REDACTED]; text-transform:none; text-wrap:wrap;
OBC to cust:[REDACTED] <div style="color:#000000;
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font-style:normal; font-weight:[REDACTED];
letter-spacing:normal; text-align:start; text-decoration-color:[REDACTED];
text-decoration-style:[REDACTED]; text-decoration-thickness:[REDACTED]; text-indent:[REDACTED]; text-transform:none; text-wrap:wrap;
OBC to dlr:[REDACTED] answer/ left vm asking if there has
been an update that is suppose to come out this
monthOBC to cust:<br style="color: rgb(0, 0, 0); font-family:[REDACTED] UI
, [REDACTED] Neue , sans-serif; font-size:[REDACTED]; font-style: n
ormal; font-weight:[REDACTED]; letter-spacing: normal;
text-align: start; text-indent:[REDACTED]; text
OBC to dlr:[REDACTED] stated that the module update is
supposed to [REDACTED] 1 FU<span style="color:#000000;
display:inline-block; float:none; font-family:[REDACTED] UI
, [REDACTED] Neue , sans-serif; font-size:[REDACTED]; font-style:normal;
font-weight:[REDACTED]; letter-spacing:normal; text-align:start;
text-decoration-color:[REDACTED]; text-decoration-style:[REDACTED]; text-decoration-thickness:[REDACTED]; text-indent:[REDACTED]; text-transform:none; text-wrap:wrap;
OBC to dlr:[REDACTED] available / Left vm with contact
numberOBC to [REDACTED] : rgb(0, 0, 0); font-family:[REDACTED]
UI, [REDACTED] N

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

EMAIL TO BUYBACK TEAM :Hi ,Case number: [REDACTED]-WON3F3Cal lling

EMAIL TO BUYBACK TEAM :Hi ,Case number: [REDACTED]-WON3F3Cal lling
back due to no decision on the buyback. se assist with an
update? [REDACTED]: [REDACTED] ext.
[REDACTED] or asons,
not submit any sensitive personally identifiable
information, such as credit card numbers, drivers license number, SSN,
DOB, etc. Thank you.
Sent follow up email to [REDACTED] (Service Manager) of [REDACTED]
[REDACTED], requesting RO hist
to [REDACTED]. Spoke to [REDACTED] in service. She said to
ect y shortly a call back if I have any
questions.
Received repair history from [REDACTED] (Service Manager) of [REDACTED]

CUSTWanting re out where hes in in days to file for a
back or his repair is at or have it escalating to someone
higher.Advised agent will reachoutNEXT: [REDACTED] agent and notate
to dlr:[REDACTED] to [REDACTED] in service who stated
t the ve w t o th [REDACTED] and the tech is
working on repairsdisplay:inline important; float:none; font-family: [REDACTED] UI ,
[REDACTED] Neue ,sans-serif; font-size:[REDACTED]; font-st ormal;
ant-caps:norm mal; font-weigh

to dlr:[REDACTED] stated that the cust veh has been
airedOBC o < or: rgb(0, 0, 0); font-family: [REDACTED]
UI , [REDACTED] Neue , sans-serif; font-size: [REDACTED]; font-style: no
font-aps: normal; font-weight: [REDACTED]; er-spacing: normal;
text-align: start; text-indent: [REDACTED]; tex rnsform: none;
word-spacing: [REDACTED];

to [REDACTED]. She will send closed RO customer
ked
OBE to [REDACTED] with [REDACTED] - sent email so [REDACTED] could
attach send
Case Analyst Review Complete. Transferring to TL for Review.
TL Review Complete. Transferring to COM for Final Review & Processing.
APPROVAL UPLOADED TO PORTAL, TRACKING IS [REDACTED] WILL BE SENT

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

OWNREL WITHIN THE NEXT [REDACTED]

OWNREL WITHIN THE NEXT [REDACTED]
OBC to cust: [REDACTED] the cust that he shall
be receiving [REDACTED] a [REDACTED] / I will
[REDACTED] <span style="color:#000000; d
p one; font-family: [REDACTED] UI, [REDACTED] Neue
,sans-serif; font-style:normal; font ht: [REDACTED]
letter-spacing:normal; ; text-align:start; t -decoration-color:
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ness:initial; text-indent: [REDACTED]; text-transform:

OWNREL OBC to cust: [REDACTED] <div style="color:#000000;
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OWNREL OBC to cust: [REDACTED] <div style="color:#000000;
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text-align:start; text-decoration-color: nitial;
text-decoration-style: :initial; text-decoration-thickn ness:initial;
text-indent: [REDACTED]; text-

OWNREL OBC to cust: [REDACTED] answer/ left vm with email
for best con [REDACTED] " 0:f font-family:&qu

OWNREL OBC to cust: [REDACTED] stated that he has not been
recontacted [REDACTED] A s / He would like to keep
case open until they reach back out to him<div style="color:#000000,f
font-family: [REDACTED] UI, [REDACTED] Neue ,sans-serif;font-size:
: [REDACTED];font-st orma a ight: [REDACTED];let tter-spacing:normal;te
e lign:start;text-i indent: [REDACTED];text ansf form:none; [REDACTED]-space:
:normal

OWNREL OBC to cust: [REDACTED] answer/ left vm with email
for best con

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

11/11/2019 11:11:11

11/11/2011

Part #:

Shift:

AC G-????????????????????
 [REDACTED] / [REDACTED]

```

-----REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION-----
Rpr Dlr: [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

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Y

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
				Nr	Cond	Pfx	Base	Sfx	Operation

RAV ——— RAV

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair	Odometer	Rp	Cau	e Part		Number	Labor
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]</				

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
GEAR SELECTOR INOPERATIVE

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] erity 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 (%):

----- [REDACTED] -----

--TYPE--
CONCER [REDACTED] icl
a [REDACTED]
STATES [REDACTED] WOULD NOT COME OUT OF PARK HAD TO CYLCE
VEHICLE Please list any diagnostics already performed: UNABLE
TO VERIFY CUSTOMER CONCERN PERFORM SELF TEST FOUNF [REDACTED] IN [REDACTED].
CHECK OASIS FOR TSB/SSM NONE PRESENT. PERFORM PIN P TEST [REDACTED] =
[REDACTED] PRESENT. O2= REMOVE UNDER BODY PANEL TO GAIN ACCESS TO [REDACTED].
RED FOR VOLTAGE AT [REDACTED] VOLTAGE NOT WITHIN BATTER SOU
VOLTAGE. O7= REMOVE RIGH WHEEL WELL TO GAIN ACCESS TO [REDACTED].
MEASURED RESISTANCE BETWEEN [REDACTED] TO [REDACTED] RESISTANEC A [REDACTED] OHMA.
O8= MEASURED RESISTANCE BETW [REDACTED] ND FOUND OL. O9= ALL
RESISTANCE SHOWS OL. [REDACTED] = REMOVE UNK TRIM PANELS INSPECTED
[REDACTED] VERIFY OKAY. [REDACTED] MEASURED RESISTANCE BETWEEN [REDACTED] TO GROUND
NACE OL. [REDACTED] RESISTANEC OL. [REDACTED] = RESISTANC EN [REDACTED]
TO [REDACTED] .30H [REDACTED] = MEASURED RESIST E BETWEEN [REDACTED] COM
SID [REDACTED] OUND OL. [REDACTED] ts Replaced: N/A Your Question [REDACTED] USTOMER
CONCERN IS VEHICLE DID NOT COME OUT OF PARK THIS DTC IS FOR UNABLE TO
GO INTO PARK SHOULD I CONTINUED THIS PPT ? OR AM I GOING IN A COMPLETE
OP DIRECTION?

RECOMM [REDACTED] - [REDACTED]

n [REDACTED]
External Contro the correc n case, for either DTC
[REDACTED] (Cannot Engage Park) or [REDACTED] (Park pawl motor cannot disengage
[REDACTED]. Since the fault has not been duplicated and [REDACTED] is not
present but [REDACTED] is in CMDTCs, it is likely that there n
intermittent uit open or shorted between the park lock actuator
and the [REDACTED] or [REDACTED]. Note that intermittent concerns must be
diagnose the cern is present. Otherwise, all diagnostic
testing will produce inconclusive results. It would be helpful consult
with the customer on the conditions present when the fault occurs.
This would be conditions such as weather, driver seat position, if the
concern is present only in the morning, evening or at night and more
to determine the conditions present when the concern occurs. With all
the conditions gathered and applied to the vehicle the fault may

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

present itself for diagnosis. If the concern cannot be duplicated, present itself for diagnosis. If the concern cannot be duplicated, refer again to the circuitry tests of [REDACTED] in [REDACTED], but this time make sure to wiggle test the [REDACTED] [REDACTED] ensuring that an intermittent fault presents itself while gathering circuitry readings for proper diagnosis and repair. If no circuitry concerns are found replace the park lock actuator and retest. <p>If additional assistance is requested, please call the [REDACTED] [REDACTED] at [REDACTED] [REDACTED] lish a WIS) session [REDACTED] 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=[REDACTED] href=https://m.youtube.com/watch?9t1WTCY&[REDACTED] contact [REDACTED] If this we [REDACTED] your cell number.</p> Thank you, [REDACTED]

ADD-ON [REDACTED]

CONCER [REDACTED] SP

I Y NOTES I ONLY FOLLOWED PIN POINT TEST UP TO [REDACTED]. I SPOKE WITH CUSTOMER ADVISE CONCERN HAPPEN AT PARKING SPOT NO [REDACTED] INE, PERFORM PIN POINT TEST UP TO [REDACTED] AGAIN FOUND NO CONCERN PRESENT. I HAVE TO REMOVE REAR DRIVE UNIT [REDACTED] OR NEXT STEPS. GLANCING AT PPT I SEE IF I FIND NO PROBLEM WITH [REDACTED]S INTERNAL TO REAR DRIVE UNIT REPLACE IS RECOMMED. SHOULD I REPL [REDACTED] T NOW CUSTOMER WANTS VEHICLE BACK SOON. ALSO I CHECK ALL OTHER [REDACTED]S I TOOK ,A PIC I ATTACH WITH RESISTANCE I GOT FOR EVERY [REDACTED] I VERIF PINS OKAY. PERFORM VISUAL ON HARNESS THAT RUNS FROM P [REDACTED] NT WHEEL AREA ALONG FIREWALL INTO VEHICLE NO DAMAGE FOUND.

RECOMM [REDACTED]

[REDACTED] directs you to replace the rear drive unit ly if [REDACTED] wire harness has a fault. This direction has changed due to the internal wire harness now being available for service. The [REDACTED] will be updated shortly to reflect the changes. If n [REDACTED] identified with the internal wire harness, the test directs you to replace the park lock actuator. Please continue with removal of the rear drive unit. Once removed from the vehicle, use the park lock actuator removal procedure located in the [REDACTED] > Removal and Installation. Inspect the park pawl and lugs for damage. If damaged, the park pawl components are available for replacement. If there is no damage to the park pawl components, install a new park lock actuator ([REDACTED]) and internal wire harness ([REDACTED]). The procedure for [REDACTED] t of the internal wire [REDACTED] also located in the [REDACTED] > Removal and Installation. Thank you, [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] -----

--TYPE-- [REDACTED] COMMENT TEXT -----

ADD-ON [REDACTED] [REDACTED] [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED]

s ecessary, as there is a repair direction based
on the diagnostic results.

----- [REDACTED] -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
[REDACTED], [REDACTED], [REDACTED]
e t ipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -

Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -

Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shft: [REDACTED]

- - - A D D I T I O N A L - - -

Tire : [REDACTED] 103Y SUMMER [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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

----- 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]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

Rpr Dlr: [REDACTED]

City: [REDACTED]

Country: [REDACTED]

tate

:

Ph#: [REDACTED]

Region

:

Claim #/Date : [REDACTED]

Specialist's

Name : [REDACTED]

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Sympt Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE UNINTENDED ACCELERATION
DECELERATION INTERMITTENT
Additional Symptom: move forward in [REDACTED] mode
Other Veh. With Concern: Seve [REDACTED] ting - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
CONCER [REDACTED]
[REDACTED] a [REDACTED] ption of
STATES WHEN US [REDACTED], VEHICLE WILL INTERMITTENTLY SHOOT FOWARD BY
ITSELF WHEN FOOT I [REDACTED] N THE PEDAL Please list any diagnostics
already performed: ROAD TESTED VEHICLE, COULD NOT CONFIRM CUSTOMERS
CONCERN OF VEHICLES ACCELERATING WHEN RELEASING ACCELERATOR IN [REDACTED]
PEDAL MODE. RAN OASIS. NO TBS OR SSMS FOUND. SET UP EDRS. RAN S
TESTS, FOUND [REDACTED] OF COMMUNICATION DTCs AND [REDACTED]:00 IN PCM.
REFERRED TO W [REDACTED] DK. DK1: YES : NO. DK3:
NO. DK4: NO DK5: USIN [REDACTED] PCM PID. PID READS NO FAULT.
Parts Replaced: NONE Your Question: HAVE YOU HEARD OF THIS TYPE OF
CONCERN? WHAT CAN CAUSE THIS TYPE OF CONCERN

RECOMM [REDACTED]
[REDACTED] k [REDACTED] viding th
diagno [REDACTED] e are not tracking any past reports or common trends with
[REDACTED], or the concern described by the customer. I have reviewed
test DK. Because DTCs [REDACTED] and [REDACTED] were stored in the PCM
along with [REDACTED], the answe [REDACTED] should have been NO. It
would be re [REDACTED] at this time to [REDACTED] pinpoint test DK
beginning at [REDACTED] to aid with isolating cause for the concern. If
this test is [REDACTED] ive, replace the APP sensor then re-evaluate the
concern <span style=font-size:
[REDACTED]><div styl [REDACTED] ca [REDACTED] r dealership is equipped with the See
e (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
[REDACTED]. After booking an appointment a [REDACTED] representative will reach out
you at the appropriate time. Veri [REDACTED] the following prior to your
appointment:</div><div style=>Your See What I See (SWIS)
headset is charged, the headset is turned on, and is updated with the
latest software level.Ensure [REDACTED] login card is ready
to scan (Contains unique dealer code & [REDACTED] ship name)The
vehicle you are working on is in a bay with good Wi-Fi
connectivity</div><div style=>If the bullet points above are

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

met a SWIS call can be scheduled between the hours of [redacted]
met a SWIS call can be scheduled between the hours of [redacted]
<div => <div =>
ef=
<div =>
href=
q.fac
concerns <div > <div =>
href=

ADD-ON [redacted]
o s Necessary WIS
[redacted], SWIS Comments : [redacted]

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [redacted], [redacted], [redacted]
Equip [redacted] t ipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 2 Tag: [redacted]
Bld Dt: Calb: PCGWC1N A
Serial #:

- - - T R A [redacted] - - -
Trans: 1SPD AUTO TRANS
Bld Dt:
Serial #:

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]

Tire : [REDACTED] - - - A [REDACTED] N A L - - -
Radio : [REDACTED] A/S BSW nd :
Paint : [REDACTED] A/C : AC G-????????????????????
[REDACTED] -?? VAPOR BLUE/WHISPER BLUE

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	LT/GL/VI	SWITCH	ASY-[REDACTED]	[REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 8
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]

a [REDACTED] does not work Please list any ostics
performing [REDACTED] already per [REDACTED] ONT MENTION THE FOLLOWING. BATTERY SOC.
AFTERMARKET ACCESSORIES FDRS AT LATEST LEVEL TRY A DIFFERNT FDRS. TRY
A [REDACTED] MAKE SURE THE [REDACTED] IS AT LATEST LEVEL. MAKE SURE USB IS
A [REDACTED] FORMATTED exFAT [REDACTED] e we are driving on a Bluecruise
[REDACTED] LEASE REVIEW FDRS SESSIONS ON [REDACTED]. PERFORMED
[REDACTED] TES ON ALL REQUIRED MODULES. CYCL [REDACTED] M OFF TO ON [REDACTED]
[REDACTED] PERFORMED APIM RESET [REDACTED]. PERFORMED [REDACTED] SYNC VE [REDACTED] ION
[REDACTED] HANDS [REDACTED] DRIVING MOD V [REDACTED] THROUGH
[REDACTED] F THE HANDS FREE DRIVING MODE AVAILABLE ISNT THE
[REDACTED] E AS NOT BEEN FULLY UPDATED. RETURN TO [REDACTED]. NO
[REDACTED] ARE AVAILABLE. Performed APIM-Enabled BlueCruis [REDACTED] kit.
Parts Replaced: NONE Do you have a module programming concern? Yes 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 [REDACTED] catalog. Provide the full part
number.
 -Verify scan tool [REDACTED] p to date, is at the latest level
and programming is completed using a [REDACTED] or [REDACTED] (try a [REDACTED] scan
tool if necessary)
 -Verify that [REDACTED] vehi [REDACTED] is ident
correctly in the scan tool
 -No aftermarket electronic components
installed
 -Battery passes a test using approved [REDACTED] tooling
and is fully charged
 -Battery is maintained at [REDACTED]

 -Battery State of Charge (SOC) is at or [REDACTED]
scan tool to monitor BCM BATT SOC% PID YES Yo [REDACTED] to
correct the HANDS FREE DRIVING MODE AVAILABLE THROUGH.... [REDACTED] The IPC
will not PMI and Fails the Configuration routine with err [REDACTED] IPC is
at latest level. The [REDACTED] alignment does not complete.
Performed Reset the l [REDACTED] or [REDACTED]. When entering the [REDACTED]
alignment procedure the Front camera do [REDACTED] ctivate when pressin
the camera button.

RECOMM [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

removed on many vehicles as it is causing customer confusion. Because removed on many vehicles as it is causing customer confusion. Because of this, we will be looking for the expiration date to be showing a date of [REDACTED] or later, or be completely removed. Either indicates the correcti [REDACTED] s correct. Please follow the steps below in attempt to achieve this. 1)Start a new FDRS session with the vehicle and check once more for any updates for the TCU, [REDACTED], IPC, [REDACTED], [REDACTED], PSCM, [REDACTED], CMR, [REDACTED], SOBDMC, ABS, [REDACTED] and SO [REDACTED]. 2)Once i [REDACTED] nfirm ed, re are further updates these modules, check the expiration date within the Sync display. 3)If it is [REDACTED] or later or removed, enable the setting and road test the vehi [REDACTED] on a compatible highway to confirm BlueCruise functionality. 4)If the date is still incorrect, download and run Programmable [REDACTED] (PMI) for the [REDACTED], IPC and [REDACTED]. 5)Once PMI compl [REDACTED] es, once again ck if the d [REDACTED] is [REDACTED] or later or removed within the Sync display. 6)If it is, enable t [REDACTED] etting and road test the vehicle on a compatible highway to confirm BlueCruise functionality. 7)If the date still does not change, update the form with this information as we will likely need to escalate for further engineering review. [REDACTED] Assistance Team Member [REDACTED]

ADD- [REDACTED] OG - All u [REDACTED] t module on this ve [REDACTED] e. Blue cruise still not working. The latest self-test doesnt show any DTCs setting.

CONCER [REDACTED] GTCGCQIS [REDACTED] ys fail to completely read through our contacts. I already told you that I have tried multiple FRDS sessions. Already told you i tried to PMI the IPC and it fails. I already told you that I m driving [REDACTED] road. The expiration date has not changed. Please updat [REDACTED] t steps.

RECOMM [REDACTED] u s [REDACTED] n.xml.internal.ws.fault.ServerSOAPFaultException fault that we are receiving during the IPC programming points [REDACTED] one [REDACTED] [REDACTED]. Either we are looking at a FDRS tool con [REDACTED] d or [REDACTED] ern he data the FDRS tool is pulling form the server. With this being the case lest [REDACTED] first by attempting the IPC programming using a different FD [REDACTED]. If the IPC PMI is still failing at that time please update us with that information. If we are able to get the IPC to complete the PMI lets [REDACTED] by running the PMI application on the [REDACTED] and then retesting f [REDACTED] cruise system operation. [REDACTED] Assistance Center

CONCER [REDACTED] GTCGCQIS [REDACTED] successfully PMI d just now. Blue Cruise doesn t work. [REDACTED] nds fr [REDACTED] riving expiration date has not changed.

RECOMM [REDACTED] the form [REDACTED] h [REDACTED] like to apologize for missing those key details with the initial response. As I wanted to confirm those items before considering escalation, I mentioned those items that you had already addressed.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

With that being said, as you were now able to complete PMI on the [REDACTED]

With that being said, as you were now able to complete PMI on the [REDACTED] listed modules including the IPC with no change, the [REDACTED] has determined that a follow-up is [REDACTED] to help [REDACTED] is customers issue. Our Escalated Handling Team will contact you and/or the Service Manager, either by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern. Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for more information. [REDACTED] Memb

ADD- [REDACTED] in [REDACTED] performed along w [REDACTED] the GW [REDACTED] nd APIM. BlueCruise is not functioning. The setting is present and enabled but the date is [REDACTED] and BlueCruise physically does not work. Escalation recommended the concerns doc.

ADD- [REDACTED] i [REDACTED] isor Recom d [REDACTED]

RECOMM [REDACTED] m [REDACTED] onfiguration applications. This will ensure that these modules have the correct and compatible configuration information installed as there was recently a number of configuration changes made. Following the configuration programming recheck for any new updates that may have populated for the IPMA, PSCM, CCM, CMR, IPC, GWM, TCU, and APIM. If any of these modules now show available updates run the update applications. We can then ensure that the customer has an [REDACTED] Pass account connected to this vehicle. After confirming t customer s account retest for correct BlueCruise system operation on an approved BlueCruise road. [REDACTED]

[REDACTED] GTCGCQIS [REDACTED] igation application. As it did prior to contacting Hotline. See photos for error messages [REDACTED] GTCGCQIS [REDACTED] going to acknowledge my last response? I updated the [REDACTED] ago. [REDACTED] 12 since Contact was initiated. [REDACTED] TCGCQIS [REDACTED] GTCGCQIS [REDACTED]

RECOMM [REDACTED] i [REDACTED] contact currently. The cause of the IPC failing the configuration is still under investigation and we will update you as soon as we have directions on how to proceed. [REDACTED]

[REDACTED] GTCGCQIS [REDACTED] needed. Conclusive and and accurate repairs in a [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

timely manner is what is needed. That response could have been sent

timely manner is what is needed. That response could have been sent out [REDACTED] ago. It s a good thing [REDACTED] motor company doesn t send out surv to customers asking them their vehicle was repaired in a timely fashion, and have the dealerships graded on surveys.... Oh wait

RECOMM [REDACTED] d

t this time please use a scan tool that as not been connected to the vehicle before and rerun the IPC configuration application. If we do not have access to a different [REDACTED] tool proceed by uninstalling the current [REDACTED] install. This can accomplished by searching [REDACTED] in the windo earch box. Under the options for [REDACTED] we should uninstall. Select uninstall and follow the steps come up during the uninstall procedure. This will ensure that all of the data previously pulled by the [REDACTED] tool is removed from the computer used. After completing the unin l procedure proceed by installing a fresh copy of the latest [REDACTED] software from [REDACTED]. With the fresh copy of [REDACTED] or a different [REDACTED] l we can procee y running the IPC configuration.

CONCER [REDACTED]

f [REDACTED] update. IPC configuration was successful. Will add vehicle to [REDACTED] and retest [REDACTED].

RECOMM [REDACTED]

f [REDACTED]

system please let us know so we can work with the [REDACTED] team to determine the next steps to take to resolve this concern. [REDACTED]

CONCER [REDACTED]

u [REDACTED] was successful. Activated [REDACTED]. Hands Free driving is selected. No more software update [REDACTED] ble. [REDACTED] does not work on a verified [REDACTED] road.

RECOMM [REDACTED]

a [REDACTED]

tly at this time we are working with the engineering team to determine what the next step to follow are. We will update you as soon as we have additional directions on how to proceed. [REDACTED]

[REDACTED]

a [REDACTED]

n. At this time there has been some changes made to the configuration data on this vehicle. To ensure that the [REDACTED] tool pulls the server data and not the data of the module installed [REDACTED] will need to run through the module recovery procedure with a different [REDACTED] tool. If we do not have access to a different [REDACTED] tool proce uninstalling the current [REDACTED] install. This ca accomplished by searching [REDACTED] in the win earch box. Under the options for [REDACTED] we should [REDACTED] uninstall. Select uninstall and follow the steps t come up during the uninstall procedure. This will ensure that all of the data previously pulled by the [REDACTED] tool is removed from the computer used. After completing th [REDACTED] install procedure proceed by

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
installing a fresh copy of the latest FDRS software from [REDACTED]. With the installing a fresh copy of the latest FDRS software from [REDACTED]. With the fresh copy of FDRS or a different FDRS tool we can proceed following the steps in the module recovery procedure to ensure that the FDRS tool does not pull the data previously installed on to the module. The module recovery steps can be found in [REDACTED] > general procedures. Although the procedure says to the configuration app needs to be run for the [REDACTED] and the PSCM. For your convenience we have copied this direction below. 1. Disconnect the [REDACTED], [REDACTED] or later level device from the DLC and PC. 2. Launch FDRS [REDACTED] 3. In the Device Manager window that populates, select CANCEL. 4. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select GO. 5. In the Vehicle Communication Device Not Detected window that populates, select CONTINUE. If a Device Explorer window populates, select CANCEL. 6. After the session has started, reconnect the [REDACTED]/ [REDACTED] to the DLC and the PC. The [REDACTED]/ [REDACTED] icon should turn [REDACTED] in the bottom right corner of the [REDACTED]. If it does not, troubleshoot the FDRS to [REDACTED] or [REDACTED] connection. 7. In the Toolbox menu, navigate to the [REDACTED] mod [REDACTED] and Download/Run PMI. Follow the on-screen prompts. When asked if the original module is installed, select NO and continue through the installation application. 8. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order. If we are still running in to concerns at that time, please proceed by performing a self-test and update us with any DTC the vehicle is currently setting. [REDACTED]

RECOMM [REDACTED]

[REDACTED] u [REDACTED] is form [REDACTED] with results.
[REDACTED] a [REDACTED] f [REDACTED] e [REDACTED] n i [REDACTED]
[REDACTED] hesitate to reach back out to us. [REDACTED]

RECOMM [REDACTED]

[REDACTED] a [REDACTED] c [REDACTED] ions. After that, I had [REDACTED], APIM and TCM. needed software updates. All [REDACTED] successf [REDACTED] y updated without errors. [REDACTED] is [REDACTED] nctioning. Again, Lane centering with h [REDACTED] driving is available and selected. [REDACTED] is activated. It should be noted I received an email from [REDACTED] confirming Complimentary [REDACTED] subscription for [REDACTED] activated as well. What i [REDACTED] application within [REDACTED] prep kit. Should that be run? Thanks [REDACTED]
[REDACTED] e [REDACTED] i [REDACTED] l [REDACTED] to [REDACTED]
[REDACTED] re generations that what we are currently using. With this being the case the prep kit will not work with the current software installed. With the vehicle not reporting any DTC and all of the modules being updated let s ensure that we are not looking at a vehicle connectivity concern. In order for the [REDACTED] system to

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

operate correctly we will need to have all of the connectivity settings enabled. The connectivity setting can be found on the SYNC system Settings > Connectivity > Under Connected Vehicle Features the Vehicle Connectivity setting should be ON. If the connectivity setting were not enabling toggle them on and retest for [REDACTED] system operation. If the system is not operating at the [REDACTED] s run a new self-test and update us with your findings so we can provide the engineering team with the vehicles current status. [REDACTED]

[REDACTED]

[REDACTED] e connectivity settings are, and have been selected. No updates. No fault codes. [REDACTED] does not work.

RECOMM [REDACTED]

[REDACTED] f

[REDACTED] nything before we send this back to the engineering team. I will update you as soon as we hear back from them. [REDACTED]

[REDACTED]

[REDACTED] e e

[REDACTED] we were able to complete the programming they recommended. This caused changes they made to be written over by the OTA update. At this time we will need to run through the programming step previously recommend again. To ensure that the FDRS tool pulls the server data and not the data of the module installed we will need to run through the module recovery procedure with a different FDRS tool. If we do not have access to a different FDRS tool proceed by uninstalling the current FDRS install. This can be accomplished by searching FDRS in the windows search box. Under the options for FDRS we should see uninstall. Select uninstall and follow the steps that come up during the uninstall procedure. This will ensure that all of the data previously pulled by the FDRS tool is removed from the computer used. After completing the uninstall procedure proceed by installing a fresh copy of the latest FDRS software from [REDACTED]. With the fresh copy of FDRS or a different FDRS tool we can proceed y following the steps in the module recovery procedure to ensure that the FDRS tool does not pull the data previously installed on to the module. The module recovery steps can be found in [REDACTED] > general procedures. Although the procedure [REDACTED] r I, only the configuration app needs to be run for the GWM and the PSCM. For your convenience we have copied this direction below. 1. Disconnect the [REDACTED], VCMM or later level device from the DLC and PC. 2. Launch FDR [REDACTED] log in. 3. In the Device Manager window that populates, select CANCEL. 4. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select GO. 5. In the Vehicle Communication Device Not Detected window that populates, select CONTINUE. If a Device Explorer window populates, select CANCEL. 6. After the session has started, reconnect the [REDACTED] / VCMM to the DLC and the PC. The [REDACTED] / VCMM icon should tu [REDACTED] en in the bottom right corner of t [REDACTED] een. If it does not, troubleshoot the FDRS to [REDACTED] or VCMM connection. 7. In

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

the Toolbox menu, navigate to the failed module and Download/Run PMI .

the Toolbox menu, navigate to the failed module and Download/Run PMI . Follow the on-screen prompts. When asked if the original module is installed, select NO and continue through the installation application. 8. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order. If we are still running in to concerns at that time, please proceed by performing a self-test and update us with any DTC the vehicle is currently setting.

CONCER [REDACTED] e [REDACTED] ctures. Performed GWM and PSCM configuration with new FDRS. [REDACTED] is still inoperative....I m going to [REDACTED] for 2 [REDACTED]. Sen [REDACTED]. Hopefully this gets figured out b [REDACTED]. Have d day.

RECOMM [REDACTED] s [REDACTED] is complete the recovery procedure again. If the vehicle is not currently available pleas have the customer disable over the air updates to ensure the data does not again become corrupted. [REDACTED]

RECOMM [REDACTED] ing see if another [REDACTED] was able to work on this concern while [REDACTED] is out on vacation. If the programming was able to be run, ple [REDACTED] date me with your results. [REDACTED]

RECOMM [REDACTED] in [REDACTED] using out this assistance request. If you ne assistance updating this form will reopen the assistance request.

CONCER [REDACTED] the status changed from Diagnostics/Repair Suggested to Diagnose not complete, Performed above steps using FDRS [REDACTED] on [REDACTED] FDRS was uninstalled prior to staring all of this. med [REDACTED] recovery on GWM and PSCM. Still doesn t work. Within the Vehicle settings under Software updates the screen displays BLUECRUISE UPDATE NOT COMPLETE The update button is greyed out. FDRS shows no updates available. Next steps...

RECOMM [REDACTED] t e [REDACTED] erv mming there was again an OTA data read. This caused the data on the server being reflected back to the incorrect information. This data has again been corrected. At this time we will need to run through the programming step previously recommend again. To ensure that the FDRS tool pulls the server data and not the data of the module installed we will need to run through the module recovery procedure with a different FDRS tool. If we do not have access to a different FDRS tool proceed by uninstalling the current FDRS install. This can be accomplished by searching FDRS in the windows search box.

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

Under the options for FDRS we should see uninstall. Select uninstall

Under the options for FDRS we should see uninstall. Select uninstall and follow the steps that come up during the uninstall procedure. This will ensure that all of the data previously pulled by the FDRS tool is removed from the computer used. After completing the uninstall procedure proceed by installing a fresh copy of the latest FDRS software from [REDACTED]. With the fresh copy of FDRS or a different FDRS tool we can proceed by following the steps in the module recovery procedure to ensure that the FDRS tool does not pull the data previously installed on to the module. The module recovery steps can be found in [REDACTED] > general procedures. Although the procedure says [REDACTED] only the configuration app needs to be run for the [REDACTED] and the [REDACTED]. For your convenience we have copied this direction below. 1. Disconnect the [REDACTED], [REDACTED] or later level device from the DLC and PC. 2. Launch FDRS [REDACTED] 3. In the Device Manager window that populates, select CANCEL. 4. Select the appropriate VIN from the Vehicle Identification menu or use Manual VIN Entry and select GO. 5. In the Vehicle Communication Device Not Detected window that populates, select CONTINUE. If a Device Explorer window populates, select CANCEL. 6. After the session has started, reconnect the [REDACTED]/[REDACTED] to the DLC and the PC. The [REDACTED]/[REDACTED] icon should turn green in the bottom right corner of the [REDACTED] if it does not, troubleshoot the FDRS to [REDACTED] or [REDACTED] connection. 7. In the Toolbox menu, navigate to the [REDACTED] module and Download/Run PMI. Follow the on-screen prompts. When asked if the original module is installed, select NO and continue through the installation application. 8. Once programming has completed, a screen may list additional steps required to complete the programming process. Make sure all applicable steps are followed in order. If we are still running in to concerns at that time, please proceed by performing a self-test and update us with any DTC the vehicle is currently setting.

CONCERN

[REDACTED] the status changed from Diagnostics/Repair Suggested to Diagnose not complete, Okay so as of [REDACTED] the OTA feature is turned OFF. I see the last attempt for [REDACTED] A was [REDACTED]. I am assuming the data was reset after this date. I performed [REDACTED] steps by uninstalling FDRS and creating a new session using the module recovery procedure. I performed Configuration of [REDACTED] and [REDACTED]. [REDACTED] does not work. In the vehicle, under Service [REDACTED] it indicates [REDACTED] update not complete. Please read the following carefully [REDACTED] we have no DTCs for the IPMA. I cleared the learned values for the IPMA. I performed IPMA alignment with no issues. I attempted to perform the IPMA camera [REDACTED] alignment procedure. When FDRS tells you to select the Camera [REDACTED] to display the alignment image and progress bar, nothing happens. The image will not display the camera images or progress bar with the steering wheel input and vehicle speed. No faults come up after the [REDACTED] procedure.

RECOMM

[REDACTED] - [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

[REDACTED], When it comes to OTA operation there are [REDACTED] that [REDACTED], When it comes to OTA operation there are [REDACTED] that [REDACTED]. OTA updates and OTA vehicle reads, an OTA [REDACTED] it sounds like an update that completes over the Air. When it comes to OTA Vehicle reads periodically the vehicle will receive a request to upload the data that is currently on the vehicle to the server to ensure the server has an accurate record of what is currently on the vehicle. We will not see this OTA vehicle reads on the OTA update page so they cannot be identified without access to the vehicles historical programming data. Reviewing the [REDACTED] record for this vehicle it does not look like the [REDACTED] tool has [REDACTED] the alignment procedure to the vehicle history so we are unable to review this latest programming that is not completing to identify what is causing it to lock up or stop making progress. At this time let's close out the current [REDACTED] session and then start a new session running the alignment [REDACTED] and then closing out that [REDACTED] session. This should prompt the [REDACTED] tool to update with the programming history so we can review what [REDACTED] causing the alignment procedure to fail.

[REDACTED] S-RUPLE
[REDACTED] the status changed from Diagnostics/Repair Suggested to Diagnose not complete, So quick update. I finally have good news. The [REDACTED] is now working. Confirmed with road test. I will upload a [REDACTED] w instrument cluster. But yeah I'll close out the fdrs session. Only problem now is the adaptive cruise control system sometimes thinks there is a vehicle in front of it while driving and will stop the vehicle. [REDACTED] is working, no more help is necessary for that concern.

RECOMM

[REDACTED] - [REDACTED]
[REDACTED] t [REDACTED] ist
[REDACTED] ent procedure. With this being the case let's run the alignment procedure again with a different [REDACTED] tool that has been connected to an alternate internet source to ensure that we are not looking at an internet or [REDACTED] tool based concern. Follow the programming update us so we can re [REDACTED] the programming at that time. [REDACTED] Technical

[REDACTED] S-RUPLE
[REDACTED] the status changed from General Info to Fix Verified, Quick update. Adaptive cruise is working fine. No longer need to perform IPMA alignment. No Fault codes present, and systems are working normally. Thank you for your assistance.

RECOMM

[REDACTED] - [REDACTED]
[REDACTED] a f e sys
[REDACTED] ime we will go ahead and close out this technical assistance request. If this concern does return, please do not hesitate to update this form as it will reopen the ticket on our side. [REDACTED]
Technical [REDACTED]



- - - T R A N S M I S S I O N - - -

- - - A D D I T I O N A L - - -

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

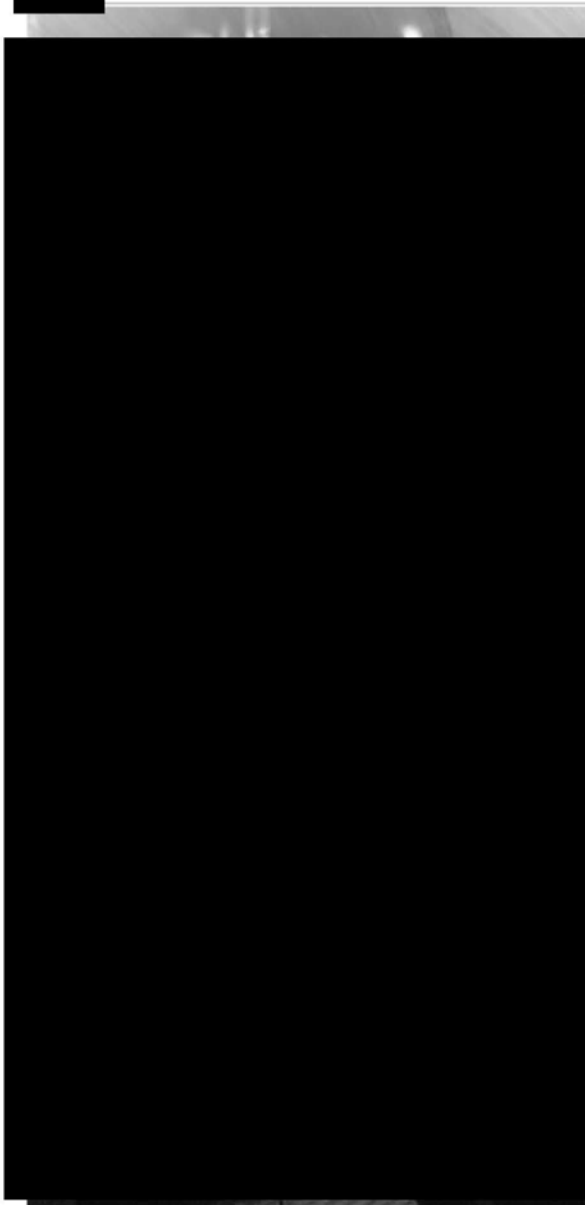
----- [REDACTED] -----

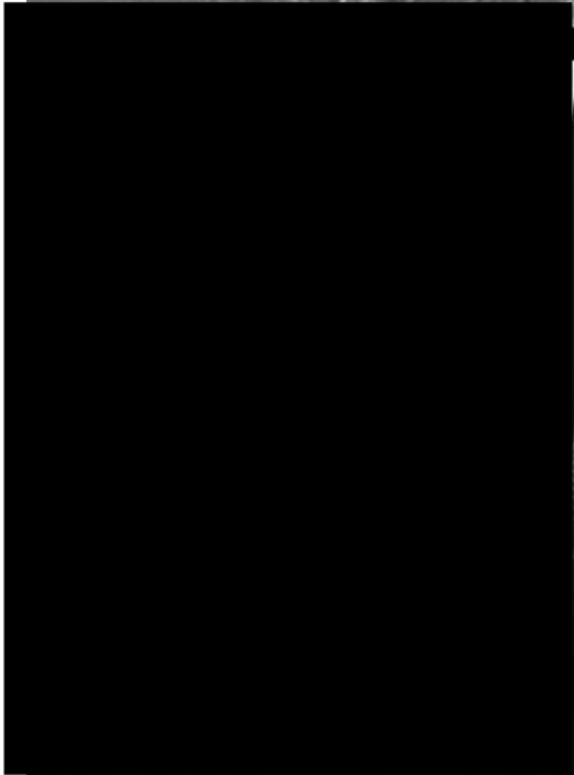
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

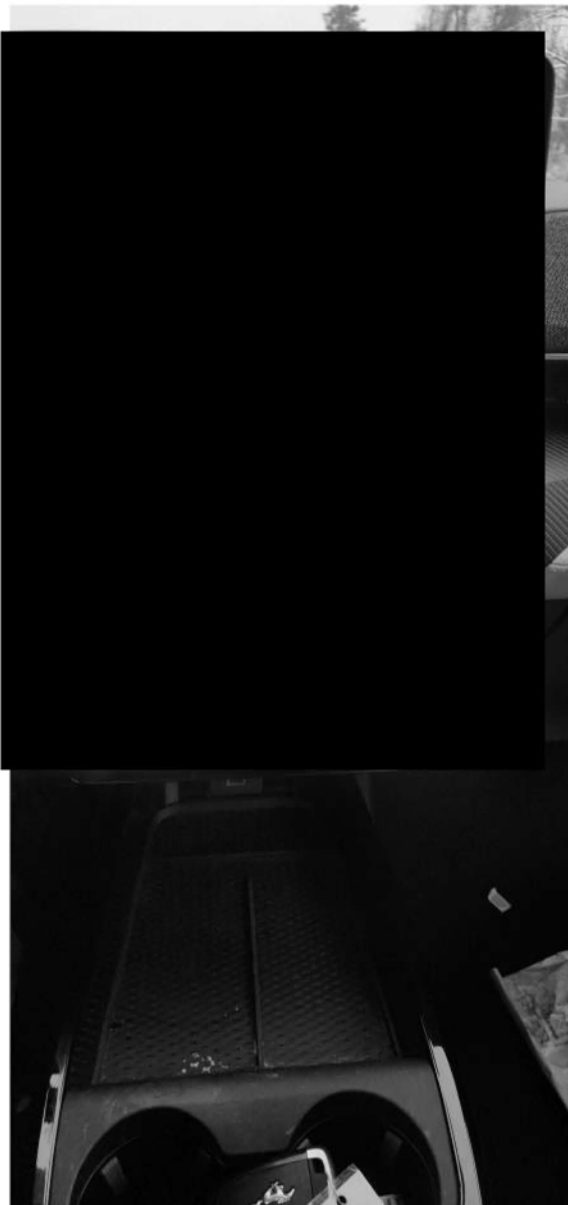
SURVEY HAS NOT BEEN SENT

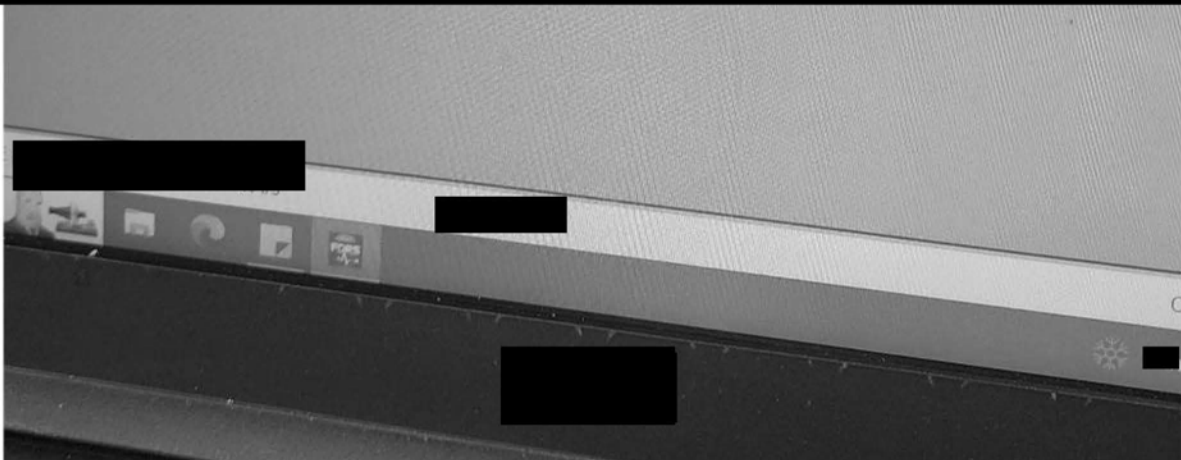
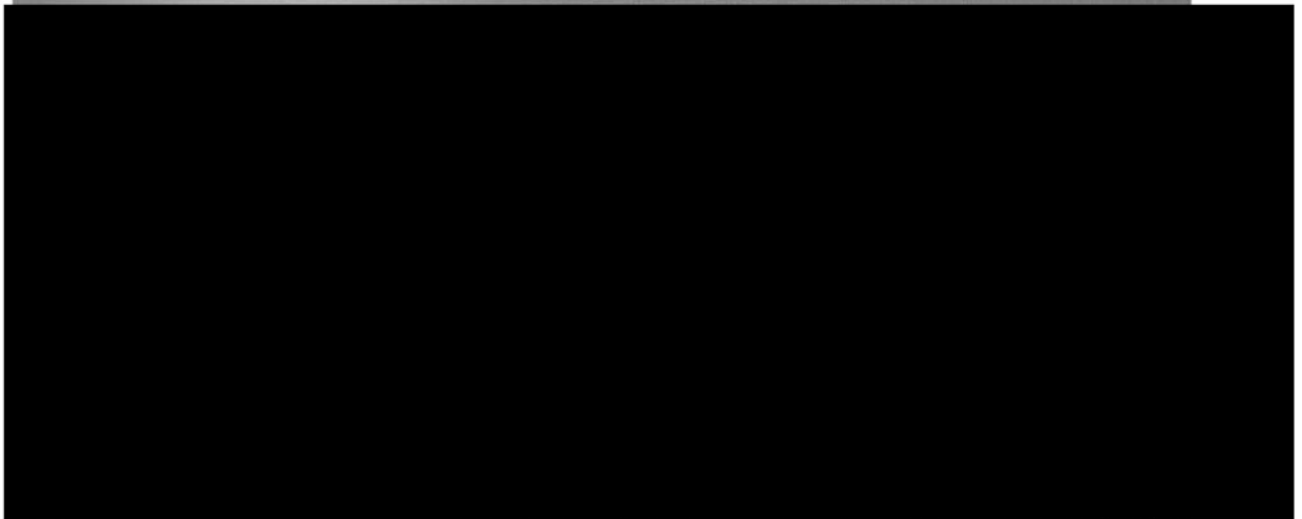
----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
							TIRE		L001





© 2000-2001 by [illegible]

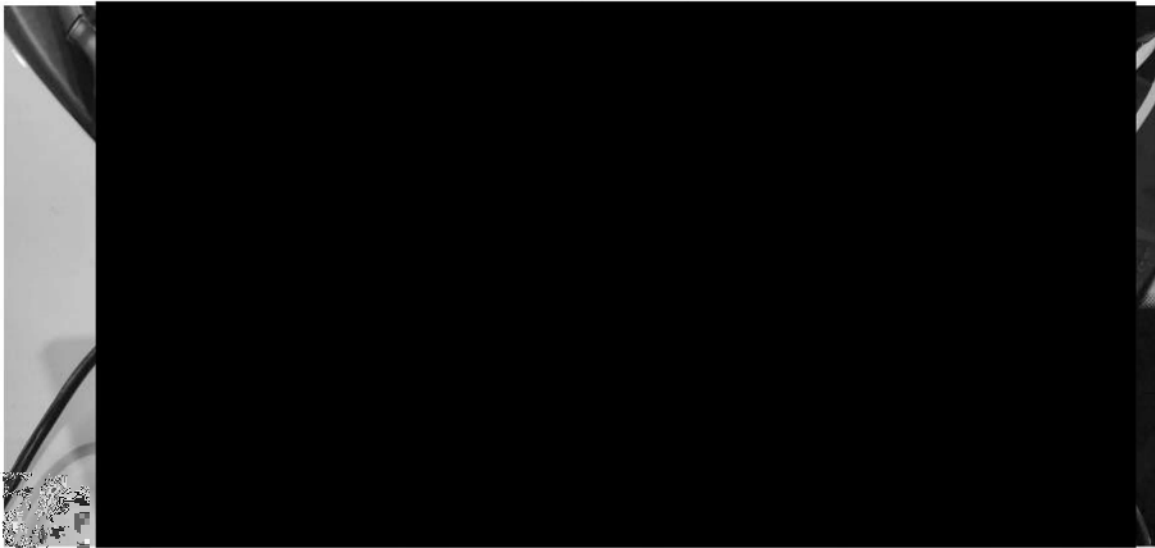


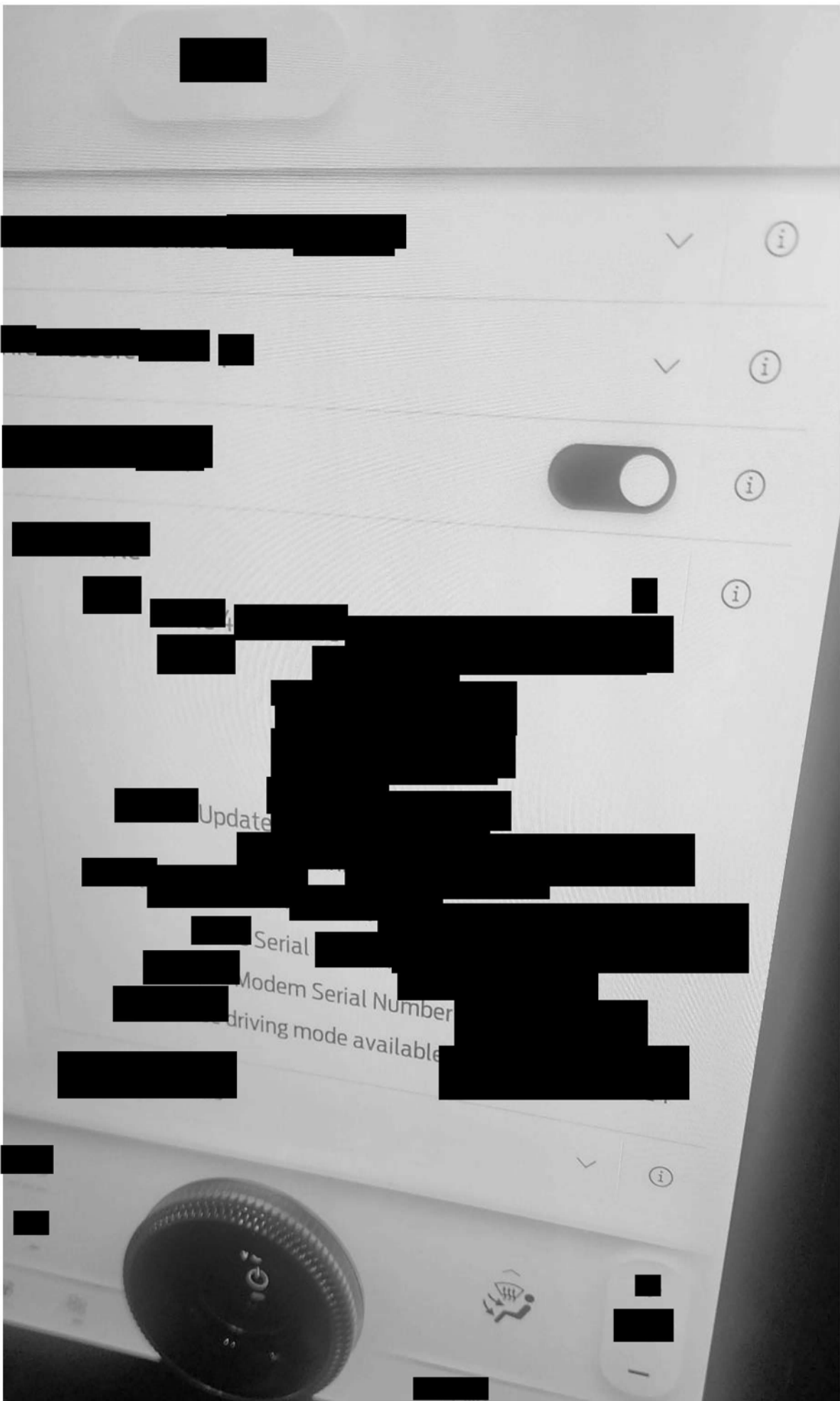




Number

7 1 10 15







CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
NO CRANK 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 (%):

--TYPE--
OWNREL 1. Technician pending or assigned? Pending 2. Is there a Copis due to
part delay? If so, what is the status? No 3. Is [REDACTED] involved? What is
the status? No 4. Has the customer been provided th a loaner? Is
their evidence of that? No [REDACTED] Customer [REDACTED] om|

OWNREL [REDACTED] A. [REDACTED] call [REDACTED] RO d i [REDACTED] ft
[REDACTED] e [REDACTED] ail:Cu mer r Name:Customer Number:C omer
Email:Is the veh there?Mileage?RO#RO dateVeh Concern?Diagnosis:Repa
airs ETA:Offer delivery?rental or loaner?Warrantable?Tec chnician
Pending or assigned?NEXT STEPS: Send email to request the RO details.
[REDACTED] Customer/Dealer [REDACTED] Ext.

OWNREL [REDACTED] (Z.)Sent: [REDACTED]
[REDACTED] AMTo: [REDACTED]
[REDACTED] S [REDACTED]
[REDACTED] r t on behalf o [REDACTED] owed to
the dealership on [REDACTED]. The VIN number is [REDACTED]. Can
you provide the RO listed below?Service customer
r Name:Customer Number:Customer Email:Is the veh there?Mileage?RO#RO
dateVeh Concern?Diagnosis ETA:Repairs ETA:Participatein Pick up &
delivery after repairs?Has a rental or loaner been provided to the
CUST?Is this Warrantable not caused by abuse neglect or modification?
Technician Pending or assigned?Thank you<span style="font

OWNREL [REDACTED] (/extension [REDACTED] to [REDACTED]
[REDACTED] to get RO [REDACTED] s. vice v [REDACTED]
[REDACTED] r Name: [REDACTED]
[REDACTED] ail:Is th there?
[REDACTED] #: [REDACTED] Concern? C/S
drivability .Di Workin [REDACTED] irs ETA: UnknownOffer
delivery? Yrental or loaner? NWarrantable? Based off
diagnosis.Technician Pending or assigned? AssignedNEXT STEPS: F/U with

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

the CUST to complete introduction. F/U with the [REDACTED] to check the
the CUST to complete introduction. F/U with the [REDACTED] to check the
diagnosis results.Ford [REDACTED]
Customer/Dealer Advocat [REDACTED]:

[REDACTED] /extension [REDACTED]) [REDACTED] to CUST ([REDACTED]
[REDACTED]) [REDACTED] - [REDACTED] 1C calling to [REDACTED] duce
as PO [REDACTED] to SMS along with advise
of partnership with the [REDACTED] to escalate repairs along with offer
delivery. [REDACTED] left a VM. T STEPS: F/U with the CUST [REDACTED] to update
on the dia [REDACTED] sis results.Ford [REDACTED]
Customer/Dea [REDACTED] ([REDACTED] |

[REDACTED]) [REDACTED] to [REDACTED]
[REDACTED] calling to [REDACTED] t diag
M. PS /U with the [REDACTED] to check the
gnosis results.Ford [REDACTED]
Customer/Dealer Advocat [REDACTED]:

[REDACTED] /extension [REDACTED]) [REDACTED] to [REDACTED]
[REDACTED] calling to [REDACTED] t diag
M. PS /U with the [REDACTED] BY the EOD to check the
gnosis results.Ford [REDACTED]
Customer/Dealer Advocat [REDACTED]:

[REDACTED] (Z.)Sent: [REDACTED]
PMTto: [REDACTED] ll [REDACTED] st me with getting an
[REDACTED] s res [REDACTED] or a mutual customer ([REDACTED])
[REDACTED]? I have tried calling and emailing wi [REDACTED] e
[REDACTED] ered under warranty?Thank youFord [REDACTED]
Customer/Dealer Advocat [REDACTED]:

[REDACTED] calling to [REDACTED] t diag
M. yl color:#000000; display:inline important;
at:none; font-family: Segoe UI , Helvetica Neue ,sans-serif;
font-size: [REDACTED]; font-style:
[REDACTED] /extension [REDACTED]) [REDACTED] to [REDACTED]
[REDACTED] calling to [REDACTED] t diag
M. PS /U with the [REDACTED] by the EOD to check the
gnosis results.Ford [REDACTED]
Customer/Dealer Advocat [REDACTED]:

[REDACTED] /extension [REDACTED]) [REDACTED] to [REDACTED]
[REDACTED] A. [REDACTED] calli [REDACTED] ch the
[REDACTED] 1 EXT S S: F/U with the [REDACTED] by the EOD to
check the agnosis results.Ford [REDACTED]
Customer/Dealer [REDACTED] |

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----
[REDACTED] ([REDACTED]/extension [REDACTED]) OBC to [REDACTED]
[REDACTED] ([REDACTED]/extension [REDACTED]) OBC to [REDACTED]
[REDACTED] 1 A.CXS calli check the a
EXT STEPS: F/U with the [REDACTED] by the EOD to
check the status of repairs.Ford [REDACTED]
[REDACTED] Customer/Dealer [REDACTED]
[REDACTED] ([REDACTED]) OBC to [REDACTED]
[REDACTED] 1 SM.CXS call check th t
XT STEPS: F/U with the [REDACTED] by the EOD to
check the status of repairs.Ford [REDACTED]
[REDACTED] Customer/Dealer [REDACTED]
[REDACTED] ([REDACTED]) OBC to [REDACTED] ([REDACTED])
[REDACTED] ify repair action & k
acceptance. CXS left a VM.NEXT STEPS: F/U with the [REDACTED] to
verify repair satisfaction.Ford [REDACTED]
[REDACTED] Customer/Deale [REDACTED]
[REDACTED] ([REDACTED]) OBC to [REDACTED] ([REDACTED])
[REDACTED] ify repair action & k
acceptance. [REDACTED] would like to move forward with it.NEXT PS:
Submit [REDACTED] in [REDACTED] F/U with the [REDACTED] to update on the
[REDACTED] Customer/Dealer [REDACTED]
[REDACTED] ([REDACTED]/extension [REDACTED]) OBC to [REDACTED] ([REDACTED])
[REDACTED] use the [REDACTED] een attac to [REDACTED] IN
ith case closure and survey mpting. CXS left a VM.NEXT
STEPS: Send recap email & SN for closure.Ford [REDACTED]
[REDACTED] Customer/Dealer Advocate ([REDACTED])
[REDACTED] TylerTeam Lead - Proactive
Customer Dealer [REDACTED]
[REDACTED] ext [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

- - - E N G I N E - - -

Tag:

Part #:

- - - A D D I T I O N A L - - -

AC G-????????????????????

Paint : -?????????????????????----- STAR / 3

-----REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION-----

Ph#:

<u>Date</u>	<u>Report #</u>	<u>Type</u>	<u>Symp</u>	<u>Cat</u>	<u>Causal</u>	<u>Part</u>	<u>Description</u>	<u>Dealer Id</u>
-------------	-----------------	-------------	-------------	------------	---------------	-------------	--------------------	------------------

NONE

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Customer (Miles)	Ap Nr	Cond	Pfx	Base	Label Sfx	Operation
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E

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]							

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE UNINTENDED MOVEMENT
IGNITION ON FORWARD

Additional Symptom:
Other Veh. With Concern: [REDACTED] Severity Rating - [REDACTED] Omer: [REDACTED] Engineering: [REDACTED]

Causal Component:
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Omer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
[REDACTED] IBC: CUSTOMER 10/6customer seeking assistance with vehicle customer
states cruise control is set at [REDACTED] and when going down the highway the
posted speed limit is [REDACTED] but its showing [REDACTED] on dash and vehicle
accelerate to [REDACTED] and t customer is scar . vehicle not at dealership
and customer s king assistance with vehicle did advise vehicle must be
at dealership but customer stated he wants info on this issueNext
step: email sent to sup to assign mach e case [REDACTED] Omer
Experience Specialist / [REDACTED] CXO: [REDACTED] ext. [REDACTED]

[REDACTED] Case Number : [REDACTED] e is closest to customer address
[REDACTED] Phone : N/AHome [REDACTED] Phone [REDACTED] :
95Vehicle Purchase Statu [REDACTED] er [REDACTED] Cr [REDACTED] Number
: N/APart Number : N/ADealer Name : [REDACTED] P&A :
05170Dealer phone : [REDACTED] : [REDACTED] Make :
FORDModel : [REDACTED] : [REDACTED] ion
ELECTRIC MOT [REDACTED] ansmision Specification : 1 SPD AUTO TRANSWarranty
Start Date : [REDACTED] 15Open Recall/FSA: : 22P08ESP :
PREMIUMCAREHO [REDACTED] ntact : N/AWarranty History : [REDACTED]
*WEB*Pleaseclose this old case. [REDACTED] of [REDACTED] is [REDACTED] er servicing
cars or trucks.
[REDACTED] : [REDACTED] AGENT EMILYcontacted agent and she advised she would take
tr of case
*WEB*Please close this case for [REDACTED] of [REDACTED]. We are closing our
doors for good on [REDACTED]. We a o lo rving cars or trucks.
[REDACTED] CUST: To speak [REDACTED] st regarding his cruise control concern.
[REDACTED] states that on [REDACTED] of road, if he sets his cruise control
[REDACTED], the vehicle w [REDACTED] and show the indicated legal
spe will show [REDACTED]. [REDACTED] state [REDACTED] l then cancel cruise control and
it will still sh [REDACTED] the indicated speed. [REDACTED] states that he is
being charged for h charges at EA charge sta Adv cust to have
vehicle diagnosed at a [REDACTED] dlr for cruise control concern. NEXT
STEPS: follow up on cus pointment with [REDACTED]
[REDACTED] Omer Relationship Center-[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] ice: [REDACTED]
[REDACTED] ice: [REDACTED]
OWNREL [REDACTED] appoin [REDACTED] is. No
answer. LVMNEXT STEPS: follow up [REDACTED] Customer
Relationship [REDACTED]
[REDACTED] i [REDACTED]
[REDACTED] cust w [REDACTED] r for
his concern. Cust states that he has not had the chance to get the
vehicle back to the dealership. Cust states that he would like to take
his vehicle back to where he purchased. Adv cust that once he has his
vehicle at dlr I can look into if tech assistance is needed. Cust
states that he will try a local dlr [REDACTED] STEPS: follow
up on appointment [REDACTED] relationship
[REDACTED]
OWNREL From: [REDACTED]
PMTO: [REDACTED]: [REDACTED] I am
reachi [REDACTED] vehicle concern.
Have you scheduled an appoin t h [REDACTED] aler to have your
vehicle diagnosed?Regards. [REDACTED] Customer Relationship
[REDACTED]
[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]
[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Trans: 1SPD AUTO TRANS - - - T R A N S M I S S I O N - - -
Part #:

Bld Dt:
Serial #:

Model: Shift:

```

Tire   : ██████████ A/S Brand :
Radio : ██████████ A/C : AC G-????????????????????
Paint  : █████-????????????????????????????????------ STAR █████ █████/████████████████████ 3

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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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
		NHL	AID/INFO			

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	----------	-----	-------------	------------	-----------------

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: BlueCruise Inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

[REDACTED] into blue crui [REDACTED] list any diagnostics already performed: tsb
[REDACTED] completely updated all available updates , battery [REDACTED] 80
Parts Replaced: NONE Your Question: GOES INTO [REDACTED] THEN
STOPS , SUBSCRIPTION DATE WILL NOT UPDATE STAYS AT [REDACTED] E
NUMBER [REDACTED] , LAST MACE WE HAD ENGINEERS HA [REDACTED] E OVER
THE AIR

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] b s n l t
r access the Connected Services information online and confirm
the subscription is active. This might explain why it goes into
BlueCruise and then stops once it checks that its not active. Regards,

[REDACTED] and they said her subscription is active
but it wont update on [REDACTED] vehicle it says [REDACTED]

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] t r s

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

RECOMM [REDACTED] [REDACTED] ed t
[REDACTED] g. We will update the TSR from when more information is
available. Thanks for your patience! Module Programming Team Member -

[REDACTED]
RECOMM [REDACTED] [REDACTED] contact
investigating [REDACTED] sue. Once our research is completed, we will
update this form once more. Thanks for your patience. Thank you,

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- C O M M E N T S -----

--TYPE-- [redacted] COMMENT TEXT -----
[redacted] Technical Support
[redacted] Technical Support
ADD-ON [redacted] ata
changes in data s [redacted] the inoperative blue cruise started
recently then its not [redacted] ramming issue.
CONCER [redacted] GTCGCQIS
e n again, customer wont take vehicle till blue
cruise works , any update?
ADD-ON [redacted] ([redacted]) [redacted] - [redacted] - [redacted]
d [redacted]
ADD-ON [redacted] YER
conversation [redacted] to BODY - Sending it back per our
RECOMM [redacted] ([redacted]) [redacted] - [redacted] - [redacted]
D c u s t u r
rec ure the IPC and see if we get blue cruise functionalty. Well
work from there if we still have an issue.

Symp. Verif?: [redacted] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [redacted] Warranty Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 4 Tag: [redacted]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: [redacted] AUTO TRANS Part #:
Bld Dt:
Serial #:
Model: Shift:

----- S -----

----- [REDACTED] -----

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

AB
 AB
 AC
 AC

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED] info
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED]

THE BLUE CRUISE T WORK CONSISTANTLY ONLY WHEN SHOWS AVAILABLE
FOR [REDACTED] THEN GOES AWAY WILL WORK ON HWY GOING BUT NOT COMING
BACK [REDACTED] E ADABTIVE CRUISE CONTROL WILL SHUT DOWN WHEN SPEED
LOWERS ON THE HWY OR UNDER A BRIDGE Please list any diagnostics
already performed: ROAD TEST TO VERIFY, BLUE CRUISE WROKING NORMAL,
UNABLE TO VERIFY Parts Replaced: 0 Do you have a module programming
concern? No Your Question: QUESTIONS: DOES BLUE CRUISE WORK IN CERTIAN
AREAS? DOES BLUE CRUISE SLOW DOWN TO THE SPEED LIMIT POSTED? DOES
HANDS ALWAYS HAVE TO BVE ON THE STEERING WHEEL?

RECOMM [REDACTED]
[REDACTED] is a hands free driving mode where the CMR [REDACTED] ove
ng wheel monitors the customers eyes to ensure the road is
being watched. Looking at [REDACTED], Description and Operation,
[REDACTED] ACC), there is a speed sign
levels that can be programmed, the
system is designed to set the vehicle speed to the speed limit
detected by the speed sign recognition signs. More info is available
in this section of the manual for review. Information regarding where
and how the system will work can be found at,
<https://www.ford.com/technology/bluecruise/?qclid=EA1aIQobChMI1KK6v56p>
[REDACTED] EAYASAAEGKOB
kwclid= [REDACTED] !e!!g!!ford%20bluecruise%20map [REDACTED]
! [REDACTED] &qclsrc=aw.ds&qad source=1 , It does appear there is an
[REDACTED] ilable for a DTC present in the vehicle under the
vehicle tab related to [REDACTED] stating that an update is
coming in [REDACTED].

- - - E N G I N E - - -

- - - T R A N S M I S S I O N - - -

Model: Shift:

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Specialist's
Name : [REDACTED] (FSE)

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	651977	6860	1	04		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	651977	6860	1	04		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	651977	6860	1	04		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	651977	6860	1	04		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	651977	6860	2	04		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	42	LJ9	[REDACTED]	K	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	42		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	42		[REDACTED]		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	42		[REDACTED]		[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----
VEHICLE: [REDACTED], SEL [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION OWNER GUIDES/LABELS
OPERATING MANUAL MISSING
Additional Symptom: Owner's manual missing
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

--TYPE-- [REDACTED]
CONCER [REDACTED]
[REDACTED]
DISPLAY WILL N [REDACTED] WNERS MANUAL SAYS [REDACTED] N/A Please list any
diagnostics already performed, including [REDACTED] ts of any TSB, GSBs or
Pinpoint Test NONE Parts Replaced, including service part number if
available NONE What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: IS OWNERS MANUAL STILL
AVAILABLE THROUGH CENT [REDACTED] PLAY.
RECOMM [REDACTED]

vehicle conce [REDACTED] ease continue to monitor [REDACTED] for this concern as
it s expected a deployment ETA is expected ab [REDACTED] id to [REDACTED]. We
appreciate your patience. Have a great day. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
BODY. [REDACTED] Session Status [REDACTED] ot Necessary, [REDACTED] Session Sub Status
: [REDACTED], [REDACTED] Comment [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] CENTER Report Date: [redacted]

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

Engine: ELECTRIC MOTOR 3 - - - E N G I N E - - - Tag: [redacted]
Bld Dt: Calb: NCGWC2N A
Serial #: [redacted]

Trans: [redacted] AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
----- A D D I T I O N A L -----
Tire : [redacted] A/S [redacted] Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????????????????
Paint : [redacted]-????????????????????????????????----- STAR [redacted] [redacted] / [redacted] 3

----- [redacted] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [redacted] Title: TECHNICIAN
Phone : [redacted]

Rpr Dlr: [redacted] # [redacted]
City: [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted] [redacted]

Specialist's Name : [redacted]

----- [redacted] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

--- [redacted] E Y: NATIONAL HOTLINE SURVEY [redacted] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)				
Repair	Repair Odometer	Rp Cau	e Part	Number Labor

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	----	------	-----	------	-----	-----------

[illegible]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
PERFORMANCE INOPERATIVE
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
[REDACTED] to DLR Spoke w/ [REDACTED] Seeking additional days
[REDACTED] r# [REDACTED]
71P u [REDACTED] u
was told stop repairing the vehicle Was i rmed to continue repairing
the vehicle. Mach EInformed [REDACTED] that request has to approved by upper
management. [REDACTED] AnthonyProactive Customer/Dealer
Advocate [REDACTED]: [REDACTED] ext.
[REDACTED] onitra ([REDACTED]) IBPM from [REDACTED] additional rental assistance on
this one. Sti rking on pro g to confirm everything is
functional.
[REDACTED] DXS [REDACTED] ([REDACTED] OBPM/E to DLRHello, I am assisting your Proactive
Roadside Deal vocate agent with the following case due to case
volume. Your [REDACTED] activity has been closed and an approval code has
been generate [REDACTED]. Your pay date calculated [REDACTED]. Your
approved loaner [REDACTED] s [REDACTED]. That is a tota [REDACTED]
with an actual cost of [REDACTED] ere is anything else
assist you with regardi [REDACTED] do not hesitate to contact me.
Thank you for being a part of the [REDACTED] family and have a great
day [REDACTED] Custo Dealer Advocate / [REDACTED]
Dealer [REDACTED] | [REDACTED]: [REDACTED]
[REDACTED] - [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED] E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -?? [REDACTED] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TECH COMMENTS	[REDACTED]

--- S U P P L E M E N T A L S U R V E Y : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)					
Repair	Repair Odometer	Rp	Cau	e Part	Number Labor

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	----	------	-----	------	-----	-----------

GAG
GXH
MAD

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION 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 DXS [REDACTED] EXT [REDACTED] from [REDACTED] additional rental assistance on this in ba Copis ted. please adviseOBPM to DLRThank you for your request. I have searched the VIN and there does not appear to be an open copis case. Can you please provide the case number? The loaner end date on this vehicle was [REDACTED], please provide the reason no extension was requested by [REDACTED] te? Once the information has been received we will be able to move forward with this request.Next steps: dlr response [REDACTED]
[REDACTED] Service Dealer Care [REDACTED]

OWNREL [REDACTED] EXT [REDACTED] from [REDACTED] 3Portal message was tting ecause [REDACTED] 1 rental extension was to [REDACTED] and not [REDACTED]. Anyway the part is on back order with no eta and t is heat c since it appears to be a programing issue [REDACTED] has not been able to resolve and the customer has not been able t e all the features on the vehicle as a result.OBPM to DLRYour request has been processed. The new end date is [REDACTED] 2023.Next steps: no further action [REDACTED]
[REDACTED] Service Dealer Care [REDACTED]

OWNREL [REDACTED] EXT [REDACTED] from DLRThank you- [REDACTED] to DLRM ureNe no further action [REDACTED]
[REDACTED] Service Dealer Care [REDACTED]

OWNREL [REDACTED] EXT [REDACTED] from DLRNeed more rental assistance on this one. stil with hotline and [REDACTED] to fix this vehicle. Sorry for the last minute update as the ren assistance has expired [REDACTED]. Please advise, [REDACTED] to [REDACTED] Your st has been subm de a n as it becomes available. Thank you for all that you do. Next steps: under review [REDACTED] Service Dealer Care [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED] ext.
[REDACTED] [REDACTED] [REDACTED] ext.
[REDACTED] EX [REDACTED] r has been extended until
[REDACTED] xt st [REDACTED] further action [REDACTED]
[REDACTED] sPro Service Dealer Care [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED], I have been out of the office, and returned
[REDACTED] [REDACTED] ill working on this vehicle. [REDACTED] has been out to
[REDACTED] rship [REDACTED]. Need more rental assistance [REDACTED] ease?OBPM to
[REDACTED] afterno [REDACTED] he request for rental extension has been sent to
[REDACTED] er management team for review as this is over our DOA. We will
advise of the needed information as soon as it is received. Thank you
for your partnership. Have a great day.
[REDACTED] OBPM to [REDACTED] afternoon, the rental request was extended until
[REDACTED] [REDACTED] you for your partnership. Have a great day.
[REDACTED] m [REDACTED] on a wire harness for this vehicle that is on
back order [REDACTED] tal assistance extension. There is a copis for the
wire harness.OBPM to [REDACTED] afternoon, thank you for the request.
This rental is now cu [REDACTED] receiving automatic extensions due to the
dealership following proper part escalation processes. The rental is
good until [REDACTED] and [REDACTED] asks to please wait until the expiration
date before [REDACTED] ing f [REDACTED] manual extension. Thank you for your
partnership. Have a great day.

----- [REDACTED] -----
----- [REDACTED] -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive:
----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: [REDACTED]
Bld Dt: [REDACTED] Cal
Serial #: [REDACTED]

Page: [redacted] CQIS DETAIL REPORT [redacted]
CQIS Report Number: [redacted] Program Type: [redacted] Orig Rpt #: [redacted]
Report Source: [redacted] - CUST ASST C Report Date: [redacted]

Trans: [redacted] AUTO TRANS - - - T R A [redacted] M I S S [redacted] N - - -
Bld Dt: [redacted] Par : [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
Tire : [redacted] A/S nd : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-?? STAR [redacted] [redacted] [redacted] 3

----- A F T E R M A R K E T M O D I F I C A T [redacted] [redacted] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] te : [redacted]
Country: [redacted] Region : [redacted]

----- [redacted] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	TECH COMMENTS	[redacted]

--- [redacted] E M E N T [redacted] U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	RENTAL R	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	2	04	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	1	82	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	1	[redacted]	MU5	[redacted]	GAG	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	1	[redacted]	[redacted]	[redacted]	GXH	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	1	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MAD

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE MOVING
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
OWNREL CXS [REDACTED]/ext [REDACTED] from [REDACTED], #
[REDACTED] on hicle is [REDACTED] t safely
for help, placed [REDACTED] on hol [REDACTED] asking
[REDACTED] poke with [REDACTED] in service f [REDACTED] o
[REDACTED] s not sure of [REDACTED] t #, spoke with [REDACTED] ised
of [REDACTED] provided part# [REDACTED] advised [REDACTED] open copis,
advised I wi monitor and f/u [REDACTED] opened escalation,
advised will monitor, advised of case #, [REDACTED] ised will f/u with email
for contact info as well, [REDACTED] had no further questions, advised of
next f/u for update NEXT S : set next f/u for [REDACTED], check copis
[REDACTED] Experi Specialist, [REDACTED]
[REDACTED] B [REDACTED]
OWNREL [REDACTED] ext. [REDACTED] : [REDACTED] r : [REDACTED] cle
Phone : Home P [REDACTED] Phone : [REDACTED]
Purchase Status : Sub [REDACTED] Credit [REDACTED] act Number : N/A
Part Number : [REDACTED] Na [REDACTED] P&A
: [REDACTED] : [REDACTED] Make
: [REDACTED] : [REDACTED] ti
LE OR mission Specification : 1 SPD AUTO TRANSWarranty
Start Date : [REDACTED] Recall/FSA: [REDACTED] ADDITIONAL REMOTE
CONTROL AND K NO ESP INFORM AVAILABLEHotline Contact
: N/AWarranty History : N/A
OWNREL CXS [REDACTED]/ext [REDACTED] omOBC to [REDACTED]
[REDACTED] spok [REDACTED] part arriv [REDACTED] a vided
ding [REDACTED] eta of arrival by [REDACTED] ised I
will continue t torOB [REDACTED] of
part status, [REDACTED] advised [REDACTED] di a ue to
monitor for a o cme in d check for eta, [REDACTED] was appreciative,
[REDACTED] had no further questions, advised of nex u for update NEXT
S: set next f/u for [REDACTED], check part arrival [REDACTED]
[REDACTED] rience Specialist, [REDACTED] le
[REDACTED] | [REDACTED] ext.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] : [REDACTED] COMMENT TEXT -----

OWNREL [REDACTED] : [REDACTED] omOBC to [REDACTED] #
[REDACTED] spok [REDACTED] d all part [REDACTED] o issue
[REDACTED] re limit [REDACTED] ree playing catch up, advised I
understand, I will send email, let me know where I can help, advised
he has spoken with [REDACTED] STEPS: set
next f/u for [REDACTED]
[REDACTED] xperience Specialist, [REDACTED] i
[REDACTED] : [REDACTED] ext.

OWNREL [REDACTED] : [REDACTED] omOBC to [REDACTED] #
[REDACTED] spok [REDACTED] er, left v [REDACTED] with
[REDACTED] tus, adv [REDACTED] lso f/u with email. [REDACTED] to [REDACTED]
[REDACTED]. no answer, left vm to advise monito g re
no [REDACTED] this time, advised on next f/u to reach back NEXT STEPS:
set next f/u for [REDACTED], check repair status [REDACTED]
[REDACTED] E [REDACTED] ience Specialist, [REDACTED] e
[REDACTED] : [REDACTED] ext.

OWNREL [REDACTED] : [REDACTED] omOBC to [REDACTED] #
[REDACTED] veri [REDACTED] back and s [REDACTED] h repairs,
[REDACTED] esp, educated on benefits, [REDACTED] accepted,
advised e / [REDACTED] ify on VIN, [REDACTED] had n furth uestionsNEXT
STEPS: set next f/u for [REDACTED], verify in [REDACTED]
[REDACTED] ience Specialist [REDACTED] e
[REDACTED] : [REDACTED] ext.

OWNREL [REDACTED] : [REDACTED] ialist*** [REDACTED] activity: [REDACTED] Has been
transmitted.Was unable to update [REDACTED] R advised [REDACTED] date the VOR
Primary Reason in the case.-----
Case-----
[REDACTED] AgentEmail: [REDACTED]
[REDACTED] xt.79534Mon- [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : [REDACTED]-????????????????????????????? BLUE TC/OCEAN DRV BLU

----- A F T [REDACTED] [REDACTED] [REDACTED] 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: [REDACTED] - [REDACTED] [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

[REDACTED]					
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VC	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LJ8	[REDACTED]	SERV AE	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]					
							CONEXP		

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL AWD, 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELE MOTOR 3

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

SPEED CONTROL
DISENGAGE/DROPOUT

Additional Symptom: Pre Collision assist light

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--
CONCER

COMMENT TEXT

[REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED]
[REDACTED] t of Vehicle nce
states pre col ght comes on dash and cruise control stops
working. Please list any diagnostics already performed: Followed [REDACTED]
[REDACTED] for [REDACTED] code programming PSCM and [REDACTED]. Followed proced
y out initialization and camera a ments. Road test
showed vehicle working with cruise control and no concerns. Updates
done with [REDACTED] software level [REDACTED] and [REDACTED] III. Parts Replaced: None
- Just pro ming. Do you hav dule gramming concern? No Your
Question: Customer states vehicle is exhibiting same concern. [REDACTED]
code [REDACTED] was not previously present when checking vehicle h y.
Updat done [REDACTED] and now [REDACTED] is present as well. While
trying to follow [REDACTED] e for dia ics the pinpoint test BE shows
the [REDACTED] code in ly and then asks about a [REDACTED] code which is
not nt. Is this the correct pinpoint test llowing?
Connection from coaxial cable to [REDACTED] is secure and shows no concerns.
[REDACTED] shows concerns to rep coaxial cable and ultimately
or module. Should we proceed with a possible software
ramming concern and update further modules or follow the [REDACTED] for
replacement of cable? Multiple other modules show updates ava ble
but I don t want to start updating everything without having some
direction. Please advise.

RECOMM

[REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED]
[REDACTED] c and I have mit
lem for the Typo. Regardless, the test leads you to address other
non-network DTCs. As I noted a [REDACTED] in connected vehicle history,
I would advise starting with [REDACTED] Keeping System. If
that PPT is inconclusive and ult esent, update all
the modules on the vehicle and re-evaluate. As the [REDACTED] has already
been completed it would not apply but is possible t a software
concern is still present that may be resolved by updating all the
vehicle modules. [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] 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

[REDACTED] S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

NATIONAL HOTLINE SURVEY

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BHAG	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RENTAL	[REDACTED]	[REDACTED]

RENTAL

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE 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
[REDACTED] Customer :Hi- im having this issue too. Its causing safety issues
nowWhen the car is driving in a highway with BC active and [REDACTED] enabled
if the camera warning happens itll fully disable BC which c eptually
slams on the brakes because Im not touching the pedal.This is very
concerning.https [REDACTED]le-please-help-
[REDACTED]
[REDACTED] about this. [REDACTED] : Hello [REDACTED] ta
time to send [REDACTED] message. I w be happy see what I can do to
help out with this camera/Blue Cruise concern on your [REDACTED]-E. I will
need to collect some information for verification purp [REDACTED]. Do
you mind sending over the following?-Full name-Vehicle owne ll
name and your relation (if applicable)-Zip code-Preferred method of
contact-[REDACTED] Social Media TeamCustomer : [REDACTED]
[REDACTED] 1 mileagethanks [REDACTED] :Thank you h for
those details, [REDACTED] Just larify, since when did
you start noticing this came ern on your vehicle? [REDACTED]
Social Media TeamCustomer :Its been ongoing for a while the
priority OTA updates a [REDACTED], its gotten really bad [REDACTED] :Thank
you for reaching out to [REDACTED] with this concer will
be escalating this case rience Specialist on the
escalated BEV support team. They will contact you through your best
contact method within a few business days to assist you. Your case
number is [REDACTED] Social Media Team
[REDACTED] Case has b [REDACTED] E st to assist. [REDACTED]
[REDACTED] less Operations Supervisor - BEV Pa
[REDACTED]
Customer re [REDACTED] Social Media with this message :Hi- havent
heard from anyone yet
Customer reached out once again :Side note- I got added to [REDACTED]
[REDACTED], but I feel like I didnt get added properly. I d to
a updates pushed that I see other ea members
discussinganyway to open something internally to validate Im setup
properly?<br style="box-sizing: border-box;

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

COMMENTS

--TYPE-- COMMENT TEXT
 to to introduce
 to to introduce
 il s sent him another
 and gave him my info stated that when blue cruise in engaged he
 feels there is a came ault when he goes over bumps it will
 disengage , now front collision and emergency brakeing turn off. cust
 says that hes brought this issue all the way up he said that the
 will be coming to pick veh up to no answer left VMNE
 steps: f/u dlr get with get eng e hotline allFord
 Customer Experie e Operations
 to service no
 onta BE Next
 steps: F/U D atusFord Customer rience
 Operations
 to no answer left
 d th findingsFord
 Customer Experience Operations
 ext.
 t ext / with customer
 t nnot uc n a . According to
 customer the complete and reset the codes which did not fix
 the concern. I advised would need to get his vehicle back to
 the dealership for further diagnosis and repair. I advised that his
 agent will speak with the dealer and work to schedule him back in and
 to find out what they did on this most recent service visit. NEXT
 STEPS: notate the case.
 to spoke to
 in k in . i
 advised thats incorrect just picked up from j this
 week and gave it back wi ut there actu y being a air as she
 shows on her end nothing was done. i requested last she said it was
 she xfer me over i left a to he st ed that this is
 ing ridiculous he said they him r work after repair and
 it shows nothing was done he said all they did was reset the codes
 allot of things were crossed otd like they didnt do it. i apologized
 and advised that i have attempted to contact the dealership on getting
 him in again. No response i advised we must allow time for
 reposnse.Next steps: f/u dlr on veh app againFord
 Customer Experience Operations
 to # no answer left
 to to
 adv d get no response from dlr on getting h may d to work
 with different dlr.. cust stated that there arent many. cust wants
 issues resolved.Next steps: f/u dlr on getting cust in and why notFord
 Customer Experience Operations
 ext.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] COMMENT TEXT -----

[REDACTED] Interaction Reviewed [REDACTED] to [REDACTED] service
[REDACTED] wereO [REDACTED]
[REDACTED] assisted i etting app [REDACTED] no rental cust o ket i
[REDACTED] dOBC to [REDACTED] service [REDACTED] stated that they can get
cust in on [REDACTED] no rental d i refund.OBE CUSTNext
steps: F/U [REDACTED] on selected [REDACTED] Customer Experience
Operations [REDACTED]:

[REDACTED] to CUST no answer line
[REDACTED] VM. it just hung up.OBE
CUSTN CUST ON next steps getting into dlr or not after
cust stated that there has been improvementFord [REDACTED] Customer
Experience Operations [REDACTED]:

[REDACTED] to [REDACTED], spoke
[REDACTED] trying
to app [REDACTED] OBE ext s UST [REDACTED]
[REDACTED] omer Experience Operations [REDACTED]

[REDACTED] to CUST no answer left
[REDACTED] Customer Experience
Operations [REDACTED]:

[REDACTED] to CUST he stated that
[REDACTED] here was no indicator
faulting the cam t feels that this more something weather
related its now cold and it so unlikely that it will act up for dlr.
CUST is okay with canceling app until it becomes more of an issue. I
advised i will close case until veh at dlr i did attempt to provide
esp but he understood that i couldnt because he is still undecided on
keeping the veh or notOBC to [REDACTED] spoke to [REDACTED] he cancelled appNext
steps: close if approvedFord [REDACTED] omer Experience
Operations [REDACTED] | [REDACTED]:

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]
Engine: ELECTRIC MOTOR 3 Tag: [redacted]
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted]

Trans: 1SPD AUTO TRANS Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]

Tire : [redacted] A/S BSW Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] SILVER/SILVER RADIANCE

A [redacted] I F [redacted] O [redacted]
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] State: [redacted]
Country: [redacted]

[redacted] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	AID/INFO	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	AID/INFO	[redacted]	[redacted]

--- [redacted] : NONE ---

VEHICLE'S WARRANTY HISTORY ([redacted] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] SEDAN VIN: [REDACTED]
Engine : [REDACTED] M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: BLUE CRUISE INOP

Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED] COMMENT [REDACTED] TECH COMMENTS [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: YES Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] ion of Vehicle nce
software updat [REDACTED] erformed to enable the bluecruise function per
[REDACTED], and like many other techs I now find myself with that
still not operational. Ive confirmed that the function is
installed in. Since a later date of [REDACTED] for hands free driving
can be observed under the sync tab i [REDACTED] nter console display
screen. Also hands on bluecruise operation was verified during road
test. Naturally, lane keeping assist, adaptive cruise control, hands
free lane centering, activation prompts and speed sign recognition
were all on and active at the time when all road tests took place.
However no prompts or messages about bluecruise were ever displayed on
the IPC. I did follow some procedures advised to other techs that also
initiated [REDACTED] contacts for the same concern in attempts to get this
feature fu [REDACTED] ional. Though didnt quite yield the end result I was
hoping for. Under SW updates Ive made sure all the modules were
updated including the seemingly irrelevant ones like DSM, HVAC, etc. I
also uninstalled and reinstalled all FRDS software from my computer
several times then checked for further module software updates that
way. Though all modules still remained up to date. I also performed
the PMI procedure on the IPMA module, reconfigured the CMR and even a
[REDACTED] of hard resets on the APIM again for good measure, yet still
e same result: All the modules being up to date but still having
the bluecruise (hands free function specifically) inoperative. During
a road test I did notice the GPS to be off by at least give or take
[REDACTED] on the map, and the cruising speed of [REDACTED] I had set was
[REDACTED] only slowed down [REDACTED], due to the sp [REDACTED] imit having changed
to [REDACTED] apparently. it maybe picked up the the speed limit
of [REDACTED] jacent street or something along those lines, since the gps
was inaccurate at the time. I would imagine this to be related to my
main issue since one would think the bluecruise function is
interrelated with the gps. DTC: [REDACTED] was retrieved when I ran a
self test on the APIM. The code [REDACTED] and remained cleared
Thereafter. It was overcast outside when this happened so the weather

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

conditions may have had some effect? but like I stated prior, this conditions may have had some effect? but like I stated prior, this only occurred [REDACTED]. I also did a master reset through the center console display directly. No inverse effects were caused, but also yielded no progress. I do find it strange that all the corresponding modules are up to date and active but still I cannot seem to get the bluecruise feature to operate properly. Or even get a message saying its not enabled/active as some sort of feedback at least. I do believe the freeway live test driven the vehicle in ([REDACTED]) is considered to be in the hands free blue zone map. So there is only something Im overlooking or possibly just missed. With that being said any and all assistance and/or insight is greatly appreciated. Please list any diagnostics already performed: Reset APIM, uninstalled and reinstalled FDRS software, performed master reset on the vehicle. Parts Replaced: none. Your Question: As previously stated, any and all assistance regarding bluecruise operation/programming will be greatly appreciated. (bluecruise hands free function currently inop).

RECOMM

[REDACTED] u [REDACTED] calculate a [REDACTED] the root cause of this Bluecruise concern. Considering a [REDACTED] has set intermittently in the APIM, and [REDACTED] at the GPS location inaccurate, There may be an antenna, antenna circuit, APIM, or ACM fault present causing the system to not engage. With the DTC setting intermittently, and vehicle location consistently inaccurate, the root cause may be an ACM fault. Because the ACM and APIM [REDACTED] are connected to the GPS/SAT antenna, an internal ACM fault can pull down the signal voltage, causing the APIM to not process the data correctly. PPT B in WSM [REDACTED] will address this concern. We can also test the ACM for [REDACTED] fault by disconnecting [REDACTED] satellite antenna cable from the ACM, cycling the key, and testing operation of the GPS system. If the system operates correctly, then the ACM is the root cause of the concern. We can also test for antenna circuit faults using the [REDACTED] Antenna Test Kit, available through [REDACTED]. As your device is equipped with the See What I See ([REDACTED]), if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help [REDACTED] click <A [REDACTED] = blank [REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above [REDACTED] met the [REDACTED] can be reac [REDACTED] t [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

----- COMMENT TEXT -----

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ADD-ON

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. SWIS Comments :

GTCGCQIS

gested ppt tests and road tested the vehicle once

the satellite antenna cable was disconnected from the ACM. The GPS system worked correctly up to a certain point. Then proceeded to recreate the initial concern. Which at least now we know the issue is not an actual programming concern. With that being said, assistance from a field service engineer is now requested. Thank you.

RECOMM

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onnected, we can rule out an ACM fault. This leaves the APIM or Antenna as the root cause. If you have the Antenna Test kit, available through [REDACTED], we can use the k good antennas and adapters to swap o onents of the system for testing for known good components. We have referred this concern to the Field Service Engineer () in your market area. The should contact you and/or the Dealer p management (Service Manag or Service Director) within (1) business day to discuss further recommendations. If the s not contact you directly, please consult with your Dealersh management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Thank you.

ADD-ON

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ary

S

sio

Technical. SWIS Comments : requested

TAR

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REO

D

...BLUE CRUISE INOPERABLE AFTER ALL [REDACTED] UPDATED AV N IS
...INACCURATE WHICH MAY BE THE ROOT F INOPERABLE BLUE CRUISE.
...RECOMMENDED PPT B AND USING THE TEST KIT TO SWAP
...COMPONENTS FOR TESTING. ...

AUDIT

A

N

(

)

ADD-ON

(

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R

TO SWAP A KNOWN GOOD RECOMMENDED THEY ORDER AND
NEW AND REEVA HE N. F/U

ADD-ON

(

)

D

C

WAS

ICLE RETURNS AND ADDITIONAL ASSISTANCE IS NEEDED, I CAN RE-OPEN
THE TAR.

AUDIT

(

)

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON TECH ASSIST REFERRAL HAS BEEN CLOSED ()

THE CONCERN. N AS I

AUDIT ()

ADD-ON A O ED ()

E M OR A

VEHICLE ICON DISPLAYED ON THE APIM STILL SHOWS THE VEHICLE IN THE INCORRECT LOCATION. WE HAVE VERIFIED NO SW UPDATES ARE AVAILABLE AT THIS TIME. F/U

ADD-ON ()

DIAGNOSTICS SEC OF THE APIM TO IDENTIFY HOW THE VEHICLE IS USING AS REQUESTED BY T. F/U

ADD-ON ()

DIAGNOSTICS, APIM WOULD BLANK OUT AND THEN DISPLAY THE MUSTANG SYMBOL AGAIN AND JUST SHOW THE NORMAL DISPLAY AGAIN AS IF TURNING THE VEHICLE ON FOR THE . I PASSED THIS INFORMATION ON TO AND A HAS OFFICIALLY BEEN ED

ADD-ON ()

INVOLVED P O E UPPO

ADD-ON ()

IN FOR SERVICE. NO E ET. F/U

ADD-ON ()

ETA OF WHEN THE VEHICLE WILL BE BROUGHT BACK IN FOR S CE. RECOMMENDATION HAS BEEN GIVEN TO TEST OUT THE COAX CABLES AND REPLACE AS NECESSARY UPON RETURN OF THE VEHICLE. TAR CAN BE REOPENED IF ADDITIONAL ASSISTANCE IS NEEDED.

AUDIT ()

ADD-ON A O ED ()

E NFIR

FOR SERVICE AND THEY WERE ABLE TO ACCESS THE BEZEL. DIAGNOSTICS HAT THE VEHICLE WAS USING , BUT WHEN DRIVING THE VEHICLE AND USING SIRIUS XM, THE RE DROPPED OUT TO INDICATE/SUPPORT A COAXIAL CABLE CONCERN. ...HOWEVER, THEY DID FIND THAT DURING INSPECTION OF THE BEZEL DIAGNOSTICS THAT THE UTC DATE AND TIME WERE BLANKED OUT. I HAVE PASSED THIS INFORMATION ONTO ENGINEERING.

AUDIT ()

ADD-ON A O ED ()

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASSIT CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
I REACHED BACK OUT TO THE [REDACTED] TO HAVE HIM CHECK FOR ANY GWM OR APIM
I REACHED BACK OUT TO THE [REDACTED] TO HAVE HIM CHECK FOR ANY GWM OR APIM
UPDATES THAT MAY BE AVAILA [REDACTED] AND HE SAID THAT APPARENTLY THE CUSTOMER
ALREADY PICKED UP THE VEHICLE AND DOESN'T PLAN ON BRINGING IT BACK
BECAUSE HE IS TIRED OF NOTHING GETTING DONE TO RESOLVE THE CONCERN AND
HE IS LOOKING AT POTENTIALLY SELLING THE VEHICLE. I ASKED THE GROUP OF
ENGINEERS IF THERE IS ANYTHING WE COULD DO WITH OTA TO TRY TO RESOLVE
THIS CONCERN. NEVERTHELESS AS THE VEHICLE IS NOT EXPECTED TO RETURN
BACK IN FOR SERVICE, TAR IS BEING CLOSED AGAIN.

AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] A O

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB##P087F-00-002-0A115E-97, [REDACTED]
Equipment/Procedure Used [REDACTED] ipment/Procedure Used Effective

Repair Type Component Number Number Type Description Causal
OTH COMMENT SERVICE [REDACTED] COMMENTS Comp.
YES

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 2 Tag: EN [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : PN4-?? LUCID RED TC/RED CARPET TC

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- T [REDACTED] T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL NHL	[REDACTED]			[REDACTED] [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: GWM update program 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 [REDACTED] (F [REDACTED] - [REDACTED] - GREAT [REDACTED] REGION
[REDACTED] a [REDACTED] scr ion vehicle c rn
attempting to im, none of the module software updates are
going through usb. all updates have been performed using dlc to this
point. after [REDACTED] of waiting there is no indication that the update
has even star ase list any diagnostics already performed,
including results of any TSB, GSBs or Pinpoint Test self tested no
fault codes present for apim, verified usb media port is plugged in
and functioning, verified the apim recognizes there is a flash drive
in the media hub. Parts Replaced, including service part number if
available none What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: im at a loss here,
obviously i cant updat n out using the usb. ive tried several
laptops, tried [REDACTED]. flash drives are always
formatted exfat dates to them, and can see the
updates are on the flash drives prior to installing the drive into the
usb port on the car.

RECOMM [REDACTED] (F [REDACTED] - [REDACTED] - GREAT [REDACTED] REGION
[REDACTED], g y, loo like the M e
Upd air procedure has already been attempted. That was the
correct procedure to perform, as it is designed to fix a logic lock in
the APIM that causes the update to not start when the USB drive is
inserted. With FDRS saying the procedure does not apply to this VIN,
that means FDRS found that logic lock fault is not present. With the
vehicle still not taking the update through USB, this seems to be a
deeper concern that engineering is currently investigating. Please
take the following steps to attempt to get the update to go through
once more: Even if it is already up to date, completely uninstall and
reinstall FDRS, then start a new session. When prompted, select to
remove all data and files during FDRS uninstallation. Perform APIM
Configuration programming Perform the Reset th [REDACTED] Module
application in FDRS Disconnect FDRS, then discon the vehicle
battery for [REDACTED]. Touch the battery cables to each other while
disconnected t the battery and verify the BATT_SOC PID in

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H [REDACTED]
- TECH ASSIT [REDACTED]Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

the BCM shows [REDACTED] Be sure to use a [REDACTED] or larger USB

the BCM shows [REDACTED] Be sure to use a [REDACTED] or larger USB
drive formatted [REDACTED] Be sure to have a batt [REDACTED] charger connected
to body ground and maintaining [REDACTED] Attempt the APIM
update once more. If the update [REDACTED] start when the USB is
inserted in the vehicle, monitor OASIS Broadcast Messages, as further
direction will be posted there once it is available. Thank you, [REDACTED]
[REDACTED] As your dealership is equipped
t, if additional technical assistance
is required and a [REDACTED] session would be beneficial (live video or
picture would help [REDACTED] click <A [REDACTED]
href=[REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
q.fac
concerns

<A [REDACTED]
href=[REDACTED]

[REDACTED] ([REDACTED] - [REDACTED] - GREAT LAKE REGION
[REDACTED] n [REDACTED] r [REDACTED] om ROG to [REDACTED]
Session Status : [REDACTED] Not Necessary. [REDACTED] Session Sub Sta [REDACTED]
[REDACTED] Com [REDACTED] s : [REDACTED]
[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] e [REDACTED] ion veh [REDACTED] ncern
CUSTOMER REQUE [REDACTED] RUISE UPDATE BE PERFORMED. Please list any
diagnostics already performed, including results of any TSB, GSBs or
Pinpoint Test TSB [REDACTED] Parts Replaced, including service part
number if availabl [REDACTED] What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] Your Question:
CUSTOMER HAS REQUESTED BLUECRUISE BE [REDACTED] RECALL HAS EXPIRED
HOWEVER [REDACTED] HAS STATED TO PERFORM UNDER WARRANTY. I HAVE STARTED
[REDACTED] WI [REDACTED] WM PROGRAMMING. I HAVE ALSO TRIED TO PERFORM APIM UPDATE.
RY WAS 44%. I HAVE FULLY CHARGED BATTERY ABOVE [REDACTED] AND RESET
MONITOR. I HAVE TRIED MASTER RESET AND REMOVING BATT [REDACTED] Y FOR A PERIOD
OF TIME. DIFFERENT USBS. I HAVE ALSO TRIED TO PERFORM TSB FOR MODULE
RECOVERY BUT IT STATES THIS VIN IS NOT IN THE LIST AND FAILS TO START.
WHEN I INSERT THE USB TO START GWM UPDATE NOTHING HAPPENS. I HAVE LEFT
IT FOR [REDACTED]. TRIED [REDACTED]. WEB-[REDACTED]-EXT-[REDACTED]
[REDACTED] for r [REDACTED] ing o

Report Number: [REDACTED]
rt Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

vehicles Ethernet modules programming concerns. With this vehicles
vehicles Ethernet modules programming concerns. With this vehicles
history of update programming concerns and with [REDACTED] the USB/CAN
programming procedures failing, it can be suspected that the GWM is
faulted. Continue with the replacement of the GWM to help resolve for
this vehicle update programming concerns. Thank you, [REDACTED]
Assistance [REDACTED] As your dealership is equipped
What I See [REDACTED] headset, if additional technical assistance is
required and [REDACTED] session would be beneficial (live video or picture
would help).
href=[REDACTED]

[REDACTED] a [REDACTED] rep [REDACTED] n will
reach out [REDACTED] you at [REDACTED] appropri Ver the following prior
to your [REDACTED]:Your See What I See ([REDACTED]) headset is
charged, [REDACTED] it is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], [REDACTED] Monday thru [REDACTED] Time to
[REDACTED] c [REDACTED]>
<[REDACTED]

href=[REDACTED]
q.fac
Concerns

<
href=[REDACTED]

[REDACTED] : [REDACTED] Session
Status : [REDACTED] Not Neces [REDACTED] b Status : [REDACTED]
Contact...W [REDACTED] ord-INT [REDACTED] - [REDACTED] : Callback Done...
RECOMM [REDACTED] [REDACTED] REGION
[REDACTED] u [REDACTED] h icl [REDACTED] rnet
ogramming concerns. With this vehicles history of update
programming concerns and with [REDACTED] the USB/CAN programming procedures
failing, it can be suspected t [REDACTED] the GWM is faulted. Continue with
the replacement of the GWM to help resolve for this vehicle update
programming concerns. Thank you, [REDACTED] Assistance [REDACTED]
As your dealership is equipped wi [REDACTED] t I See ([REDACTED] ea
if additional technical assistance is required and [REDACTED] ssion
would be beneficial (live video or picture would he [REDACTED] lick <[REDACTED]

[REDACTED] a [REDACTED] rep [REDACTED] n will
reach out [REDACTED] you at [REDACTED] appropri Ver the following prior
to your [REDACTED]:Your See What I See ([REDACTED]) headset is
charged, [REDACTED] it is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
you are working on is in a bay with good Wi-Fi
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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
q.fac [REDACTED]
concerns

<A href=[REDACTED]
[REDACTED]
[REDACTED] FS MSS - [REDACTED] - MIDWEST REGION
[REDACTED] s sary, SWIS sion Sub Status :
CONCER [REDACTED] Contact [REDACTED] GTCGCQIS
[REDACTED] a TCU update but do you believe this would prevent
RECOMM an [REDACTED] software update as well?
[REDACTED] [REDACTED] will b
[REDACTED] o dates are not available until certain updates are performed.
It would be suggested to update all applicable [REDACTED] related
modules, then go back with a new session and ch [REDACTED] other
available updates. [REDACTED] Technical [REDACTED]
ADD-ON [REDACTED] s cessary
[REDACTED] Technical, SWIS Comments : Provided technical direction.

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5
Bld Dt: [REDACTED] Calb: [REDACTED]

- - - E N G I N E - - -
Tag: EN [REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - TECH [redacted] CENTER Report Date: [redacted]

Serial #:

Trans: 1SPD AUTO TRANS - - - 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 : [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- [redacted] 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 : [redacted] Title: SHOP FOREMAN
Phone : [redacted]
Rpr Dlr: [redacted] I Ph#: [redacted]
City: [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted]

Specialist's Name : [redacted] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	DRV PERF AID/INFO	[redacted]	[redacted]

--- S U [redacted] L E M E [redacted] S U R [redacted]: NATIONAL HOTLINE SURVEY [redacted] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED] [REDACTED] [REDACTED] [REDACTED] , 4 [REDACTED] , [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: [REDACTED] inop
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED]

a [REDACTED]
WILL NOT ACTIA [REDACTED] se list any diagnostics already performed:
PERFORMED SELF TEST, [REDACTED] IN THE APIM AND [REDACTED] IN THE BCM, CHECKED
FOR SOFTWARE UPDATES [REDACTED] AND [REDACTED]. NO UPDATED AVAILBLE
FOR [REDACTED]. UPDATED PCM, API C [REDACTED] DTCS. CS WENT AWAY. ROAD
TEST [REDACTED] AFTER AND BLUISE CRUISE WOULD NOT ACTIVATE. CHECKED SYNC
GENERAL INFO TO SEE IF BLUE CRUISE HANDS FREE DRIVING MODE WAS
AVAIABLE. SCREEN SAYS AVAILABLE UNTILE [REDACTED]. CHECKED IF LANE
KEEP WAS ACTIVATED, ADAPTIVE CRUISE CON [REDACTED] CTIVE. EVERYTHING
LOOKS LIKE IT SHOULD WORK. Parts Replaced: NONE Your Question: WHAT [REDACTED]
I MISSING?

RECOMM [REDACTED]
[REDACTED] t
d as vehicle health history shows the module reporting multiple
DTCs. [REDACTED] will not work if the CMR is reporting faults. It s
advise [REDACTED] t an individual self-test on the CMR and the [REDACTED]. If
a vehicle health check is being conducted, this may not prope [REDACTED] t
all hard-wired inputs and outputs to the module in question. If the
CMR is setting any DTCs, follow the recommended testing outlined in
the WSM for the faults being reported. It s also important [REDACTED]
is used in Blue Zone designated areas. If no faults are be [REDACTED] d
by either module, it s suspected there may be a programming related
issue. Follow the programming procedures listed below: - [REDACTED]/PSCM
Reset learned values app - [REDACTED] camera alignment -P [REDACTED] railer
back-up assist alignment - [REDACTED] ment NOTE When ride height is
shown and asked if correct [REDACTED] lect NO and manually enter ride
height. This should be done regardless of ride height being correct.
- [REDACTED] configuration Once the programming has been conducted as
i [REDACTED] ructed, note if blue cruise operation works correctly. [REDACTED]
Technical Assistance Center [REDACTED]

ADD- [REDACTED]
V
Necessary, SWIS Session Sub Status : [REDACTED] Contact, SWIS Comments : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

----- COMMENT TEXT -----

CONCER

[REDACTED] GTCGCOIS
[REDACTED] T ON [REDACTED] CMR AND IPMA MODULES. [REDACTED] PASSED. RESET
IPMA/PSCM LEARED VALUES [REDACTED] RFORMED [REDACTED] ALIG [REDACTED] T, PRO TRAILER
BACK-UP ASSIST, IPMA ALIGNMENT. TES [REDACTED] TO MAKE SURE ALL CAMERAS
WERE WORKING FOR [REDACTED], REAR AND TRAILER ASSIST. ALL PASSED. TRIED
ACTIVATING BLUE C [REDACTED] SE ON A KNOW ROUTE THAT BLUE CRUISE HAS COME ON IN
PRIOR ROAD TEST WHEN PERFORMING BLUE CRUISE ACTIVATION. BLUE CRUISE IS
STILL COMING ON. PERFORMED CMR CONFIGURATION TO SEE IF THAT WOULD
HELP. BLUE CRUISE STILL DOES NOT COME ON. RECHECKED DTCS NO DTCS CAME
BACK. IS THERE A SOFTWARE ISSUE ?

ADD-ON

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] O [REDACTED] an [REDACTED] C module
data on FDRS do not match. [REDACTED] is [REDACTED] is

ADD-ON

[REDACTED] [REDACTED] [REDACTED] - [REDACTED] - [REDACTED] CENTER
[REDACTED] O [REDACTED] DY - The i rma in [REDACTED] OG
concerns doc for [REDACTED] only applies to [REDACTED] and [REDACTED]
vehicles that reg [REDACTED] ramming for [REDACTED] rk. A [REDACTED] is is
a [REDACTED] that was build with [REDACTED] f [REDACTED] ctory, this
in [REDACTED] ation does not apply [REDACTED] gramming should be necessary.
Also, when the concerns doc asks to verify if the DIDs match, it is
just referring to the base number, in this case [REDACTED], which do
match.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e [REDACTED] n nnece Ve e D [REDACTED] set
a loss of co [REDACTED] th the IPMA. Since the IPMA con [REDACTED] the
blue cruise, communication issues with the ABS and PSCM could prevent
the system from working. The best [REDACTED] would be to diagnose
these [REDACTED] using the online WSM. [REDACTED] going to [REDACTED] >
Diagno [REDACTED] d Testing and perform PPT AR. Note that r [REDACTED] SCM
is not the correct course of action to resolve the [REDACTED] DTC that the
PPT will diagnose. Then repair as directed and go t [REDACTED] >
Diagnosis and Testing and perform PPT BQ. This will d [REDACTED] S
side of the code. Repair as directed here, then when [REDACTED] are done
re-evaluate the concern. Then ensure that the modules [REDACTED] updated and
the codes are cleared. Thank you, [REDACTED] Technical Assistance
Center

ADD-ON

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] O [REDACTED] s [REDACTED] e sary WIS sio
Technical, SWIS Comments : Diagnosis can be explained effectively
through the web contact.

Symp. Verif?:
Comp. Timing:
Test Stand :

Base Timing
Road Test

:
:

of Assistance:
MIL light on? :
Number:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
BCM [REDACTED]
API [REDACTED], [REDACTED], [REDACTED]
Equip [REDACTED] u [REDACTED] ctive? Equipment/Procedure Used Effective

----- S [REDACTED] 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: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR [REDACTED] I N E : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shft: [REDACTED]
----- A D D I T I O N A L -----
Tire : 245/45R20 [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Repair Odometer Rp Cau e Part Number Labor
 Date Order (Miles) Nr Cond Pfx Base Sfx Operation

[REDACTED] [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: [REDACTED] (Collision assist fault)
Other Veh. With Conc [REDACTED] Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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 [REDACTED]

Customer s description of vehicle concern
Collision assi message keeps coming on in cluster, Cruise
control not operating correctly. Please list any diagnostics already
performed, including results of any TSB, GSBs or Pinpoint Test
Performing TSB [REDACTED] and keep getting error on programming of [REDACTED]
Will get to end il on file check. picture attached. FAIL - [REDACTED]
= null >>> SHOULD = [REDACTED]. Have tried [REDACTED] and always
same file it fails o ced, includin ce part number
if available None yet What is the level of the scan tool being used?
Are any error messages noted? [REDACTED] Your Question: Something wrong
with files on server or should lace the [REDACTED]?

RECOMM [REDACTED]
[REDACTED] out to us. There are a few things that
be preventing the update from completing. A faulted [REDACTED] or
server concern should not be suspected until after these c s are
performed. Refer to [REDACTED]>General Procedures>Module
Programing and prefo listed towards the top of the
document. Check for and remove any aftermarket devices found (These
can create noise on the network and inhibit programing). Be sure to
connect a battery charger with the negative lead attached to a vehicle
ground and set the voltage between [REDACTED] and [REDACTED]. Use FDRS to
reset the BMS learned values and en that Battery state of
Charge) is [REDACTED]. Then grab a different FDRS then previously used
on this veh make sure that it is update to the latest level
([REDACTED]). With the steps listed above complete reattempt the [REDACTED]
u and carefully follow the update prompts. Respectfully, [REDACTED]
Technical [REDACTED] Center

ADD-ON [REDACTED]
[REDACTED] Not Necessary, SWIS Session Sub Status :
[REDACTED], SWIS Comments : Guidance given should be followed prior
all.

CONCER [REDACTED] GTCGCOIS
rger [REDACTED] on charging at [REDACTED]. Let charge

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

for [REDACTED]. Connect a different [REDACTED] that hasn't been used on
for [REDACTED]. Connect a different [REDACTED] that hasn't been used on
vehi [REDACTED] o identify vehicle. Ge [REDACTED] g StatusCode : [REDACTED], Error:
[REDACTED]-[REDACTED]-UNKNOWN FDSP ERROR OCCURRED Have now gotten this sage on 3
f r t laptops with [REDACTED] at [REDACTED] [REDACTED] and [REDACTED]
Including the one I was ng o [REDACTED] y s on ew
message? Attached a picture of it.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] o ed tur his
caused n internal server error and will require further
investigation to determine the root cause. We will update this form
once we can determine a resolution for this error. Thank you, [REDACTED],

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] S us WIS Ne
Session Sub Status : Technical, SWIS Comments : waiting to consult

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] e=3 fon
style= n: 0in 0in [REDACTED] libri size=3>Thank you for your
patience with this con n, The [REDACTED] has
determined that a follow-up is n ving this
customers issue. Our Customer Handling Team
will contact you and/or the Service Manager, either by phone or by
updating this form within [REDACTED] to obtain additional
information and provide re assist in resolving the
customers concern.</p>
 Thank you. [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] REG
[REDACTED] l onf ed lat [REDACTED]
[REDACTED], SWIS Session Stat SWIS Not Necessary, SWIS Session S us
chnical, SWIS Comments : escalating contact

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] i r com dat

RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] e ived when t
rs to have been a server issue and it is no longer present. A
call will be made around [REDACTED] to go through another IPMA software
update attempt together. [REDACTED] will allow us to collect specific
programming information to investigate the issue further. [REDACTED]
Programming Specialist

ADD-ON [REDACTED] [REDACTED] [REDACTED]
[REDACTED] s t Necessary

CONCER [REDACTED] Non-Technical, SWIS Comments : calling at noon
[REDACTED] GTCGCQIS

CONCER [REDACTED] [REDACTED] [REDACTED]
[REDACTED] h [REDACTED] to go th
additional files could be eved. [REDACTED] borrowed a VCM3 and we
started a new [REDACTED] session. The batte arger [REDACTED] was connected
to the vehicle set to maintain [REDACTED]. T PMI was

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

started and the software file check failed ([REDACTED] Null). The lowest the
started and the software file check failed ([REDACTED] Null). The lowest the
battery voltage fell was to [REDACTED] during programming. FDRS was
used to submit a RAP case of [REDACTED] PMI. Other files from the
computer were retrieved.

RECOMM [REDACTED]

appreciate the addition [REDACTED] ievied to help with the
investigation into the failure. We will send this information over to
the teams investigating the failure and ask for a repair direction. We
will update if a direction is provided.

ADD-ON [REDACTED]

s t Necessary

RECOMM Technical. SWIS Comments : went through programming [REDACTED]

lay. The te
ssue but have a provided a repair direction. They recommended
replacing the [REDACTED] at this time as the new [REDACTED] should be able to
provide the [REDACTED] file. Once it is installed nnect a battery charger
to the vehic ith the negative clamp of the charger on a body or
chassis ground. Then set the battery charger to maintain [REDACTED] to [REDACTED]
[REDACTED]. It may be necessary to pump the set voltage [REDACTED] f
harger is not able to maintain [REDACTED] the [REDACTED] PMI.
charger is in place and battery volt [REDACTED]

ADD-ON [REDACTED] Programming Specialist

s t Necessary

RECOMM Technical. SWIS Comments : provided direction [REDACTED]

ADD-ON [REDACTED]

U [REDACTED], SWI

Necessary, SWIS Session Su atus : Non-Technical, SWIS Comments :
Waiting for [REDACTED] replacement.

CONCER [REDACTED]

ed th
M and it failed us a laptop error. Then he tried
programming once again but the laptop fell asleep half way through. He
will attempt programming once again in the morning.

RECOMM [REDACTED]

ogress of the vehicle repairs. s needed
for this concern, please update this form and a follow up call will be
placed as soon as possible. [REDACTED]

ADD-ON [REDACTED]

tus :

Session Status' : Non-Technical, SWIS Comments : Waiting for APIM
programming. Follow up [REDACTED].

CONCER [REDACTED] GTCG

t Error when performing PMI with my FDRS. Attached

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
picture of this error.. Restarted PC and got same error. Used another picture of this error.. Restarted PC and got same error. Used another FDRS in the shop and that one was going good didnt know it had a auto shutdown and the PC went to sleep in middle of programming. Other tech needed his FDRS back and said mines wasnt working right for him either. (Gave up on programming for awhile then [REDACTED] from Hotline called and got an ear full) Was able to get My F [REDACTED] to work and program it on the last time. My FDRS started to work correctly after I performed a shutdown and start of PC not a restart. Might let the programmers know that restart didnt change FDRS error but a shutdown and start of PC seemed to. Anyways Got IPMA to program and it took all of it. I had to performed a lin Line Programming. [REDACTED] calibration and Lane keeping system IPMA calibration. After all th [REDACTED] codes cleared and nothing has returned in the IPMA. Road test vehicle [REDACTED] over 2 tests and no codes have returned. Dealership selec
Required when submitting these comments.

CONCER [REDACTED]

that

concern is res [REDACTED]

RECOMM [REDACTED]

p et at
tance is needed, please update this form and a follow up call
will be placed as soon as possible. [REDACTED]

ADD-ON [REDACTED]

Session Status: [REDACTED] Contact tus : [REDACTED]

Symp. Verif?: [REDACTED] 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], [REDACTED], [REDACTED]
Equip c t ipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/[REDACTED] Drive:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 6 E - - -
Bld Dt: Calb: Tag: [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] - - - T R A N S M I S S I O N - - -
Bld Dt: AUTO TRANS Part #: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
Tire : 245/45R20 [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ABSOLUTE [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

CQIS Pro						Dealer Id	
Date	Report #	Type	Symp	Cat	Causal Part Description		
[REDACTED]	[REDACTED]	[REDACTED]	AID/	INFO	[REDACTED]	[REDACTED]	

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]OSP		

Report#: [REDACTED]

Print

Excel

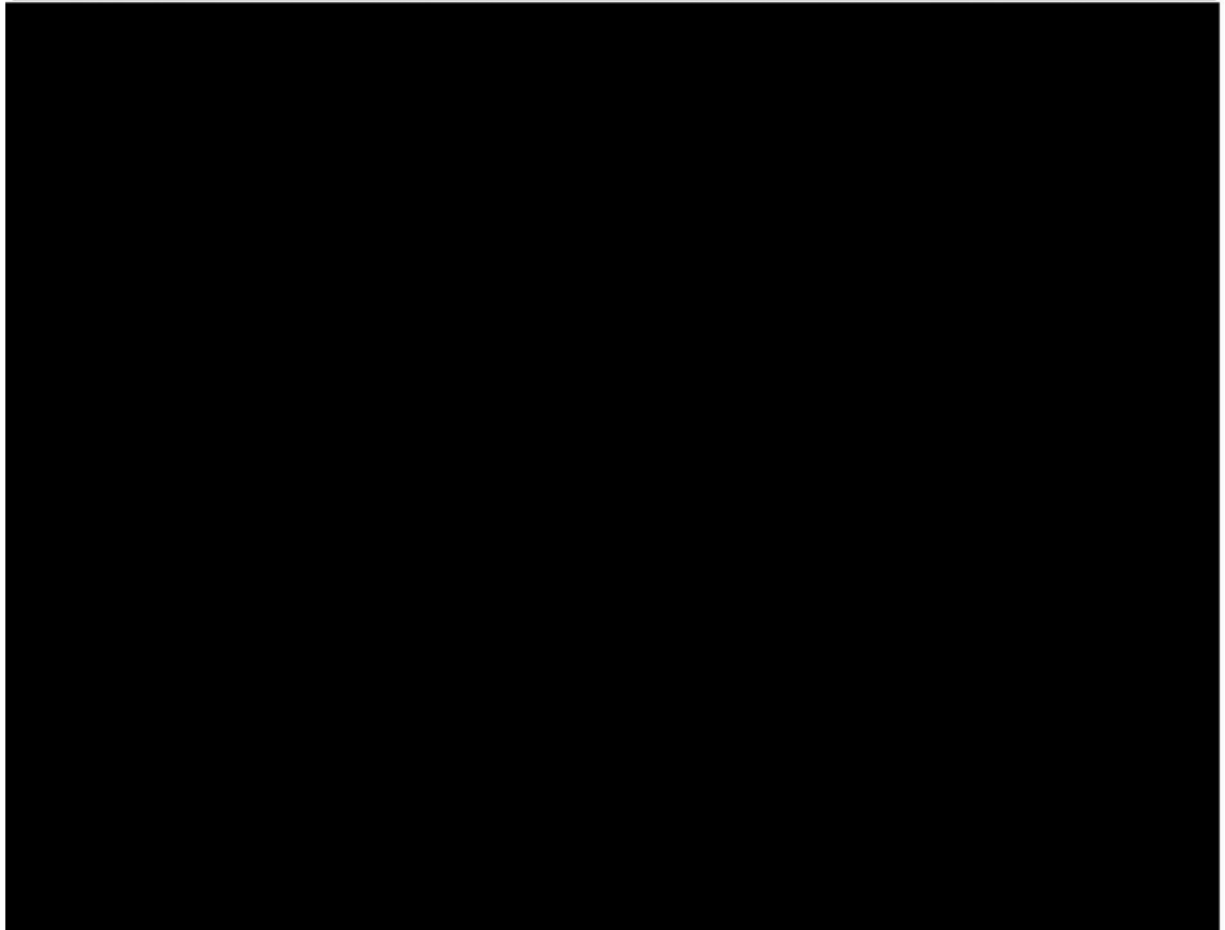
Number of Images: 3

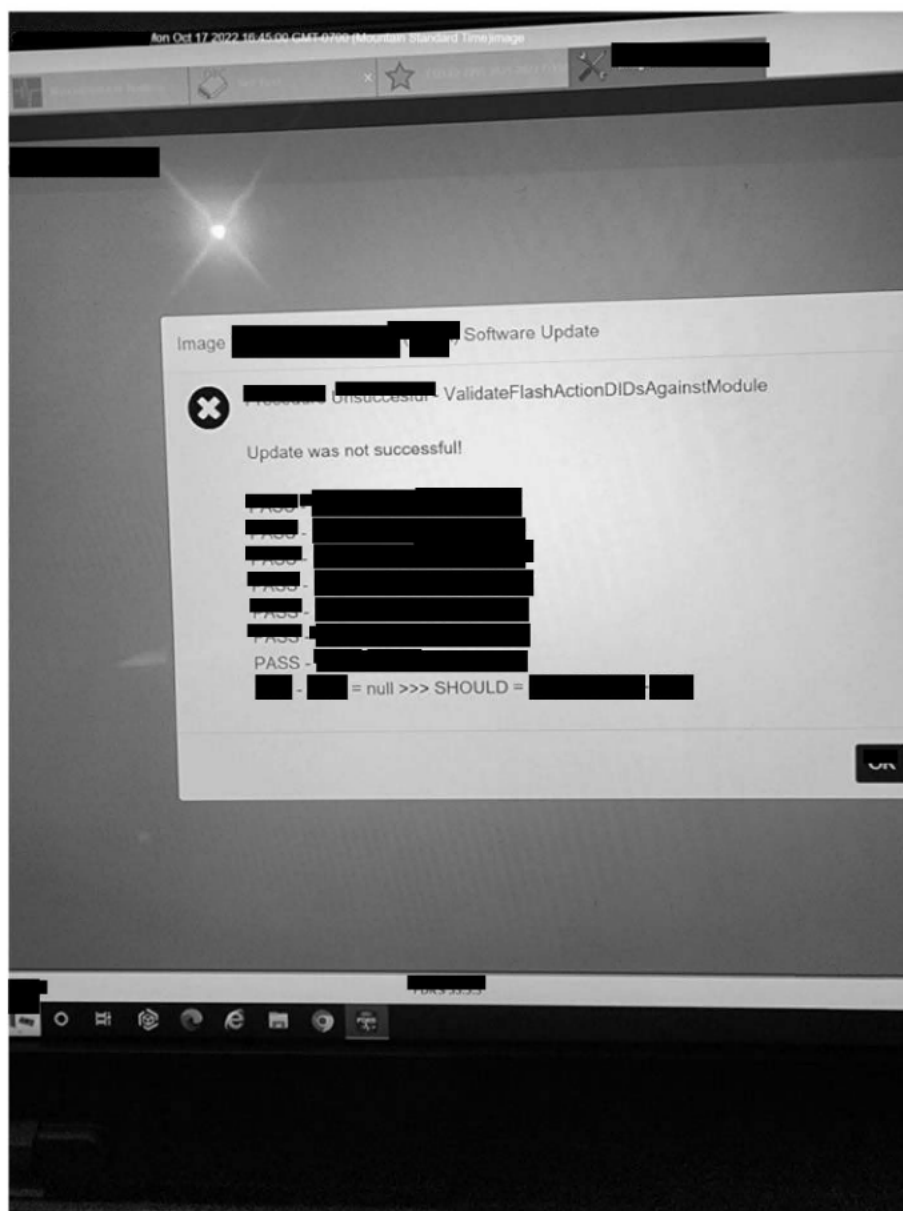
Images Per Page: 5

Close

Show

3 items found, displaying all items. 1





CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] , SEDAN VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: BlueCruise speeding 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 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] REGION
[REDACTED] a [REDACTED] iption of icl nce mer
states he was at [REDACTED] while using bluecruise and it shot up
to [REDACTED] on its own. Please t any diagnostics already performed:
Roa ted the vehicle while under the customers stated conditions
with no issues arising. Self tested modules, [REDACTED] had stored codes
listed in report, however I do not believe th would cause the
concern. Parts Replaced: None Your Question: I am contacting you to be
sure there is no other diagnostics to be performed. This was a onetime
event which MAY have been self-initiated (My guess). I can understand
the customers concern due to the fact that if there is an issue it
could be catastrophic if it happens again.

RECOMM [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] REGION
[REDACTED] n at there w a [REDACTED] here
blu se speeds the vehicle up from [REDACTED] own.
[REDACTED] please, submit this vin number in unde ort a vehicle
rn. This will make engineering aware of this concern, keep in
mind you wont get a response from engineering. The DTCs setting are
for the driver facing camera. If this camera cannot see the drivers
eyes, the blue cruise will warn the driver to retake control of the
vehicle. <A target=[REDACTED]
href=https://www.fo service.dealerconnection.com/Transport?link=0
&param=[REDACTED]>SSM [REDACTED] covers these DTCs with the repair. We
commend fo ng th M to resolve the [REDACTED] DTCs. Next, it is
possible that the set speed tolerance is set o high causing the
vehicle to over accelerate when the speed limit changed. Instructions
for adjusting the speed tolerance are found on [REDACTED] of the owners
guide. Verify the speed tolerance is not maxed e a wonderful
day, [REDACTED] [REDACTED] As your dealership is equipped with the See What I
See ([REDACTED] d if additional technical assistance is required and
a [REDACTED] ssion would be beneficial (live video or picture would help),
cl <A target=[REDACTED]
href=[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

with the [REDACTED]. After booking an appointment a [REDACTED] representative will reach out to you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED] call.
<a href=[REDACTED] q.fac [REDACTED] concerns

<A href=[REDACTED] get=[REDACTED] href=[REDACTED]

[REDACTED] o s Necessary WIS sio REGION tus :
[REDACTED] Contact

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CMR [REDACTED]
Equ [REDACTED] ipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Serial #:

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -????????????????????????????????----- STAR [REDACTED] [REDACTED] / [REDACTED] 3

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] ate [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	CREDSR	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: [REDACTED] - [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- [REDACTED] Y -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 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: NO Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED]

s [REDACTED] with Bluecruise on the vehicle unexpectedly
accelerated to [REDACTED] he speed sign recognition was set to off.
TECH/C [REDACTED]

----- [REDACTED] -----
Intermittent?: Come
Towed In? : Quits [REDACTED]? : Unit Down?: Grid Location:
Verification :

----- [REDACTED] -----
Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 6 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: Calb: MCGWEKN A
Serial #: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: Q Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - QSFS Report Date: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : 245/45R20 [REDACTED] A/S BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? STAR [REDACTED] [REDACTED] 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 -----
Description Brand Description Brand
ADD [REDACTED]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] ate [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]
[REDACTED] AID/INFO [REDACTED]
--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
NOT LISTED

MOBILE INTERFACE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED] inop

Other Veh. With Conc [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

CONCER

[REDACTED] BRANDT ETHERIDGE ([REDACTED] - [REDACTED] REGION
a [REDACTED]) Description nce [REDACTED] pass not
working Please diagnostics already performed: SE EST,
INSPECTED [REDACTED] FUSE AND CONNECTIONS. CONFIGURED GATEWAY. Parts
Replaced: [REDACTED] Your Question: [REDACTED] AND [REDACTED] WONT SELF TEST. FDRS SELF
TEST FOR [REDACTED] AND [REDACTED] IS GREYE UT. T PASS NETWORK TEST, YET CANT
SELF TEST [REDACTED] M. DI NNECTED BATTERY FOR [REDACTED], SAME CONDITION.
WHEN SELF TESTING ALL MODULES, [REDACTED] AND [REDACTED] OW UP. THEY DO SHOW
UP ON NETWORK TEST AND LIVE NET K MON [REDACTED] SHOWS
NOTIFICATION/UPDATE PENDING FOR [REDACTED] AND [REDACTED]. THIS RELATED? [REDACTED]
SEEMS TO BE FUNCTIONING FINE. NO RE HO O DIAGNOSE A [REDACTED] PR M
IF I CANT TALK TO IT. CANT ACCESS CONNECTIVITY SETTINGS O ENTER
SCREEN EITHER, IT TRIES TO LOAD, THEN DISAPPEARS. MASTER RESET DONE ON
[REDACTED] AS WELL.

RECOMM

[REDACTED] [REDACTED] [REDACTED] - [REDACTED] REGION
c re unable to perfo on [REDACTED] we
e following PPT AT in [REDACTED] > Diagnosis and Tes g. This
will have you network, powe a nd circuits of the [REDACTED]. If the
[REDACTED] is doing the same thing, you can follow PPT L in the [REDACTED]
ion. For better testing of the power and ground circuits, w
advise performing a loaded voltage drop test. Insert a [REDACTED]
between the power and ground circuits using flex probes the
voltage drop across the bulb, it should be within [REDACTED] of source
voltage and [REDACTED] if the circuits are good. o check for
proper pin f k you, [REDACTED]
Center

CONCER

[REDACTED] GTCGCOSP
AND [REDACTED] PASS NETWORK TEST AND LIVE NETWORK TEST.
PART NUMBERS CA READ ELLING ME THEY ARE POWERED, AND THE CAN
NETWORK IS WORKING. WHICH OF COURSE WAS VERIFIED AS ITS THE [REDACTED]
TO AN UNRESPONSIVE MODULE. HOWEVER, THEY WONT SELF TEST. [REDACTED]
UPDATE THAT HAS BEEN PENDING FOR [REDACTED], COINCIDENCE? I RE Y DONT
THINK [REDACTED] THE [REDACTED] AND THE [REDACTED] F AT THE SAME TIME, LET ALONE
THEY [REDACTED] ARE F IONING. V E COMMANDS WORK, NAVIGATION WORKS,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASSIT CENTER Report Date: [REDACTED]

C O M M E N T S

```

--TYPE--          COMMENT TEXT
VEHICLE TRACKING WORKS. IT APPEARS TO BE AN ETHERNET SIDE OF GATEWAY

VEHICLE TRACKING WORKS. IT APPEARS TO BE AN ETHERNET SIDE OF GATEWAY
MODULE IMO. IN THE [REDACTED] IT TOOK FOR YOU TO TELL ME TO CHECK POWER TO
RESPONDING MODULES, [REDACTED] AND WHEN ATTEMPTING PMI ON THE GATEWAY, IT
STATES CANT COMMUNICATE WITH [REDACTED]. [REDACTED] AND [REDACTED] CONNECTERS WERE
ALL REMVED AND RESEATED, INCL [REDACTED] G [REDACTED] RN [REDACTED] HAD POWER
REMOVED, AND THE BATTERY HAS BEEN DISCONNECTED [REDACTED] AST [REDACTED]
[REDACTED] ON [REDACTED]. JUST WANTED TO MAKE SURE HIS ISN
WARE [REDACTED] BEFORE I PUT A RATHER EXPENSIVE
[REDACTED] IN IT. IMO, S [REDACTED] APPENED WITH THE OTA UPDATE.
KS.

```

RECOMM [REDACTED] ASSIT CENTER
[REDACTED] n o tio th sting you
rmed. To ensure that this concern is not with the particular scan
tool you are using please connect to the vehicle with a different [REDACTED]
tool and VCM. With the new scan tool connected if you are able to
access the modules perform configuration programming on the [REDACTED], ACM,
GWM and the [REDACTED]. This will correct any software issues that [REDACTED] have
presented du g the OTA update. Following the configuration
programming retest for correct operation. If we are not able to access
the modules for programming or If the system still will not function
correctly, following programming, we would agree that this may be a
module concern as the [REDACTED] is functioning correctly. If following the
GWM replacement we are [REDACTED] all experiencing the [REDACTED] concern, we can
follow the testing in [REDACTED] S for the ford pass [REDACTED] is inoperative
or does not operate co ctly. [REDACTED] [REDACTED]

ues co [redacted] r [redacted] as e [redacted]
 [redacted] catating to the [redacted] and [redacted] through [redacted] and [redacted] is
 inoperative. [redacted] will respo [redacted] reen [redacted] network t [redacted] but w [redacted] show
 up at all on [redacted] -test. Cannot run any tests in [redacted] either. All tests
 or programming will be greyed out. Explained fur [redacted] research is
 required. Will get back to them soon. [redacted] cell [redacted]

RECOMM [REDACTED] g on [REDACTED]
g our call, we are performing additional rese for this
concern. We will get back to you shortly. Thank you for your patience
and cooperation.

ADD-ON [REDACTED]th [REDACTED]
RECOMM [REDACTED]
[REDACTED]g [REDACTED]ence [REDACTED]nal
rch but at this time, we recommend uninstalling and reinstalling
[REDACTED]. Once [REDACTED] is reinstalled, note if the modules are now able to
lete an TC test or other programming/tests. Please also note if
any modules have been replaced on the vehicle. Update this form with
this information along with other VINs that may also be affected by
the same concern. Thank you [REDACTED]

ADD-ON

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH ASSIT CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
Consulted with [REDACTED] for this concern
Consulted with [REDACTED] for this concern
CONCER [REDACTED] INSTALLED FDRS, WHICH PROMPTED A VCI UPDATE. WAS
ABLE TO SEE AND PROGRAM [REDACTED] AND APIM. CONFIGURED GATEWAY. NO CODES.
ALL PASS SELF TEST. STILL UNABLE TO SEE CONNECTED VEH DATA ON [REDACTED].
DOES THIS DATA COME FROM THE APP? CAN THE [REDACTED] SIGHT SEE THE
WITHOUT THE [REDACTED]? PHONE IS NO LONGER PAIRED AFTER MASTER
RESET. HAVING TROUBLE TO SEE IF HE CAN SEE VEHICLE, BUT NOT SURE
IF HE WILL BE ABLE TO IF PHONE ISNT PAIRED. THANKS FOR YOUR HELP. WE
WILL GET THE OTHER AFFECTED VEHICLE BACK IN TO PROGRAM APIM AND [REDACTED] IF
THIS ONE STARTS WORKING.
CONCER [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] d [REDACTED] c
grammi r the [REDACTED] and [REDACTED] on the phone, [REDACTED] noted that
the Cell Signal PID read poor at [REDACTED]. I also noted
that SOC is unavailable in the [REDACTED] Datal [REDACTED] that the [REDACTED] Battery
Reset was unsuccessful.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] i e he phon
ction and testing of the [REDACTED] Antenna and coax cable leading back
to the module. If possible, attempt to utilize the [REDACTED] [REDACTED]
Antenna Kit to improve reception and attempt author [REDACTED] i We
can also use the circuit testing provided in [REDACTED] S listed in workshop
manual [REDACTED]. If the cell signal reading can be verified and
authori r unsuccessful, then the [REDACTED] is suspected to be at
fault. Prior to module replacement, it is recommended to start a new
scan tool session and perform PMI/Provisioning for the [REDACTED] and retest
operation. If authorization remains unsuccessful after [REDACTED] s round of
programming, then module replacement would be supported at this time.
Thank you, [REDACTED] Technical Assistance Center

Sympt. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] E [REDACTED] I L S -----
Vehicle Build Date: [REDACTED] W anty Start Date: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

--- S U P P L E M E N T A L S U R V E Y : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	Part	Number	Labor		
				Nr Cond Pfx	Base	Sfx	Operation		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] R Y -----

VEHICLE: [REDACTED] SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
POWERTRAIN MALFUNCTION (WRENCH STAYS ON

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] keeps co [REDACTED] k, checked the battery health and it does not
ify a bad battery cell. Please list any diagnostics already
performed: Self test and checked the battery report, fully charged the
car and performed long road tests trying to get the car to show which
cell it is. Parts Replaced: None Do you have a module programming
concern? No Your Question: Can you have the battery health looked at
to see if they can identify the bad battery?
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] n [REDACTED] n I wi res ag n
hav re information. - [REDACTED] [REDACTED]
AUDIT [REDACTED] [REDACTED]
[REDACTED] 4G
[REDACTED] MODEM: 4G
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] s t [REDACTED] y ir re ced th
city in cell [REDACTED]. - [REDACTED] [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] e [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- S [REDACTED] T A L [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	C	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	H	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	T	[REDACTED]	38 B	[REDACTED] CA
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	V	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR 3 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
CONTROLS INOPERATIVE

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER

[REDACTED] customer s description of vehicle concern
CUSTOMER STATE [REDACTED] AMERA, CRUISE CONTROL STOPPED WORKING Please
list any diagnostics already performed, including results of any [REDACTED],
GSBs or Pinpoint Test VERIFIED FRONT CAMERA, COLLISION FAULT MES E
IN MESSAGE CENTER AND CRUSE CONTROL INOP.... [REDACTED] TEST [REDACTED] CODE
[REDACTED], [REDACTED], [REDACTED] PREVIOUSLY DETEC IN [REDACTED]
Y IN [REDACTED] SHOULD [REDACTED] BE P RM
SINCE IT WAS PERFORME [REDACTED] A [REDACTED] WAS REPLACED THEN
DUE TO [REDACTED] RETURNING [REDACTED] WAS PERFORME [REDACTED] Parts
Replace [REDACTED] ding service part mber if available [REDACTED] t is the
level of the scan tool being used? Are any error messages noted? FDRS
[REDACTED] Your Question: ANY KNOW CONCERE OF SPEED CONTROL, CAMERA FAULT
[REDACTED] AND MODULE WAS REPLACED

RECOMM [REDACTED] out to us. Additional research is being
med and we will get back to you as soon as possible.
Respectfully, [REDACTED] Technical Assistance Center

ADD-ON [REDACTED] s Not Necessary, SWIS Session Sub Status :
Non-Technical. SWIS Comments : Additional research is being performed

ADD-ON [REDACTED] BODY - This is not suspected to be a a
programing concer ulted with [REDACTED] ([REDACTED] [REDACTED]) who
noted that since programing has com he n mains this
not likely a programing concern. COAX CABLE between the module and
camera is a possible fault.

RECOMM [REDACTED] (FS MSS - FCSD - GREAT LAKE REGION
[REDACTED] d again per warranty and is not
recomm to b erformed again. Since the [REDACTED] has been replaced
already, its not suspected but a power or gro issue could cause
issues with the module and possibly setting a [REDACTED]. If you have
not performed a loaded test on the powers and of the [REDACTED], it
would be recommended to test them circuits and check that the n

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----
carry a load. If load testing passes, it is recommended to do the
carry a load. If load testing passes, it is recommended to do the
following and then a re-evaluation: 1.Run the Reset [REDACTED]
[REDACTED] app. 2.Then run the [REDACTED] camera alignment [REDACTED] ipped
[REDACTED] cameras) 3.The [REDACTED] he [REDACTED] app
(even [REDACTED] vehicle does not have pr [REDACTED] 4.Then
run the [REDACTED] app. Manually input ride height.
Use whol [REDACTED] n run the [REDACTED] app. If
the concern returns again, it is recommended [REDACTED] AX
cable between the [REDACTED] and the [REDACTED] camera. Refer to wiring cell [REDACTED]
[REDACTED]. [REDACTED] tes [REDACTED] ile circu [REDACTED] esting. Further inspect and ch
[REDACTED] tment of [REDACTED]. If all circuitry and connections pass,
it is recommend [REDACTED] he [REDACTED] camera. [REDACTED] Technical Assistance
Center. [REDACTED] As your dealers [REDACTED] is equip [REDACTED] ith the See What I
See ([REDACTED] et, if additional technical assistance is required and
a [REDACTED] ssion would be beneficial (live video or picture would help),
cl [REDACTED] <A [REDACTED]
href= [REDACTED]

[REDACTED] intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
[REDACTED]>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.
<A [REDACTED]

href= [REDACTED]
g.fac [REDACTED]

<A [REDACTED]

[REDACTED] - GREAT LAKE REGION
[REDACTED] s [REDACTED] s [REDACTED] sion Sub Status :
[REDACTED] Comm [REDACTED] : [REDACTED] ([REDACTED] ATLANTIC REG
[REDACTED] d [REDACTED] n [REDACTED] e discussed

CONCER

this concern in greater detail [REDACTED] alignment procedure failed
when it was attempted but then the l [REDACTED] keeping and cruise control
regained operation. Further test drives show that the front camera
fault message comes and goes while driving. When it goes away the
system operates correctly. The [REDACTED] was replaced previously. The DTCs
currently set at [REDACTED], [REDACTED] nd [REDACTED]. We discussed the [REDACTED]
DTC being the one [REDACTED] l [REDACTED] causi [REDACTED] e issue and discus
testing for the Ethernet and COAX.

RECOMM

[REDACTED] ([REDACTED] ATLANTIC REG
[REDACTED] g [REDACTED] m [REDACTED] for

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
this concern. As we discussed on the phone, it is recommended inspect
this concern. As we discussed on the phone, it is recommended inspect
[REDACTED] of the connectors for the COAX that runs between the IPMA and the
Camera. Wiring cell [REDACTED] can be used to identify these
connectors. If no issues [REDACTED] connectors are identified,
continue to complete ppt A from [REDACTED] of the [REDACTED] to evaluate
the Ethernet circuits between th [REDACTED] GWM. [REDACTED] will be
used for the testing that needs to be completed. Wir [REDACTED]
can be used to see these Ethernet Circuits. If no issues are
ppt A, replace the IPMA Camera and reevaluate the concern. [REDACTED]
Technical Assistance Center

ADD-ON [REDACTED] (FSE [REDACTED] - FCSD - MID ATLANTIC REG
[REDACTED] ssary WIS Session Sub Status :
CONCER [REDACTED] Technical. SWIS Comments : phone call
[REDACTED] GTCGCQIS

Symp. Verif?: [REDACTED] 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], [REDACTED], U3000:49-2F, [REDACTED], [REDACTED], [REDACTED]
Equip [REDACTED] u Effective? [REDACTED] u tive

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt:
Serial #:

Model: Shift:

CQIS Report Number:

Program Type: H

Orig Rpt #:

Report Source:

TECH

CENTER

Report Date:

Tire : [REDACTED] A/S [REDACTED] nd : [REDACTED] [REDACTED]

Radio : A/C : AC G-????????????????????????????????????
 Point : NEUTRAL EXT PAINT FAMILY D ABSOLUTE

Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE

----- A [REDACTED] T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : [REDACTED] Title: TECHNICIAN

Rpr Dlr: [REDACTED] Ph#: [REDACTED]

City: _____ :

Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Repair	Repair Odometer	Rp Cau	e Part Number	Labor

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	----	------	-----	------	-----	-----------

RECALTEM

NO	SERV	
----	------	--

NO [REDACTED] SERV [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: [REDACTED] Activation
Other Veh. With Conc : [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER [REDACTED] ([REDACTED]) [REDACTED] - FCSD - [REDACTED] REGION
[REDACTED] a [REDACTED] p n of icle Conce HECK WHEN
ON CRUISE CONT PASSING A LARGER VEHICLE , MESSAGE WILL FLASH
PRE COLLISION AND WILL START TO BRAKES BUT ONLY FOR [REDACTED]
Please list any diagnostics already performed: VERIF [REDACTED] WHILE
DRIVING ON HIGHWAY WITH ACC OR BLUE CRUISE ENABLED, WHEN YOU ARE
PASSING SLOWER MOVING TRACTOR TRAILER THAT IS IN LANE TO THE RIGHT OF
YOU, THE VEHICLE FLASHES RED EMERGENCY BRAKING ICON IN IPC AND VEHICLE
BRAKES HARD TO SLOW DOWN. VEHICLE DOES NOT COME TO A COMPLETE STOP,
BUT DOES BRAKE VERY HARD TO SLOW DOWN. HAPPENS ALMOST EVERY [REDACTED].
THERE ARE NO VEHICLES IN FRONT OF ME. I THOUGHT MAYBY IT WAS [REDACTED] SED BY
SHADOW OF TRUCK THAT WAS PROJECTED IN MY LANE, BUT IT HAPPENS
TRAVELING IN [REDACTED] ON HIGHWAY, SO NO SHADOWS TRAVELING IN
OPPOSITE DIRE [REDACTED] WED SOFTWARE UPDATE FOR [REDACTED] AND RELATED
MODULES. I UPDATED ALL SOFTWARE PER [REDACTED] THIN [REDACTED] THAT WOULD
RESOLVE CONCERN. PERFORMED [REDACTED] ALIG [REDACTED] ALIGNMENT.
CLEARED ALL DTCS. ROAD TEST [REDACTED] GAIN. STILL SAM [REDACTED] NO DTCS SET
AFTER ROAD TEST AND CONCERN PRESENT. FDRS SHOWS ALL MODULES ARE
CURRENTLY AT LATEST SOFTWARE LEVEL. SEE NO ISSUES WITH PHYSICAL [REDACTED]
CAMERA OR [REDACTED] MOUNTING OR WINDSHIELD. I DID GOOGLE CONCERN AND [REDACTED] D
MULTIPE [REDACTED] REPORTING SAME CONCERN. IT IS QUITE DANGEROUS IN
MY OPINI [REDACTED], THE VEHICLE BEHIND ME ALMOST REAR ENDED
ME WHEN THIS CONC [REDACTED] AS NO VEHICLES WERE IN FRONT OF ME AND
VEHICLE BEHIND ME WAS NOT EXPECTING ME TO BRAKE HARD ON HIGHWAY. Parts
Replaced: NONE Do you have a module programming concern? No Your
Question: CAN YOU PLEASE ASSIST IN RESOLVING CONCERN? THANKS.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - FCSD - [REDACTED] REGION
[REDACTED] J [REDACTED] c r a f basics tha [REDACTED] v or may
not have r [REDACTED] ended: [REDACTED] - Effective [REDACTED]
[REDACTED] Mach-E - Vari [REDACTED] Assistance Sy [REDACTED] B
[REDACTED] - Adaptive Cruise, Pre-Collision And Collision Avoidance
Functionality Diagnostics 1) Check the Radar Module and
forward-looking camera alignment, as the horizontal alignment or
determined centerline of the vehicle being off can affect forward

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
looking sensitivity for Driver Assist systems. If the Radar module is looking sensitivity for Driver Assist systems. If the Radar module is not properly aligned with the centerline of the vehicle due to damage or some other reason, system performance and function can be affected. For the forward-looking camera, check to see if reverse tracking lines are visible and behave normally when the steering is straight ahead or turned slightly. You may have to reinitialize or complete the alignment procedure if the physical mounting of the sensor is correct, but a questionable issue remains. 2) Verify that the steering wheel position when driving straight is consistent with its expected position. 3) If verifiable, capture a short video of the approach to a vehicle and system alert. The camera should be placed to see through the windshield and include the A-pillar posts on either side of the screen image. If possible, position a camera between the front seats and at seatback position in the passenger compartment. Being able to see what the vehicle sees, where the vehicle is within its lane, what object or vehicle is ahead, its configuration and position within its lane. Per the Owner Guide, If you perceive pre-collision assist alerts as being too frequent or disturbing, then you can reduce the alert sensitivity, although the manufacturer recommends using the highest sensitivity setting where possible. Setting lower sensitivity would lead to fewer and later system warnings. Have you attempted to change these settings to determine if the vehicle's behavior changes? FSE
Gene S

----- C O N C E R N D E [REDACTED] -----

Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

Engine: ELECTRIC MOTOR 5
Bld Dt: Calb:
Serial #:

- - - E N G I N E - - -
Tag: EN [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]

Trans: [REDACTED] - - - T R A N S M I S S I O N - - -
Bld Dt: [REDACTED] AUTO TRANS Part #: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- DARK MATTER/STARLIGHT GRAY

----- A F T E R M A R [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----
Date CQIS Report # Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED] [REDACTED]
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]
									[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O E -----
--TYPE-- [REDACTED] C ENT [REDACTED]
CONCER [REDACTED]

[REDACTED] MSS - [REDACTED] REGION
p n of Vehicl nce CRUISE IS
INOP Please li agnostics already performed: VERIFIED CONCERN.
ADAPTIVE CRUISE CONTROL WITH LANE CENTERING IS OPERATIONAL ON A
BLUECRUISE ROAD, BUT DOES NOT GO TO BLUECRUISE HANDS FREE MODE. SETS
[REDACTED] CODE [REDACTED] TRYING TO ACTIVATE BLUECRUISE. I UPDATED GWM
ATEST [REDACTED] LES ARE NOW AT LATEST SOFTWARE LEVEL. LANE
CENTERING WITH HANDS FREE IS DISPLAYED ON TOUCHSCREEN AND TURNED ON.
EXPIRATION DATE IS [REDACTED]. I HAD [REDACTED] IN THE PAST
WITH EXACT SAME ISS E CHANGE R AND I HAD
TO RUN CONFIG APP ON [REDACTED] AFTER THAT TO RESOLVE CONCERN. I
SUSPECT I HAVE SAME I IN THE PAST WITH DATA ON SERVER.
Parts Replaced: NONE Your Question: PLEASE HELP RESOLVING CONCERN.

RECOMM [REDACTED] MSS - [REDACTED] REGION
[REDACTED] is unclear thi f there
server issue causing the [REDACTED] to be inoperative, but fault
codes in certain modules can c [REDACTED] to not function
properly. Since the [REDACTED] keeps sett [REDACTED] code, it may be
advised to perform d ostics on this code [REDACTED] using [REDACTED] A in WSM
[REDACTED]. It may also be advised to replace t hernet le before
ng the [REDACTED] if the test were to direct to do so. It may also be
advised to per [REDACTED] Q in WSM [REDACTED] as this is the test for when
[REDACTED] does not erate prop ndividually self testing the
sted in these tests would put a greater load on their
circuits and increase the chance of revealing any fault that may be
present. As your dealership is equipped with the See What I See ([REDACTED])
headset, if additional technical assistance is required and a [REDACTED]
session would be beneficial (live video or picture would help ick
<A [REDACTED] = [REDACTED]
hre [REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

charged, the headset is turned on, and is updated with the latest
charged, the headset is turned on, and is updated with the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.

href=[REDACTED]
q.fac
concerns

<A
href=[REDACTED]

[REDACTED] - [REDACTED] - KEYSTONE REGION
[REDACTED] s Necessary WIS sion Sub Status :
Contact
ADD-ON [REDACTED]
CONCER [REDACTED]
w
perate correctly. At this time we have ensured that we have all of
the module updates available for the vehicle completed and the
customer has an active blue cruise subscription. The only DTC that the
vehicle is setting currently is the [REDACTED] in the IPMA
RECOMM [REDACTED]
a
ring that all the modules were fully updated [REDACTED] e contacting us.
As we discussed at this time the customer having an active Blue Cruise
subscription and all of the modules being updated theres likely
something else causing the system not to operate correctly. With this
being the case the [REDACTED] has determined that a
follow-up is neces [REDACTED] this customers issue.
Our Escalated Handling Team will contact you and/or the Service
Manager, either by phone or by updating this form to obtain additional
information and provide recommendations to assist in resolving the
customers concern. Please remain patient with this process, we are
currently experiencing a high volume of contacts and delays in
responding. Please reference [REDACTED] on [REDACTED] dealer for more
information. [REDACTED]
ADD-ON [REDACTED]
r
addressing the [REDACTED] as it has not been found to be the cause of
the blue cruise [REDACTED] on other vehicles when we have ruled out the
standard Blue cruise causing faults. ,SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : Technical, SWIS Comments :
Contact Was escalated
ADD-ON [REDACTED]
i
RECOMM [REDACTED]

----- C O M M E N T S -----

Country	Year	Value
China	2000	1.00
China	2001	1.00
China	2002	1.00
China	2003	1.00
China	2004	1.00
China	2005	1.00
China	2006	1.00
China	2007	1.00
China	2008	1.00
China	2009	1.00
China	2010	1.00
China	2011	1.00
China	2012	1.00
China	2013	1.00
China	2014	1.00
China	2015	1.00
China	2016	1.00
China	2017	1.00
China	2018	1.00
China	2019	1.00
China	2020	1.00
China	2021	1.00
China	2022	1.00
China	2023	1.00
China	2024	1.00
China	2025	1.00
China	2026	1.00
China	2027	1.00
China	2028	1.00
China	2029	1.00
China	2030	1.00
China	2031	1.00
China	2032	1.00
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China	2035	1.00
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China	2071	1.00
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China	2096	1.00
China	2097	1.00
China	2098	1.00
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China	2100	1.00
China	2101	1.00
China	2102	1.00
China	2103	1.00
China	2104	1.00
China	2105	1.00
China	2106	1.00
China	2107	1.00
China	2108	1.00
China	2109	1.00
China	2110	1.00
China	2111	1.00
China	2112	1.00
China	2113	1.00
China	2114	1.00
China	2115	1.00
China	2116	1.00
China	2117	1.00
China	2118	1.00
China		

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

[REDACTED] from dealership, spoke with [REDACTED]. It is agreed that a data fault [REDACTED] from dealership, spoke with [REDACTED]. It is agreed that a data fault likely. All module updates have been completed. No DTCS present until [REDACTED] operation is requested, then [REDACTED] sets.

RECOMM [REDACTED] k r me [REDACTED]. As discussed, the [REDACTED] level is important to correct programming. Your [REDACTED] of [REDACTED] is [REDACTED] out of date. While waiting for data evaluation [REDACTED] our m, [REDACTED] e reattempt IPMA configuration with [REDACTED] [REDACTED] and hold your results for the [REDACTED] Handling team. [REDACTED] h nical Assistance Center has determined that a follow-up is necessary to help with resolving this customers issue. Our [REDACTED] Handling Team will contact you and/or the Service Manager by phone or by updating this form to obtain additional information and provide recommendations to assist in resolving the customers concern.</p> <p>Please remain patient with this process, we are currently experiencing a high volume of contacts and delays in responding. Please reference [REDACTED] on [REDACTED] dealer for more information.</p> Sincerely, [REDACTED]

ADD-ON [REDACTED]: [REDACTED] operational. [REDACTED] in IPMA after activation on road. programming completes [REDACTED] he new IPMA and no codes are present. Current concern document notes escalation needed if all precheck followed. Tech has followed all prechecks and is using [REDACTED] ([REDACTED] old). [REDACTED] Session Status : [REDACTED] Not Necessary, [REDACTED] S [REDACTED] : [REDACTED] tact

RECOMM [REDACTED] a [REDACTED] our time. The engineering teams are still reviewing your GWM data for errors. We will update you as soon as a resolution is met. Sincerely, [REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] Session Status : [REDACTED] Not Necessary. [REDACTED] Ses o [REDACTED] us [REDACTED] Contact

RECOMM [REDACTED] i [REDACTED] anges from [REDACTED] [REDACTED] Please follow the steps below to access [REDACTED] ed information and program the GWM with it. 1) Uninstall [REDACTED]. During the uninstall, there is a prompt with a box the technician [REDACTED] st select to remove [REDACTED] and all data . 2) Once uninstalled, reinstall [REDACTED] at the latest [REDACTED] 1 3) Disconnect the VCM from the laptop. 4) Ma [REDACTED] ly enter the VIN into [REDACTED] and click GO to start a session 5) When the session starts and y [REDACTED] entered the toolbox tab, download the [REDACTED] App 6) Reconnect the VCM and run the [REDACTED] codes and check for [REDACTED] operatio [REDACTED] with the results. [REDACTED] Module Pr [REDACTED] Specialist

ADD-ON [REDACTED] s [REDACTED] t Necessary [REDACTED] [REDACTED] Technical. [REDACTED] Co [REDACTED] ts : provided di [REDACTED] ion

CONCER [REDACTED] GTCGCOIS

POPU [REDACTED] AS DIRECTED. THEN APIM SOFTWARE UPDATE MED APIM SOFTWARE UPDATE. AFTER COMPLETING

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

[REDACTED] UPDATE, ANOTHER [REDACTED] SOFTWARE UPDATE POPULATED. PERFORMED [REDACTED]
[REDACTED] UPDATE, ANOTHER [REDACTED] SOFTWARE UPDATE POPULATED. PERFORMED [REDACTED]
WARE UPDATE. ALL [REDACTED] ULES ARE NOW AT LATEST SOFTWARE LEVEL [REDACTED] EARED
ALL DTCS. ROAD TESTED. BLUECRUISE IS NOW FULLY OPERATIONAL AND NO DTCS
SET. THANKS FOR THE HELP RESOLVING THIS CONCERN.

CONCER

[REDACTED] S DIRECTED. AFTER THAT, [REDACTED] SOFTWARE
A [REDACTED] PERFORMED [REDACTED] SOFTWARE U [REDACTED] E. THEN ANOTHER
[REDACTED] SOFTWARE UPDATE POPULATED ON FDR [REDACTED] ERFORMED [REDACTED] SOFTWARE UPDATE.
MODULES NOW SHOWING AT LATEST SOFTWARE LEVEL. [REDACTED] EARED DTCS. ROAD
TESTED. BLUECRUISE IS NOW FULLY OPERATIONAL AND NO DTCS SET. CONCERN IS
RESOLVED.

RECOMM

[REDACTED] - [REDACTED]
[REDACTED] o fir
been fixed. The escalation will be closed. [REDACTED] Module Programming
Specialist

ADD-ON

[REDACTED] - [REDACTED]
[REDACTED] s WIS
Non-Technical, SWIS Comments : vehicle fixed

Symp. Verif?: [REDACTED]

of Assistance:

Comp. Timing: [REDACTED]

Base Timing

:

MIL light on?

:

Test Stand :

Road Test

:

8D Number:

Prior Repair Attempts:

Repair Prior to Call: NO

IPMA# [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]

Equip u [REDACTED] u [REDACTED] tive

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED]

Start Date: [REDACTED]

Date of Sale: [REDACTED]

Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]

Dealer Special Order: [REDACTED]

Gross Vehicle Weight: [REDACTED]

LH/RH Drive: [REDACTED]

----- E N G I N E -----

Engine: ELECTRIC MOTOR [REDACTED]

EH9 [REDACTED]

Bld Dt: [REDACTED]

Cal [REDACTED]

Serial #:

----- T R A N S M I S S I O N -----

Trans: [REDACTED] AUTO TRANS

Part #:

Bld Dt:

Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] T A L [REDACTED] R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	Base	Part Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

----- R [REDACTED] -----
VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] ELE [REDACTED] MOTOR [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE INOPERATIVE
Additional Symptom: [REDACTED] alignment failing
Other Veh. With Conc : [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component:
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] a [REDACTED] u e description veh ern
WHEN WORKING , P OR SLOW DOWN WITH CAR IN FRONT ON ADAPTIVE
CRUISE , OR PRE COLLISTION AVOIDANCE WARNING INOP COMES UP , FRONT
SENSOR BLOCKED OR OBSTRUTED , Please list any diagnostics already
performed, including results of any TSB, GSBs or Pinpoint Test TSB
22-2295RESET IPMA AND ALIGNMENT PROCEDURE FOR IPMA , ALSO [REDACTED] FOR [REDACTED]
[REDACTED] THROUGH [REDACTED] , UPON [REDACTED] SAY TO ALIGN [REDACTED] , CLEARED A NMENT
C [REDACTED] AND NOW W T ALIGN UST SITS AT [REDACTED] AFTER DRIVING FOR
[REDACTED] ACORDING TO FDRS Parts Replaced, g service part
f available NONE What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] Your Question:
ACORDING TO ALL PROCEEDURES I DID WO [REDACTED] , AND [REDACTED] IS [REDACTED] BAD
? [REDACTED] IS YES AND SAYS TO REPLAXCE AND ALIGN, B I CANT N GE
PR RE TO WORK ON OLD MODULE FOR [REDACTED] E 5

RECOMM [REDACTED] ([REDACTED]) MSS - [REDACTED] - [REDACTED] REG
[REDACTED] r [REDACTED] > General P dur sure
all notes followed for correct [REDACTED] alignment.
Inspect for any damaged components that would prevent th [REDACTED] alignment
from going through. If there is no damage and all steps have been
followed, proceed with replacing the [REDACTED] as directed by the [REDACTED]. As
your dealership is equipped with the [REDACTED] What I See ([REDACTED]) h set, if
additional technical assistance is required and a [REDACTED] ssion would
be beneficial (live video or picture would help), [REDACTED] k <A
target= blank
href= [REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & name)The vehicle
you are working on is in a bay with good Wi-Fi

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
connectivity
<span style=font-weight: bold font-style:
connectivity
<span style=font-weight: bold font-style:
[REDACTED]>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
q.fac
Concerns

<A href=[REDACTED]
[REDACTED]
[REDACTED]

ADD-ON [REDACTED] (FSE) MSS - FCSD - SOUTHWEST REG
[REDACTED] d [REDACTED] O [REDACTED] Y - Technician cannot perform IPMA
alignment. SWIS Session Status : SWIS Not Necessary, SWIS Session Sub
Status : [REDACTED]

----- S -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CCM# [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]
Equip u [REDACTED] u [REDACTED] tive

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: EN [REDACTED]
Bld Dt: Calb: NCGWC2N A
Serial #: [REDACTED]

----- T -----
Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED], SEL [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON

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 (%):

--TYPE--

AUDIT

AUDIT

4G

CHANGED TO [REDACTED] BY [REDACTED]

*PL [REDACTED] OT PROVIDE THE INFO MY CONTACT I [REDACTED] O
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] case opened [REDACTED] 24signed ccf/registration recvd
from c [REDACTED] dlr cal [REDACTED] necessary with [REDACTED] - no ROsnot on ogc vin
listcust seeking repurchase plus at [REDACTED] ymptoms (from attorney
chart):pre collision warning onclinking noise from driver side
rearrotational noise from passenger front tire areawhen using blue
cruise the car will not stop when traffic comes to a stopcar not
taking a chargebattery is draining at a high rate while drivingblue
cruise bounces between the lanes when driving will not stay in
centerblue cruise vehicle steers into oncoming traffichighlights stay
on even when vehicle is offdriver seat will not move up when seat is
all the way backnoise from passenger side while brakingdriver front
window will not go up at times, goes back down1 hotline case1 active
buyback request - bb denied no gw

**PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] CX agent [REDACTED] 3 has
receiv a [REDACTED] A [REDACTED] ion case [REDACTED] his custom [REDACTED] your
case after [REDACTED] part delay/rental/TAC escalation has been handled.
Please advise the customer to reach out to their Dispute Resolution
Specialist at the [REDACTED]. Please do not provide my contact information to
the customer.

**PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] to [REDACTED] Salesneed copies of all
[REDACTED] w/ [REDACTED] was [REDACTED] sit was [REDACTED]
il c [REDACTED] f ROs to me3 invoices in total

**PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

THEIR [REDACTED] REP.** [REDACTED] to [REDACTED] copies of [REDACTED] answer,
THEIR [REDACTED] REP.** [REDACTED] to [REDACTED] copies of [REDACTED] answer,
discon ted cal
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] ROs recvd from customer - dlr call no longer
necess
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] RAV to COM
[REDACTED] ** PLE DO NOT E THE INFORMATION BELOW TO A CUSTOMER WHO CALLS
IN**PLEASE REQUEST THAT THEY CONTACT THEIR [REDACTED] AGENT OR THEIR CONSUMER
AFFAIRS LEGAL ANALYST**COM Approves to RAV repurchase only due to
global manufacturing delays for new replacement units.
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE
R. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR
[REDACTED] REP.** [REDACTED] OBE to BBBPlease see the attached documents, which
e also loaded to the case. Please advise the
customer/attorney that in order to progress the transaction to the
[REDACTED] team (if accepted), there is a list of necessary documents
in the Attorney Settlement Letter. The documents needed to
provide the initial preliminary worksheet are: A written payoff
statement from the lienholder which includes the following
information: A [REDACTED] payoff amount including a daily interest rate
(per diem) Acco mber Collateral information Overnight payoff
address A payment history from the lienholder detailing Payment
amounts Amounts going to principal and interest Please ensure [REDACTED]
offer of [REDACTED] in attorney fees is included in the settlement ter
if/when d d.
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] IBE from [REDACTED] was presented to Attorney.
Waitin n their se. OBE to [REDACTED], thank you
[REDACTED] **PLEASE DO NOT PROVIDE TH ELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] there been any response to [REDACTED]
offer? [REDACTED] fol after r ase offer made)
[REDACTED] ASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] following up on [REDACTED]
offer.
[REDACTED] T PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] IBE from [REDACTED] reaching out to the Attorney to
confir f their wants to ase on hold to allow parties
work on the repurchase offer. Waiting for their response even though
attorney is already sending over documents to RAV. OBE to [REDACTED] was not
aware that the attorney was already working with [REDACTED]. I c ed when
the case had opened and there were no open claims r the VIN with
[REDACTED] of General Counsel. I will reach out to them and send you

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

a copy of the signed settlement offer when it is available from [REDACTED].

a copy of the signed settlement offer when it is available from [REDACTED].

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] OBE to [REDACTED] has received a [REDACTED] Arbitration case f the cu below. A he case opened, customer shows to have contacted [REDACTED]. Please advise next steps.

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] settlement letter auto email recvd OBE to [REDACTED] it ears th ney is working with [REDACTED], we would not be a settle through [REDACTED]. I am wait g on confirmation from [REDACTED] at this time. Once hat confirmation and the signed offer letter, I would then recommend closing the [REDACTED] claim. This attorney already has an open case with [REDACTED], which we uld not duplicate. I will let you know once I recei further documentation from [REDACTED] current settlement letter however will need a revised nce attorney/customer are done working with [REDACTED] and there is a signed offer letter from ogc/[REDACTED]

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] IBE from [REDACTED] office has an open claim for this c omer be dled by [REDACTED]. [REDACTED] extended a repurchase offer on [REDACTED] and the or s sent over supporting documents recently as [REDACTED]. Please advise if you need additional information. OBE to [REDACTED], thank you Can you please send the signed release once y so the [REDACTED] can close their case?

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] IBE from [REDACTED] will not receive an executed releas ntil th chase proc s complete, and the vehicle is surrendered at the dealership. Is there another document you would like us to provide in the interim? In the past we have provided the attorneys acceptance email. OBE to [REDACTED] will work, thank you

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] checked status in [REDACTED] case [REDACTED] - docume collect aiting for attorney tance om ogc or signed settlement offer to request bbb to close case - will continue to monitor [REDACTED]

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] IBE from [REDACTED] that makes sense. Okay just let us kno

[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO THE CUSTOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH THEIR [REDACTED] REP. ** [REDACTED] OBE to [REDACTED] noticed the case is still showing as clo . Is it le to un his as it was done prematurely? I am still waiting for [REDACTED] to communicate offer acceptance to me.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT --
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] just wanted to follow up on this.
[REDACTED] PLEASE PROVIDE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] checked [REDACTED] case [REDACTED] - case is in
"quali process ttlement was se attorney [REDACTED], will
check again for signed settlement offer to provide to bbb [REDACTED] se
case properly and have a revised settlement letter sent
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] attorney email available in [REDACTED] case showing
repurc e offe tanceIBE from [REDACTED] you still me to make
some corrections on this claim? Sinc ties agreed on the repurchase
then case is placed on hold (closed temporarily). OBE to [REDACTED] case
should not have been closed as the attorney was still wo [REDACTED] with
[REDACTED] have now received the attached
[REDACTED] rding the offer from [REDACTED]. Please
draft a new settlement letter indicating the case is n closed as of
[REDACTED] date and [REDACTED] has extended the offer
[REDACTED] purchase pl [REDACTED]
[REDACTED] **PLEASE DO PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] provide an ineligible letter
or a r sed set letter. rney is working with [REDACTED] and
has accepted their repurchase offer. I cannot close the case on my
end until I have an accurate settlement letter/ineligible letter.
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] Escalated OBE to [REDACTED] provide an accurate
settle t lette attorney and custo been working with
[REDACTED] and have since accepted their offer.
[REDACTED] for the case indicates the customer
and attorney accepted the repurchase offer I sent; however, I had
indicated afterwards that with the attorney still working with [REDACTED],
the case should not have been closed out yet and had rescinded
repurchase offer.
[REDACTED] **PLEASE DO NOT PROVIDE THE INFO BELOW OR MY CONTACT INFO TO
[REDACTED] TOMER. PLEASE ADVISE THE CUSTOMER TO CONTINUE WORKING WITH
THEIR [REDACTED] REP.** [REDACTED] OBE to [REDACTED] checking in on this.(still need
clotur etter)

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] - CUST ASST C [REDACTED] Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 3 - - - E [REDACTED] I N E - - - Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWC2N A
Serial #: [REDACTED]
Trans: 1SPD AUTO TRANS - - - T R A [REDACTED] M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????????????
Paint : [REDACTED]-?????????????????????????????????????----- DARK MATTER/STARLIGHT GRAY

----- [REDACTED] O [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- [REDACTED] -----
Date [REDACTED] rt # [REDACTED] Pro Type [REDACTED] Symp Cat [REDACTED] Causal Part Description [REDACTED] Dealer Id [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
--- [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Number Base Sfx Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

RENTAL

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

[REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: BlueCruise 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?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

CONCER

[REDACTED] a [REDACTED] r ion of icl [REDACTED] lls
were completed eping assist doe not keep vehicle centered in
lane. Customer added that OTA updates do not seem to work, Modem ESN
not displaying, Adaptive Cruise control will now apply brakes when
entering a slower posted speed limit zone on the highway, latest
touchscreen features not available. Please list any diagnostics
already performed: Multiple modules were previously updated for [REDACTED]
[REDACTED] and windshield was resealed for [REDACTED]. IPMA camera
ration was performed after windsh re-installed and FDRS
stated calibration successful. At this time due to multiple concerns,
updated all remaining available modules, was necessary to perform
module recovery process outlined in [REDACTED], which completed
successfully. [REDACTED] IPC and HVAC modu dated this visit and
FDRS indicates modules are at latest software. Parts Replaced:
None Your Question: After all was programmed, DTCS cleared. Repeated
IPMA camera calibration, lane centering still seemed erratic.
Performed IPMA clear of learned values and repeat camera calibration,
still seemed off. Re-calibrated on a different road test route, lane
centering seems to have improved, but now reverse brake assist
unavailable message will not clear no matter how many times it is
driven. [REDACTED]. Lane lines appear normally on instrument cluster.
Only DTC [REDACTED] urned was [REDACTED] in IPMA, ethernet failure with GWM,
not same as listed in [REDACTED] but not suspecting it to be a
concern. Braking with [REDACTED] speed control when speed limit changes
sometimes occurs, but not always, even when on the same road with the
same speed limit indication on the cluster. Customer also stated that
intelligent cruise control is no longer available (confirmed,
selecting it does not change setting) and now the blue halo around the
vehicle on the display used to appear in adaptive cruise, but is no
longer. Is it possible some of the software updates have concerns, or
a problem with FDRS programming? Possible some features have
changed/been eliminated with software updates?

RECOMM

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

[REDACTED], Since these concerns did not occur until after programming, it [REDACTED], Since these concerns did not occur until after programming, it [REDACTED] visited to [REDACTED] perform a hard disconnect of the [REDACTED] battery by holding [REDACTED] together for [REDACTED] this has been complete [REDACTED] ect the cables [REDACTED] the battery is fully charged using the [REDACTED] or similar tester. If true, then attempt the camera align [REDACTED] in. If possible, we can compare operation to another like vehicle to help determine normal characteristics. If the reverse brake assist message remains present, please continue with working through the testing provided in workshop manual [REDACTED]>Diagnosis and Testing>PPT A. This will verify the rel [REDACTED] network between the gateway module and IPMA. Throughout testing, closely inspect for any signs of pin damage or corrosion that could be inducing this concern. <p>If additional assistance is requested, please call the Technical Assistance Center at [REDACTED] to establish a See What I See ([REDACTED]) sess [REDACTED]></p><p>Prior to calling, please e [REDACTED] e:</p>Your [REDACTED] headset is fully charged.The headset is updated to th [REDACTED] test level.The vehicle you are working on is in a bay with good Wi-Fi connectivity.<p>For additional support using the [REDACTED] headset, reference the [REDACTED] How [REDACTED] Videos or contact [REDACTED] target=[REDACTED]>[REDACTED] this we [REDACTED] your cell number.</p> Thank you, [REDACTED]

ADD-ON [REDACTED]

CONCER [REDACTED] d [REDACTED] B [REDACTED] SP [REDACTED] s [REDACTED] not change status. IPMA configuration was repeated, [REDACTED] was still unavailable. Though not stated in an f [REDACTED] nual procedure, performed [REDACTED] camera calibration. Reverse park assist is now funct [REDACTED] the hands free (Active assist) has returned with normal function and display on the IC. As suspected [REDACTED] was erroneous and not setting a vehicle concern. Dealersh [REDACTED] ed No Reply Required when submitting these comments.

CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG [REDACTED] cr [REDACTED] ion [REDACTED] vehicle concern [REDACTED] programming. Customer stated that he recently v [REDACTED] ation via [REDACTED] that [REDACTED] was installed and ready for use, but is not [REDACTED] al. Pl [REDACTED] any diagnostics already performed, including results of any TSB, GSBs or Pinpoint Test Confirmed [REDACTED] is still open, but check of OTA dashboard indicated [REDACTED] a [REDACTED] modules recently updated. Hands free is showing available and [REDACTED] maps valid through [REDACTED]. Road tested on known route, [REDACTED] is not available. Cl [REDACTED] DTCs and re-test, no d [REDACTED] ed. All modules, except HVAC showing at latest

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----
level, due to recent OTA updates. Downloaded and ran IPMA
level, due to recent OTA updates. Downloaded and ran IPMA
configuration application as outlined in recent [REDACTED], cleared
DTCs and re-road test, noted now IPC will displa [REDACTED] ise is
available, but still does not function (message did not come up before
IPMA configuration) Re-test, no DTCs present, refreshed SW update,
HVAC module shows update available, though unrelated, updated HVAC,
cleared dtcss [REDACTED] ed 2 [REDACTED] resets and road test, still inop. As I
have encounter [REDACTED] her s [REDACTED] ar vehicle with message showing BC
available and non functional due to no active [REDACTED], contacted
customer, had him remove vehicle, remove [REDACTED] and added
vehicle again. Road test, bluecruise stil [REDACTED] Parts Replaced,
including service part number if available None What is the level of
the scan tool being used? Are any error messages noted? [REDACTED]
no error messages. Your Question: I had [REDACTED] other stubbo [REDACTED] hat
took correction of incorrect data on [REDACTED] ever several ti
correct, could this vehicle also have [REDACTED] sible incorrect server data?
WEB-[REDACTED]-INT-[REDACTED]-[REDACTED]: Callback
Done [REDACTED]
all modul [REDACTED] t the [REDACTED] l [REDACTED] s [REDACTED] r data is good on
our end, lets [REDACTED] a [REDACTED] Reset to remove all stored devices
and data, this [REDACTED] lso [REDACTED] and [REDACTED]. Once this is
complete, re add the customer devic [REDACTED] ck to [REDACTED] e system to ensure that
the enrollment process through [REDACTED] is complete and make sure that
[REDACTED] is enabled through t [REDACTED] app. We can also ensure
[REDACTED] onnected vehicle setting [REDACTED] abled through the vehicle
when connecting again. If we are still having issues, we can use <A
[REDACTED]
www.fordtechservice.dealerconnection.com/Transport?link=0
01&param=[REDACTED]>SSM [REDACTED] to address the CMR DTCs that can be
seen on the [REDACTED] cted [REDACTED] le page on PTS. These could also be causing
lingering [REDACTED] issues. Thank you! - [REDACTED]
[REDACTED] > <i> As your dealership [REDACTED] See
[REDACTED] headset, if additional technical assistance is
required and [REDACTED] session would be beneficial (live video or picture
would help) [REDACTED] ick <A [REDACTED]
href=[REDACTED]
[REDACTED]
[REDACTED] intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment: Your See What I See [REDACTED]) headset is charged,
the headset is turned on, and is updated wi [REDACTED] he latest [REDACTED]
level. [REDACTED] TeamViewer login card is ready to scan (Co
unique d [REDACTED] code & dealership name) The vehicle you are working on
is in a bay with good Wi-Fi connectivity If the bullet points above
are met, the [REDACTED] can [REDACTED] [REDACTED], from [REDACTED],
[REDACTED], E [REDACTED] br>

[REDACTED]
q.fac [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT -----

concerns

<A [REDACTED] = [REDACTED]

concerns

<A [REDACTED] = [REDACTED]

[REDACTED] ATLANTIC REG
[REDACTED] all of the
[REDACTED] Reset to
er data is good on our end, lets perform a [REDACTED] the APIM and
TCU. Once this is complete, re add the customer device back to the
system to ensure that the enrollment process through [REDACTED] is
complete and make sure that [REDACTED] is enabled thr
app. We can also ensure that [REDACTED] cted vehicle settings a
enabled through the vehicle when connecting again. If we are still
having issues, we can use <A [REDACTED] = [REDACTED]
href=https://www.fordtechserv a [REDACTED] connection.com/Transport?link=0
01&param=[REDACTED]>SSM [REDACTED] to address the CMR DTCs that can be
seen on the [REDACTED] cted le page on PTS. These could also be causing
lingering [REDACTED] issues. Thank you! - [REDACTED]

> <i> As your dealership [REDACTED] See
headset, if additional technical assistance is
required and [REDACTED] session would be beneficial (live video or picture
would help) [REDACTED] ick <A [REDACTED] = [REDACTED]
href=[REDACTED]

[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment: Your See What I See [REDACTED]) headset is charged,
the headset is turned on, and is updated wi he latest software
level. [REDACTED] TeamViewer login card is ready to scan (Contains
unique d [REDACTED] code & dealership name) The vehicle you are working on
is in a bay with good Wi-Fi connectivity If the bullet points above
are met, the [REDACTED] can [REDACTED] from [REDACTED],
[REDACTED], E [REDACTED] br>

q.fac
Concerns

<A [REDACTED] = [REDACTED]

[REDACTED] ed
o
a f
concern and will reach back out to your cell phone as soon as
possible. Thank you. [REDACTED] Assistance Center
[REDACTED] in
pt> [REDACTED] Calibri s [REDACTED] Assistance Center has
determine [REDACTED] ollow-up is n [REDACTED] p with resolving this

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

customers issue. Our Customer Handling Team

customers issue. Our Customer Handling Team
will contact you and/or the [REDACTED] Manager, either by phone or by
updating this form within [REDACTED] to obtain additional
information and provide re [REDACTED] assist in resolving the
customers concern.</p>
 Thank you. [REDACTED]

ADD-ON [REDACTED] n noperat A [REDACTED]
and IPC/IPMA data is correct. Confirmed [REDACTED] Reset and
then reconnected [REDACTED] without an issue. [REDACTED] remains
inoperative from [REDACTED] od roadways.

ADD-ON [REDACTED] i i Progre [REDACTED]

CONCER [REDACTED] of review? [REDACTED]

CONCER [REDACTED] m turn
outside so that e [REDACTED] ering can ping the vehicle and read the data
stored in the vehicle.

RECOMM [REDACTED] o [REDACTED] ime to [REDACTED]
ssed on the phone, the data pulled from the vehi [REDACTED] nd what is
on the server is correct. Please perform a master APIM reset and then
re-add this VIN to [REDACTED] using a phone that has not connected to
this vehicle before [REDACTED] est for proper [REDACTED] operation. Please
update this form with your results. Thank [REDACTED] Module Programming
Specialist

ADD-ON [REDACTED] s [REDACTED] cessary [REDACTED]
nical, [REDACTED] Commen Technician was [REDACTED] unch and [REDACTED] not
necessary f [REDACTED] his concern

CONCER [REDACTED] a [REDACTED] tomer, had vehicle removed and [REDACTED]
uninstalled for a [REDACTED]. Vehicle Master and [REDACTED] re w
completed. I added [REDACTED] to my own phone [REDACTED] and road
tested. [REDACTED] functioned normally. Rem [REDACTED] icle from my phone,
repeat v [REDACTED] ets. Contacted customer. [REDACTED] app re-installed
and vehicle added back into customer [REDACTED] tested, [REDACTED]
now fully operational. Thank you and [REDACTED] he engineering
working through getting this vehicle functional! Dealership selected
No Reply Required when submitting these comments.

CONCER [REDACTED] o [REDACTED] gramming team is severely busy and it takes
a while to get the assistance needed, but it always comes out. Thank
you!

RECOMM [REDACTED] m [REDACTED] o hear [REDACTED]
fully operational. I will be closing this escalation case.
at day! Thank you, [REDACTED] Module Programming Specialist

Program Type: H

----- C O M M E N T S -----

--TYPE--	COMMENT	TEXT
ADD-ON		
ADD-ON		
	Technical, Co	ts : Vehicle is

Symp. Verif?: _____ of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test :  Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED]: EN
Bld Dt: Cal
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shft:

```

Tire : [REDACTED] A/S Brand : 
Radio : A/C : AC G-????????????????????
Paint : PN4-????????????????????----- SPACE [REDACTED]

```

----- 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   : ██████████ Title: TECHNICIAN
Phone        :
```


CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: [REDACTED] HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VC	[REDACTED]
								AC	[REDACTED]
								S450	[REDACTED]
								[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	J	[REDACTED]
								G	

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
AT IDLE

UNINTENDED ACCELERATION
INTERMITTENT

Additional Symptom: [REDACTED] present

Other Veh. With Conc [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component [REDACTED] Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fi [REDACTED]: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER [REDACTED]

[REDACTED] of icl nce
when driving t [REDACTED] when they turned the corner the car
started to accel to [REDACTED] they count slow it down the brakes
werent working he ch [REDACTED] his [REDACTED] app and there was a message saying
the power train malfuntion /re [REDACTED] d power Please list any diagnostics
already performed: ck for codes and ssm and tsb for problems Parts
Replaced: none Your Question: when i ck for codes there was a ssm
[REDACTED] that came up in pts diag section saying to replaced the sobdm
[REDACTED] e i checked to see if there was updates for modules there are a
few was wondering if we should update the modules [REDACTED] and could this
cause the codes or do the ssm [REDACTED] and replaced m [REDACTED] thanks

RECOMM [REDACTED]

[REDACTED] is
replace the SOB [REDACTED] r a [REDACTED] DTC [REDACTED] in the SOBDM. Considering
the [REDACTED] is setting [REDACTED] PIM and not the SOBDM, the SSM is not
appl [REDACTED] o the current concern. Regarding the Powertrain System
Fault message, the [REDACTED] DTC in the APIM does not appear to be
related to the conc [REDACTED] her, it appears that the warning is due to
the DTCs [REDACTED], in the PCM and [REDACTED] and [REDACTED] in the SOBDMB and
[REDACTED]. ([REDACTED] and Rear Inverte [REDACTED] tem C [REDACTED] llers/ISC modules which
[REDACTED] l the Front and Rear Electric Drive Motors) Based on the DTCs
setting, it appears that the [REDACTED] and [REDACTED] in the SOBDMB and [REDACTED]
are due to a concern with the [REDACTED] as th [REDACTED] is setting [REDACTED].
also noted at this time that the [REDACTED] lost communication [REDACTED] the PCM
per the [REDACTED]. To address the [REDACTED] ncern, it is recommended to follow
the Pinp [REDACTED] direction for the [REDACTED] DTC in the PCM [REDACTED]
Regarding you [REDACTED] estion about module [REDACTED] ramming, [REDACTED] for
the [REDACTED] DTC directs to reprogram the PCM to the [REDACTED]
leve [REDACTED] ch may also include a coordinated flash of all the relevant
powertrain modules. If this direction is provided, it is recommended
to reprogram the modules and reevaluate the concern. If the concern is
still present, proceed with the remainder of [REDACTED] to
address the concern. NOTE: The PCM, SOBDMB, [REDACTED] re all on

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
a dedicated High Speed Can called [REDACTED] which is showed [REDACTED] Wiring
a dedicated High Speed Can called [REDACTED] which is showed [REDACTED] Wiring
Diagram Cell [REDACTED] and [REDACTED]. A communication concern between these
specific modu [REDACTED] b due t a fault [REDACTED] this network. Since this
network does not connect to the GWM, a network test cannot be
conducted, but if the communication DTCs return, investigating a
concern [REDACTED] the network is recommended by backprobing an accessible
inline c nector to view the network voltages to determine if a fault
is present when the DTCs set. Regarding the [REDACTED], it appears that
that concern is unrelated to the communicati [REDACTED] Ensure to follow
the appropriate Pinpoint Test to address the DTC if it returns. As
your dealership is equipped with the See What I See ([REDACTED]) headset, if
additional technical assistance is required and a [REDACTED] ssion would
be beneficial (live video or picture would help), [REDACTED] k <A

intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned [REDACTED] and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working [REDACTED] is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.<

href=[REDACTED]
q.fac
Concerns

<A
href=[REDACTED]

Hybrid/EV/Gas Engine

ADD [REDACTED] (FSE) [REDACTED] - FCSD [REDACTED] REGION
[REDACTED] necessary [REDACTED] Sess [REDACTED] us :
Contact [REDACTED]

GTCGCQIS

o updated the pcm and other modules cleared codes
and road [REDACTED] a hour total the codes didnt come back just
one quest [REDACTED] s updated earlier in [REDACTED] why is it say [REDACTED] fdrs
that the pcm and the other module needed upd [REDACTED] ng again did i [REDACTED] ot
update ota or is it a new update i have seen [REDACTED] couple times in
other cars and truck that the pcm and other m [REDACTED] show they havent
been updated a month later thanks for the help

RECOMM

SMASCOTE

or the updated information that performing the
es manually corrected this vehicles concern. While looking at the
over the air dashboard, the update performed [REDACTED] the BECM, PCM, [REDACTED],

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] and [REDACTED] was done on [REDACTED]. We are mentioning this
[REDACTED] and [REDACTED] was done on [REDACTED]. We are mentioning this
[REDACTED] could possibly had [REDACTED] e OTA update resulting
in the concern or there was another update for these modules in
between [REDACTED] till now [REDACTED]. If no further
assistan [REDACTED] this vehi [REDACTED] es corrected the
concern, please fill out the self help survey when time permits.
Filling out the self help survey will publish this contacts
information within the self help tool for other technicians to
reference if they are dealing with a similar concern. Have a fantastic
rest of the week! [REDACTED] - [REDACTED] Hybrid/EV
ADD-ON [REDACTED] E
[REDACTED] s : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : answering techs questions and fix
verified

----- [REDACTED] -----
----- [REDACTED] -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
[REDACTED]
[REDACTED] e [REDACTED] E [REDACTED] / [REDACTED] 00
ure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb: NCGWC2N A
Serial #: [REDACTED]
- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shft: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

OWNREL CONTACT VIA: EMAIL [REDACTED] r
Says: i want to kn e. i
want to know about the refund for towing my vehiclecas- [REDACTED] r
Customer Dealer Says: the told my friend that everythin
normaldealer name: [REDACTED] [REDACTED] Advised21B36 PHONE AS
A KEY SOFTWARE UPDA t he dealership and [REDACTED]
will pay for parts and labor free of chargeI will escalate your
case/request to our Customer Experience Specialist who works daily
with your dealership's management team. The Customer Experience
Specialist has access to all [REDACTED] resources and will use these
resources to assist you and y dealership regarding your situation.
The Customer Experience Specialist will receive the information you
have just provided me and will do a thorough review on your behalf.
You can expect a phone call from your Customer Experience Specialist
within [REDACTED]. The case number that I have established for you
[REDACTED] i [REDACTED].

----- [REDACTED] -----

----- [REDACTED] -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

[REDACTED]

- - - E N G I N E - - -

- - - T R A N S M I S S I O N - - -

- - - A D D I T I O N [REDACTED] - - -

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

██████████ E N T ██████████

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]
									RENTAL
									AG
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB
									AR

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED] [REDACTED] SEDAN VIN: [REDACTED]
Engine : M [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE DISENGAGE/DROPOUT
Additional Symptom: interm brakes apply W 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 (%):

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED]

ADAPTIVE CRUISE DOES NOT WORK PROPERLY- WHEN THERE IS A CAR TO
F LEFT OR F RIGHT OF VEHICLE NOT DIRECTLY IN FRONT BRAKES ARE APPLIED
IMMEDIATELY LIKE FRONT CAMERA NOT READING PROPERLY ADVISE Please list
any diagnostics already performed: NONE Parts Replaced: NONE Your
Question: AFTER TEST DRIVING VEHICLE , COULD NOT DUPLICATE CONCERN
CUSTOMER IS SPEAKING OF. AFTER CHECKING CODES THROUGH THE VEHICLE
CONNECTED SERVICES , FOUND THAT THESE CODES APPEAR AFTER EVERY OVER
THE AIR UPDATE? IS THIS POSSIBLE THAT CUSTOMER CONCERN RISES AFTER
OVER THE AIR UPDATE IS PERFORMED AND CODES HAVE NOT BEEN CLEARED? HAVE
NOT YET PERFORMED [REDACTED] , SHOULD I PERFORM [REDACTED] AS WELL AS
MOST CODES STORED [REDACTED] S [REDACTED] EQUIRE A SOFTWARE UP [REDACTED] BS [REDACTED]
[REDACTED] Lost Communication With Image Processing Module A API [REDACTED]
[REDACTED] 08 Display CMR [REDACTED] : [REDACTED] : 08 Driver Side LED CMR [REDACTED]
[REDACTED] 08 Passenger Side L [REDACTED] R [REDACTED] : [REDACTED] : 08 Camera Modul [REDACTED]
100 : [REDACTED] Lost Communication h E /PCM A GFM [REDACTED] : [REDACTED]
[REDACTED] Lost [REDACTED] cation With Hybrid/EV Powertrain Control [REDACTED] e A C
[REDACTED] : 68 : 0A Invalid Data Received From Body Control Module [REDACTED]
[REDACTED] Control Module OBCC [REDACTED] : [REDACTED] Hybrid/EV
Ba [REDACTED] Disabled - DC Charging [REDACTED] on [REDACTED] ance PSCM [REDACTED]
[REDACTED] : [REDACTED] Lost Communication With Image Processing Module A [REDACTED]

RECOMM [REDACTED]
[REDACTED] h [REDACTED]
[REDACTED] tive cruise contr [REDACTED] rmance issue [REDACTED] rform <A target= blank
href=[REDACTED] Transport?link=0
[REDACTED] &am [REDACTED] provided to
[REDACTED] cess this [REDACTED] n t no mention by the customer of the
vehicle exhi [REDACTED] ing a loss of power, a Stop Safely Now message or an
illuminated MIL, performing [REDACTED] would not be recommended to
address the [REDACTED] in the M [REDACTED] rm normal WSM diagnostics for
the loss of [REDACTED] tion DTCs listed (with a concern present).
Performing diagnostics without the concern present will likely lead to
inaccurate results. The DTCs [REDACTED] , [REDACTED] and [REDACTED] set in

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE-- COMMENT TEXT

the Camera Module-Rear (CMR) should be diagnosed (with the DTC setting the Camera Module-Rear (CMR) should be diagnosed (with the DTC setting On-Demand not in Continuous Memory) referring to [REDACTED] of the WSM> Diagnosis and Testing> Interior Camera S [REDACTED] t> DTC [REDACTED] and perform [REDACTED] D to help isolate and repair the r these DTCs. [REDACTED] dealership is equipped with the See What I See headset, if additional assistance is requested please contact the [REDACTED] at [REDACTED] [REDACTED] </st>

[REDACTED] representative, a See What I See [REDACTED] d.

[REDACTED] to calling, please ensure:</p><p>
</p>Your See What I See headset if fully charged.The headset is powered up and updated to the latest level.The vehicle you are working on is in a bay with good WiFi connectivity.<p>
</p><p>If this web contact is updated, please ensure to include a cell number as a [REDACTED] representative will contact you to [REDACTED] for enhanced support.</p> [REDACTED]

[REDACTED] Team Member [REDACTED]

[REDACTED]

[REDACTED]

Assistan [REDACTED] r [REDACTED] d [REDACTED], [REDACTED], [REDACTED], And/OR [REDACTED]

```

Sympt. Verif?:                               of Assistance:
Comp. Timing:          Base Timing           :          MIL light on?           :
Test Stand :          Road Test              :          Number:
Prior Repair Attempts:                      R air Prior to Call: NO
ABS
HVA
OBCC
FTRM
PSCM
CMR#
IPMA
APIM
Equip. Procedure Used          Effective? Equipment/Procedure Used          Effective

```

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date:

Start Date:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- 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

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

--- S U [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION POWER/CHARGE PORT/PAD
PERFORMANCE INOPERATIVE
Additional Symptom: unable to charge with [REDACTED]
Other Veh. With Concern: [REDACTED] Severity R [REDACTED] g - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----

--TYPE--
CONCER [REDACTED]
[REDACTED] a [REDACTED] scription of Vehicle Concern: CUSTOMER
STATES VEHICLE [REDACTED] CHARGE WHEN PLUGGED IN, CHARGER SHOWS YELLOW
FAULT LIGHT. CUSTOMER HAS TRIED SEVERAL DIFFERENT ELECTRICAL OUTLETS
WITH SAME RESULT. YELLOW FAULT LIGHT STAYS ON. Please list any
diagnostics already performed: CHECKED SYSTEM FOR CODES, HAVE UPDATED
[REDACTED] PER [REDACTED]. HAVE TRIED ALSO PLUGGING IN CUSTOMER
[REDACTED] RESULT [REDACTED] LOWER LEVEL [REDACTED] AND CHARGE THE
[REDACTED] CLE. Parts Replaced: NONE AS OF YET. Your stion: WHERE IN THE
WSM DOES IT HAVE A DESCRIPTION AND OPERATION OF CUSTOMER [REDACTED]? ONLY
PLACE I FOUND ANY INFORMATION ON IT IS IN THE OWNERS MANU [REDACTED] AND IN
THE OWNERS MANUAL WITH CHARGER SHOWING AMBER, OFF, OFF TO CONTACT US.
CUSTOMER ASSUME TO CONTACT DEALER. SO CUSTOMER HAS BROUGHT THEIR
VEHICLE TO THE DEALER AND HERE I AM CONTACTING YOU ON WHAT AM I TO
REPLACE. AM ASSUMING THE CUSTOMERS [REDACTED] IS FAULTY. DO I JUST ORDER
ONE? OR DOES THE CUSTOMER ORDER ONE

RECOMM [REDACTED]
[REDACTED] e [REDACTED] t [REDACTED] to the WSM to refer to when there are
with the charging of the vehicle is [REDACTED]. Based on the
information you supplied regarding the LEDs [REDACTED] re illuminated on
the [REDACTED] when attempting to charge and comparing that to the symptom
char [REDACTED] BA should be performed to determine if the customers [REDACTED]
should [REDACTED] replaced to resolve this condition.

CONCER [REDACTED] GTCGCQSP
[REDACTED] UALLY DID THAT PINPOINT TEST EVEN THOUGH I DID NOT
FIND SUCH TEST THE [REDACTED]. THERE REALLY SHOULD BE A BETTER WAY TO
ADDRESS THE [REDACTED] IN [REDACTED] HAN BELOW THE LONG DTC CHART. IT SHOULD
HAVE ITS OWN [REDACTED] LINED SECTION. BACK TO THE VEHICLE. [REDACTED] VEHICLE WILL
CHARGE WITH A LOW LEVEL [REDACTED] THEN THE CHARGER IS FAU [REDACTED] THANKS.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] f [REDACTED] ardi [REDACTED] the
ned, it would appear that the charger is the cause of the
concern and replacement of the customers [REDACTED] can be conducted.

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] 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

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] t Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(G [REDACTED] kt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

----- E N G I N E -----
Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

----- T R A [REDACTED] I S S I O N -----
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????????????

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- C [REDACTED] Y -----
Date CQIS Report # Prog Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] NHL AID/INFO [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN VIN: [REDACTED]
Engine : ELECTRIC MOTOR 4 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 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 [REDACTED] M CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] ber [REDACTED] sto [REDACTED]

[REDACTED] Phone : [REDACTED] Phone
[REDACTED] Score : [REDACTED] hase Stat
Ow [REDACTED] t Contract Number : NA Part Number : NA Dealer Name :
[REDACTED] /Fleet Dealer P&A : [REDACTED] phone : [REDACTED] :
[REDACTED] : [REDACTED] M odel : [REDACTED] age :
[REDACTED] tio ELECTRIC MOTOR #4 Tr

Specification : [REDACTED] AUTO TRANS Warrant Start Date : [REDACTED]
Recall/FSA: : [REDACTED] LUECRUISE MODULE PROGRAMMING 22B10
REMOTE CONTROL KEY BLANKESP : [REDACTED]
POWERTRAIN CARE [REDACTED] W/ROADSIDE -- [REDACTED] ED
PREMIUM CARE WAR TY -- [REDACTED] LD LCPO
PREM [REDACTED] W/RDSIDE Hotline rrant E PROGRAMMED
PCM, S M AND BECM ----- GOODWILL RNETAL ----- [REDACTED], [REDACTED], [REDACTED],
[REDACTED], [REDACTED], [REDACTED], [REDACTED] RECALL PERFOR UB T
[REDACTED] OD C LI, PREPARE VEHICLE: INCLUDES TIME TO
REMOVE AND INSTALL HEADLINER, REAR VIEW MIRROR, WIPER ARMS, AND COWL,
REMOVE AND INSTALL WINDSHIELD USING WIRE METHOD: INCLUDES CLEANING
CURRENT WINDSHIELD AND APPLYING PRIMER TO BODY AND WINDOW, PREPARE
WINDSHIELD FLANGE: INCLUDES TIME TO

[REDACTED] from [REDACTED] regarding his YMM: [REDACTED]:
[REDACTED] ncern [REDACTED] Customer advises that
he spent [REDACTED] on his [REDACTED] vehicle and states that it has
been at t [REDACTED] for a front trunk sensor error -
Customer advises that [REDACTED] also a camera error that was causing
issues while driving Per dealer there have been no updates - Customer
advises that he had the service tech personal cell phone and now he
has stopped answering his calls and text messages - Customer does not
know what is going on with the vehicle however he would like to know

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C [REDACTED] -----

--TYPE-- ----- COMMENT TEXT -----

when his vehicle would be ready for him to pick up - Last message

when his vehicle would be ready for him to pick up - Last message received from the dealership was that the mechanic has not gotten back with them yetNext Steps: Contact dealer for diagnosis [REDACTED] Company [REDACTED] - SUV TeamCustomer Experience [REDACTED] t

[REDACTED] : [REDACTED] to the

ersh [REDACTED] t ([REDACTED] Time) - Will try again at another time

[REDACTED] to Dealer, [REDACTED], Was advised that [REDACTED] is the sor however [REDACTED] rently out in the s [REDACTED] ked to leave my contact information for a call back with an update - Provided my number and extension

[REDACTED] to Dealer, [REDACTED], Was advised that [REDACTED] was not available - d to speak w [REDACTED] and was informed t [REDACTED] e might be at lunch

- Advised that I will tr again at another time

[REDACTED] to Dealer, [REDACTED], Was advised that [REDACTED] was not in [REDACTED] - advised tha [REDACTED] rwork is showing ve [REDACTED] is done how [REDACTED] they would like to verify that with [REDACTED] once he comes back in [REDACTED] the

[REDACTED] - Advised that I will f [REDACTED] back up with them to c [REDACTED] the

ext Steps: F/U with dealer for repair progression [REDACTED]

[REDACTED] - SUV TeamCustomer Experience [REDACTED]

[REDACTED] : [REDACTED] ext.

[REDACTED] o Dealer, [REDACTED], Spoke with [REDACTED] who advised that the tomer picked [REDACTED] hicle on the [REDACTED] e [REDACTED] - [REDACTED] advised that the customer had multiple error messag [REDACTED] which w [REDACTED] all esolved once they completed the recall - [REDACTED] advised that they reprogrammed the modules and the concerns wer [REDACTED] addressedNext Steps: F/U with customer by [REDACTED] to verify satisfaction of repairs [REDACTED]

[REDACTED] - SUV TeamCustomer Experi [REDACTED]

[REDACTED] : [REDACTED] ext.

[REDACTED] o Customer, [REDACTED], who advised that he was at work at the ent and was un [REDACTED] lk until after 430Next Steps: F/U with customer via email [REDACTED] - SUV TeamCustomer Experi [REDACTED]

[REDACTED] : [REDACTED]

[REDACTED] om [REDACTED] Sent: [REDACTED]

[REDACTED] AMTo: [REDACTED] subject: [REDACTED]

[REDACTED] C [REDACTED] ternoon,I apologize I was

[REDACTED] ith y [REDACTED] rding your case

[REDACTED] . I am h [REDACTED] to learn you have picked up your

[REDACTED] like to conduct a performance review to ensure that you are satisfied with the repairs. I also wanted to verify that there are no other vehicle concerns since picking up the vehicle. If you could reply back to this email to let me know and I will get that information updated in my case notes.Should you have additional questions or concerns regarding any of your [REDACTED] products please give me a call or send an e-mail and I would be h [REDACTED] to review them with

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

you. We appreciate the opportunity to serve you and for being a loyal
you. We appreciate the opportunity to serve you and for being a loyal
[REDACTED] customer. [REDACTED] Experience
[REDACTED] ialist [REDACTED] ext.

OWNREL [REDACTED] o Customer:From: [REDACTED]) Sent: [REDACTED]
[REDACTED] PMTo: C B [REDACTED] o. [REDACTED]
[REDACTED] afternoon, I am sorry to hear
gettin' messages. Have you also informed your dealer? Do you
plan on taking the vehicle back to the dealership so that they can
take a look at the vehicle? If you could let me know so that I can get
that information updated in my case notes. Should you have any
additional questions, please feel free to either call or email me.
Thank you for your time and for being a loyal [REDACTED] customer. [REDACTED]
[REDACTED] Experience Specialist [REDACTED]

OWNREL [REDACTED] rom [REDACTED]
[REDACTED] PMTo: C B Su [REDACTED]
[REDACTED] afternoon, I can take a [REDACTED] you to
see [REDACTED] may be available to us. Can I get to verify the
following information for me so that [REDACTED] can conduct a good faith
review of your vehicle repair history [REDACTED] would like to compare that
information to your state guidelines. Registered owner(s) name(s) for
the vehicle:State where the vehicle is currently registered:State
where the vehicle was purchased:Name of the dealer where the vehicle
was purchased:Mileage on the vehicle at the time of purchase:Name of
servicing dealerships who did repairs to vehicle:On behalf of [REDACTED]
[REDACTED], I would like to personally apologize for the
this has caused you. Should you have any additional
questions, please feel free to utilize my contact information provided
below. Thank you for your time and for being a loyal [REDACTED] customer.
[REDACTED] Experience Specialist [REDACTED] ext.

OWNREL [REDACTED] o Customer:From: [REDACTED]) Sent: [REDACTED]
[REDACTED] PMTo: C [REDACTED] No. [REDACTED]
[REDACTED] you for providing that info [REDACTED] ke to
cond [REDACTED] nce review of your vehicle repair history which I
would compare with your state guidelines to see if the vehicle
qualifies under the lemon law criteria. If you could allow me [REDACTED]
[REDACTED] to do the research that I would need and I can give you
nite answer [REDACTED]. My apologies for the inconvenience this has
cause you. Should [REDACTED] e any additional questions, please feel free
to reach out to me. Thank you for your time and for being a loyal [REDACTED]
customer. [REDACTED] Experience
Specialist [REDACTED] ext.

OWNREL [REDACTED] BUYBACK REQUEST TEMPLATE*****Registere ed owner(s) name(s) for
the vehicle: [REDACTED] where the vehicle is currently
registered: [REDACTED] le was purchased: CAName of the

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C [REDACTED] -----

--TYPE-- ----- COMMENT TEXT -----
dealer where the vehicle was purchased: [REDACTED] Mileage on
dealer where the vehicle was purchased: [REDACTED] Mileage on
the vehicle at the time of purchase: 8 N c dealerships
who did repairs to vehicle: [REDACTED] & Primary Reason for
Repurchase: front trunk sens [REDACTED] nd camera error Is there a
current concern with the vehicle? Yes which has been unresolved by
multiple dealership attempts What is the repair status of the vehicle?
vehicle was returned to customer however customer began having concern
again - Customer is tired of going back and forth with dealership and
not sure when he will take it back Was the vehicle purchased/leased by
full time active-duty member of the [REDACTED] who was stationed or
had legal residency in [REDACTED] at [REDACTED] f purchase/lease or at
time of claimed? NO
To [REDACTED]
Ope [REDACTED] Beginning investigation/revi w.
Attache [REDACTED] Report and Claims List to [REDACTED].
Added ESP [REDACTED].
Sent an email [REDACTED] Mgr., [REDACTED], regarding ROs
for this VIN# at [REDACTED] de [REDACTED] p.
Sent an email to [REDACTED] [REDACTED], regarding ROs for
this VIN# at his [REDACTED] er
Received an email from [REDACTED], regarding ROs for this
VIN# at her dealership. [REDACTED] states that vehicle is not
currently at his shop; n di ns/aftermar rket components on
this vehicle; no signs of misuse/abuse.
Updated [REDACTED].
OBE to C [REDACTED] From: [REDACTED] Sent: [REDACTED]
[REDACTED] AMTo: C [REDACTED] No. [REDACTED]
[REDACTED] morning, I wanted to follow up
your [REDACTED] submitted for the good faith review of your vehicle
and currently I show that it is still in the processing stage. For the
state of [REDACTED], when a final decision has been made regarding the
request t [REDACTED] r would either receive an email or a letter in
their postal mail. Would you be able to verify if you have received
either notification from a [REDACTED] representative? If so, could you let
me know and I can get that [REDACTED] rmation updated in my case notes. I will
continue to monitor the request for you until I am able to verify a
final answer that I can provide you with. Should you have any
additional questions or concerns, please feel free to either give me a
call or send me an email and I would be more than happy to review them
with you. Thank you for your time and for being a loyal [REDACTED]
customer. [REDACTED] Expe [REDACTED] ce
Specialis [REDACTED] [REDACTED] ext.
[REDACTED] o [REDACTED] Mgr., [REDACTED]. Unsuccessful. Left voice
sage in [REDACTED] o retur [REDACTED] ng ROs for this VIN# at
his dealership. Forwarded original [REDACTED] email to [REDACTED].
Received an email from [REDACTED] [REDACTED] for
this VIN# at her dealer [REDACTED] currently at her
shop, nor are there any futur [REDACTED] intments scheduled at this time.

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

[REDACTED] Updated GFR.

[REDACTED] Updated GFR.
Case Analyst Review Complete. Transferring to [REDACTED] for Review.
Sent to [REDACTED] for update

[REDACTED] review in process.

[REDACTED] review in process.

[REDACTED] Review Complete. TRANSFERRING to RES FOR REVIEW.

[REDACTED] Review Complete. Transferring to COM for Final Review &

[REDACTED] Processing.

[REDACTED] APPROVAL UPLOADED TO PORTAL. TRACKING IS [REDACTED] WILL BE SENT

[REDACTED] WITHIN THE NEXT [REDACTED]

[REDACTED] OBE to Customer: [REDACTED] Sent: [REDACTED]

[REDACTED] AMTo: C B S

[REDACTED] morning, I wanted to touch [REDACTED] provide
you [REDACTED] e on the status of your case. After reviewing the
buyback submission that we requested, I am showing that all of the
research has been completed and you should be receiving a letter in
the mail or an email letting you know what the final decision would
be. If you receive that notification, can you also let me know as well
so that I may update that information in my case notes. I will follow
back up with you once again towards the end of the week to see if that
contact has been made. Should you have any additional questions or
concerns, please feel free to either give me a call or send me an
email and I would be more than happy to review them with you. Thank
your for your time and for being a loyal [REDACTED] customer. [REDACTED]
Company [REDACTED] Experience [REDACTED] ecialist [REDACTED]

[REDACTED] act

[REDACTED] m

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Part #:

Shift:

AC G-????????????????

SPACE

1000

Ph#: [REDACTED]

Y -----

NONE

only)

1999-2000

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E,SEL AWD,4 [REDACTED],SEDAN VIN:[REDACTED]
Engine : ELECTRIC MOTOR 3 Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

AUDIT [REDACTED]
OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] VIA [REDACTED] ST SAYS:Hello, I am [REDACTED] ith my local [REDACTED] dealership on some safety updates to my vehicle and to do tha [REDACTED] need a longer service appointment. I was told when I purchased the [REDACTED], loaners are available in some cases, however every time I need leave my vehicle there for an extended service appointment they are never able to provide a loaner. They said they do not have loaners currently. How am I able to get this worked out? I am unable to go for an extended period without a car but I need the updates to ensure my car is safePER CUST, [REDACTED] SAYS:They have ordered all the parts and started service but n [REDACTED] ed the car longer than originally planned so I requested the car backCRC ADVISED:What I can do is escalate your case/request to our [REDACTED] Customer [REDACTED] Manager (CSM) who works daily with you [REDACTED] managemen [REDACTED] The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resourc [REDACTED] se these res [REDACTED] to assist you and your deal [REDACTED] ip regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you [REDACTED] ovided me [REDACTED] l do a thorough review on your behalf. I will establish a case number and provide it to you.
OWNREL [REDACTED]-Hello there We saw your forum post regarding your Blue Cruise [REDACTED] erns and would like to take a closer look at your concerns. To get started, can you please provide some details on what you have been experiencing?Cust-I have been trying to work with my local [REDACTED] dealership, [REDACTED] in [REDACTED], to reso [REDACTED] my BlueCruise/A [REDACTED] se i [REDACTED] ny luck getting an appointment scheduled due to their lack of loaner car options. I opened a case, [REDACTED], to have a regional manager for the area reach [REDACTED] iting.This is a huge issue for me, [REDACTED] drive, I had the blue cruise cancel [REDACTED] he errors for the front camera and c [REDACTED] working and the other times it just randomly cancels without any warnings or alerts. This is not a good experience or safe in any way and I am at the point of debating if this car is what I

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: [REDACTED]
SD - CUST ASST C

Rpt #: [REDACTED]
rt Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
need or if I need to find another option.I know there have been
need or if I need to find another option.I know there have been
updates to fix the [REDACTED], but the dealership said that I will
need an extended ap [REDACTED] to replace some parts. That is where my
request for some type of transportation comes in. They do offer to
take me home, but on days where I need to be in the office ([REDACTED]
from my house) I need a vehicle.I did try and schedule when
[REDACTED] back to back available and they were unable to finish by the
[REDACTED] so they had to put everything back together again to give
ck because I needed it. I dont have the schedule that I can
have a car in the shop for an extended period, or regularly for that
matter. I have only had the car for [REDACTED] and its been in the shop
for recalls regularly and I am getti [REDACTED] cerned with the overall
reliability of the car.Please help me get this resolved, my VIN is
[REDACTED] [REDACTED] ord d-I appreciate you
ust need you to confirm
a few details. Could you please provide:-The vehicle owners full name,
and your relation to them (if applicable)-Estimated mileageand-Your
zip codeCust-Thank you [REDACTED] - here is the information you are
requesting:I am the own [REDACTED] am right [REDACTED] for
mileageMy zip is [REDACTED] our [REDACTED] i [REDACTED] for
[REDACTED], but [REDACTED] for [REDACTED] ause [REDACTED] re just a
and they [REDACTED] e ones doing all the maintenance
currently, but am open to [REDACTED]-Thanks, , [REDACTED]. Just
to clarify, about how long [REDACTED] ery of your [REDACTED] did
you start to notice issues with your Blue Cruise performance?Cust-Its
been happening for a while, but has been getting much worse

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

- - - E N G I N E - - -

- - - T R A N S M I S S I O N - - -

```

Tire   : ██████████ A/S BSW Brand : 
Radio : ██████████ A/C : AC G-????????????????????
Paint  : ██████████-????????????????????????????-SPACE ██████████

```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
			AID/INFO			
---	S		T		R V E Y: NONE	---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	C [REDACTED]	[REDACTED]

VEHICLE: [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] , SEDAN VIN: [redacted]
Engine : [redacted] E M Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted] :

SYMPTOM: [redacted] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: bluecruise 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 [redacted]

[redacted] a [redacted] scription of Vehicle Concern: performed [redacted]
[redacted] blue cru [redacted] e and blue cruise is not working even though [redacted]
[redacted] le shows its available in sync menu and lane centering with hands
free is selected and adaptive cruise control is selected Please list
any diagnostics already performed: updated all modules [redacted] showed as
needing software updates performed module configuration [redacted] and
[redacted] used another computer and [redacted] software to check vehicl [redacted] dule
[redacted] ates and all are current te [redacted] rove vehicle and verified the road
is a blue cruise roadway which it is based on the list provided with
[redacted] in about sync it does state hands free driving mode
[redacted] through [redacted] I do believe reading the [redacted] paper work it
should be availabl [redacted] I also reset sync with [redacted] [redacted] Parts
Replaced: None Your Ques [redacted] IS there an interactive [redacted] a [redacted] ble to
see blue cruise roads to verify our stretch of [redacted] is blue cruise and
what can we do to get blue cruise to work

RECOMM [redacted]
[redacted] e [redacted] n for where to test [redacted] can be found
[redacted]. Under the Blue [redacted] information i [redacted] a list of
dea [redacted] and their closest [redacted] gible highway. I found some of the
[redacted] data for this vehicle is faulted. I am going to submit a request
ave the data changed. Please monitor this form for further
updates. Thank you [redacted]

ADD-ON [redacted]
[redacted] d [redacted] o BODY
RECOMM [redacted]
[redacted] e [redacted] a [redacted] his vehicle has been corrected and needs to
talled [redacted] move the [redacted] battery for [redacted] and touch the
cables together to cause [redacted] ard reset. De [redacted] from your computer
and download a fresh install from PTS. Use [redacted] run Calibration on
the [redacted]. Afterwards perform a self-test to [redacted] ck for any additional
upda [redacted] and reevaluate [redacted] operation. Thank you [redacted]

[redacted] QIS

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASSIT CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OK the only reason i am asking about the [REDACTED] map is in the [REDACTED]
OK the only reason i am asking about the [REDACTED] map is in the [REDACTED]
[REDACTED] it states as of [REDACTED] there will [REDACTED] ractive map
[REDACTED] able for dealers [REDACTED] ave no way of accessing that map
RECOMM [REDACTED] [REDACTED] [REDACTED] - MID ATLANTIC REG
[REDACTED] a [REDACTED] is tou asking at this
The [REDACTED] map a [REDACTED] e is not yet ready. Please
continue to [REDACTED], [REDACTED], and the various [REDACTED]
resources that we [REDACTED] la regarding [REDACTED]
WSM along with all Owner s Manuals will have [REDACTED] o on this
system. All module have the correct data and up to date, so ideally
the [REDACTED] system on this vehicle should work correctly. Thank
you! [REDACTED] Assistance [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] E - - - EJ9 9U
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : [REDACTED]-????????????????????????????????? [REDACTED] RED TC/RED CARPET TC

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AU2 [REDACTED]	DB [REDACTED]	OSL [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE ENGINE SURGE
ACCELERATION ALWAYS
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
[REDACTED] IB EMAILCase [REDACTED], total day [REDACTED]-e blue
[REDACTED] cruise contro m
[REDACTED] OB EMAILRental has been extended to [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN EJ9 9U
Bld Dt: Cal
Serial #:

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO TRANS Part #:
Bld Dt:
Serial #:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C Report Date: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- A F T E R M A R [REDACTED] 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: [REDACTED] - [REDACTED] of [REDACTED] State : [REDACTED] Ph#: [REDACTED]
City: [REDACTED] Region : [REDACTED]
Country: [REDACTED]

----- [REDACTED] Y -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]
			AID/INFO			

--- [REDACTED]: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Labor Number Sfx Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				1		V	RENTAL	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SPEED CONTROL
PERFORMANCE GAINS SPEED
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 (%):

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] a [REDACTED] o f
(GAINS SPEED) ist any diagnostics already performed: INSPECT
FOR SPEED CONTROL INCORRECT SPEED WHILE DRIVING . TEST DROVE VEHICLE
WITH CUSTOMER ([REDACTED]) CONCERN VERIFIED WHILE DRIVING VEHICLE USING
CRUISE CONTROL [REDACTED] VEHICLE WILL AUTOMATICALLY ADJUST TO [REDACTED]
REVIEW THEORY AND OPER [REDACTED] PLEASE REFER TO ATTACHMENT (OWNERS MA
) [REDACTED] TO [REDACTED] SPEED SIGN RECOGNITION VEHICLE MIGHT ALSO USE GPS
IN [REDACTED] PEED MPENSATION . SINCE VEHICLE SPEED IS ADJUSTING TO
[REDACTED] WITHOUT ANY SIGNS BEING PRESENT (SPEED LIMIT IS [REDACTED] NOT [REDACTED])
Replaced: NONE Your Question: ANY SUGGESTIONS ?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] re
cruise t [REDACTED] will accelerate to [REDACTED], we are suspecting the system
is incorrectly picking up on speed s ns, map data is outdated, issues
with the windshield, or a fault in the system. You mentioned there
were no speed signs around, but as stated on [REDACTED] the speed limit
can change due to the speed limit data stored [REDACTED] map data. Test
drive another Mache in the same area the customers unit changed speeds
to see if the same fault is occurring. If the same fault occurs, then
suspect this is normal. NOTE: It s normal for the system to
incorrectly detect speed in certain areas.

CONCER [REDACTED] GTCGCQIS
VEHICLE IN THE SAME AREA (VEHICLE DOES NOT INCREASE
SPEED) ANY ADVICE FOR THE CUSTOMER ?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o u l nd
cles perform this way even in that specific area, we need to
determine if this issue only happens while using normal cruise
control, adaptive cruise control or adaptive with lane keeping assist.
This may help us identify what system is causing the speed to
increase. Next, you should run a self-test on all modules to see what
codes are setting. Make sure you perform this step directly after
duplicating for the most accurate results. When looking in connected

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] SD - TECH ASSIT CENTER Report Date: [redacted]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
vehicle data over the [redacted] I noticed multiple codes appear to be
vehicle data over the [redacted] I noticed multiple codes appear to be
setting in related mod [redacted] as the IPMA, ABS, CMR, BCM, and PSCM.
Follow the PPT for the codes that area appearing, and replace
components as instructed. If there are no DTCs setting at the time of
speed increasing on its own, then I suspect this may just be normal
operation and the vehicle is increasing speed due to outdated map
data, issues on windshield, or a speed sign that you did not see was
being picked up. Thank you! [redacted]

----- S -----

Symp. Verif?: [redacted] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [redacted]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: [redacted] Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] -???????????????????????????????? [redacted] 3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

--- S U [REDACTED] S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau e Part Number Labor
Nr Cond Pfx Base Sfx Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], SEL AWD, 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] MOTOR 3 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
SLOW CRANK/BATTERY UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

OWNREL CONTACT VIABCM : [REDACTED] - [REDACTED] UST.SAYS: I
received a [REDACTED] alr [REDACTED] r complaining same
issue.and h [REDACTED] p prob, when driving the car the battery overheat
light came on the dash.the veh wont charge.and when I step on the
brake the message ran away and there is a red warning.I took the veh
to the dlrship [REDACTED] and keep the veh for [REDACTED] want ford to
provide me a lo [REDACTED] d I have a concern abo [REDACTED] uise as
well.AS PER DLR, CUST SAYS: n/a CRC ADVISE:[REDACTED] 98OUTSTANDING FIELD
SERVICE ACTIONS22B28 REPROGRAM HVAC CONTROL LE [REDACTED] CHARGE CORD
STUCK REPROGRAM BATTERY CHARGE CONTROL MODULEFor E [REDACTED] tionCase
Number:[REDACTED] ar and Model:[REDACTED] EWSD:
[REDACTED] e: [REDACTED] been [REDACTED] stance
Heres what I did fo [REDACTED] I have tagged this case as a
HIGH PRIORITY case which will be escalated to a Customer Experience
Specialist on the escalated Truck support team. They will contact you
through your preferred/best contact method within [REDACTED] to
assist you.The specialist will be in the best posi [REDACTED] e the
best resolution possible for this situation. so please keep your line
open.

OWNREL [REDACTED] / [REDACTED] #
[REDACTED] Dealership: [REDACTED]
[REDACTED] Mileage [REDACTED]
98Transfer to Concern NOBC-To c [REDACTED] her
husband was in bed, contact cust [REDACTED]
[REDACTED] She/Her/Hers Customer Experi [REDACTED] V
[REDACTED] office: [REDACTED] Office Hours:
[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] C [REDACTED] E [REDACTED] I [REDACTED] -----
Vehicle Build Date: [REDACTED] Want Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] 9S
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-?? STAR [REDACTED] [REDACTED] [REDACTED] 3

----- [REDACTED] S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] # [REDACTED]
City: [REDACTED]
Country: [REDACTED] : [REDACTED]

----- [REDACTED] -----

Date	rt #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- S U P P L E M E N T [REDACTED] U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-----------	----------	-------------	------------	-----------------

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair	Odometer	Rp	Cau	e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] , SEDAN VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED] Act: [REDACTED]

SYMPTOM: [REDACTED] FIT/FINISH/BODY BODY PANELS
FUEL/CHARGE PORT DOOR ATTACHMENT
Additional Symptom: Charge port door contacts body
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 (%):

--TYPE-- [REDACTED]
CONCER [REDACTED]

port door cont when opened Please list any diagnostics
already performed: visual inspection Parts Replaced: none Your
Question: any reports of such concern, has small dent were door
contacts body and customer would like addressed .

RECOMM [REDACTED]

h
ehicle, then the door may not have been installed correctly or if
defective. remove and reinstall the door/Charge Status Indicator(CSI)
assembly per the direction of the Removal and Installation of the CSI
in [REDACTED] If the concern remains, then replace the CSI and
re- [REDACTED] . If the concern is still present, then replace the door as
well. If further assistance is needed on this contact, please call the
[REDACTED] by phone. This will allow the [REDACTED] Team to work closely with you to
ure the vehicle issue is resolv [REDACTED] as quickly and efficiently as
possible.<div>
</div><div>Your [REDACTED] Contact ID from your
initial [REDACTED] contact will be requir [REDACTED] ling in. The [REDACTED] can be
reached [REDACTED] thru [REDACTED]
[REDACTED].</div> [REDACTED] is eq [REDACTED] e

What I See headset, please ensure the following prior to
calling:</div><div>Your See What I See headset is fully
chargedThe headset is powered up and updated to the latest
levelThe vehicle you are working on is in a bay with good
Wi-Fi connectivity</div><div>If additional support is needed
to use the headset, please submit your question or request to
[REDACTED]</div><div>
</div><div>If this web
of placing a call to the [REDACTED], please ensure
to include a cell number as a Technical Assistance C [REDACTED] er
representative will contact you to conduct a See What I See session
for enhanced support. </div>

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] S -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????????? CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [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
[REDACTED]	[REDACTED]	NHL	AID/	INFO		[REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
-----------	----------------	-----------------	---------------------	----------	-------------	-----	----------------	---------------	--------------------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

Act: [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: Blue cruise inoperative

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED]

[REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
a [REDACTED] of Vehicle Conce
afternoon. Aft [REDACTED] ting [REDACTED] module updates.
[REDACTED] functionality is [REDACTED] r [REDACTED] le driving on [REDACTED]
roads (completed [REDACTED] on several other vehicles
have operated correctly on [REDACTED] highway), the hands on the steering
wheel symbol with ready underneath it is present, but the IPC never
prompts to remove hands from steering wheel. Removing hands results in
the Keep Hands on Steering Wheel message. Please list any diagnostics
already performed: Updated all [REDACTED] outlined modules in proper order.
Performed APIM reset via [REDACTED] Verified the APIM displays Hands
Free driving available Te [REDACTED] - inop. Referred to [REDACTED]
[REDACTED], performed IPM-A configu [REDACTED] time. Test drove, [REDACTED]
inop. Per other similar hotline contacts, I updated [REDACTED] r
module on the vehicle to ensure that module updates crucial to
[REDACTED] functionality werent being held back. No other software
e available at this time. During [REDACTED], I
noticed that the navigation was inop, with [REDACTED] ed over
the vehicle location pointer. This was corrected after an APIM master
reset via the [REDACTED] interface. No DTCs are present at this time. Other
hotline contac [REDACTED] eferenced improper software on the [REDACTED] server side,
maybe this is the case here? Parts Replaced: None You [REDACTED] estion: What
can I do get [REDACTED] operational? Thank you.

RECOMM [REDACTED]

[REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
[REDACTED] k [REDACTED] r [REDACTED] i provided. Looking [REDACTED] ehicle
ected data, there is [REDACTED] set in the APIM for system internal
failure. Please self-test [REDACTED] M to see if the DTC is still present
and refer to WSM for PPT AX in [REDACTED] > diagnosis and testing
to resolve the DTC. After resol [REDACTED] reevaluate the concern.
As your dealership is equipped with the See What I See (SWIS) headset,
if additional technical assistance is required and a SWIS session
would be beneficial (live video or picture would help), click <A
target=[REDACTED]
href=[REDACTED]

Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
rt Source: [REDACTED] - [REDACTED] ASSIT CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

[REDACTED]>Schedule to book a SWIS call

[REDACTED]>Schedule to book a SWIS call
 [REDACTED] intment a [REDACTED] representative will
 reach out you at the appropriate time. Ver the following prior
 to your appointment:Your See What I See (SWIS) headset is
 charged, the headset is turned on, and is updated with the latest
 software level.Ensure TeamViewer login card is ready to scan
 (Contains unique dealer code & dealership name)The vehicle
 you are working on is in a bay with good Wi-Fi
 connectivity
<span style=font-weight: bold font-style:
 italic>If the bullet points above are met the [REDACTED] can be reached at
 [REDACTED], from [REDACTED] thru [REDACTED] to
 [REDACTED] call.<[REDACTED] target [REDACTED]>

href=[REDACTED]
 q.fac [REDACTED]
 concerns

<A get=[REDACTED]
 href=[REDACTED]

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] REG
 ADD-ON [REDACTED] d [REDACTED] V [REDACTED] Y [REDACTED] [REDACTED] - [REDACTED] - [REDACTED] REG
 ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
 CONCER [REDACTED] o [REDACTED] s [REDACTED] e sary WIS sio tus :
 [REDACTED] SWIS Comments : N/A
 [REDACTED] GTCG [REDACTED]
 k you your response. [REDACTED] is not an On
 Demand DTC at the time of testing. Per PPT [REDACTED] rformed all
 available Guided Routines for the [REDACTED] via [REDACTED]. None of the tests
 identified an issue at the time of [REDACTED] ting. I mentioned [REDACTED],
 during my [REDACTED] for [REDACTED], there was an is
 [REDACTED] navig tv, w [REDACTED] hen corrected with a master
 t. As of right now, all [REDACTED] functions, including navigation,
 appear to be operating norma but [REDACTED] remains inop. I ve
 cleared DTC s and ran the [REDACTED] specif st as well, with no DTC
 s being reported. Thank vo

ADD-ON [REDACTED] [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
 [REDACTED] O [REDACTED] [REDACTED] af [REDACTED] as
 built data should be verified.

RECOMM [REDACTED] [REDACTED] [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] ATLANTIC REG
 [REDACTED] r [REDACTED] [REDACTED] f d o e s er and has
 corrected a is time. We can close [REDACTED], are rerun the
 application being sure that the latest ver is being used
 ([REDACTED] .) Run the [REDACTED] Configuration Application to input the new As
 B ta into the [REDACTED] rule on the vehicle. Once this is complete, new
 modules may be available for update in the SW Update tab. Perform them
 as the arise. After all is completed, [REDACTED] resets and retest. Be
 sure that all programming procedures a checks are followed
 thorough the process. Things such as the removal of all aftermarket
 electrical accessories from in or around the DLC and kick panels, and
 a battery charger connected to the vehicle to maintain voltage between

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

[REDACTED] are key to a successful programming. Thank you! <b [REDACTED]

[REDACTED] are key to a successful programming. Thank you! <b [REDACTED]

[REDACTED]

ADD-ON [REDACTED] ([REDACTED]) ATLANTIC REG

ADD-ON [REDACTED] ([REDACTED]) ATLANTIC REG

[REDACTED] s e ry ub Status :

Technical. SWIS Comments : More data corrections...

[REDACTED] GTCGCQIS

[REDACTED] performed the [REDACTED] configuration routine to input the updated As-Built data. No ot [REDACTED] software updates became available, I reset the APIM [REDACTED] and test drove. This time around, the IPC displayed the mes [REDACTED] On, watch the road and be prepared to resume control briefly [REDACTED] econds, system began behaving as it did prior, with [REDACTED] non-operational. The stretch of highway I m using to test dr [REDACTED] ghly [REDACTED] round trip, and during the drive I have tried changing spe [REDACTED] ow distance, Lane-Keep Assist and Adaptive Cruise Control settings, all resulting in no changes to [REDACTED] inoperability. I ve self tested again and show no DTC s at [REDACTED] and no software updates. My FDRS is up to date at [REDACTED].

Thank you.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] h d [REDACTED]. If yo [REDACTED] ne

cen ng with hands free is enabled through the Drivers Assistance, then it is recommended to continue with fully charging and testing the [REDACTED] battery using the [REDACTED] or similar [REDACTED] tester. Once this been completed, di [REDACTED] the charger [REDACTED] set the battery monitor system. Open the BCM Datalogger and confirm that the estimated state of charge PID reads [REDACTED]. Any concerns noted with the learned state of charge ma [REDACTED] operation. If this can be ruled out and hands free remains [REDACTED] e, then confirm that the customer is connected through the [REDACTED] application and that the lock and unlock commands are funct [REDACTED] f true, start a new FDRS session to download and run the Configuration application for the IPMA, PSCM, GWM, and IPC. Follow with another APIM Master Reset. Clear any stored DTCs and retest operation. [REDACTED]

[REDACTED]

[REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] o s t mpleted

Dealer Declined. SWIS Comments : na

[REDACTED] GTCGCQIS

[REDACTED] confirmed that the Battery SOC was [REDACTED] (did not require charging), and I went right ahead with th [REDACTED] PSCM, GWM, and IPC configuration routines. This did the trick [REDACTED] ds free driving is fully functional now. Thank you for the assistance!

[REDACTED] GTCGCQIS

RECOMM [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] n [REDACTED] f the upd

[REDACTED] is operational. When time permits, please input your

Program Type: H

----- C O M M E N T S -----

fix information to the survey attached to this form. Have a great day,

Non-Technical, SWIS Comments : fix verified

Symp. Verif?:					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?

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -

Engine: ELECTRIC MOTOR 4 Tag: XXXXXXXXXX
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:

Model: Shift:

_____ - - - A D D I T I O N A L - - -

```
Tire   : ██████████ A/S Brand : ██████████
Radio : ██████████ A/C : AC G-????????????????????
Paint : PN4-????????????????????-----SPACE ██████████
```

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : [REDACTED] M

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] Z 00 DRIVER AIDES & INFORMATION
NOT LISTED

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: CMR monitor fault

Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 2

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
a [REDACTED] o f i c l n c e u e
states driver nitor fault message when using cruise control
Please list any diagnostics already performed: follow pinpoint test al
no. and d1 no. concern not currently present, road test vehicle [REDACTED]
[REDACTED], using cruise control and for a section of highway blue cr se
free. Parts Replaced: replaced cmr module Your Question: i am
unable to recreate the customers concern, it is back for the [REDACTED]
with the same concern, the vehicle does have and aftermarket
phone holder mounted to the center stack, i dont believe this
interferes with the driver monitoring system but ive included photos
of the customers setup just in case. covering my face and the vehicle
recognizes the driver is not watching the road and warns the driver to
keep eyes on road. is there anything else i can do to verify this
concern?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
s e a t i l i m a t r h
cle owner when the concern occurs. If possible, it is suggested to
ride along with the vehicle owner to verify the concern. The camera
blocked DTC s setting indicates a possible concern with the camera s
line of sight to the drivers face. If the steering wheel is not
properly adjusted, vehicle owner is not sitting correctly in the seat,
the camera is being blocked by an object, or even sun glare may cause
the system to set a blocked camera DTC. If the camera is blocked, then
the adaptive cruise control system will not work correctly. Please
refer to owner s manual [REDACTED] and [REDACTED] for more information
regarding the system no ing c ectly. If the CMR camera is not
properly mounted, it can also cause line of sight issues. It is
suggested to try comparing to a like unit as needed to verify CMR
camera adjustment is correct. Thanks! [REDACTED]
[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? : [REDACTED]
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
CMR# [REDACTED], [REDACTED], [REDACTED] # [REDACTED]
Equi [REDACTED] ? [REDACTED] C [REDACTED] e

[REDACTED]

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWEJN A
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

----- 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: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- [REDACTED] -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		NK4	[REDACTED]	E	[REDACTED]
				1			W		
				2					



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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] , SEDAN VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Hands free driving inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER [REDACTED]
[REDACTED] won hands free mode. Please list any diagnostics
performed, including results of any TSB, GSBs or Pinpoint Test
[REDACTED] was performed [REDACTED]. Customer says it worked for a [REDACTED]
[REDACTED]. [REDACTED] IPM [REDACTED] n was done 3/6. Available gatewa
e s done. All codes cleared. Hands free driving shows
expiration date of sometime in [REDACTED]. Test drive on [REDACTED] just outside
of [REDACTED]. W cruise is activa bluecruise on
mes t ying to engage on qualified road, keep
hands on wheel message keeps coming up if hands free driving is
attempted. Its not showing the blue circle either. Parts Replaced,
including service part number if available none What is the level of
the scan tool being used? Are any error messages noted? [REDACTED] Your
Question: looking for advice. thanks

RECOMM [REDACTED]
[REDACTED] e [REDACTED] Mapit
the hands
free driving as an op . With this being the case please use a like
vehicle to drive the same route to determine if that vehicle has
access to hands free driving in that area. If the like vehicle
operated with hands free driving along the same route, please update
us. [REDACTED] [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] - - - E I N E - - - : EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -?????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- [REDACTED] -----
Date CQIS Report # Pro Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] NHL FT/FN/BD [REDACTED] [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

--- S U P P L E M E N T A L S U R V E Y:

HOTLINE

HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
				Nr	Cond	Pfx	Base	Sfx	Operation

V

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] 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: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
AUDIT [REDACTED]

[REDACTED] Case N r : [REDACTED] stomer : [REDACTED]
[REDACTED] Phone : n/aHom [REDACTED] Phone [REDACTED]
[REDACTED] 82Vehicle Purchase Statu [REDACTED] wner [REDACTED] Credit Contract
[REDACTED] Number :n/aPart Number :n/aDealer Name : [REDACTED]
[REDACTED] P&A : 05167Dealer phone : [REDACTED]
[REDACTED] Make : FORDModel : [REDACTED] lea [REDACTED]
[REDACTED] ification :ELECTRIC #5Transmission Specification : 1 SPD
[REDACTED] AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA:
[REDACTED] :22B28REPROGRAM HVAC CONTROL MOD [REDACTED] E THE ELECTRONIC PARKING
[REDACTED] BRAKE HARNESS CONNECTOR<a href=" [REDACTED]
[REDACTED] CXS - [REDACTED]

[REDACTED] to [REDACTED] to frun took
[REDACTED] to [REDACTED] told him module needs replacement since they now
[REDACTED] have codes upDLR doesnt have an ETA for part arrivalvehicle is
[REDACTED] at [REDACTED] he is speaking with [REDACTED]
[REDACTED] to [REDACTED] called to m y
[REDACTED] the r r et RO info. I spoke with [REDACTED] he sent
[REDACTED] call to [REDACTED] stated the part that is ne a
[REDACTED] module.c e ed vehicle then [REDACTED] will not self
[REDACTED] test so they had to order a moduleRO [REDACTED] said
[REDACTED] part is on back order. He said he wi th part ding
[REDACTED] case.customer will get a loaner via [REDACTED]
[REDACTED] Follow up with [REDACTED] get u

[REDACTED] CUSTOMERS OPTS IN SMS
[REDACTED] Reached out to CUST via social mediaCustVin: [REDACTED] case
[REDACTED] number: [REDACTED] alership: [REDACTED]

[REDACTED] appreciate you taki i n
[REDACTED] the concern youre having with your Mach-E. My name is
[REDACTED] and I am a social media agent for [REDACTED]. Before moving on, could
[REDACTED] rovide me with the following info?- vehicle owners full name

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
and your relation to them (if applicable)-Your full name-Your zip
and your relation to them (if applicable)-Your full name-Your zip
code-Email and phone number-MileageCustOf course, Im the owner. [REDACTED]
[REDACTED] says
[REDACTED] ing that
info over, [REDACTED] arify, what has [REDACTED] been able to
communicate [REDACTED] about your stop safel [REDACTED].
everything after getting the frunk error message is so [REDACTED] they
told meas they are in possession of the car since I took it back
immediately when I saw that at startupHeres the message from my
service tech:So we got the Frunk message to go away , my tech took it
out and now there are some other messages coming up about stop safely
now. He said if he clears it off dash with the ok button it drives
fine but it does keep coming up. So he brought it back and hooked it
up and it said for him to self test a specific module which he did ,
he recalibrated that module and updated it again even though no
updates were available, self tested it again and it will not self
test. So the work shop manual states to replace that module, program
it and retest it. I have ordered the module in from [REDACTED] but my parts
dept stated that it is not showing them an ETA on th [REDACTED] rt at this
time. So we dont know when we will get it in.So at this point it seems
we are waiting on the part. Between the dealership and the person on
the [REDACTED] team I spoke with im assuming we are on the right track.My
issu [REDACTED] besides the car being initially returned to me with an obvious
error, its just the number of times Ive had to leave the car with the
dealership overnight or worse since Ive gotten it. Off the top of my
head:Windshield recall, redoing that one due to noise, initial
BlueCruise install (multiple times), [REDACTED] (that was [REDACTED]),
and now this. There may have been som [REDACTED] g else.You [REDACTED] to
be able to service the car correctly. My car was working [REDACTED] fine
before this. I brought it in for the [REDACTED]
CXS - [REDACTED] Ext [REDACTED] to
[REDACTED] stat [REDACTED] they
e [REDACTED] t back order part [REDACTED]
case opened for part on back order.OBC [REDACTED]
advised customer they have escalated the part reque
SUPPLIER IS PAST DUE, COMPONENT SHORTAGE, ETA IS PENDING. Next step:
Follow up with [REDACTED] get update on part arrival.
CXS - [REDACTED] Ext [REDACTED]
[REDACTED] back o [REDACTED] I [REDACTED] T DUE.
COMPONENT SHORTAGE, ETA IS PENDINGOBC to [REDACTED]
left detailed message informing customer of the pa [REDACTED].
Next step: Follow up with [REDACTED] get update on part
arrival.
CXS - [REDACTED] Ext [REDACTED]
[REDACTED] spoke
he said [REDACTED] t ha o [REDACTED] E
[REDACTED] - [REDACTED] case opened for part on back order.Per
es, [REDACTED] is pendingOBC to customer [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

left detailed message informing customer of the part on back order.I

left detailed message informing customer of the part on back order.I
will send customer SMS update as well. Next step: Follow up with [REDACTED]
[REDACTED] get update on part arrival.

custom [REDACTED] Ext [REDACTED] to
we are st [REDACTED] g [REDACTED] n ETA for the part. He understands but finds
it difficult that we dont have a date for the part. Next step: Notate
case
CXs - [REDACTED] Ext [REDACTED] spoke
[REDACTED] he sai [REDACTED] rt h [REDACTED] n
yet.C [REDACTED] - [REDACTED] case opened for part on back
order.Pe [REDACTED] U LIE [REDACTED] PAST DUE. COMPONENT SHORTAGE, ETA IS
PENDINGNex [REDACTED] p ollow up with [REDACTED] get update on
part arrival.

CXs - [REDACTED] Ext [REDACTED] to
custom [REDACTED] to in [REDACTED] that
we are st [REDACTED] g [REDACTED] n ETA for the part. Customer didnt have any
other concerns. Next step: Follow up with [REDACTED] to get
an update on the part arrival.

CXs - [REDACTED] Ext [REDACTED] spoke
[REDACTED] he sai [REDACTED] rt h [REDACTED] n [REDACTED] t. He
said [REDACTED] off back off [REDACTED] cor/dor [REDACTED] - [REDACTED] -
[REDACTED] case12/2735 piece [REDACTED] e expect
e. Next step: Follow up with [REDACTED] get update on
part arrival.

CXs - [REDACTED] Ext [REDACTED] 4I spoke
[REDACTED] s he sa [REDACTED] art [REDACTED] o TA yet. I
sent [REDACTED] mer SMS updateNext step: Follow up with [REDACTED]
get update on part arrival.

CXs - [REDACTED] Ext [REDACTED] 10I spoke
[REDACTED] s he sa [REDACTED] art [REDACTED] o TA yet. He
said [REDACTED] off back order [REDACTED] . I will send customer SMS update. Next
step: Follow up with [REDACTED] get update on part arrival.

CXs - [REDACTED] Ext [REDACTED] spoke
[REDACTED] he said [REDACTED] t ha [REDACTED] o [REDACTED] E [REDACTED] t. He
said [REDACTED] part has not shipped expected [REDACTED] . I will send customer
SMS update.Next step: Follow up with [REDACTED] get update on
part arrival.

CXs - [REDACTED] Ext [REDACTED] 24I spoke
[REDACTED] the pa [REDACTED] rriv [REDACTED] ansfer me to
the s [REDACTED] e department. I spoke with [REDACTED] he said they
have repaired the vehicle [REDACTED] a [REDACTED] ed up the
vehicle. Next step: Follow [REDACTED] customer [REDACTED] confirm

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

repair satisfaction.

repair satisfaction.

[REDACTED] - [REDACTED] Ext [REDACTED] to
tom [REDACTED] e sai hicle
is runnin u omer stated the vehicle was out for [REDACTED] and
wants to know if we can [REDACTED] comped. He said he is n g
any payments on his vehi id it off in full at the time of
purchase. Next step: Add safety net to get [REDACTED] approved since vehicle
is paid off.

[REDACTED] - [REDACTED] Ext [REDACTED] will
mit [REDACTED] ustom iled me
bill of [REDACTED] bmitted CASE NUMBER: [REDACTED] Next step: Follow
up with custo [REDACTED] to provide a n the debit card.
***Case Progressi *** activity [REDACTED] for debit card
has been transmitted.<span style= :#000000; amily: Segoe UI
, Helvetica Neue ,sans-serif; font-size: [REDACTED]; font-style:normal;
font-variant-caps:norm mal; font-weight: [REDACTED] letter-spacing:normal; ;
text-align:start; text-decoratio

[REDACTED] - [REDACTED] Ext [REDACTED] to
tom [REDACTED] n mer t [REDACTED]
has been n will follow up with him [REDACTED] to pro
another update on the shipment of the debit card r didnt have
any other concerns. Next step: Follow up with customer [REDACTED]
to provide an update on the debit card.

[REDACTED] - [REDACTED] Ext [REDACTED] to
tom [REDACTED] i omer debit
card has d old him he can expect to receive it within
[REDACTED]. Customer didnt have any other concerns. Next step:
o tomer [REDACTED] to confirm he has received the
debit card.

[REDACTED] - [REDACTED] Ext [REDACTED] to
tom [REDACTED] a r if
received c He said he hasnt and will look at the mail
when it comes in [REDACTED]. Next step: Follow up with customer [REDACTED]
to confirm he has ived the debit card.

[REDACTED] - [REDACTED] Ext [REDACTED] to
tom [REDACTED] t the rd.I
did promp e Next step: safety net to close case

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 5 - - - E [REDACTED] E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I [REDACTED] [REDACTED] N - - -
Trans: 1SPD AUTO TRANS r :
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T [REDACTED] N A L - - -
Tire : [REDACTED] A/S nd :
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] BLUE TC/OCEAN DRV BLU

----- A F T E R [REDACTED] I F I [REDACTED] T [REDACTED] N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] : [REDACTED]

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] : NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SERV	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VC SERV	[REDACTED]
							CONEXP		

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] LIGHTING/GLASS/VISION WINDOWS/GLASS
DOOR APPEARANCE
Additional Symptom: glass scratched
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 6
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]
[REDACTED] Warranty Type: NVW SPW Install Mileage:
SPW ate: Pl ibe customers concern. Customer states
driver rear window is scratched and quarter glass What is the intended
repair, list all components needed for repair? replace the driver rear
window and quart glass 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. i also forgot to put the pictures in the the quarter
glass I will do another di if necessary lj8z* [REDACTED] *b price [REDACTED]
lj8z* [REDACTED] *a price [REDACTED]
RECOMM [REDACTED]
[REDACTED] s h ation you have provided, this would not be
d under warranty for the following reason. The images provided
show scratches on the glass. Scratches on the glass are signs of
damage from an external source and not a defect in the glass. This is
also stated in the Service Information Section of the Glass Concern
Analysis <A target=[REDACTED]
href=[REDACTED]Transport?link=0
&am [REDACTED] additional
istance is needed. pleas te this form or call [REDACTED]
and enter your [REDACTED] contact ID. DIPA Prior Approval

Symp. Verif?: [REDACTED] 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 #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: NCGWC2N A
Serial #: [REDACTED]

- - - T R A N S [REDACTED] I O N - - -
Trans: [REDACTED] AUTO TRANS rt #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] XL [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- SPACE [REDACTED]

----- A F T E R M A R [REDACTED] 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: ASSISTANT SERVICE MANAGE
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	DRV	PERF		[REDACTED]

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: HD
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELECTRIC MOTOR 4

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE)
DOORLATCHES/LOCKS
POWER FUNCTION

Additional Symptom: Driver door passive entry inop

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: YES

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER

a [REDACTED] description of Vehicle Concern: Driver door does not unlock from the exterior door button. Customer states she has to unlock the doors by pressing the exterior button on the driver rear door, and then the driver front door is unlocked. Please list any diagnostics already performed: Unable to verify, service advisor verified with customer. Monitored PIDs for door lock and unlock request in [REDACTED] as well as door lock status. When pressing the button the PIDs change accordingly. I know that pressing the button on the LR door sends an unlock request to all [REDACTED], unlike the driver door that only unlocks that specific door. [REDACTED] and ground to the LH antenna is good. I believe there is only [REDACTED] on this side that controls [REDACTED]. There is a [REDACTED] update [REDACTED]le. Parts Replaced: None Your [REDACTED] Would a [REDACTED]ate help with this? Is there a way to find out if the driver door exterior button works every time it is pressed (like a PID)?

RECOMM

href=[REDACTED]e [REDACTED] <A [REDACTED] = [REDACTED] Transport?link=001&am [REDACTED] update may help with the [REDACTED]vers [REDACTED] not unlocking from the exterior button on this vehicle. If the [REDACTED] update is found to not solve the customers concern, it will have [REDACTED] be duplicated and diagnosed with pinpoint testing. When reviewing the Description and Operation, as well as the passive entry feature inoperative [REDACTED] (M) in [REDACTED], there is no mention of a PID to view [REDACTED] the exterior passive entry button. If a PID was available, it would most likely be able to be viewed in the [REDACTED] or DCME. Since this is an intermittent concern, attempt to duplicate it by wiggling the LH antenna circuits [REDACTED] and [REDACTED] seen on [REDACTED]. If the concern can be [REDACTED] cated [REDACTED] plete [REDACTED] with it present. This test will [REDACTED] nose [REDACTED] the antenna, antenna circuit, or the button. Note that the button along with the antenna are serviced with the front door upper moulding. [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]

ADD-ON [REDACTED]

Door Ope -E - Alarm Activates When Unlocked
Switch Not Lighting UP Unlock/Open - Door Activation

CONCER [REDACTED] GTCGCQSP
etely overlooked that SSM. After updating the BCM
the issue was resolved, and has not happened since the update.

CONCER [REDACTED] GTCGCQSP
Dealership selected No Reply Required when submitting these comments.

----- [REDACTED] -----

----- [REDACTED] -----

Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

----- [REDACTED] -----

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4 Tag: [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----

Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----

Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-?????????????????????
Paint : PN4-????????????????????? LUCID RED TC/RED CARPET TC

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

----- [REDACTED] N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- [REDACTED] -----						
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO DRV PERF			[REDACTED] [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- [redacted] -----
VEHICLE: [redacted], [redacted], [redacted], SEDAN VIN: [redacted]
Engine : M 4 Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVING PERFORMANCE UNINTENDED ACCELERATION
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: Cruise control set 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 (%):

----- [redacted] -----
--TYPE--
CONCER [redacted]

control was se [redacted] and then the vehicle changed the set speed to [redacted] and started a [redacted] rating on its own. Customer applied to brake [redacted] ncel cruise control. Please list any diagnostics already performed: Scanned DTCs, looked through TSBs/SSMs. Road tested. Parts Replaced: none Your Question: Is there anything other than the steering wheel button and speed sign recognition that can affect cruise control speed?

RECOMM [redacted]
[redacted]
feature is bein [redacted] the set cruise control speed can only be increased by the steering wheel switch or the speed sign recognition feature. Further inspect the steering wheel switch for any damage. Refer to [redacted] A under [redacted] > Diagnosis and Testing. This [redacted] has you verify th [redacted] peration [redacted] switch. If no faults are found [redacted] the concern cannot be duplicated, it s advised to swap the switch with a known good one and note if the concern returns. If no known good switches are available, replace the switch and retest. [redacted]
Technical Assistance Center

ADD-ON [redacted]
[redacted]
Necessary, SWIS S [redacted] ub Status : [redacted], SWIS Comments : [redacted]
[redacted] contact

----- [redacted] -----

----- [redacted] -----
Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:
Prior Repair Attempts: R air Prior to Call: NO

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] CENTER Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- [REDACTED] RED TC/RED CARPET TC

----- A F T E R M A R [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED] [REDACTED]
Specialist's
Name : [REDACTED]

----- [REDACTED] -----
Date [REDACTED] rt # [REDACTED] Pro [REDACTED]
[REDACTED] [REDACTED] [REDACTED] Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DB	[REDACTED]
						BAG	[REDACTED]	[REDACTED]	[REDACTED]
									ADD [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

OWNREL Case Number : [REDACTED] stomer : [REDACTED] ALTERBusiness
Phone : [REDACTED]
Score : [REDACTED] hase Stat Owner: [REDACTED]
Contract Number : NAWarranty H Part Number : NADealer Name : [REDACTED] & Sons Mtr
Sales IncDealer P&A : [REDACTED] phone : [REDACTED]
[REDACTED] : FORDMod [REDACTED] Mach-EMileage :
[REDACTED] tio ElectricTransmissio fication : 1 SPD
AUTO TRANSWarranty Start Date : [REDACTED] Recall/FSA: : NAESP :
NAHotline Contact : NAWarranty H

OWNREL IBC from CUST/[REDACTED] Mach-e [REDACTED] RICHARAD ALTER Cust called
in due to the cle havi en to the dealer multiple
times and the last few times they can not fix the problems. The
computer failed in the car and could not update. The computer was on
backorder for a long, and more things failed then [REDACTED] the car
bricked. Cust had issues with getting the vehicle st upset
that now he has to pay for gas in his truck. Cust is calling because
he is upset and he wants to get some kind of compensation. Cust has
given the dealer a list of everything that was wrong with the
vehicle.Cust wants gas and maybe a payment on the vehicle, Cust did
not get a loaner.I will reach out to the dealer to verify the miles on
the vehicle and get an update on how long the repair will take.Offer
cust maybe an ESP and gas if he qualifies possible payment depending n
the dealerBest way to reach cust is through email Car at dealer since
[REDACTED] NEXT STEPS: Reach out to dealer for info on
[REDACTED] Her HersCustomer Experience

Speciali ce Specialist, [REDACTED] Team [REDACTED]
ext. [REDACTED]
[REDACTED] t L/Reached out to dealer to get info about the vehicle
ever the dealer must be closed as no one is answering. NEXT STEPS:
I will call on [REDACTED] or [REDACTED] Her HersCustomer
Experience Spec Deal x t, [REDACTED]
Team [REDACTED]

[REDACTED] the SA they replaced the
eway module star erday and will do a full system

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
check so [REDACTED] the repair should be complete NEXT STEPS: Follow
check so [REDACTED] the repair should be complete NEXT STEPS: Follow
up with t [REDACTED] on the repair status [REDACTED] Her
HersCustomer Experience Specialist/Dealer [REDACTED] ist, [REDACTED]
CX/DX Team [REDACTED]
Will offer [REDACTED] s and offer an ESP on [REDACTED]. I
will email him [REDACTED] so he can think about it over the we
OBE to CUST/[REDACTED], After speaking with my supervisor about
your situation, she wa [REDACTED] me to ask you (while your vehicles mileage
is still low) if you might want to consider requesting a buyback under
your states [REDACTED]. I know you said that initially you loved the
vehicle but [REDACTED] tely want you to be satisfied with the outcome of
this situation. Im terribly sorry that no one on the back end of [REDACTED]
was made aware of the ongoing situation occurring with your Mach-
am sure had the corporate office received your complaint before now
that someone would have reached out to you regarding this unfortunate
situation. Most departments arent able to communicate with other
departments outside of their scope of practice. As a consumer and
business owner myself I whole heartedly understand how it feels to be
in a predicament where you feel like you are not valued as a customer
and in my/from my experience on [REDACTED] of the field I would never
want anyone that I interact with [REDACTED] s though they are not
appreciated or valued so I hope you can accept my apology on behalf
[REDACTED]. I hope this experience does not leave you with a bad impression
[REDACTED]. [REDACTED] does try to order quality parts for vehicles and with
the [REDACTED] le [REDACTED] situation shutting down a lot of the factories that
produce th [REDACTED] ts for vehicles, it does hinder everyone, because of
the process of looking for quality manufactures and vendors becomes a
task that every motor company has to adjust to. Now days those few
manufactures have to produce parts for many motor companies instead of
the few they are normally working with. I did see that you have had
your vehicle serviced many times. Within my realm of authority which
isnt much authority, I can offer you a gas card for [REDACTED] and an
Extended Service Plan. So hopefully you wont have th [REDACTED] to use the
Extended Service Plan in the future but if in case you do, you will
have it to offer you some piece of mind. I will reach out to
[REDACTED] to CUST/Spoke to receptionist and left a message for cust to call
[REDACTED] k NEXT STEPS: Wait for cust reply [REDACTED] Her
HersCustomer Experience Specialist/De [REDACTED] ecialist, [REDACTED]
CX/DX Team [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] - CUST ASST C [REDACTED] Report Date: [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] I L S -----
Vehicle Build Date: [REDACTED] anty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: [REDACTED] Cal [REDACTED]
Serial #: [REDACTED]

----- T R [REDACTED] S M I S S I [REDACTED] -----
Trans: 1SPD AUTO TRANS [REDACTED] Part [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I [REDACTED] A L -----
Tire : [REDACTED] [REDACTED] A/S [REDACTED] Br : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- [REDACTED] SILVER/SILVER RADIANCE

----- A [REDACTED] -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Rpr Dlr: [REDACTED] [REDACTED] I Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] : [REDACTED]

----- [REDACTED] -----
Date [REDACTED] rt # [REDACTED] Pro Type [REDACTED] Symp Cat [REDACTED] Causal Part Description [REDACTED] Dealer Id [REDACTED]
[REDACTED] [REDACTED] NHL [REDACTED]
[REDACTED] [REDACTED] NHL [REDACTED]

--- [REDACTED] Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Cau Nr Cond Pfx e Part Base Number Sfx Labor Operation

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG MACH E, TITAN, [REDACTED], SEDAN
Engine : ELECTRIC MOTOR 4
Operating Environ:
Vehicle Use :

VIN: [REDACTED]
Odometer: [REDACTED]
WCC : [REDACTED]
[REDACTED]:

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
PERFORMANCE

BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

Other Veh. With Concern: Severity Rating - [REDACTED] Owner: Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

[REDACTED] Owner satisfied?:

Repair Effectiveness (%):

----- C [REDACTED] E N T S -----
--TYPE-- ENT TEXT
AUDIT

OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] VIA [REDACTED]: [REDACTED]: [REDACTED] t
says: veh is at the dlr [REDACTED] w [REDACTED] e issue.
dlr told the cust it might b [REDACTED] munication issue and they are still
working on the veh. cust is asking assistance to have it fixed as soon
as possible as per cust. dlr says: n/acrc advised: I will escalate your
case/request to our [REDACTED] Owner Experience Specialist who works daily
with your dealership [REDACTED] nagement team. The [REDACTED] Owner Experience
Specialist has access to all [REDACTED] resources [REDACTED] will use these
resources to assist you and y [REDACTED] dealership regarding your situation.
The [REDACTED] Owner Experience Specialist will receive the information you
have [REDACTED] t provided me and will do a thorough review on your behalf.
You can expect a phone call from your [REDACTED] Owner Experience Specialist
within [REDACTED]. The case number [REDACTED] t I have established for you

OWNREL [REDACTED] ROM [REDACTED] in to speak with his case manager and
[REDACTED] ed to be transferred overnext steps transfer [REDACTED]
[REDACTED] Owner Relationship Center PV Inquiry TeamAna [REDACTED]

OWNREL [REDACTED] m | [REDACTED]: [REDACTED]
[REDACTED] from [REDACTED] cu [REDACTED] he has
e with [REDACTED] pass was on [REDACTED] line with him for [REDACTED] and he
states he s [REDACTED] with someone else in regards. stat [REDACTED] he dlr can
not do anything, he will then try to request a BB and if that does not
go through then he would reach out to an attorney.

OWNREL [REDACTED] ([REDACTED]) [REDACTED] called seeking to speak with his
[REDACTED] or [REDACTED] er [REDACTED] ist with buyback process and that he
also [REDACTED] ach out to the dealer and speak to the service
manager [REDACTED] [REDACTED] Experience
Speciali [REDACTED] a [REDACTED]:

OWNREL [REDACTED] Called dealer and spoke to service
[REDACTED] a [REDACTED] s r [REDACTED] to be delivered [REDACTED] and damaged was
by body [REDACTED] y shop has the car and will [REDACTED] contact the body

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

[REDACTED] Experience Specialist, [REDACTED]

[REDACTED] Experience Specialist, [REDACTED] E-Fax

[REDACTED] Primary Team: [REDACTED] NA CRCIbc from cust
speak to [REDACTED] e states said would call him
back [REDACTED], I sent mess in [REDACTED] said she will follow up
later t was advised [REDACTED] Customer
Relationship [REDACTED] Truc [REDACTED]
oml [REDACTED]: [REDACTED] ext. [REDACTED]
[REDACTED] promp [REDACTED]: [REDACTED]

[REDACTED] pe with a ([REDACTED] o
ed he has tried reaching out but has been u
agent, [REDACTED] reached out to agent via [REDACTED] chat, agent
unavailable. [REDACTED] stated she will reach out [REDACTED] available. [REDACTED]
[REDACTED] Customer Experience Specialist. [REDACTED]

[REDACTED]: [REDACTED] th

[REDACTED] Experience Specialist, [REDACTED]:

[REDACTED] size Categories [REDACTED] FW: Sayed

[REDACTED] - new case [REDACTED] 9 [REDACTED] from [REDACTED] ca
[REDACTED] k [REDACTED] m [REDACTED] the [REDACTED] e or
the day. NEXT STEPS: M age [REDACTED] / Document Ca [REDACTED]
[REDACTED] Customer Expe nce Specialist [REDACTED]
[REDACTED]: [REDACTED] - [REDACTED] d [REDACTED]
[REDACTED] o [REDACTED]

[REDACTED] Address: [REDACTED]
<span sty

[REDACTED] his on next follow up Advise customers for newly
approved buybacks to expect a welcome call from the RAV team within [REDACTED]
daysCALIFORNIA BUYBACK REVIEW | SPECIALTY BUYBACK HANDLING [REDACTED]
[REDACTED] Buybacks have a multi-layer review process and is made
of [REDACTED] of review. Case Analyst ([REDACTED]) Consumer Claims Analyst
(CC [REDACTED] nal Escalation Specialist [REDACTED] ES). Customer Operations
Manager (COM) Decisions for Buyback reviews for [REDACTED] customers
will be delivered within [REDACTED]
obc to dlr spoke with [REDACTED] tated the vehicle left dlr and went
back over to body [REDACTED] they work with / [REDACTED] of

To [REDACTED]

[REDACTED] m CustomerCXS [REDACTED] received a call from Customer who advised
t customer has his [REDACTED] icle and blue cruise still isnt working.
Customer was advised that his blue cruise option was fixed and
operating fine but has car now and concern still exists. [REDACTED] h
advised that customer buyback will still progress accordi y h

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----

vehicle being with customer

vehicle being with customer
obc to [REDACTED]; i spoke with [REDACTED] ([REDACTED]) he provided ro details;
he stat [REDACTED] is at the body i oke with [REDACTED] at the body
shop; he provided need ro detailsibe from [REDACTED] ([REDACTED])
[REDACTED]; she provided ro details

Analyst Review Complete. Transferring to RES for Review

*** [REDACTED] from [REDACTED] ***Issue: [REDACTED] stated the [REDACTED] damaged [REDACTED] bumper.
[REDACTED] t it o [REDACTED] to collisio [REDACTED] stated t [REDACTED] e was den [REDACTED] nd the
or was off on his vehicle. [REDACTED] tated the [REDACTED] refused to go to
collision to see the issues wi [REDACTED] is bumperRea [REDACTED] ed out to the CXS
regarding the concerns of the cust vehicleNext Steps: notate case [REDACTED]
[REDACTED] Tenele DouglasCustomer Relationship Center -Truck
[REDACTED] ext. [REDACTED]

RES Revi [REDACTED] plete. Transferring to COM for Final Review &
Processing.
APPROVAL UPLOADED TO PORTAL. TRACKING IS 719947LETTER WILL BE SENT
WITHIN THE NEXT [REDACTED]

[REDACTED] ence [REDACTED]
[REDACTED] ext. [REDACTED] ***A-TE [REDACTED] ssion on
[REDACTED] accur [REDACTED] Customer

Experience [REDACTED] :
[REDACTED] ity [REDACTED] -----For
[REDACTED] sons, [REDACTED] not submit any sensitive personally
identifiable information, such as credit card numbers, drivers license
number, SSN, DOB, etc. Thank you.
Customer has been contacted and RAV case is moving forward
Good afternoon, [REDACTED], thank you for contacting [REDACTED] and
allowing us to [REDACTED] t you with your vehicle con [REDACTED] to
be sure our [REDACTED] owners continue to support our brand, We hope that
your experie [REDACTED] met your expectations.If you have any further
questions or concerns regarding this repair please let us now by
contacting us via phone within the [REDACTED] with your case #.
*Please take some time to complete [REDACTED] ou will receive once I
close you case, this survey will be based off of the assistance that I
provided you.Sincerely, [REDACTED] Customer Relationship Center
- BEV TeamJustin [REDACTED]
[REDACTED] EXT: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED]

Start Date: [REDACTED]

Date of Sale: [REDACTED]

Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]

Dealer Special Order: [REDACTED]

Gross Vehicle Weight: [REDACTED]

LH/RH Drive: [REDACTED]

I N E

Engine: ELECTRIC MOTOR 4

Tag: [REDACTED]

Bld Dt: [REDACTED]

Calb: [REDACTED]

Serial #: [REDACTED]

Trans: [REDACTED] AUTO TRANS

Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

Tire : [REDACTED] A/S BSW

Brand : [REDACTED]

Radio : [REDACTED] A/C

Paint : [REDACTED] AC G-????????????????????????????????

3

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Rpr Dlr: [REDACTED]

Ph#: [REDACTED]

City: [REDACTED]

State : [REDACTED]

Country: [REDACTED]

Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO	[REDACTED]	[REDACTED]

--- [REDACTED] : NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau	Part Base	Number Sfx	Labor Operation	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Dealer ID	Date	Order	(Miles)	Nr Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	---------	-----	------	-----	-----------

AP

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

VEHICLE: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] , SEDAN VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON

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 (%):

--TYPE--
AUDIT

[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] VIA [REDACTED] S:I am getti e
yellow warnni ist not available , Front
camera fault service required.Is there another avenue that I can reach
out to [REDACTED] directly? I have a [REDACTED] the collison sensor is
not wor becuae of a camera re is no camera in the
front of my car.CUST SAYS, [REDACTED] SAYS:They said that [REDACTED] told them they
need to get other examples the issue my dealer s they attempted
to find a like vehicle with like issue but were unable to do so.CRC
ADVISED:Your case number is [REDACTED]. A specialist will be
reaching out within [REDACTED] ferred method of email
for a follow-u

[REDACTED] customer says on her e mache vehicle she does not have front camera/
blue tooth isnt working either
Case has been reassigned for a [REDACTED] Specialist to assist. [REDACTED]
[REDACTED] less Oper ons Supervisor - [REDACTED] Pa

[REDACTED] Good aftern [REDACTED], have you schedule an appointment with your
local dealership? If [REDACTED] please go ahead and make an appointment.
After your appointment is set please provide me with your appointment
date and time.Thank you [REDACTED] CompanyCustomer Relationship Center
- [REDACTED] TeamJustin [REDACTED]:

[REDACTED] EXT: [REDACTED] poi [REDACTED] h [REDACTED]
[REDACTED], [REDACTED] is my service advi [REDACTED] havin
cl [REDACTED] id that they were unable to figure out the
problem and that [REDACTED] told them they needed to find a similarvehicle
to compareit to. [REDACTED] said they were unable to find a
similarvehicle an [REDACTED] ldpick up my car and he wouldget backto me
once he heard back from [REDACTED]. It is now the [REDACTED], I have reached out to
[REDACTED] on [REDACTED] and have no heard back.Do I need to
othe [REDACTED] or a differentdealership?Th hank
you for your time and assistan [REDACTED] C

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

[REDACTED] Good afternoon, Mr. [REDACTED], I will Reach out to [REDACTED] to see what

[REDACTED] Good afternoon, Mr. [REDACTED], I will Reach out to [REDACTED] to see what
our next steps be. Th [REDACTED] u [REDACTED] CompanyCu [REDACTED] Relationship
Center - [REDACTED]

[REDACTED] Ext [REDACTED]
CAS [REDACTED] e [REDACTED] regar [REDACTED] e.
Wif [REDACTED] spoke with [REDACTED] and he said he hasnt
heard anythi [REDACTED]. Customer i [REDACTED] l [REDACTED] for a rental
vehicle. [REDACTED] rental if she decides to get a rental. I went over
rental r [REDACTED] ent a process. Customer wants a callback from her
agent. Next step: Notate case and send agent message so agent can call
customer back.

[REDACTED] CUST @ [REDACTED] has Spoken with [REDACTED]
taken i [REDACTED] ge for [REDACTED] At [REDACTED]
- Will offer rental Reimbursement to [REDACTED] in this ca [REDACTED]
CompanyCustomer Relationship Center - [REDACTED]

[REDACTED] EXT:

[REDACTED] has rental that I will
l diagno [REDACTED] v style="-webkit-text-st
trok idth:[REDACTED]; color:#000000; font-family:[REDACTED] UI , [REDACTED] Neue
,sans-serif; nt-size:[REDACTED]; font-style:norma nt-var [REDACTED]:norm
mal; font-variant-ligat [REDACTED] s:normal; font-weight:[REDACTED]; le
Good afternoon, Mr. & Mrs. [REDACTED], I spoke with th [REDACTED] dealership it
looks like theyre steel dia [REDACTED] g the issue, I will reach back to
them [REDACTED] for an update to see where they are at that time. Thank
you [REDACTED] CompanyCustomer Relationship Center - [REDACTED]

[REDACTED]: [REDACTED]

[REDACTED] IS SACust veh has not
n a [REDACTED] vised it [REDACTED].<div
style="-webkit-text-st troke-width:[REDACTED]; co [REDACTED] font-family:
[REDACTED] UI , [REDACTED] Neue ,sans-ser [REDACTED] font-size:[REDACTED]; f
[REDACTED] @ [REDACTED] p is currently w [REDACTED] ng for
o tio [REDACTED] hotline on how to proceed with the
vehicle repair, they have advised me to reach back out to them on
[REDACTED] for an update.updated cust [REDACTED] CompanyCustomer
nship Center - [REDACTED]

[REDACTED]: [REDACTED]

[REDACTED] CUST @ [REDACTED] MESSAGE for [REDACTED] to
i to [REDACTED] with an [REDACTED] e they are w [REDACTED] ng
with tech hotline, but I would like to explain further to customer.
updated customer as she states she has not heard from dlr since
dropping of the veh.<div style="color:#000000; font
[REDACTED] @ [REDACTED] CUST @ [REDACTED] STATES MODULE IS
N ROG [REDACTED] BE READ [REDACTED]
CompanyCustomer Relationship Center [REDACTED] an
style="font-family:[REDACTED] UI Se

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: [REDACTED]
SD - CUST ASST CRpt #: [REDACTED]
rt Date: [REDACTED]

--TYPE-- COMMENT TEXT -----
[REDACTED] Good afternoon I understand you have concerns about your vehicle, even
[REDACTED] Good afternoon I understand you have concerns about your vehicle, even
though it has been repaired. As an offer of goodwill, I would like to
offer you a [REDACTED] for your
vehicle with [REDACTED] de you with
peace of mind going forward. It is our most extensive service
contract available and covers [REDACTED], for [REDACTED]
[REDACTED] from the warranty start meter
[REDACTED] whichever comes [REDACTED] coverage is
[REDACTED] backed by [REDACTED] s [REDACTED] parts for
red repairs [REDACTED] ed and c [REDACTED] fied technicians. If any
future repairs are needed, the Extended [REDACTED] provides rental
car reimbursement for [REDACTED] and [REDACTED] g costs [REDACTED]
[REDACTED] is no limit [REDACTED] r of repairs during the c [REDACTED] ge
[REDACTED] d there is only a [REDACTED] deductable per occurrence. Do you
approve of this offer? Upon [REDACTED] approval, I will begin the process to
purchase this service plan on your behalf. This plan will be at no cost
to you. <span st
Safety NetNEXT STEPS: FOR CXS: Approved to fully reimburse for
gas [REDACTED] Operations Supervisor -
BEV [REDACTED]
[REDACTED] Cash Sett [REDACTED] nsm [REDACTED] UMBER:
[REDACTED] - [REDACTED] CARE
[REDACTED] ogr [REDACTED] cialist** [REDACTED] activity [REDACTED] for debit card
has been transmitted. NEXT STEP: Co [REDACTED] customer a [REDACTED] ise that debit
card will be received within 7 - [REDACTED] days Olaseni [REDACTED]
[REDACTED] COMPANY Lead Agent/ [REDACTED] Truc [REDACTED]
[REDACTED] afternoon, Mr. [REDACTED] hank yo [REDACTED]
and allowing us to [REDACTED] you with your vehicle conc
pleased that your vehicle has been repaired to satisfaction and hope
that you find that contacting [REDACTED] to advocate for you was valuable.
Our goal is to be sure our [REDACTED] ners continue to support our brand.
It was a pleasure to be abl [REDACTED] partner with our dealer and We hope
that your experience met your expectations. If there were any delays
in your repair we sincerely apologize as we are working against some
tough times and appreciate your patience. If you have any further
questions or concerns regarding this repair please let us now by
contacting us via phone within the [REDACTED] with your case #. P.S.
Ill be sending you an email within [REDACTED] with a brief
survey regarding your experience with m [REDACTED] er Experience
Specialist. (Sometimes it may go to your spam/junk folder.) The [REDACTED]
"Brand [REDACTED]" rating section is reflective of [REDACTED] r
experie [REDACTED] nest feedback is greatly appreciated.
There will be a separate survey regarding your experience with the
dealer. Your prem care plan will active on your within [REDACTED]
[REDACTED] allow [REDACTED] to receive yo [REDACTED] ard
[REDACTED] .<span
Sa ty NetNEXT STEPS: FOR CXS: Approved to Close [REDACTED]
[REDACTED] Operations Supervisor [REDACTED] r

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C [REDACTED] rt Date: [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 6 - - - E N G I N E - - - Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: [REDACTED] AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
Tire : 245/45R20 [REDACTED] A/S BSW - - - A D D I T I O N A L - - - Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-???????????????????????????????? A/C : [REDACTED]
Paint : NEUTRAL EXT PAINT FAMILY B - - - - - ABSOLUTE [REDACTED]

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO			[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

--- S U [REDACTED] E N T A [REDACTED] U R V E Y: NONE

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cn	Cau	Part Base	Number Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	-----	-----------	------------	-----------------

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
IGNITION SWITCH/KEY UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
OWNREL Case Number : [REDACTED] stomer : [REDACTED]
Phone : Home P [REDACTED] Phone : [REDACTED]
93Vehicle Purchase St [REDACTED] OwnerFord [REDACTED] act Number
: Part Number : Dealer Name : [REDACTED] P&A : 05389Dealer
phone : [REDACTED] : [REDACTED] Make : FORDModel :
[REDACTED] : [REDACTED] ion ransmission
cation : Warranty Start Date : [REDACTED] 26Open Recall/FSA: : ESP
: Hotline Contact : Warranty History :
OWNREL This vehicle falls out of [REDACTED] guidelines because it is still well
within all of its warranty riods. Even if it was not, [REDACTED] guidelines
do not allow us to assist with providing extra parts for vehicle.
[REDACTED] is unable to provide financial assistance in this

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Engine: ELECTRIC MOTOR 5 - - - E [REDACTED] I N E - - - Tag: [REDACTED] 9U
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED]-????????????????????????????????????? STAR [REDACTED] 3C/[REDACTED] [REDACTED] 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: [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

[REDACTED]							
Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id	
[REDACTED]	[REDACTED]	[REDACTED]	FS DRV PERF	[REDACTED]	HIGH VOLTAGE	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	ANT BL/TH MOD	[REDACTED]	[REDACTED]

--- S [REDACTED] [REDACTED] U [REDACTED] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		V	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				[REDACTED]	DB	[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] COMFORT & ENTERTAINMENT AUDIO
CELLULAR PHONE SOUND QUALITY
Additional Symptom: [REDACTED] auto
Other Veh. With Conc 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 (%):

----- [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED])
[REDACTED] i on of icl nce
STATES WHEN US NDRIOD AUTO PLAY THE MUSIC WILL INTERMITTENTLY
SKIP. NOT SKIP TO THE NEXT SONG BUT IT WILL SKIP SOME LYRICS. Please
list any diagnostics already performed: [REDACTED] SELF TEST FOUND NO CODES
STORED IN SYSTEM. CUSTOMER SAYS AFTER AN ER THE AIR UPDATE ON HIS
VEHICLE THE PROBLEM STARTED. Parts Replaced: NONE Your Question: THE
SOFTWARE UPDATE THAT THE CUSTOMER SAYS CORRUPTED HIS VEHICLE WAS DONE
ON [REDACTED]. IS THIS A KNOWN ISSUE FOR THE SOFTWARE UPDATE TO CAUSE
THE [REDACTED] KIP?

RECOMM [REDACTED] ([REDACTED])
[REDACTED] w r agnost , w ed
this e is with the vehicle and not with the customers device. When
a phone is connected to the vehicle it stores data in the APIM. If
this data is corrupt in any way, it can create sync related issues
even if that phone is not currently connected. To remove this data we
need to perform a Master Reset by going to settings > General > Master
Reset. After the Master Reset is performed connect to [REDACTED]
with another known good device and try to duplicate th f
the cocnern cannot be duplicated then the issue is most likely induced
by the customers phone. Common Causes of this are: -Phone software not
up to date -Emojis or Unique characters in the contact list -Non OEM
USB cable used -Apps running in the background while connected to the
vehicle -If the phone is at fault and all of these causes can be ruled
out the customer will need to work with their phone provider to
resolve the issue. If the concern can be duplicated with another known
good device after a Master Reset is performed continue by
disconnecting the battery and holding the leads together for [REDACTED]
[REDACTED], reconnect the battery and perform configuration prog mming
APIM. If the concern is still present after a hard reset and it
can be duplicated with another known good device continue by
performing [REDACTED] in [REDACTED] of the workshop manual.
Thanks for [REDACTED] c Assistance Center As your
dealership is equipped wit e What I See (SWIS) headset, if

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

additional technical assistance is required and a SWIS session would
additional technical assistance is required and a SWIS session would
be beneficial (live video or picture would help), click <A

[REDACTED] representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
>If the bullet points above are met the [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
call.<

href=

q.fac

Concerns

<A

href=

AUDIT

CONCER

RECOMM

CGCQIS
T CONFIGURATION AFTER THE MASTER RESET AND STILL NO
CHANGE WITH THE VEHICLE. MUSIC STILL SKIPS WHEN USING THE ANDROID AUTO
PLAY. VERIFIED IT WAS NOT THE CUSTOMERS PHONE BY HOOKING IT UP THE
FORD LIGHTING AND THE MUSIC DID NOT SKIP IN THE TRUCK. PROBLEM IS WITH
CUSTOMERS CAR.

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e ned th the cer
vehi operate the audio system from several sources. AM/FM, [REDACTED]
XM, Bluetooth. If the concern is only present in [REDACTED] auto o
bluetooth. but all other audio sources operate co [REDACTED], then the
concern is with the APIM. Because configuration programming has been
performed and a Master Reset it is not likely a logic locked concern.
This concern may be related to <A [REDACTED]
href=[REDACTED]Transport?link=0
01&am [REDACTED]ble software
update through [REDACTED] and make sure that: -There is a good internet
connection (a h [REDACTED]ired connection may be necessary) and all
Firewalls/Security settings are disabled (A mobile hotspot can be used
to bypass dealership internet and security settings) -The Battery SOC
is [REDACTED] and there is a battery charger connected to the vehicle
wit [REDACTED] active cable connected to chassis ground. - [REDACTED] is at the
latest software version ([REDACTED]) -You are using a Mini [REDACTED] of [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
SD - TECH [REDACTED] CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
flash drive formatted to exFAT there is also a [REDACTED] software update
flash drive formatted to exFAT there is also a [REDACTED] software update
video that can be referenced in [REDACTED] the workshop manual
> General Procedures > Module Pr [REDACTED] the software update is
complete if the concern is still present continue with APIM
replacement. Thanks for Contacting Us, [REDACTED] Technical Assistance
Center As your dealership is equipped w [REDACTED] See What I See ([REDACTED])
headset, if additional technical assistance is required and a [REDACTED]
session would be beneficial (live video or picture would help [REDACTED] ick
<A [REDACTED]
href=[REDACTED]
[REDACTED] intment a [REDACTED] representa [REDACTED] will
reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated [REDACTED] h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.

href=[REDACTED]
q.fac [REDACTED]
Concerns

<A [REDACTED]
href=[REDACTED]
[REDACTED] - FCSD - SOUTHEAST REGION
[REDACTED] s [REDACTED] Not Necessary [REDACTED] Session Sub Status :
nical, [REDACTED] Commen [REDACTED] Not Necessary

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 4 - - - E N G I N E - - - Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: 1SPD AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? 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 : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] te : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

Date	CQIS Report #	Pro Type	Symp Cat AID/INFO	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

--- S U P P L E M E N T A L S U R V E Y : NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)										
Dealer ID		Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AB	[REDACTED]
								AC	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
									[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] MUSTANG [REDACTED], SEL [REDACTED], SEDAN

VIN: [REDACTED]

Engine : ELE MOTOR

Odometer: [REDACTED]

Operating Environ:

WCC

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
COLLISION AVOIDANCE

WARNING INDICATORS/MSGS/CHIME
FLASHES

Additional Symptom: IPMA CONCERN

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

COMMENT

TECH COMMENTS

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 5

Component Test Status:

---- Return Loc:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%):

----- C [REDACTED]
--TYPE--
CONCER

[REDACTED] (FSE) MSS - [REDACTED] - [REDACTED] REG
tion of Vehicle nce mer
states when dr hicle states front camera not detected, and car
slows down, will bring car to complete stop Please list any
diagnostics already performed: Ive roadtested vehicle and couldnt
duplicate- tried driving normally- and with cruise control active. I
checked for codes and i recieved [REDACTED] stored- went through the
list and all tsbs and ssms have b [REDACTED] leted besides [REDACTED] dont
match the specific module the code is set in- one ssm c
completed for the rfa- but i dont think thats causing my concern. I
checked for modules to be updated anyways and mostly all modules at
latest level beside ddm and rfa- went ahead and updated RFA- cleared
all codes- roadtested again- still didnt duplicate or recieve any
codes back. note: roadtest route is only [REDACTED]. I then asked if i
could drive vehicle home and back since i [REDACTED] longer drive and too
give it more chances to act up. Drove vehicle home last night- using
cruise control and after [REDACTED] concern happened- warning
lamps for front camera fa [REDACTED] ion avoidance- concern self
clears within [REDACTED] and then vehicle acts normal again. I
immediately pu [REDACTED] and checked codes.. i only recieve [REDACTED]
back [REDACTED] and [REDACTED] stored in ipma- [REDACTED] relate
[REDACTED] has [REDACTED] been completed- [REDACTED] ady verified no
available for the ipma. Tsb states to diagnose these to codes
seperate. I followed ppt n for [REDACTED], n1- yes. n2- no, states concern
not currently present, or int f [REDACTED] detected. followed ppt bj for
[REDACTED]. bj1- yes. bj2- yes- codes will return after driven- states to
ce ipma. Now code [REDACTED] fault condition is with the fd-can
network possible and co [REDACTED] states that an int fault with the
fdcan network could be cau [REDACTED] therefore i was think that the [REDACTED]
code could have caused the [REDACTED] code if the ipma is have pro [REDACTED] g
failure intermittently. Als [REDACTED] e that customer states vehicle slows
down and stops on it own- this is true but on design- concern happens
in cruise control mode- and customer drives in [REDACTED] mode- so
when concern is active- and cruise control turn [REDACTED] tomer does

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

not apply the accelerator pedal- vehicle automatically slows to a stop

not apply the accelerator pedal- vehicle automatically slows to a stop because of the modes it is in. I also will upload pictures of my codes because im not gonna type in [REDACTED]. Parts Replaced: none yet Your Question: AM i correct in thi [REDACTED] at [REDACTED] can cause the [REDACTED] code due to the fd-can network- and should th [REDACTED] be replaced?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REG [REDACTED] f [REDACTED] t imag [REDACTED] DTC [REDACTED] he [REDACTED] could be the cause of the concern. Please, refer to wiring [REDACTED] to make sure when the ignition is in start or run, there is full [REDACTED] ry volts at [REDACTED] and there is [REDACTED] when the ignition is off. L [REDACTED] the [REDACTED] powe [REDACTED] e if the [REDACTED] is not getting the power o [REDACTED] ound needed, the [REDACTED] will not oper [REDACTED] correctly. If no fault is found, replace the [REDACTED] d reevaluate the concern. As your dealership is equippe [REDACTED] th the See What I See ([REDACTED]) headset, if additional technical assistance is required and [REDACTED] session would be beneficial (live video or picture would help), cl [REDACTED] <A [REDACTED]

intment a [REDACTED] representa [REDACTED] will reach out [REDACTED] you at the appropriate time. Ver [REDACTED] the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated [REDACTED] h the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & [REDACTED] name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
< [REDACTED] style=font-weight: bold font-style: italic>If the bullet points [REDACTED] ve are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to call.< [REDACTED]

c
concerns

<A [REDACTED]

ADD-ON [REDACTED]) [REDACTED] - [REDACTED] REG [REDACTED] s [REDACTED] e sary [REDACTED] sio [REDACTED] tus : [REDACTED] Comm [REDACTED] : N/A [REDACTED]

CONCER [REDACTED] (FS [REDACTED] - GREAT LAKE REGION [REDACTED] a [REDACTED] he c [REDACTED] s able too and [REDACTED] rieved [REDACTED] and [REDACTED] setting in the [REDACTED] when the fault was duplicated [REDACTED] wa [REDACTED] hecked for power [REDACTED] ground pass. Directed to repl [REDACTED] the [REDACTED], and no change. While on the call, [REDACTED] gained access to the coa [REDACTED] ble from the [REDACTED] to the [REDACTED] camera. Tested the coax cable while on the phone [REDACTED] it pass [REDACTED] ts and open test including the shield. Found a similar case that had a poor [REDACTED] at the [REDACTED] camera. [REDACTED] confirmed that the [REDACTED] od.

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- TECH ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--
RECOMM

COMMENT TEXT

RECOMM

[REDACTED] sation, it is recommended to recreate the fault while monitoring the network to see if a communication concern. If you are able to recreate the fault again and observe a network fault, the following are network voltage checks to help diagnose: Voltage on the CAN - should be between [REDACTED] Voltage on the CAN + should be between [REDACTED] When the [REDACTED] are added together, they should equal [REDACTED]. If [REDACTED] is pulled high, then a short to power is present If voltage is pulled low, then a short to ground is present If voltage is observed at [REDACTED] or the same, mirroring [REDACTED] on CAN- and CAN+, then the network is shorted together. If voltage is at [REDACTED], there is an open circuit. If no network faults found or unable to create the fault, it is recommended to replace the coax cable to the IPMA camera ([REDACTED]) and the IPMA camera. Then re-evaluate the concern. [REDACTED]

CONCER

[REDACTED] s
Non-Technical. SWIS Comments : over the phone diagnostics
[REDACTED] GTCGCQIS

[REDACTED] road-tested the vehicle [REDACTED] exactly. i drove vehicle normally without cruise control and [REDACTED] t blue cruise for [REDACTED] (basically to my house because that is how I duplicated it normally) No warning lamps, codes, or network drops happened. I drove back to the dealership this time using blue cruise and cruise control- again concern did not happen. This whole time driving i still have all the trim off, and access to the forward camera by the mirror- while driving i was wiggling the harness, tapping on camera, connections and the coax cable- never duplicated it again. To add to the contact customer was just here and said vehicle also does not charge (I m currently charging right now) and reverse brake assist not available comes on in reverse (reverse brake assist does come on, even stays on after driving) [REDACTED] relates- there are no abs module updates available- per [REDACTED] m [REDACTED] ring relearn- and ipma alignment procedure has been completed and [REDACTED] alignment has been completed- currently have vehicle char [REDACTED] i can retry the alignment procedures- but figured id give all the information i have. So far havent duplicated to see if network fault or not

RECOMM

[REDACTED] k [REDACTED] ate w [REDACTED] onc [REDACTED] e
concern [REDACTED] not able to be duplicated while wiggle testing the Coaxial cable or tapping on the camera, there may be a communication fault responsible as previously mentioned. Connected vehicle data shows that the [REDACTED] and [REDACTED] have reported loss of communication or invalid [REDACTED] from [REDACTED] MA at [REDACTED]. Additionally, the IPMA is setting [REDACTED] accompanied b [REDACTED]. This indicates that there is either a [REDACTED] with the communic [REDACTED] rcuit or there is an intermittent concern with the power or ground to the IPMA which has not been identified yet. Perform a Live Network Monitor test and

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

wiggle test available harnesses to see if any modules drop out

wiggle test available harnesses to see if any modules drop out intermittently. If the concern is still unable to be duplicated, inspect [REDACTED] which provides ground to the [REDACTED]. Since the [REDACTED] has a case ground along with [REDACTED] at pin [REDACTED] of [REDACTED], the [REDACTED] lose ground intermittently a [REDACTED] till be [REDACTED] le t [REDACTED] indicating that it is unable to communicate across [REDACTED]. [REDACTED] shared by by the [REDACTED], and the Pedestrian Alert [REDACTED] i [REDACTED] le. If excessive pain [REDACTED] ose connection is identified, this may be the cause of these various faults with the [REDACTED]. Additionally, we have referred this concern to the Field Serv [REDACTED] Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealer [REDACTED] p management (Service Mana [REDACTED] or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] directly, please consult with your Dealers [REDACTED] management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Thank you, [REDACTED]

ADD-ON [REDACTED]

[REDACTED] r that [REDACTED]

faulted or ther [REDACTED] network communi [REDACTED] on fault., SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : Web Response

TAR [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] E T NICAL S

DUE ...TO CK OF TECHNICAL PROGRESS. THE CONCERN IS DIFFICULT TO DUPLICATE AND ...IT IS UNCLEAR IF IT IS DUE TO A NETWORK FAULT OR AN INTERMITTENT CONCERN ...WITH THE POWER OR GROUND TO THE [REDACTED] [REDACTED] HAS RETURNED AFTER ...REPLACEMENT OF THE [REDACTED] AND ONLY A [REDACTED] RS INTERMITTENTLY. WHEN THIS CODE IS ...PRES [REDACTED] THE [REDACTED], [REDACTED] AND SOBDMC REPORT LOSS OF COMMUNICATION OR INVALID ...DATA F [REDACTED] T [REDACTED]. TECH HAS BEEN ADVISED TO PERFORM A LIVE NETWORK ...MONITOR AND ATT [REDACTED] TO INDUCE THE FAULT. ADDITIONALLY, WE HAVE ADVISED ...THAT [REDACTED] WHICH SUPPLIES GROUND TO THE [REDACTED], [REDACTED] AND [REDACTED] BE INSPECTED FO [REDACTED] ANY CONCERNS. ESTIMATED NUMB [REDACTED] F [REDACTED] S DOW [REDACTED]. ESTIMATED NUMBER OF ...REPAIR ATTEMPTS: 1.

AUDIT [REDACTED] ([REDACTED]) [REDACTED]

ADD-ON [REDACTED] A P D [REDACTED]

[REDACTED] t [REDACTED] ([REDACTED]) [REDACTED]

Person Contacted : [REDACTED]

Dealership Visit N [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] t [REDACTED]

Person Contacted : [REDACTED]

Dealership Visit N [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] D C U [REDACTED]

T PORTS OF DAMAGED COAX CONNECTORS. [REDACTED] IS GOING TO COAX AND I WILL PERFORM ADDITIONAL RESEARCH A [REDACTED] CH BACK OUT TO [REDACTED] TO SCHEDULE POSSIBLE VISIT. [REDACTED] WILL CONTINUE TO DRIVE IN

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
ATTEMPT TO DUPLICATE WHILE MONITORING NETWORK MONITOR TO ENSURE A
ATTEMPT TO DUPLICATE WHILE MONITORING NETWORK MONITOR TO ENSURE A
NETWORK/FD-CAN ISSUE ISNT PRESENT
ADD-ON [REDACTED] ([REDACTED])
[REDACTED] ADVISE [REDACTED] AS COMPLETED ALL UPDATES AND RE-PERFORMED ALL IPMA
CALIBRATIONS. [REDACTED] ADVISED THE REAR BRAKE ASSIST UNAVAILABLE
MESSAGE IS NOW GONE, [REDACTED] S STILL NOT RECENTLY DUPLICATED THE
COLLISION ASSIST UNAVAILABLE OR FRONT CAMERA FAULT MESSAGES. HE IS
GOING TO DRIVE VEHICLE OVER THE WEEKEND IN ATTEMPT TO DUPLICATE
CONCERN.
ADD-ON [REDACTED] ([REDACTED])
[REDACTED] i [REDACTED] n h
[REDACTED] icated. [REDACTED]
ADD-ON [REDACTED] ([REDACTED])
[REDACTED] T
TO ANOTHER DEALERSHIP. VEHICLE IS [REDACTED] VAILABLE FOR DIAGNOSIS.
CLOSING TAR
AUDIT [REDACTED] ([REDACTED])
[REDACTED]

[REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
CB# [REDACTED] , [REDACTED] , [REDACTED]
Equ [REDACTED] ? [REDACTED] e

Repair Type	Component Number	Number Type	Description	Causal Comp.
OTH	COMMENT	SERVICE	TECH COMMENTS	YES

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED]
Bld Dt: Calb:
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????----- LUCID RED TC/RED CARPET TC

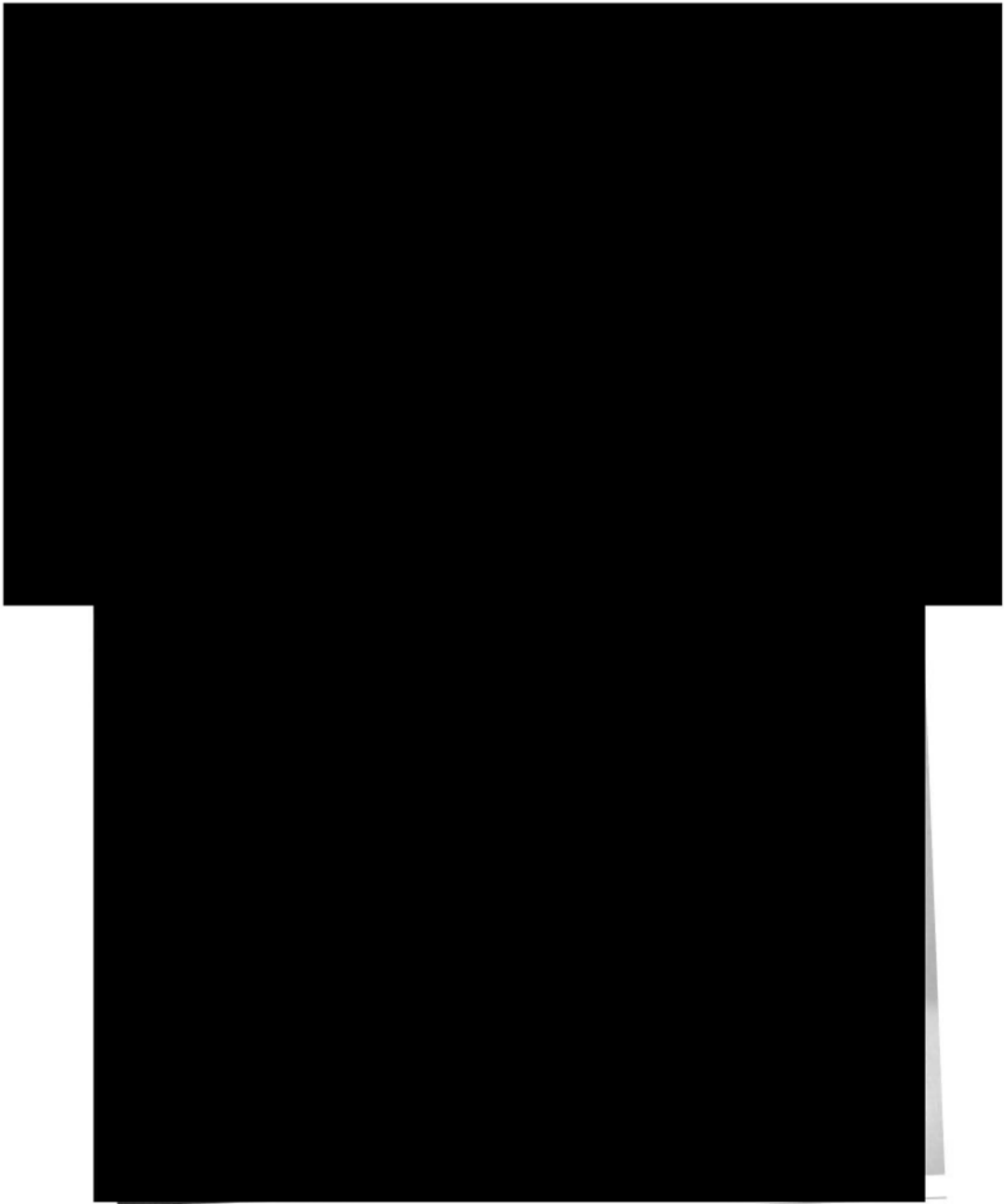
----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

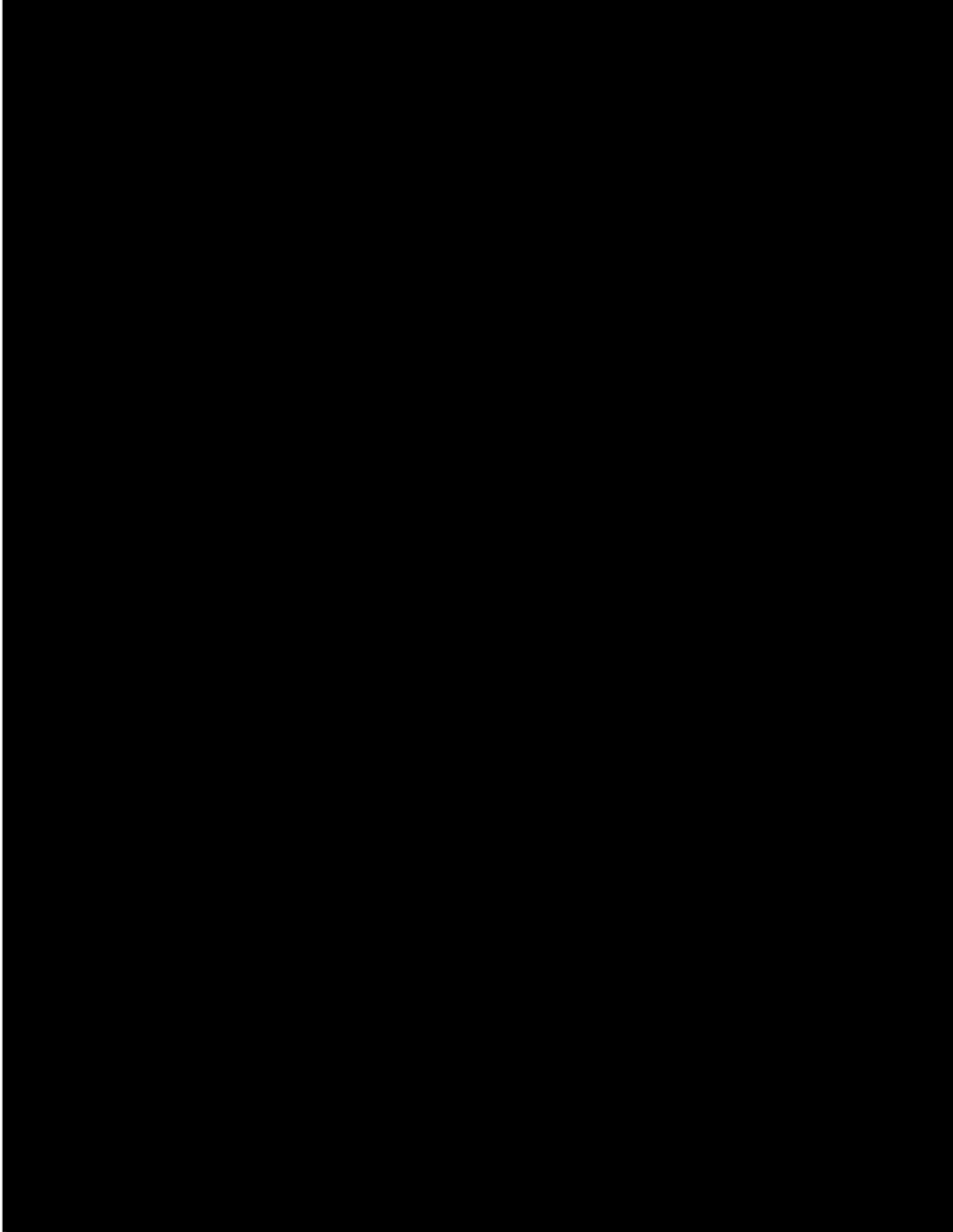
----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

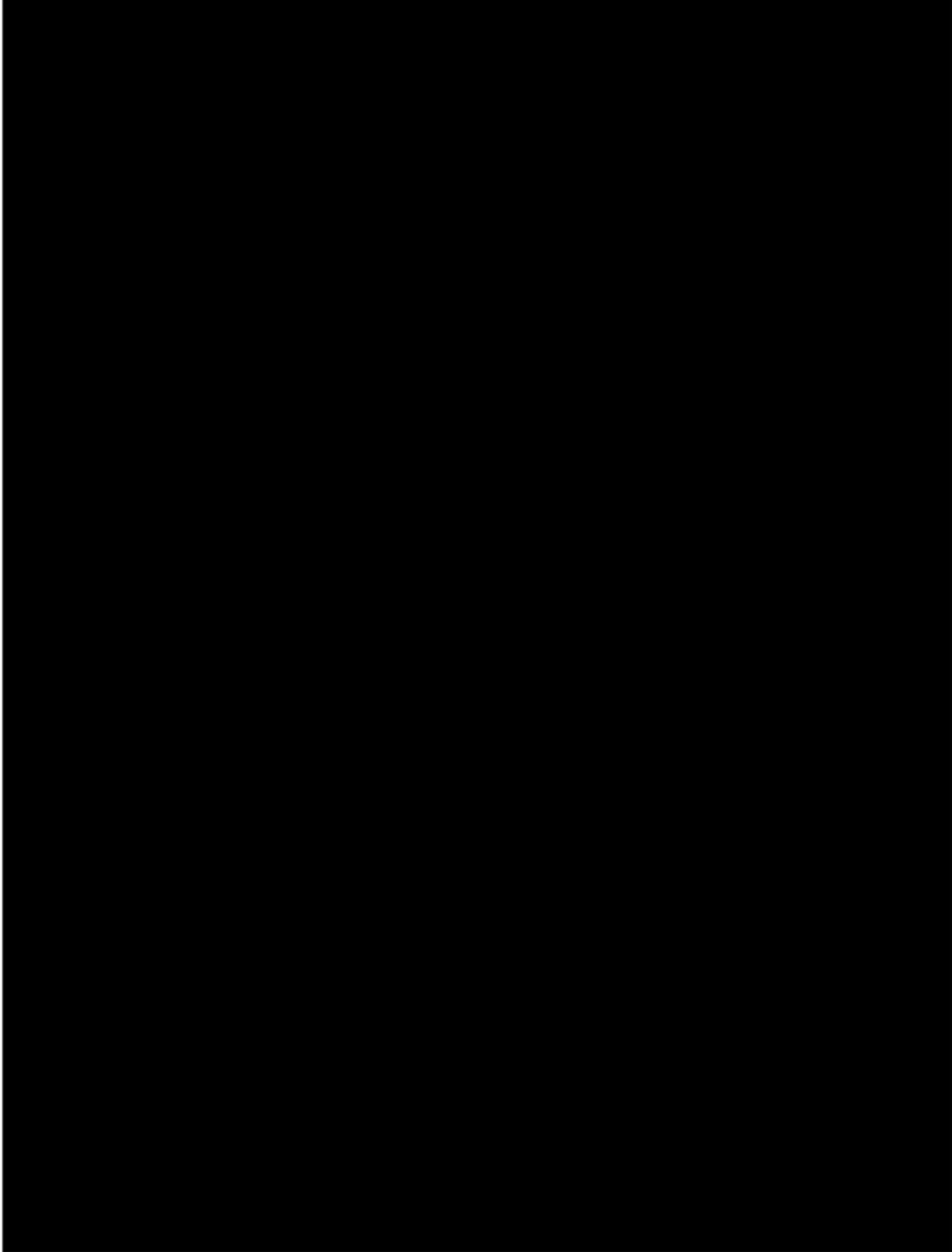
----- [REDACTED] -----					
Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	[REDACTED]		[REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
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 ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE







L/1 2022 7859 25 GMT-0500 (Central Daylight Time) Image										CMDTC	
★	CMR	FD1	B115E	97	08	- Camera Module				CMDTC	
CMR - B115E : 97 : 08 B115E = Camera Module FT : 97 = Component Or System Operation Obstructed Or Blocked ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	SSM 50497 2021-2022 Musta D.B115E.97, B115E.1.97 OR B1
★	CMR	FD1	B15E1	97	08	- Driver Side LED				CMDTC	
CMR - B15E1 : 97 : 08 B15E1 = Driver Side LED FT : 97 = Component Or System Operation Obstructed Or Blocked ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	D.B115E.97, B15E.1.97 OR B1
★	CMR	FD1	B15E2	97	08	- Passenger Side LED				CMDTC	
CMR - B15E2 : 97 : 08 B15E2 = Passenger Side LED FT : 97 = Component Or System Operation Obstructed Or Blocked ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	SSM 50497 2021-2022 Musta D.B115E.97, B15E.1.97 OR B1
	DCDC		Pass							CMDTC	
	DCME		Pass							CMDTC	
	DCMF		Pass							CMDTC	
	DCMG		Pass							CMDTC	
	DCMH		Pass							CMDTC	
	DDM	MS1	Pass							CMDTC	
	DSM		Pass							CMDTC	
	GSM	HS2	Pass							CMDTC	
	GWM		Pass							CMDTC	
★	HVAC		U0140	00	08	- Lost Communication With Body Control Module				CMDTC	
HVAC - U0140 : 00 : 08 U0140 = Lost Communication With Body Control Module FT : 00 = No Sub Type Information ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	TSB 21-2405 2021 Mustang M M.U0140.00
★	HVAC		U0155	00	08	- Lost Communication With Instrument Panel Cluster (IPC)				CMDTC	
HVAC - U0155 : 00 : 08 U0155 = Lost Communication With Instrument Panel Cluster (IPC) Control Module FT : 00 = No Sub Type Information ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	TSB 21-2405 2021 Mustang M M.U0155.00
	HVAC	MS1	U0253	00	08	- Lost Communication With Accessory Protocol Interface M				CMDTC	
	HVAC	MS1	U0422	68	08	- Invalid Data Received From Body Control Module				CMDTC	
	HVAC	MS1	U0422	81	08	- Invalid Data Received From Body Control Module				CMDTC	
★	IPC	HS3	U0100	00	08	- Lost Communication With ECM/PCM 'A'				CMDTC	
IPC - U0100 : 00 : 08 U0100 = Lost Communication With ECM/PCM 'A' FT : 00 = No Sub Type Information ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	TSB 22-2143 2021-2022 Must TSB 21-2405 2021 Mustang M BO LOST COMMUNICATION
★	IPC	HS3	U0103	00	08	- Lost Communication With Gear Shift Control Module A				CMDTC	
IPC - U0103 : 00 : 08 U0103 = Lost Communication With Gear Shift Control Module A FT : 00 = No Sub Type Information ST : 08 = Not a Current DTC Fault previously detected, not currently present										★	TSB 21-2405 2021 Mustang M BO LOST COMMUNICATION

3F9TK15598MA01478

Test could not be completed

Pass

Responded Negatively

Continuous (CMDTC)

Historical DTCs

On Demand DTC

Information

Search DTC Column

Hide Pass

Clear &

Retest

Last Updated:

August 18 - 09:51

A+

A-

TSB/SSM/GSB

★ TSB/SSM/GSB

Module

Network

DTC

FT

ST

Description

DTC Type

Time Since Set

ABS

FD1

Pass

CMDTC

ACCM

HS1

Pass

CMDTC

★ ACM

HS3

U0140

00

08

- Lost Communication With Body Control Module

CMDTC

ACM - U0140 : 00 : 08

U0140 = Lost Communication With Body Control Module

FT : 00 = No Sub Type Information

ST : 08 = Not a Current DTC Fault previously detected, not currently present

TSB 21-2405 2021 Mustang M

★ AD U0140 (ACM, DSP, TCU)

★ APIM

HS3

U0100

00

48

- Lost Communication With ECM/PCM 'A'

CMDTC

APIM - U0100 : 00 : 48

U0100 = Lost Communication With ECM/PCM 'A'

FT : 00 = No Sub Type Information

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

TSB 22-2143 2021-2022 Mustang M

★ TSB 21-2405 2021 Mustang M

AU APIM LOST COMMUNICA

★ APIM

HS3

U0121

00

48

- Lost Communication With Anti-Lock Brake System (ABS)

CMDTC

APIM - U0121 : 00 : 48

U0121 = Lost Communication With Anti-Lock Brake System (ABS) Control Module 'A'

FT : 00 = No Sub Type Information

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

TSB 21-2405 2021 Mustang M

★ AU APIM LOST COMMUNICA

★ APIM

HS3

U0140

00

48

- Lost Communication With Body Control Module

CMDTC

APIM - U0140 : 00 : 48

U0140 = Lost Communication With Body Control Module

FT : 00 = No Sub Type Information

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

TSB 21-2405 2021 Mustang M

★ AU APIM LOST COMMUNICA

APIM

HS3

U0151

00

48

- Lost Communication With Restraints Control Module

CMDTC

APIM

HS3

U0159

00

48

- Lost Communication With Parking Assist Control Module 'A'

CMDTC

APIM

HS3

U0198

00

48

- Lost Communication With Telematic Control Module 'A'

CMDTC

APIM

HS3

U0206

00

48

- Lost Communication With Seat Control Module 'A'

CMDTC

APIM

HS3

U0212

00

48

- Lost Communication With Steering Column Control Module

CMDTC

APIM

HS3

U0214

00

48

- Lost Communication With Remote Function Actuation Mo

CMDTC

APIM

HS3

U0232

00

48

- Lost Communication With Side Obstacle Detection Contr

CMDTC

APIM

HS3

U0233

00

48

- Lost Communication With Side Obstacle Detection Contr

CMDTC

APIM

HS3

U0238

00

48

- Lost Communication With Image Processing Module B

CMDTC

APIM

HS3

U0256

00

48

- Lost Communication With Front Controls Interface Modul

CMDTC

★ APIM

HS3

U0293

00

48

- Lost Communication With Hybrid/EV Powertrain Control

CMDTC

APIM - U0293 : 00 : 48

U0293 = Lost Communication With Hybrid/EV Powertrain Control Module 'A'

FT : 00 = No Sub Type Information

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

TSB 22-2143 2021-2022 Mustang M

★ TSB 21-2245 2021 Mustang M

AU APIM LOST COMMUNICA

BU U0293

BCM

HS1

Pass

CMDTC

BCMC

HS1

Pass

CMDTC

BECM

HS1

Pass

CMDTC

BECMB

HS1

Pass

3FMTK1558MMA01478

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: blue cruise concern
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attachmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
CONCER [REDACTED] (FSE) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] a [REDACTED] tion of icl nce MER
STATES WHIL EU CRUISE HE HAD TO TAKE CONTROL OF VEHICLE
ALMOST REAR ENDED OTHER VEHICLE. Please list any diagnostics already
performed: PERFORM SELF TEST FOUND NO CODES. VERIFY BLUE CRUISE
WORKING. NO TSB/SSM NONE PRESENT. Parts Replaced: N/A Your Question:
WHAT TO DO HOW DO I GO ABOUT THIS?

RECOMM [REDACTED] (FSE) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] e r es diffe t f res
ion. To determine the cause of the concern, start by performing
a self-test of IPMA, CCM, SODL, SODR, SODCMC, SODCMD and GWM, to see
if there is any DTC and refer to the WSM for the appropriate PPT. If
no DTC is present, advise the customer about paying some attention on
the road condition because, even though this is advanced system with a
lot of safety features, the road condition can still influence the
performance. As your dealership is equipped with the See What I See
([REDACTED]) headset, click <A [REDACTED] = [REDACTED]
h [REDACTED]

intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at
[REDACTED], from [REDACTED] thru [REDACTED] to
[REDACTED] call.
href=[REDACTED]
[REDACTED] s

<A [REDACTED] = [REDACTED]
href=[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
deo/6290958058001/swis-initial-setup>Initial headset setup [REDACTED]
deo/6290958058001/swis-initial-setup>Initial headset setup [REDACTED]
A. [REDACTED]
RECOMM [REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
v gree n t bov tion.

----- S -----

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

----- E N G I N E -----
Engine: ELECTRIC MOTOR 7 Tag: EN [REDACTED]
Bld Dt: Calb: NCGWELN A
Serial #:

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO TRANS Part #: [REDACTED]
Bld Dt:
Serial #:

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] SUMMER 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

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] Report Date: [REDACTED]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL NHL CACVOC	[REDACTED]		[REDACTED] [REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE NOISE
MOVING/DRIVING 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 [REDACTED] S -----
--TYPE-- [REDACTED] XT
OWNREL Case Number : [REDACTED] stomer : [REDACTED]
Phone : N/AHom [REDACTED] one : N/AL
Purchase Status : Original [REDACTED] ord Credit Contract Number : N/APart
Number : N/ADealer Name : [REDACTED] P&A : [REDACTED] phone : [REDACTED]
[REDACTED] : [REDACTED] Make : [REDACTED]
[REDACTED] : [REDACTED] tio ELECTRIC MOTOR
#4Transmission Specification : 1 Speed TransmissionWarranty Start Date
: [REDACTED] 19Open Recall/FSA: : [REDACTED] PANORAMIC ROOF GLASS RESEAL21C22
WI GLASS RESEAL21G01 BL [REDACTED] ISE MODULE PROGRAMMINGESP :
N/AHotline Contact : N/AWarranty History : Yes
OWNREL [REDACTED], Per SA-customer complaining about brake noise found tsb
[REDACTED] place brakes and rotors due to pitted rotors, when trying
[REDACTED] m founs it was out of warranty for [REDACTED] in-service date
[REDACTED] Request approved: [REDACTED] uthorized [REDACTED]
[REDACTED] airAn approval code [REDACTED] has been genera [REDACTED] the
FLP Request form based on the fo [REDACTED] rticipation:Customer r
Share: \$31.37Dealer Share: [REDACTED] Share: [REDACTED]*Repair total:
[REDACTED] Message sent [REDACTED] h the ap [REDACTED] code.Next Steps-
[REDACTED] 22Ford [REDACTED] DX
[REDACTED] | [REDACTED] [REDACTED] PMoffi

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [redacted] -----
Vehicle Build Date: [redacted] Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted] E - - -
Engine: ELECTRIC MOTOR 4 Tag: [redacted]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I [redacted] I O N - - -
Trans: 1SPD AUTO TRANS rt #:
Bld Dt:
Serial #:

Model: Shift:
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] -????????????????????? 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

----- 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: [redacted] - Raceway [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]

----- Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[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 ([redacted] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Dealer ID	Date	Order	(Miles)	Nr Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	---------	-----	------	-----	-----------

[illegible]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN

VIN: [REDACTED]

Engine : M

Odometer: [REDACTED]

Operating Environ:

WCC: [REDACTED]

Vehicle Use :

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION
MESSAGE/NOTIFICATION

BLUECRUISE/ACTIVE GLIDE
INOPERATIVE

Additional Symptom: [REDACTED] concern

Other Veh. With Conc : 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 [REDACTED] -----
--TYPE-- C
CONCER [REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG

[REDACTED] s scription of veh ern
BLUECRUISE INO list any diagnostics already performed,
including results of any TSB, GSBs or Pinpoint Test VERIFIED CONCERN
HANDS FREE MESSAGE ALWAYS ON IN INSTRUMENT CLUSTER AND WHEN IN
SETTINGS UNDER ADAPTIVE CRUISE CONTROL DOES NOT STATE LANE CENTERING
WITH HANDS FREE IT ONLY STATES LANE CENTERING [REDACTED] WHERE
OVER AIR UPDATE AND WHEN VEHICLE CAME IN FOR R [REDACTED] AND [REDACTED]
WAS PROGRAMMED DID PERFORM [REDACTED] RESET [REDACTED] ALSO RECONFIG D IPC [REDACTED]
AND [REDACTED] STILL SAME CONCERN ts Repl including service part
numb f available NONE What is the level of the scan tool being
used? Are any error messages noted? [REDACTED] Your Question: HANDS FREE
MESSAGE ALWAYS ON IN INSTRUMENT CLUS D WHEN IN SETTINGS UNDER
ADAPTIVE CRUISE CONTROL DOES NOT STATE LANE CENTERING WITH HANDS FREE
IT ONLY STATES LANE CENTERING [REDACTED] WHERE OVER AIR UPDATE
AND WHEN VEHICLE CAME IN FOR R [REDACTED] AND [REDACTED] WAS PROGRAMMED
DID PERFORM [REDACTED] RESET [REDACTED] ALSO RECONFI ED IP [REDACTED] AND [REDACTED] STILL
SAME CONCERN ALL MO RELATED TO RECALL ARE TO DA UST
NEED TO KNOW IF THIS IS A KNOWN CONCERN WHEN OVERAIR UPDATE IS DONE
AND IF THERE IS A REPAIR FOR THIS UPLOADED IMAGES OF WHAT IS LOOKS
LIKE

RECOMM [REDACTED] ([REDACTED]) MSS - FCSD - [REDACTED] REG
[REDACTED] n d pictures provi his
e, attempt as follows, 1.Uninstall [REDACTED] 2.During the uninstall
prompts, there is an option to remove [REDACTED] data, ensure this is
selected 3.Reinstall [REDACTED] version [REDACTED] o ter from PTS > Rotunda
tab 4.Start a new sca ol sessio determine if any software
updates are available, perform if they are 5.Perform [REDACTED] Sync Y [REDACTED]
Resets using the [REDACTED] application 6.Check the control enu in
vehicles infotain display screen and confirm the lane centering
with hands free is enabled now, if it is, [REDACTED] is enabled. No
further action needed. 7.If lane centering free is not
available, continue on 8.Click refresh next to the datalogger
application 9.Start a new scan tool session and recheck for available

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] CENTER Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- ----- COMMENT TEXT -----
software updates 10.If no change, perform the Image Processing
software updates 10.If no change, perform the Image Processing
[REDACTED]-A (IPMA) Programmable [REDACTED] Installation 11.Start a new scan
session and determine if [REDACTED] software updates are available,
perform if they are 12.Check the controls menu in the vehicles
infotainment display screen and confirm the lane centering with hands
free is enabled now, if it is, [REDACTED] is enabled. No further
action needed. If this does not [REDACTED] concern, please update the
form. Technical Assistance Team Member, [REDACTED]
ADD-ON [REDACTED] VDAMIC06
[REDACTED] E [REDACTED] RSHIP WITH PROGRAMMING. STARTED MANUAL SESSION WITH
S WITHOUT BEING CONNECTED TO VEHICLE AND THEN CONNECTED AND RAN IPC
PMI. THIS RESOLVED THE HANDS FREE ALWAYS BEING DISPLAYED IN THE
SCREEN, BUT THE BLUE CRUISE WAS STILL NOT OPERATING AND NO "HANDS
FREE" WAS DISPLAYED IN THE HMI IN THE LANE CENTERING SETTING. WORKED
WITH ENGINEERING TO RECONFIGURE GWM [REDACTED] WITH NO SUCCESS AS
WELL AS APIM RESETS. THE ENGINEERS I [REDACTED] SCALATED THE CASE TO
A DIFFERENT TEAM, AND AFTER A FINAL GWM CONFIGURATION RUN THE BLUE
CRUISE WAS OPERATIONAL. VEHICLE WAS PICKED UP FROM DEALERSHIP AND IS
CONFIRMED REPAIRED.

----- [REDACTED] S -----
----- [REDACTED] -----
Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
Engine: ELECTRIC MOTOR 5 [REDACTED] E - - -
Bld Dt: [REDACTED] Calb: [REDACTED] Tag: EN [REDACTED]
Serial #: [REDACTED]
----- T [REDACTED] -----
Trans: 1SPD AUTO TRANS
Bld Dt:
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

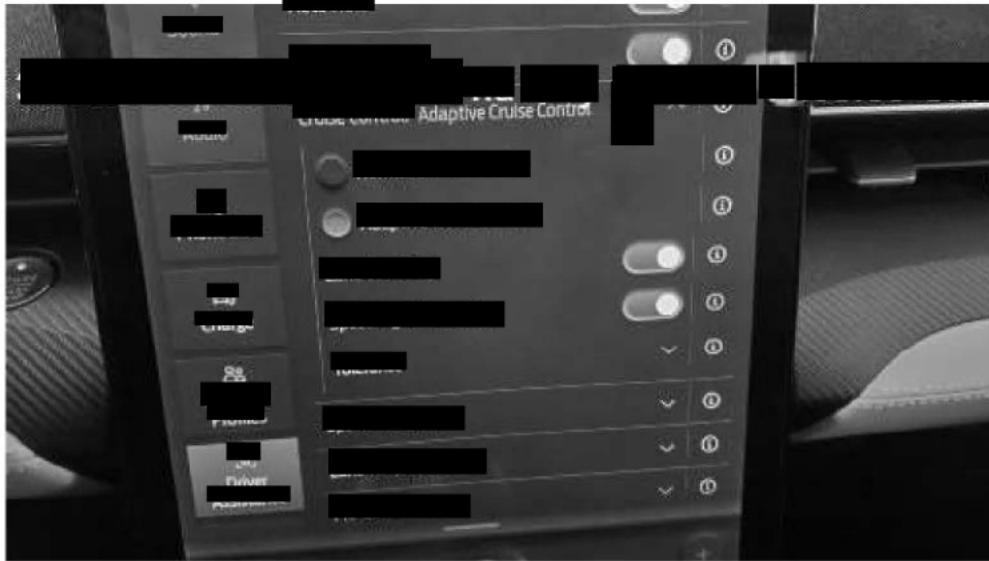
--- S U P P L E M E N T A L S U R [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Report Attachment -

VOICE

MOVE



○ Attachment 2



■ Attachment 3

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R [REDACTED] -----

VEHICLE: [REDACTED], [REDACTED], [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE UNINTENDED ACCELERATION
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: ccm goes over set 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 [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION

a [REDACTED] r ion of icl nce using
cruise console accelerates over set speed without changing it
intermittently, Please list any diagnostics already performed: EEC
test [REDACTED], pinpoint test g1=yes, g2=yes, g9=no, g10=yes, g11=yes,
g12=y yes replaced the cruise control module, pmi, configured,
and performed radar alignment, cruise control is still acceleration
over set speed. Ran The [REDACTED] Update App, Reprogram The IPMA And PSCM,
Perform IPMA Alignment P edure, performed [REDACTED] Alignment,
cruise control is still acceleration over se arts Replaced:
cruise control module Do you have a module programming concern? No
Your Question: Can you please assist in repairing this concern as
there is no symptom for this in the workshop manual?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] m a nto thi f w the put
rent size wheels and tires on the vehicle, and it threw the math
off in the modules. If the [REDACTED] is still setting and you have
confirmed the private netwo [REDACTED] is good, then the IPMA
replacement in [REDACTED] is the next st [REDACTED]

Symp. Verif?: [REDACTED] 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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 6 - - - E N G I N E - - - Tag: EN EK9 [REDACTED]
Bld Dt: Calb: NCGWEKN A
Serial #: [REDACTED]

Trans: [REDACTED] AUTO TRANS - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : [REDACTED] -?? [REDACTED] / [REDACTED]

----- [REDACTED] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] n : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ([REDACTED])

----- [REDACTED] -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr	Cond	Pfx	e Part Base	Number Sfx Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]
[REDACTED]

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----								
Repair		Repair Odometer		Rp Cau		e Part Number		Labor
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx
Operation								
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	V	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	45
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	AP

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component:
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Atchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER [REDACTED] customer s description of vehicle concern
AFTER PERFORMI [REDACTED] BLUE CRUISE UPDATE, [REDACTED] SOFTWARE CALIBRATION
UPDATE, [REDACTED] BAT [REDACTED] ENERGY CONTROL MODULE [REDACTED] WARE UPDATE, NOW HAVE
FRUNK FA [REDACTED] ARNING ON IPC. NO DTC PRESENT Please list any diagnostics
already performed, including results of any TSB, GSBs or Pinpoint Test
REPROGRAM CALIBRATION FOR DDM, PDM, GFM, IPC, BCM, AND OTHER MODULES.
Parts Replaced, including service part number if available NONE What
is the level of the scan tool being used? Are any error messages
noted? LATEST LEVEL, NO ERRORS Your Question: WITH NO DTC PRESENT
SEARCHED SYMPTOM CHARTS AND CAN NOT FIND PPT FOR FRUNK FAULT. THIS
APPEARS TO BE A PROGRAMMING CONCERN. FAULT WAS NOT PRESENT AT TIME OF
ARRIVAL. HOW DO I DIAGNOSE THIS CONCERN, ANY IDEAS WOULD HELP. ALSO
HANDS FREE DRIVING IS ACTIVE BUT BLUE CRUISE DOES NO ENGAGE IN BLUE

RECOMM [REDACTED]
[REDACTED] additional research is being performed.
Expect [REDACTED] date to the form by [REDACTED] end of business. Thank
you for your patience. [REDACTED]

ADD-ON [REDACTED]
[REDACTED] e being worked on

ADD-ON [REDACTED]
[REDACTED] BODY - Frunk Fault Warning Message. Data
for modules regarding BlueCruise are all correct. Once the Frunk is
resolved if bluecruise still will not activate, transfer back

AUDIT [REDACTED]
[REDACTED] G [REDACTED] BY [REDACTED]

----- [REDACTED] -----

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: [REDACTED] Base Timing : [REDACTED] MIL light on? :
Test Stand : [REDACTED] Road Test : [REDACTED] 8D Number: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] ASSIT CENTER Report Date: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR [REDACTED]: EN [REDACTED]
Bld Dt: Cal [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?? [REDACTED] BLUE TC/OCEAN DRV BLU

----- [REDACTED] 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: [REDACTED] NICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] - [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]
Specialist's
Name : [REDACTED] -??

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED] DRV PERF [REDACTED]
[REDACTED] AID/INFO [REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

--- S U P P L E M E N T A L S U R V E Y:

HOTLINE

HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Cau	e Part	Number	Labor	
		Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation

RENTAL

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: FF Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] REGION Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: 2 [REDACTED] DRIVER AIDES & INFORMATION EXTERIOR CAMERA
PERFORMANCE INOPERATIVE
Additional Symptom: INTERMITTENT FRONT CAMERA FAUL
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 (%):

--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
I U N NS:<BR A) W GOI BUMP
THE FRONT CAMERA FAULT MESSAGE COMES ON AND ...GETS KNOCKED OUT OF
CRUISE CONTROL, AUTO BRAKE OFF AND NOW THE LANE KEEPING ...IS
INOP;
 ...B) BRAKES: BRAKE/PARKING BRAKE LAMP ON/FLASH; THE WRENCH
LICHT IS ...ILLUMINATED, REVERSE BRAKE ASSIST NOT
AVAILABLE
 ...C) CUSTOMER ADDED: BLUE CRUISE
INOPERATIVE
 ...D) CUSTOMER ADDED: [REDACTED] AT
TIMES

DIAG/C [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
O E T (LIS [REDACTED] ONC
...SEPARATELY):
 ...A) PERFORMED VISUAL INS TION OF VEHICLE AND
FOUND NO OBVIOUS ...DAMAGE. CHECKED [REDACTED] VEHICLE MODULES FOR FAULT CODES
AND CLEARED [REDACTED] FAULT ...CODES. PERF ED SELF-TEST AGAIN OF [REDACTED] FAULT
CODES AND [REDACTED] ETHERNET ...FAILURE WITH GATEWAY MODULE A [REDACTED]
TEST DROVE [REDACTED], WHEN CONTACTING A ...BUMP IN THE ROAD [REDACTED]
INTO THE TEST DRIVE THE FRONT CAMERA FAULT ...SERVICE REQU
PRE-COLLISION ASSIST NOT AVAILABLE POPULATED. WHEN ...THESE MESSAGES
APPEARED THE ADAPTIVE CRUISE CONTROL AND LANE KEEPING ...CEASED
OPERATION. THE TEST DRIVE CONTINUED AND THEN A ADAPTIVE CRUISE
...CONTROL UNAVAILABLE MESSAGED APPEARED. ONCE UP TO SPEED ON THE
EXPRESSWAY ...THE ADAPTIVE CRUISE CONTROL AND LANE KEEPING WAS FOUND
AGAIN WORKING AS ...DESIGNED. AFTER THE MESSAGES APPEARED A [REDACTED]
CONTROL MODULE AND [REDACTED] COLLISION MITIGATION BY BRAKI
CODE POPULATED IN THE [REDACTED].
 ...B) TEST DROVE VEHICLE AND REVERSED
VEHICLE [REDACTED] IN THE ...PARKING LOT, WRENCH LIGHT AND REVERSE
BRAKE AS [REDACTED] DID NOT APPEAR ...AFTER [REDACTED] TO
DUPLICATE CONCERN.
 ...C) TEST DROVE VEHICLE [REDACTED] UE CRUISE
IS INOPERATIVE, RECALL [REDACTED] HAS NOT BEEN COMPLETED DURING PRIOR
SERVICE VISIT AS [REDACTED] COU T ...BE FULLY UPDATED.
 ...D) REVIEWED
FUNCTION OF SYNC [REDACTED] EN DURING VEHICLE OPERATION, UNABLE ...TO VERIFY
[REDACTED] SCREEN CONCERN AFTER VEHICLE HAD BEEN SITTING IN THE SUN ...AND
G A TEST DRIVE. ...

REPAIR [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: FF
Report Source: [REDACTED] - [REDACTED] REGION

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
REPAIRS PERFORMED (PER CONCERN):
 ...A) REVIEWED FAULT CODES AND
REPAIRS PERFORMED (PER CONCERN):
 ...A) REVIEWED FAULT CODES AND
POSSIBLE CAUSES, ADVISED REPLACEMENT OF ...THE GATEWAY MODULE [REDACTED] ,
[REDACTED] , [REDACTED] AND [REDACTED] WIRING HARNESSES AND THE ...IPMA CAMER
RM [REDACTED] TO ENSURE ALL SOFTWARE ...IS UP TO
DATE IF [REDACTED] PPLIC [REDACTED] B) NO REPAIRS RECOMMENDED, CONCERN
COULD NO E DUPLICATED
 ...C) COMPLETE [REDACTED] ONCE ALL OTHER REPAIRS
ARE MADE
 ...D) DEALERSHIP ALREADY HAS A [REDACTED] N HAND TO ADDRESS
PREVIOUS ...PROGRAMMING CONCERN AND BLANK SYNC SCREEN CONCERN. ...
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
O E D (A,B, AR TER AND
WITH COMPONENT ...REPLACEMENTS OUTLINED SHOULD ADDRESS THE INTERMITTENT
NATURE OF THE ...CONCERNS, SUSPECT INTERMITTENT CIRCUIT OR CONNECTOR
FAULT INDUCING THE ...CONCERN. CONCERN CAN BE DUPLICATED BUT IS VERY
DIFFICULT. AS THESE ...CONCERNS ARE PRESENT THE [REDACTED] PROGRAMMING
RECALL FOR BLUE CRUISE ...OPERATION COULD NOT BE LETED
SUCCESSFULLY, ONCE INTERMITTENT CIRCUIT ...FAULT IS RESOLVED AND ALL
SYSTEMS ARE FUNCTIONING THE [REDACTED] RECALL CAN BE ...COMPLETED TO ENABLE
BLUE CRUISE OPERATION. ...
AUDIT [REDACTED]

4G

Sympt. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
CB# [REDACTED] , [REDACTED] , [REDACTED] # [REDACTED] , [REDACTED]
Equ [REDACTED] ? c [REDACTED] e

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb: [REDACTED]
Serial #: [REDACTED]

CQIS Report Number: [redacted] Program Type: FF Orig Rpt #: [redacted]
Report Source: [redacted] - [redacted] REGION Report Date: [redacted]

Trans: [redacted] - - - T R A N S M I S S I O N - - -
Bld Dt: [redacted] AUTO TRANS Part #: [redacted]
Serial #:

Model: [redacted] Shift: [redacted]
Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted] -?? STAR [redacted] [redacted] 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: [redacted] Ph#: [redacted]
City: [redacted] te : [redacted]
Country: [redacted] Region : [redacted]

Specialist's
Name : [redacted] ([redacted])

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[redacted]	[redacted]	[redacted]	[redacted]	TECH COMMENTS	[redacted]

--- S U P P L E M E N T A L S U R V E Y : N O N E ---

VEHICLE'S WARRANTY HISTORY ([redacted] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	RENTAL	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	NJ8	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	ML3	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	W	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	RENTAL	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	MU5	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	GAG	[redacted]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: FF

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	GXH	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MAD	

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : E M Odometer: [REDACTED]
Operating Environ: WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: SSN message/stuck in Park
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER [REDACTED] Description of Vehicle Concern: Customer states vehicle [REDACTED] come out of park. Stop safely present on [REDACTED]. Please list any diagnostics already performed: Vehicle was dead n service center. Accompanied service manager to location to try and resolve problem. Verified concern, No other visual faults present. DTCs [REDACTED], [REDACTED] were present and current in vehicle at time. No inter [REDACTED] as [REDACTED] lable at location. Cleared DTCs to attempt to drive vehicle, still inoperative. Vehicle was towed back to shop. Performed [REDACTED] [REDACTED], updated all listed modules with the latest available [REDACTED] s [REDACTED]. Cleared DTCs, vehicle still inoperative. DTC [REDACTED] returns, an [REDACTED] turns on [REDACTED] self-test. Workshop PPT says t test BECM, but no faults [REDACTED] resent in BECM. Parts Replaced: None Your Question: Looking for guidance on where to proceed with diagnostics. POaal has not returned, but i think it may be the cause of my problem. I see [REDACTED] for similar DTCs.

RECOMM [REDACTED] T specific to the positive contact in the high ge bat [REDACTED] junction box remaining closed (when commanded open). The mentioned [REDACTED] is for a high voltage system isolation fault and would not [REDACTED] is advised to continue with [REDACTED] P ([REDACTED]) for the [REDACTED] DTC. If you reach [REDACTED] ected t [REDACTED] he BECM, p [REDACTED] disregard this dir [REDACTED] and replace the high voltage battery junction box. This is an error in the [REDACTED] [REDACTED] and is currently being updated to reflect the correct ction. With the [REDACTED] remaining in the [REDACTED] and preventing the vehicle from bei [REDACTED] d out of Park, try [REDACTED] nnecting the battery for [REDACTED] to reset all of the modules. Reconnect the [REDACTED] battery and [REDACTED] y try to shift the vehicle into Neutral. If [REDACTED] s is unsuccessful, place the ignition in the on position, hold the brake pedal and accelerator pedal fully depressed, then attempt to shift into Neutral. If you are able to shift into Neutral, press the M button to enter Stay in Neutral mode, then release the pedals. Thank you, [REDACTED] /EV

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] ASSIT CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

ADD-ON

ADD-ON

[REDACTED] case was submitted for the incorrect repair
[REDACTED] in [REDACTED] P and is scheduled to be corrected in the
next WSM update.

[REDACTED] GTCGCQSP
[REDACTED]: is not current. It was a current DTC in the vehicle
when it was [REDACTED] looked at off-site. It was cleared, and has not
returned since [REDACTED] passes when self tested, no dtcs are present
in the [REDACTED] [REDACTED] i [REDACTED] rrent in the [REDACTED], and will not clear. All
the mod [REDACTED] o [REDACTED] ed in [REDACTED] h [REDACTED] en updated. [REDACTED] will
still not clear, and no [REDACTED] s are present. Vehic [REDACTED] ll not
shift out of park, and stop safely warning message shows on IPC. I am
not having difficulty placing the vehicle in neutral, I need
diagnostic guidance.

RECOMM

[REDACTED] [REDACTED] [REDACTED]) [REDACTED]
[REDACTED] n [REDACTED] pres [REDACTED]
[REDACTED] then the Stop Safely Now indicator an [REDACTED] se due to
strategy in the [REDACTED]. To clear the warnin [REDACTED] oceed to clear KAM,
then turn the vehi [REDACTED] gnition off for [REDACTED] and let the
vehicle sit. [REDACTED], cycle the [REDACTED] and the warning
should clear [REDACTED] ts are present. If the message still
won t clear, then to enter Emergency Tow Mode to put the vehicle in
Neutral, refer to [REDACTED] of the [REDACTED] version of the Owner's Manual.
(located in the Ow [REDACTED] o page 1 TS). [REDACTED] For [REDACTED]
Assistance Center - Hybrid/Electric Vehicle [REDACTED] ty

[REDACTED] GTCGCQSP
[REDACTED] e [REDACTED] ng the vehicle sit for several hours. I found DTC
has set in the [REDACTED]. This is [REDACTED] DTC that has
set, leading me to be [REDACTED] e it will [REDACTED] battery
replacement. I have contacted [REDACTED] and will be giving you a
followup call soon.

[REDACTED] [REDACTED] [REDACTED]) [REDACTED]
[REDACTED] t [REDACTED]
replacing the high-voltage ba [REDACTED] vehicle for [REDACTED] and
P0AA1 DTCs setting. I advised him that per [REDACTED]
it says to replace if [REDACTED] [REDACTED] a [REDACTED]
[REDACTED] are present. [REDACTED] is not present,
g with [REDACTED] P [REDACTED] ss the concern is
recommended. I a [REDACTED] with information including the part
number [REDACTED] time- [REDACTED] o [REDACTED] and the procedure to remove the
HVBJB f [REDACTED] battery pack to address the concern.

RECOMM

[REDACTED] [REDACTED] [REDACTED]) [REDACTED]
[REDACTED] o [REDACTED] to [REDACTED]
[REDACTED]. With [REDACTED] present in the [REDACTED], it indicates that the
Positive Hig [REDACTED] contactor in th [REDACTED] gh-voltage battery is stuck
closed again. To address this concern, as we discussed, proceeding
with the remainder [REDACTED] P in Workshop Manual section
[REDACTED] is recommen [REDACTED], it directs to replace
[REDACTED] and the High-Voltage Batte [REDACTED] n Box which is incorrect.

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]Program Type: H
- [REDACTED] CENTEROrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

In this step, proceed to replace only the High-Voltage battery

In this step, proceed to replace only the High-Voltage battery (junction box). Note that in step [REDACTED], it states that if the [REDACTED] and [REDACTED] are present together or if the [REDACTED] and [REDACTED] are present together, replacement of the High-Voltage battery could be conducted due to the safety risk. However, with the [REDACTED] not present at this time, proceeding with battery repair rather than replacement is recommended. As I mentioned, there are some [REDACTED]-use components needed to remove/install the high-voltage battery. The part number for the [REDACTED]-use bolts is: [REDACTED]. The Removal and Installation procedure for the High-Voltage battery and the separate procedure for the High-Voltage Battery Junction Box can be found in [REDACTED].

RECOMM

[REDACTED] (FSE) [REDACTED] - [REDACTED] - NORTHEAST REGION
[REDACTED] review, the [REDACTED] Test P [REDACTED]
[REDACTED] is correct in [REDACTED]. The direction
for this vehicle [REDACTED] is to a
different vehicle, not [REDACTED]. E. Apologies for the incorrect
information, but when conducting replacement of the BECM and
High-Voltage Battery Junction Box, [REDACTED] be conducted as the
High-Voltage battery cannot be bench-tested prior to re-installation
after conducting either repair. (Either are a likely cause of the DTCs
setting). If any further assistance is needed regarding this vehicle,
feel free to update this form or reach out by phone again. Thank you,
[REDACTED] Center - Hybrid/Electric Vehicle

ADD

[REDACTED] (FSE) [REDACTED] - [REDACTED] REG
[REDACTED] E [REDACTED] - [REDACTED] REG
THIS VEHICLE AND THE DIAGNOSIS. THIS [REDACTED] S [REDACTED] S NOT HAVE THEIR
EV TOOL KIT AND A LOCAL STORE NEARBY DROPPED OFF THEIR TOOLS BUT
NEITHER DEALER HAS THE LEAK TEST CONNECTORS SO FSE BORROWED THE KIT
FROM THE [REDACTED] TRAINING CENTER AND WILL SUPPORT REPAIRS. OPENING TAR.

AUDIT

[REDACTED] (FSE) [REDACTED] - [REDACTED] REG
[REDACTED] D [REDACTED] - [REDACTED] REG

ADD

Person Contacted [REDACTED]
Dealership Visit P [REDACTED]

ADD

[REDACTED] - [REDACTED] REG
[REDACTED] . DEA PR I
REPAIRS [REDACTED] BUT ARE STILL WAITING ON PARTS TO ARRIVE. FSE
DISCUSSE [REDACTED] PROCESS WITH TECHNICIAN.

ADD

[REDACTED] (FSE) [REDACTED] - [REDACTED] REG
[REDACTED] LER W ING C RIVE
SO THEY CAN FINISH REPAIRS AND VERIFY WITH A ROADTEST THAT THE
CONCERN HAS BEEN RESOLVED.

ADD

[REDACTED] (FSE) [REDACTED] - [REDACTED] REG
[REDACTED] VEHI RO E TIMES
WITH NO FURTHER CONCERNS. DEALER IS RELEASING VEHICLE BACK TO [REDACTED] E

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] - TECH ASSIT CENTER Report Date: [redacted]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CUSTOMER. CLOSING TAR.
CUSTOMER. CLOSING TAR.
AUDIT [redacted] ([redacted]) [redacted] - [redacted] - [redacted] REG
CONCER [redacted] A [redacted] E
[redacted] GTCGCQSP
[redacted] replaced. Performed PMI and configuration on
BECM. Vehicle is wor properly and no faults are present. Thank you
for your assistance! Dealership selected No Reply Required when
submitting these comments.

[redacted]

[redacted]

Sym. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
BECM#P0AA1 [redacted]
SOBDMC# [redacted] # [redacted]
Equipme e v Used Effective

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

Vehicle Build Date: [redacted] tart Date: [redacted]
Date of Sale: [redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]
Engine: ELECTRIC MOTOR 5 g: EN [redacted]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: [redacted] AUTO TRANS Part #: [redacted]
Bld Dt:
Serial #:
Model: [redacted] Shft: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] XL [redacted] A/S Brand :
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-???????????????????? CARBONIZED [redacted]/ASHER [redacted]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- A [REDACTED] K [REDACTED] O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	AID/INFO	[REDACTED]	[REDACTED]

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		[REDACTED]	[REDACTED]	AA	[REDACTED]
				1					
				1					
				1					
				1					

VEHICLE: [redacted], 4 [redacted], SEDAN VIN: [redacted]
Engine : E M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] DRIVER AIDES & INFORMATION OVER-THE-AIR UPDATE
SOFTWARE UPDATES ERROR MESSAGE
Additional Symptom: [redacted] updat not completing
Other Veh. With Conc : 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 [redacted] - [redacted]
[redacted] icl
looking on the [redacted] ass and sees ota update fails because of low
battery voltage Please list any diagnostics already performed: dca
[redacted] test battay pass customer has left car on charger overnight when
te is to take effect still fail vehicle has no 3rd party apps seen
no parasitic draw issue found Parts Replaced: none Your Question: no
pinpoint test for concern and battery is passing [redacted] what can i do

RECOMM [redacted] - [redacted]
[redacted] es
les [redacted] ba rry to power the module it is updating. IF the [redacted]
batt ltage dropped during the programming the programming
be interrupted. Additionally reviewing the [redacted] update information
on [redacted] of the owner s manual we can see that the vehicle is
plu when the programming is attempted the charging will be
paused during the programming attempts. With this being the case if
the [redacted] battery was not fully charged before the [redacted] update the
batt tage will still drop during the programmin egrardless of
if the vehicle is plugged in or not. At this time let s connect a
battery charger to the vehicles [redacted] battery positive post and the
chassis ground and fully charger atttery. We can then leave the
battery charger connected and schedule the OAT update. [redacted] Module
programming specialist

ADD-ON [redacted] - [redacted]
[redacted] s WIS

CONCER [redacted] Non-Technical. SWIS Comments : Visual not needed
[redacted] GTCGCQIS
d [redacted] er has left car on charger overnight when update is
to take effect still fail i was speaking of the [redacted] battery, but i
will leave vehicle in shop over weekend with cha oked up and ota
scheduled to see if it will work

RECOMM [redacted] - [redacted]
[redacted] o of the ans
e update with the results of the procedure. Thank You, [redacted]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

ADD-ON [REDACTED]

CONCER [REDACTED] s cessary
Non-Technical, SWIS Comments : Web Response was sufficient
[REDACTED] GTCGCQIS
ota update allowed [REDACTED] up to [REDACTED] charger performed manual update now
failed [REDACTED] ass said only need [REDACTED] still

RECOMM [REDACTED]
[REDACTED] battery then perform a battery monitor
r reset [REDACTED] the d TCU. After, manually update the modules
included [REDACTED] t OTA ([REDACTED], SOBDMA, ABS, SOBDMB, SOBDMC, PCM, [REDACTED])
using the latest rele of [REDACTED]. Finally, review the owners e on
enabling automatic updates [REDACTED] e vehicle moving forward. Inform the
customer they will need to nually schedule all OTA updates that
require a vehicle inhibit. Without choosing the date and time [REDACTED] the
scheduler [REDACTED] the connected [REDACTED] application, the OTA upda will
not comple . After complet programming with the [REDACTED], no
further OTAs will be needed at this time. Sincerely, [REDACTED]

ADD-ON [REDACTED] s Not Necessary, SWIS Session Sub Status :

CONCER [REDACTED] GTCGCQIS
[REDACTED] battery reset the bms [REDACTED] the bcm tcu and
performed updat drs for the becm sobdmb obdmc sobdm pcm abs
(sobdmc had no update) but the vehicle is still popping up a
notification for schedule ota update will the ota scheduled update go
away eventual on its own

RECOMM [REDACTED] the a in
notification to dule an OTA update will go away once a time is
scheduled for the update to occur. It was noted [REDACTED] PTS for this VIN
that there are still several OTAs pending at thi time. Considering
this along with the repairs/diagnostics already performed, allowing
the vehicle to sit untouched for several hours or up to overnight can
be done to determine if the OTAs will go through and complete. If not,
scheduling a time for the OTAs to be completed can be done to
reevaluate if they will now complete successfully. *** [REDACTED] Technical
Assistance Team Member [REDACTED]

ADD- [REDACTED] n the r ab
Session Status W ry, SWIS Session Sub Status :
Technical, SWIS Comments : Determined clear further technical
direction could be provided through the form.

CONCER [REDACTED] GTCGCQIS
[REDACTED] those updates with fdrs per hotline i selected ota
update now let car [REDACTED] hour still says there is a update available
also there [REDACTED] ot ates and i have [REDACTED] module [REDACTED] boths
those ota p tline and there are no u et it st l says

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
schedule update there should no longer be any ota updates available
schedule update there should no longer be any ota updates available
CONCER [REDACTED] GTCGCQIS
le this time did not ask me to scheduled update
inspect for updates on ota now says uptodate closing car out thank you
Dealership selected No Reply Required when submitting these comments.
RECOMM [REDACTED]
r inform
repaired! If t llows please complete the survey, as this will
update the self-help tool with a known repair for this concern and
help other technicians in the field. Thank you, [REDACTED]
Technical Support
ADD-ON [REDACTED]
s ecessary
Technical, SWIS Comments : Fix verified.

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] L [REDACTED] A I [REDACTED]
Date of Sale: [REDACTED] rrant tart Date: [REDACTED]
Dealer Special Order: [REDACTED] Selling Dlr (Geo/Mkt,Dlr,Sub): [REDACTED]
LH/RH Drive: [REDACTED] Gross Vehicle Weight: [REDACTED]
Engine: ELECTRIC MOTOR [REDACTED] E - - -
Bld Dt: Cal [REDACTED] : EN [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:
Serial #:
Model: [REDACTED] Shift:
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand :
Radio : [REDACTED] A/C : AC G-????????????????????

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----- A F T E R [REDACTED] 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   : ██████████ Title: TECHNICIAN
Phone        : ██████████
```

Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal	Part Description	Dealer Id

--- [REDACTED] : NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

[illegible]

Page 10 of 10

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
READY TO DRIVE (EV/HYBRID) INOPERATIVE
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
OWNREL IBPMGood morning, need the rental extended out on this vehicle we were initially only given [REDACTED]. Please extend out to [REDACTED] total please. See [REDACTED] cas art delay info, also fo al parts were n once we got the battery apart causing additional part delays. The vehicle is now complete and will be picked up [REDACTED].

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
[REDACTED] Drive:

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [REDACTED]
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #:
Bld Dt:

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - CUST ASST C Report Date: [REDACTED]

Serial #:

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED] -????????????????????? [REDACTED] 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

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] : [REDACTED]

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	[REDACTED]	[REDACTED]	[REDACTED]

--- [REDACTED] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VC	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NO	[REDACTED]	SERV AE	[REDACTED]
CONEXP									

----- [REDACTED] -----
VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] COMFORT & ENTERTAINMENT AUDIO
SPEAKER NO SOUND

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----
AUDIT [REDACTED] 4G
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
AUDIT [REDACTED] CHANGED TO [REDACTED] BY [REDACTED]
[REDACTED] - se late due to no [REDACTED] umber provid IN
[REDACTED] d on [REDACTED] VIN list. Did not req repair orders as the
[REDACTED] consumer is s ing compensation.
[REDACTED] - Approval request for above [REDACTED] settlement of [REDACTED]
[REDACTED] -request for above [REDACTED] settle t of [REDACTED]
[REDACTED] - Settlement offere a [REDACTED] goo imbursement for
[REDACTED] vehicle payments for [REDACTED]
[REDACTED] Requested an update f [REDACTED]
[REDACTED] Case settled for - a [REDACTED] g will reimbursement for [REDACTED]
[REDACTED] ehicle payments for [REDACTED]
[REDACTED] - Check request upl [REDACTED]. Case [REDACTED]
[REDACTED] smitted to [REDACTED].

----- [REDACTED] -----
----- [REDACTED] -----
Symp. Verif?: [REDACTED] 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

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

████████████████████

Abstract

11/11/2016

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Shift:

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

NONE

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Dealer ID	Date	Order	(Miles)	Nr Cond	Pfx	Base	Sfx	Operation
-----------	------	-------	---------	---------	-----	------	-----	-----------

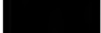
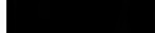


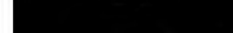






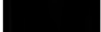
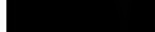






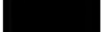
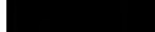
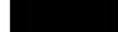






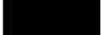
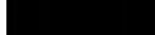
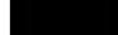
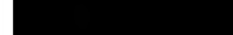




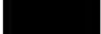
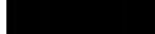
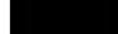






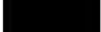
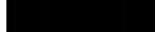
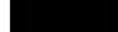






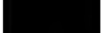
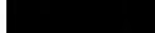
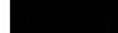






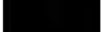
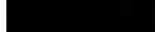






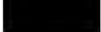
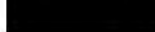
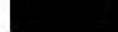





































































CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], SEDAN

VIN:

Engine : E M

Odometer:

Operating Environ:

WCC

Vehicle Use :

Act :

SYMPTOM: [REDACTED] START/RUN/MOVE
NOT LISTED

STARTING

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: plug in charging

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc :

Causal Condition:

Photo:

Attchmnts: 1

Component Test Status:

```

----- Return Loc:

```

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

--TYPE--
CONCER

C

states vehicle [REDACTED] charge at home. charging lights stay solid, fordpass states charging fault, will sometimes say in fordpass plugged in but not charging Please list any diagnostics already performed: plugged vehicle into dealership charger and it charges. updated modules to latest calibration per ssm. Parts Replaced: none, modules updated Your Question: will be attaching a video, have not returned car to cust yet. noticed there is a delay after plugging in where the charge port lights are all on [REDACTED] and it stays that way for longer than usual before they go blue [REDACTED] w n a mach e and mine does not do that. compared to stock unit mach e and they also dont have that brief delay. Wanted to know if you guys think this something looking into given the customers concern. all modules were updated as per tsb in [REDACTED] which certainly could have solved the issue but could this delay [REDACTED] charging be an indication of an sobdm going bad?

RECOMM

██████████ compared the same settings enabled/disabled and using the same EVSE when testing the different units mentioned), if not already completed, perform an individual self test on the ██████████, ██████████, ██████████, and ██████████. If the modules are not iv ll el ed ay accurate, show all the DTCs (conditions not meet for the modules to report the DTCs). Note when self testing the ██████████ and ██████████ no EVSE should be connected to the vehicle. If there are TCS, ██████████ check the vehicles ██████████ battery passes the tester, perform a BMS (resetting the earned value in the ██████████), and then re-evaluate. ██████████

TAC ██████████/EV Team Member ██████████

Symp. Verif?:

Comp. Timing:

Base Timing

2

of Assistance:

MIL light on?

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]
[REDACTED] Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] [REDACTED] Report Date: [REDACTED]
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: [REDACTED] R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]
- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 3 Tag: [REDACTED] 9S
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????? [REDACTED] 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 : [REDACTED] Title: SERVICE MANAGER
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] Region : [REDACTED]
Country: [REDACTED]
Claim #/Date : [REDACTED]
Specialist's
Name : [REDACTED]

----- [REDACTED] -----
Date [REDACTED] rt # [REDACTED] Pro Type [REDACTED] Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]
[REDACTED] [REDACTED] [REDACTED] AID/INFO [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

VEHICLE: [REDACTED], [REDACTED], [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION SYNC/DIGITAL EXPERIENCE
PHONE BLUETOOTH UNABLE TO CONNECT

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 [REDACTED]
OWNREL [REDACTED] CHANGED TO [REDACTED] BY [REDACTED] ST
[REDACTED] VIA [REDACTED]: [REDACTED] ee
TIME: anytimeCUST SAYS [REDACTED]
the bluetooth is not working, cust said that the bluetooth
key is not functioning, cust said that the veh has been since [REDACTED]
and the issue still not fix. cust asking repair assistancePER
[REDACTED] SAYS: they module was replaced however the bluetooth still not
king,CRC ADVISED: Thank you for reaching out to [REDACTED]
with this concern. I will be escalating this case t
Experience Specialist. They will contact you through your
preferred/best contact method within [REDACTED] to assist you.
Your case number is [REDACTED] ticle in KBTruck
and Non-Truck Repair
OWNREL CONTACT VIA CELLPHONE: [REDACTED] (BCM) later time in the
afternoon.EMAIL: [REDACTED] etCUST SAYS: I have a Mach-e
that's still in t I'm not happy of what's going
on here. Its a brand new car! I should receive a call from someone but
no one contacted me back yet. Its frustrating.PER CUST DEALER SAYS:
n/aCRC ADVISE:your case has been escalated already. sorry if you
haven't receive a call back yet. I can see that the case is active and
the CXE are still working on it. And the CXE scheduled a follow up on
this. I still would like to ask your additional patience. Please wait
for her phone call.cust understood.
OWNREL CXS [REDACTED] - Contacted dlr to get an update on
vehi [REDACTED] waiting on parts that are on back order
and dont [REDACTED] ow how long it will take for them to be back,Next Steps-
Update cust [REDACTED] Customer Relationship Center - CAR/SUV
[REDACTED]
OWNREL [REDACTED] - Contacted cust again still no
answ [REDACTED] Customer Relationship Center -
CAR/SUV [REDACTED]
[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

OWNREL [REDACTED] -Called d cust to update him on

OWNREL [REDACTED] -Called d cust to update him on
Customer Relationship [REDACTED] - CAR/SUV [REDACTED] ext.

OWNREL [REDACTED] e progression - This case has been audited, will review with [REDACTED]
Lead Experience Specialist Marchelle [REDACTED]

OWNREL [REDACTED] m | [REDACTED]: [REDACTED]
[REDACTED] up
Customer Relationship [REDACTED] -
CAR/SUV [REDACTED] | [REDACTED]

[REDACTED] - SA won't be back in until [REDACTED]. Next
updates. [REDACTED] c ha e will try to call [REDACTED] back [REDACTED] for
Customer Relation [REDACTED] p [REDACTED] SUV

[REDACTED] - [REDACTED] states that [REDACTED] sent back the wrong
ha o er the parts [REDACTED] n.Next Steps-[REDACTED]
Customer Relationship [REDACTED] - CAR/SUV [REDACTED]
[REDACTED] | [REDACTED] ext.

OWNREL [REDACTED] pecialist review received wrong parts have to order again

OWNREL ** Follow up missed on [REDACTED] - adding another F/U to case to bring
the case back to compli [REDACTED]

OWNREL [REDACTED] / [REDACTED] - Cont [REDACTED] cust and called the dlr butt
Relationship o Ne Steps-[REDACTED] Customer
[REDACTED] - CAR/SUV [REDACTED] | [REDACTED]

OWNREL [REDACTED] [REDACTED] keeps sending out the
le he ave sent back [REDACTED] Steps-[REDACTED]
Customer Relationship [REDACTED] [REDACTED]

OWNREL [REDACTED] / [REDACTED] - Contacted cust to give him an update.Next
Customer Relationship [REDACTED] - CAR/SUV [REDACTED]
[REDACTED] | [REDACTED]

[REDACTED] - Cust states that he has picked his vehicle
r t ps-[REDACTED] Customer Relationship
[REDACTED] - CAR/SUV [REDACTED] | [REDACTED]

OWNREL [REDACTED] / [REDACTED] - cust will email me paperwork for
OWNREL S [REDACTED] Customer Relationship [REDACTED] -
CAR/SUV [REDACTED] | [REDACTED]

[REDACTED] ext. [REDACTED] - cust called to speak with
r to p [REDACTED] car is still at dlr and is

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - CUST ASST COrig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT

not repaired as it should be, paint issue, dlr said [REDACTED] should be not repaired as it should be, paint issue, dlr said [REDACTED] should be paying the veh payment for him Next Steps- let the a [REDACTED] know the cust called [REDACTED] Customer Relationship Center-CAR/SUV TeamEle [REDACTED] | [REDACTED]:

OWNREL [REDACTED] - Cust will email me previous payments on i em Next Steps- [REDACTED] Customer Relationship Center - CAR/SUV Team [REDACTED] | [REDACTED]:

OWNREL ** [REDACTED]) -called [REDACTED]: Called @ [REDACTED] -The custo [REDACTED] the veh has been p for over [REDACTED] nths and he is still having the same issue. The customer has shared the SA has been hard to reach as she was on vacation. The customer shared the veh is still doing the same thing and he was advised by the dealership that we should be covering all veh payments from the time down. I advised that we would not be able to assist with a vehicle payment for the time down in full. The customer shared that everytime [REDACTED] reached out to him he asked the customer for updates and he u [REDACTED] ays call him on Sat's when the dealership was closed. The customer is working with [REDACTED]. The customer has shared that he has already missed his trail [REDACTED] f [REDACTED] and [REDACTED]. I advised the customer to send something in so I [REDACTED] able see how much a month of service is for those [REDACTED]. I advised the customer that I would reach out to the dealership call him back. The customer has also shared that he was provided [REDACTED] email and was advised to give us [REDACTED] to fix [REDACTED] customer is an [REDACTED] away from the [REDACTED] pen to [REDACTED]) and open to [REDACTED] day and could use the night drop. [REDACTED] | Customer Experience Operations [REDACTED]

OWNREL o p Assistance ** [REDACTED] to SERVICE [REDACTED]: called @ [REDACTED] -per another rep ([REDACTED]) is out unt [REDACTED] was away from sk. I left a messa [REDACTED] his VM. [REDACTED] | Customer Experience Operations Superv [REDACTED]

OWNREL ** Follow Up Assistance ** [REDACTED] to customer - [REDACTED] called @ [REDACTED]: I advised the cust [REDACTED] r that I reache [REDACTED] he dealership e SA is out until [REDACTED] and I left a message for the [REDACTED]. The customer stated that he [REDACTED] ays hearing this as the dealer ip is hard to reach. [REDACTED] | Customer Experience Operations Sup [REDACTED]

OWNREL ** Email from customer t [REDACTED] o nthly statement **

OWNREL ** Email to SERVICE TEAM * [REDACTED] om: [REDACTED]) Sent: [REDACTED] PMTo: [REDACTED] /

[REDACTED] N [REDACTED]

stomer : [REDACTED] : XXXXXXXXXX [REDACTED]

[REDACTED] well! My name is [REDACTED] with th [REDACTED]

r p Center. I am reaching o [REDACTED] of the above

mutual customer. The customer has shared that his vehicle concern

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] SD - [REDACTED] ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT -----
(Bluetooth) is still not working and would like to schedule an
(Bluetooth) is still not working and would like to schedule an
appointment and is open to anytime on/after [REDACTED] as he can drop it
off and leave the keys in the drop box. The [REDACTED] would like to
work with [REDACTED] ([REDACTED]) again as she is aware of his concern. Please
advise a d [REDACTED] at he customer is welcome to bring his vehicle back
to the dealership.Regards, [REDACTED] Customer
Experience Operations Super [REDACTED]
OWNREL [REDACTED] Up Assistance ** OBC to customer ([REDACTED]) -called
[REDACTED]: called @ [REDACTED]: I advised the c [REDACTED] is welcome
s veh to dr [REDACTED] off on [REDACTED] per SM. [REDACTED]
OWNREL ** Email from SM ** From: [REDACTED] Sent: [REDACTED]
[REDACTED] PMTo: [REDACTED] C [REDACTED]
[REDACTED] Sub [REDACTED]
XXX [REDACTED] ll be back fro [REDACTED] n [REDACTED] and
will intake the vehicle when she arrives for work the mo [REDACTED] after
the night drop.Thank you. [REDACTED] SERVICE MANAGER [REDACTED]
[REDACTED] EMAIL
OWNREL [REDACTED] PMTo: [REDACTED] Cc: [REDACTED]
[REDACTED] Subj [REDACTED]
XX [REDACTED], Thank you [REDACTED] ick response. Is it
ok if I share with t [REDACTED] tomer that he can bring the veh in on [REDACTED]
and leave the key in the night drop?Regards, [REDACTED]
[REDACTED] Customer Experience Operations Super [REDACTED]
OWNREL [REDACTED] * F [REDACTED] Sent: [REDACTED]
[REDACTED] PMTo: [REDACTED] C [REDACTED]
[REDACTED] Sub [REDACTED]
XXX [REDACTED] ank you. [REDACTED] RVICE MANAGER [REDACTED]
OWNREL ** Cas [REDACTED] has bee [REDACTED]
[REDACTED] Next Steps for CXS:! Please review case ! Reach out to the
to introduce yourself ! Reach out to the SM/ [REDACTED] for update!
Copy key data needed! Progress case [REDACTED]
Customer Experience Operations Super [REDACTED] C [REDACTED]
OWNREL CXS- [REDACTED] /Ex. [REDACTED]: OBC to [REDACTED]: CXS
spok [REDACTED] was [REDACTED] ome back. ming
back p bl [REDACTED] n' ixed. Appt. is set for next [REDACTED]. He wanted
to started buyback. [REDACTED] was down [REDACTED] here.
Concern; Phone for k [REDACTED] wasn't wor [REDACTED] start. WIFI wasn't
working. And [REDACTED] may be seeking buyback.NXT STEP: F/U with [REDACTED].
[REDACTED] Custom Experience Specialist- [REDACTED]
OWNREL [REDACTED] r [REDACTED] ali [REDACTED] |
[REDACTED]: [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: SD - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
OWNREL From: [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
CRM: [REDACTED] re
the issues you hav g wit sues. Since
you are wanting a buyback we would not be able to provide vehicle
payments. I have attached the Buyback template and also included it in
the email. If you can fill that out for me and I will sent it into
[REDACTED] to review for the Buyback. [REDACTED]
[REDACTED] Experience Spe [REDACTED] |
OWNREL [REDACTED] PMTo: [REDACTED]
[REDACTED] Subj [REDACTED] p the car how
covering for e inconvenience
I've. Even going throug nt from my
OWNREL From: [REDACTED] Sent: [REDACTED]
PMTo: [REDACTED] ect: RE: [REDACTED]
only co [REDACTED]. If we do e can't o
anything mon [REDACTED] goes off lemon laws within your
state. [REDACTED] Experience
Specia [REDACTED]:
OWNREL [REDACTED] Sent: [REDACTED] PMTo: [REDACTED]
t: RE: C [REDACTED] hat
is gre definitely hope y ir so
concern ?? In regards to the vehicle payments. Could you sent me the
proof of payment for [REDACTED] for your vehicle? Also you had stated
that you had missed t period for [REDACTED] and [REDACTED]. Are you
able to send proof of the missed services you s ed up and
paid for it could you send that as well. Thank you. [REDACTED]
[REDACTED] Experience Specialist-SUV [REDACTED]: [REDACTED]

Sympt. Verif?: [REDACTED] of Assistance: [REDACTED]
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number: [REDACTED]
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [REDACTED] tart Date: [REDACTED]

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Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
 Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
 LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR 5 Tag: EN
Bld Dt: Calb:
Serial #:

- - - T R A N S M I S S I O N - - -

Trans: 1SPD AUTO TRANS Part #:

Bld Dt:

Serial #:

- - - A D D I T I O N A L - - -

```
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-????????????????????????????????- [REDACTED]/[REDACTED]
```

----- 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: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

```

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		FS	DRV PERE	HIGH VOLTAGE	
				ANT BL/TH MOD	

--- [REDACTED] Y: NONE ---

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		V		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1			[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	DB	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: [REDACTED]
Report Source: [REDACTED] - CUST ASST C

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Cau		e Part Number		Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]							

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : [REDACTED] E M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION WARNING INDICATORS/MSGS/CHIME
COLLISION AVOIDANCE STAYS ON

Additional Symptom: BlueCruise Collision Avoidance

Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: [REDACTED]

Causal Factor:

Feature:

SENSOR SPEED ASY

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--
CONCER

COMMENT TEXT

[REDACTED] ([REDACTED])
[REDACTED] i on of
cruise on, whe r goes to pass somebody, it will say
pre-collision waring and slam on the brakes. Please list any
diagnostics already performed: road tested. run dia, no dtcs,
monitored pids. Check For Download And Run The [REDACTED] Update App,
Reprogram The IPMA And PSCM, Perform IPMA Align t Procedure as per
tsb [REDACTED]. re-road tested checked operation, still acting up.
moni bunch of pids. checked hot line reports. replaced front
camera. performed alignment procedure again. rechecked still acting
up. [REDACTED] reports with similar issues. needs IMPA. removed
and [REDACTED] performed PMI performed camera alignment procedure
and [REDACTED] alignment procedure. cleared all dtcs. re-road tested,
stil p. reset all ipm-a learned values. performed [REDACTED]
camera alignment procedures again. re-road tested still act
checked c-cm module alignment angles with fdrs. all under 1*. Parts
Replaced: IPM-A, camera in windshield Your Question: My self and [REDACTED]
have been monitoring [REDACTED]. inspected windshield for signs
damage of flaws, what [REDACTED] if you pass somebody on the right,
which the other cars is on the left of mach e. it will be fine. But if
you pass somebody normally. with the car on the right of mach e it
will detect pre-collision and slam om the brakes. then it will come
out of it and continue to pass car. Hope this makes sense. not sure
what to do. [REDACTED] and [REDACTED] foreman have been involved. thanks [REDACTED]
Phone- [REDACTED]

RECOMM

[REDACTED] ([REDACTED])
[REDACTED] u on ar
ference and that they are worn improperly. If [REDACTED] of the
[REDACTED] is excessively smaller than the other [REDACTED] on the hicle the
les sensor data may be skewed, thus cau it to think it is
drifting into the right lane. If no obvious tire concerns are present,
operate the vehicle monitoring PIDs related to steering, wheel speed
and other ABS/Pre-collision functions. It would be recommended to
monitor PIDs such as WSS, steering wheel input, yaw, etc. Identify if

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

any of these PIDs are skewed, which could cause the vehicle to think

any of these PIDs are skewed, which could cause the vehicle to think it is drifting into the right lane when it is driving straight down the road.

 If no PID values appear to be the cause of this concern, it would be recommended to perform any relevant software updates. Referring to [REDACTED], it appears that there are several module updates available. Upd [REDACTED] the following modules and any others that may affect Blue-Cruise or Collision Avoidance: [REDACTED], [REDACTED] and BCM.

 If the concern is still present af [REDACTED] co [REDACTED] etion of these module updates, there may be a module programming fault present. Please identify with the customer when this concern began as this information can be used to identify if any data near that date. Note that an OTA update was performed on [REDACTED], which appears to be several [REDACTED] before this RO opened.<

ADD-ON

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED] [REDACTED]
w trans th o M g [REDACTED] ect
a possible software fault due to the OTA update on the [REDACTED] which was completed on [REDACTED], [REDACTED] before this RO was opened.

AUDIT

[REDACTED] 4G
[REDACTED]
[REDACTED] speed sensors, roll rate, yaw rate, steering wheel angle, la [REDACTED] ng accl, when concern is acting up, all pids read with in spec. checked tire circumference, all with spec of [REDACTED] other, suspecting software issue? Thanks [REDACTED]

ADD-ON

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED]
d [REDACTED] O OG - T dr thi l [REDACTED]
technician. The [REDACTED] ates that the vehicle in the vehicle in the lane to the right [REDACTED] f you is in front of you. This only occurs when passing vehicles that are driving in the right hand lane, you can pass vehicles that are in the left hand lane with no concerns. All of the above mentioned PIDs read correctly, so the vehicle does not inaccurately think it is drifting into the right hand lane. It is suspected that a software concern is present.

RECOMM

[REDACTED] o g into any software related concerns, we need to when the concern occurred as this can help to identify if the concern occurred around the time software was changed through an OTA or other updates. Additionally, knowing that information will help us to know which modules software to check. Please update this form with that information. Have a fantastic day, [REDACTED] [REDACTED] Module Programming Team

[REDACTED]
[REDACTED] a was his response: It has been a very long time maybe as far back as [REDACTED]. But yes I would say it very likely started doing this [REDACTED] ate I got at home.

RECOMM

[REDACTED] e to be for [REDACTED]
een determined, the contact will be updated. [REDACTED] [REDACTED]

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE--

COMMENT TEXT

RECOMM

RECOMM

s issue, [REDACTED] xt
uninst DRS and select the delete FDRS files button, then
reinstall FDRS to ensure no corrupt data is present. Then verify your
FDRS is at [REDACTED]. Then perform the IPMA alignment procedure and reply
to the cont [REDACTED] with any possible error messages. [REDACTED] Technical

GTCGCQIS

C, 77%. battery out [REDACTED]. charged battery over
the weekend. now is 88%. reset BMS. un [REDACTED] and reloaded FDRS. also
noticed several new software updates. performed software update
on-pcm, becm, sobdmb,c,a, abs, gsm, sccm, gfm. cleared dtcs.
configured IPMA, performed impa camera alignment. road tested
rechecked. still acting up. Thanks [REDACTED]

ADD-ON

O heck

shows DTCs for loss of comms with the IPMA and Invalid data from the
ABS are still setting. Previously [REDACTED], [REDACTED], and
[REDACTED] are setting. With the [REDACTED] yt [REDACTED] is

RECOMM

[REDACTED] ([REDACTED] le
ry, pin poin from [REDACTED] should performed. Start with
since this DTC is resetting t frequently. If no damage or
struction is found, replace the Driver Status Monitor Camera as
stated in [REDACTED]. Next we will need to address the [REDACTED] in the IPMA.
Refer to p t test A in [REDACTED] of the workshop al and ensure
that the IPMA is communicatin ctly over ethernet. Since other
modules have reported a loss of communication and the IPMA has already
been replaced, it is likely that an ethernet cable failure is present.

GTCGCQIS

a1-yes, a2-no, a3-yes-ol, a4-yes-ol, a5-no [REDACTED],
a6-no-[REDACTED]. also pinpoint test d1-yes-d2-no, no blockage,
remove placed dsmc as per workshop manual. also, removed front
and rear seats, center console, carpet, a,b,c pillar trim, headliner
to replaced ethernet cable. reassembled. performed camera alignment
procedure. cleared all dtcs. rechecked for any new software updates.
re-road tested still acting up. Thanks [REDACTED]

AUDIT

A NED

RECOMM

a instance
[REDACTED] will contact you directly to provide further repair
direc n. [REDACTED] - [REDACTED]

ADD-ON

e due to

ADD-ON

Page: [REDACTED]

CQIS DETAIL REPORT

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H
- [REDACTED] CENTER

Orig Rpt #: [REDACTED]
Report Date: [REDACTED]

----- C O M M E N T S -----

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED]; VISITED DEALERSHIP TO INSPECT VEHICLE. IDENTIFIED THAT THE
[REDACTED]; VISITED DEALERSHIP TO INSPECT VEHICLE. IDENTIFIED THAT THE
[REDACTED] N TARGET DISTANCE PID WOULD DROP DOWN TO [REDACTED] FOR ABOUT [REDACTED]
[REDACTED] WHEN PASSING A VEHICLE THAT IS IN THE LA [REDACTED] HE RIGHT OF
[REDACTED] TOMERS VEHICLE. WHEN PASSING A VEHICLE ON THE LEFT, THE MAIN
TARGET DISTANCE PID WOULD ALSO DROP TO [REDACTED], HOWEVER IT WOULD DROP
FOR A MUCH SHORTER PERIOD OF TIME. IT I [REDACTED] WN IF THIS IS INDUCING
THE CONCERN AS IT IS UNKNOWN WHAT THIS PID IS INTENDED TO READ.
INSPECTED THE [REDACTED], WHICH IS AT [REDACTED], THE SODR AND
SODL DEVIATION [REDACTED], A [REDACTED] CMC AND [REDACTED]
DEVIATION PIDS ARE BOTH AT [REDACTED] L OF THESE PIDS ARE W
SPECIFICATION. NOTED THAT T [REDACTED] CURS WHEN THE FRONT PASSENGER
TIRE ON THE CUSTOMERS VEHICLE IS NEAR THE REAR BUMPER OF THE CAR TO I
TS RIGHT. NO BODY DAMAGE IS NOTED TO THE VEHICLE. THE CUSTOMER NO
TED THAT THE WINDSHIELD IS ORIGINAL. IT IS SUSPECTED THAT THIS CO
NCERN IS DUE TO EITHER A [REDACTED] FAULT OR A FAULT IN THE [REDACTED] AS TH
ESE ARE THE [REDACTED] W [REDACTED] H WOULD DETECT THE VEHICLE TO THE CU
STOMERS VEHI [REDACTED] E CONCERN OCCURS. REMOVED THE BUMPER COVER AND
INSPECTED THE [REDACTED], SODCMC, SODCMC, AND THEIR BRACKETS. NO OBVIOUS CON
CERNS WERE FOUN [REDACTED] DIRECTED TECHNICIAN TO PROCEED WITH REPLACEMENT OF
THE [REDACTED]. THEN TO OPERATE THE VEHICLE AND DETERMINE IF THE CONCERN IS
STIL [REDACTED] RESENT, IF THE CONCERN IS STILL PRESENT, WE WILL LIKELY PRO
CEED WITH REPLACEMENT OF THE [REDACTED].
ADD-ON [REDACTED] U [REDACTED] D,
CONCERN IS NO LONGER P [REDACTED] SENT. WILL CLOSE TAR [REDACTED] CE ASSIGNED.
ADD-ON [REDACTED] I [REDACTED]
AUDIT [REDACTED] A [REDACTED]
CONCER [REDACTED] GTGCGQIS
[REDACTED] itoring and inspections. replaced C-CM module. fixed
concern. Thanks [REDACTED], your knowledge is always a learning experience
for me and makes [REDACTED] a better Tech. [REDACTED]

Symp. Verif?: [REDACTED] 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

Repair [REDACTED] Number [REDACTED] Causal [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]

Type	Component Number	Type	Description	Comp.
[REDACTED]	[REDACTED]	SERVICE	SENSOR SPEED ASY	YES
[REDACTED]	[REDACTED]	SERVICE	SENSOR SPEED BRACKET	

Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 6 Tag: EN [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

- - - T R [REDACTED] - - -
Trans: 1SPD AUTO TRANS
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : 245/45R20 [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-?????????????????????----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED]

Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED]: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cn	Cond	Pfx	Base	Part Sfx	Labor Operation
-----------	-------------	--------------	------------------	-------	------	-----	------	----------	-----------------

[REDACTED]

CQIS Report Number: [redacted] Program Type: H Orig Rpt #: [redacted]
Report Source: [redacted] Report Date: [redacted]

----- R [redacted] -----

VEHICLE: [redacted], [redacted], [redacted], SEDAN VIN: [redacted]
Engine : M Odometer: [redacted]
Operating Environ: WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] 00 DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: In lane repositioning and lane
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER [redacted] ([redacted]) [redacted] - [redacted] LL
a p n of icl
NOT CAHNGE LAN HE TURN SIGNALSWITCH WHILE BLUE CRUISE IS
ACTIVE. ATTEMPTED TO TURN ON IN-LANE REPOSITIONING, IT STAYS ON FOR 3
TO [redacted] AND TURNS BACK OFF. LANE CHANGE ASSIST SLIDER APPEARS TO
BE [redacted] T. Please list any diagnostics already performed: CHECKED
FOR [redacted] AND [redacted] NONE FOUND. UPDATED EVERY MODULE WITH AN UPDATE
AVAI E. FO PPT R IN WORKSHOP MANUAL FOR SEVERAL ADAPTIVE CRUISE
CONTROL CONNCERNS. Parts Replaced: NONE Do you have a module
programming concern? No Your Question: IS THE IN-LANE CENTERING AND
LANE CHANGE ASSIST FEATURES STILL AVAILABLE? IS THERE ANOTHER UPDATE TO
PERFORM? OR ANOTHER PPT TEST TO FOLLOW. I CHECKED THE OWNER S MANUAL
AND FOUND THAT UNBRIDLED MODE COULD CAUSE SOME FEATURES TO NOT BE
AVAILABLE. [redacted] WAS IN UNBRIDELED MODE. SWITCHED TO WHISPER MODE AND
LANE CHANG T STILL NOT AVAILABLE.

RECOMM [redacted] ([redacted]) [redacted] - [redacted]
c not w ing
module s are av FDRS for the Driver Assistance
Features, we ask you to duplicate concern and run a network test
followed by a self-test on all modules, next run an on-demand
self-test on the [redacted], CMR, IPMA, PSCM, SODL, SODR, BCM and SCCM
modules. If no DT odes are found, please run CMR PMI programming,
retest [redacted] for proper operation and update us with the results.
Thank v

ADD-ON [redacted] ([redacted]) [redacted] - [redacted]
t c p ious tac
same concern. This was the direction from module programming.

----- [redacted] -----

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] Number:

[REDACTED] Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
[REDACTED] rt Source: [REDACTED] CENTER Report Date: [REDACTED]

Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E [REDACTED] -----
Vehicle Build Date: [REDACTED] Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

Engine: ELECTRIC MOTOR [REDACTED] I N E - - -
Bld Dt: [REDACTED] Cal [REDACTED]: EN [REDACTED]
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -
Trans: 1SPD AUTO TRANS Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : [REDACTED] A/C : AC G-????????????????????
Paint : [REDACTED]-???????????????????????????????? [REDACTED] BLUE METALLIC

----- [REDACTED] R [REDACTED] O D I F I [REDACTED] T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

----- [REDACTED] -----

Date	rt #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	AID/INFO	[REDACTED]	[REDACTED]

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

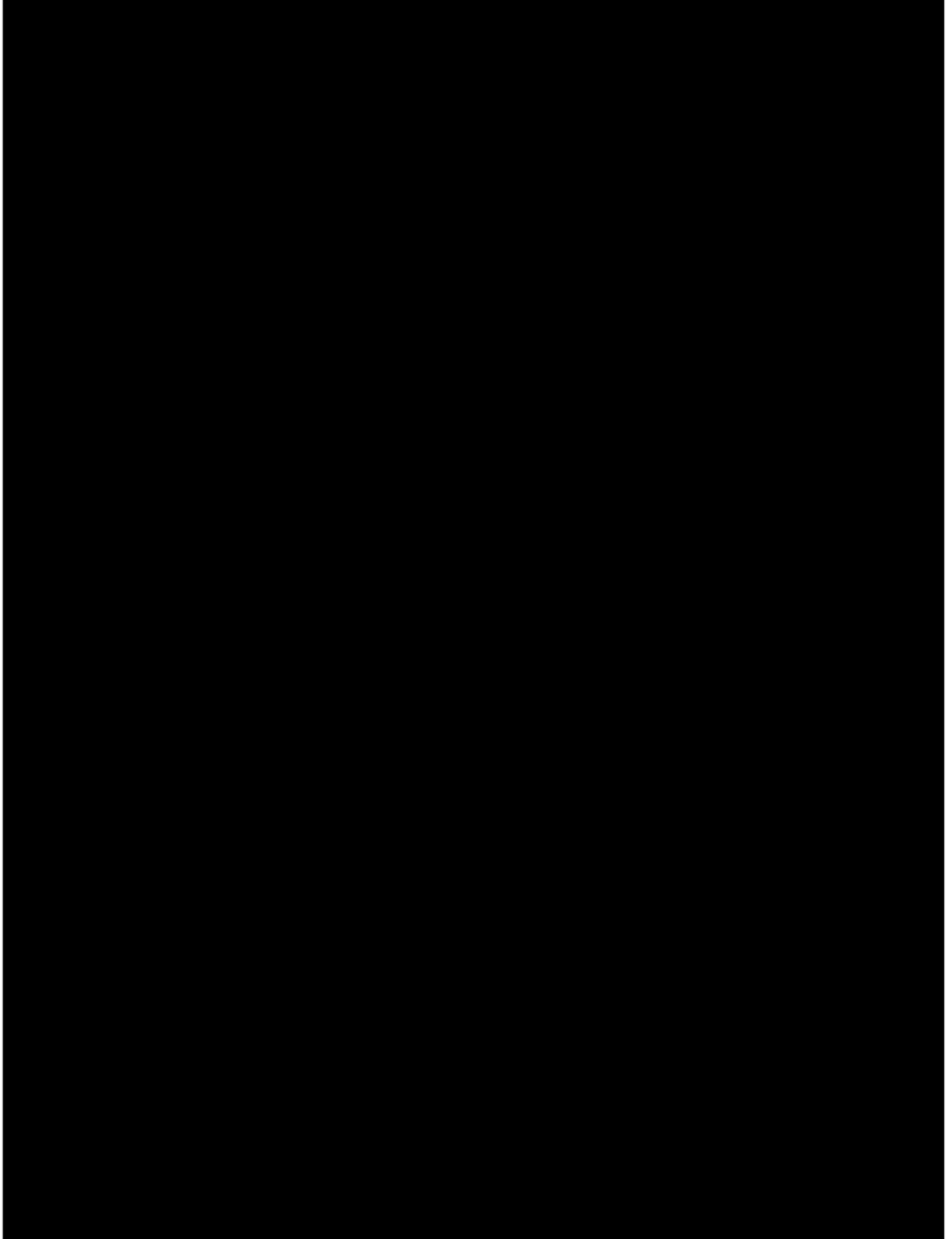
Report Date:

--- S U P P L E M E N T A L S U R V E Y:

HOTLINE

HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY ([REDACTED] only)								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	TIRE	[REDACTED]	L001	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	B	M	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	R	[REDACTED]	L	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PJ8	[REDACTED]	FNF	AD AP
[REDACTED]	[REDACTED]	841759	[REDACTED]	[REDACTED]	[REDACTED]	UTCU	[REDACTED]	[REDACTED]



VEHICLE: [REDACTED], [REDACTED], 4 [REDACTED], SEDAN VIN: [REDACTED]
Engine : [REDACTED] M Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVER AIDES & INFORMATION BLUECRUISE/ACTIVE GLIDE
MESSAGE/NOTIFICATION INOPERATIVE
Additional Symptom: [REDACTED]
Other Veh. With Conc [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: YES Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

----- C [REDACTED] -----
--TYPE--
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]

a [REDACTED] o s descr ion
Blue cruise in [REDACTED] list any diagnostics already performed,
including results of any TSB, GSBs or Pinpoint Test Performed update
for blue cruise Parts Replaced, including service part number if
available none What is the level of the scan tool being used? Are any
error messages noted? [REDACTED] Your Question: ALL MODULES UP TO DATE.
ADAPTIVE CRUISE WORKS. [REDACTED] UNDER ABOUT SYNC IS [REDACTED]. HANDS FREE IS
SHOWING UNER SETTINGS. WHEN ATTEMPTING TO ENABLE [REDACTED] RUISE, MESSAGE
SAYING BLUE CRUISE IS NOT AVAILABLE POPS ON IPC MOMENTARILY. PMI AND
CONFIGURE ON [REDACTED]. IM ASSUMNG THERE IS SOME DATA ON SERVER
THAT IS INCOR [REDACTED] S VEHICLE, AS ALL MODULES ARE UP TO DATE, AND
OTHER MACH E VEHICLES WORK ON SAME STRETCH OF ROAD.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] r c r ted to iss At
time, we are working to make the necessary corrections. Please
allow [REDACTED] for this to be completed and then attempt IPC
Config programming again from a different FDRS. Once the IPC
has been reconfigured, retest [REDACTED] in a known good zone. As your
dealership is equipped with th [REDACTED] I See ([REDACTED]) headset, if
additional technical assistance is required and [REDACTED] session would
be beneficial (live video or picture would help), [REDACTED] k <A
[REDACTED] = blank

[REDACTED]
[REDACTED] intment a [REDACTED] representa will
reach out you at the appropriate time. Ver the following prior
to your appointment:Your See What I See ([REDACTED]) headset is
charged, the headset is turned on, and is updated h the latest
software level.Ensure [REDACTED] login card is ready to scan
(Contains unique dealer code & [REDACTED] 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 [REDACTED] can be reached at

CQIS Report Number: [REDACTED]
Report Source: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- C O M M E N T S -----

-----TYPE----- COMMENT TEXT -----

[REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]
[REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]
href=[REDACTED] call.<[REDACTED]> targe
q.fac
concerns

ADD-ON [REDACTED] o s t cessary [REDACTED]
[REDACTED] Comm : N/A
CONCER [REDACTED] GTCGCQSP
[REDACTED] E RKING, BUT GETTING KEEP HANDS ON STEERING WHEEL
MESSAGE EVEN AFTER IPMA CONFIGURATION AS OUTLINED IN [REDACTED]
RECOMM [REDACTED] () - - IC REG
[REDACTED] c f e t ate of e server data
good, we can [REDACTED] start with a quick configuration programming
on the IPMA, PSCM, IPC, and IPMA once more. This will simply
ensure that all modules have the correct server data input into them.
Be sure to start a new session using the latest version of [REDACTED]. We
can also perform a [REDACTED] Reset to remove all device c [REDACTED] to
[REDACTED] the [REDACTED] and [REDACTED] tem. We can now become the [REDACTED]
n on syste sting. Connect a device and ens all
remote functions through the app work (lock/unlock and remote start.)
We have to be connected to the [REDACTED] system to get [REDACTED] to
operate correctly. Once all thi [REDACTED] plete, we can r [REDACTED] gain.
Thank you! - [REDACTED]

ADD-ON [REDACTED] ATLANTIC REG
[REDACTED] n o () - - ATLANTIC REG
ADD-ON [REDACTED] o s e ry sio ub Status :
[REDACTED] nical, [REDACTED] Commen Broke FSA creat work around stuff, [REDACTED]
not needed [REDACTED] trial and error on a massive scale.
CONCER [REDACTED] GTCGCQSP
[REDACTED] XED IN SERVER TO ALLOW BLUE CRUISE OPERATION

Symp. Verif?: [REDACTED] 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 #: [redacted]
Report Source: [redacted] CENTER Report Date: [redacted]

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: [redacted] Warranty Start Date: [redacted]
Date of Sale: [redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [redacted]
Dealer Special Order: [redacted] Gross Vehicle Weight: [redacted]
LH/RH Drive: [redacted]

- - - E N G I N E - - -
Engine: ELECTRIC MOTOR 5 Tag: EN [redacted]
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted]

- - - T R [redacted] - - -
Trans: [redacted] AUTO TRANS
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
- - - A D D I T I O N A L - - -
Tire : [redacted] A/S Brand : [redacted]
Radio : [redacted] A/C : AC G-????????????????????
Paint : [redacted]-????????????????????----- CARBONIZED GRAY/ASHER GRAY

----- A [redacted] -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [redacted] Title: TECHNICIAN
Phone : [redacted]

Rpr Dlr: [redacted] Ph#: [redacted]
City: [redacted] e : [redacted]
Country: [redacted] Region : [redacted]

Claim #/Date : [redacted]

Specialist's Name : [redacted] ([redacted])

----- [redacted] Y -----

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part	Description	Dealer Id
[redacted]	[redacted]	[redacted]	AID/INFO			[redacted]

--- [redacted]: NATIONAL HOTLINE SURVEY [redacted] ---
SURVEY HAS NOT BEEN SENT

