

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

VEHICLE: [REDACTED] SD, REG CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
ENGINE [REDACTED] CONSUMPTION
Additional Symptom: oil le low
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

[REDACTED] ([REDACTED])
[REDACTED] i on of icl e E
Please list an tics already performed: SELF TEST AND
INSPECTION Parts Replaced: [REDACTED] CHANGE Your Question: VEH CAME IN WITH
FUEL LEAK AND SEE IN NEAR F FILTER , CHECKED [REDACTED] AND WOULD NOT
TOUCH THE DIP STICK , STICKER ON WINDSHIEL SAYS [REDACTED] LEFT ON [REDACTED]
CHANGE , TALKED TO CUSTOMER AND HE LET ME DO A [REDACTED] BEFORE
CONTINUING , DRAINED [REDACTED] AND ONLY HAD [REDACTED] THE PAN AND FILTER
TOGETHER , [REDACTED] AND [REDACTED] , THE [REDACTED] [REDACTED]
WOULD COME O [REDACTED] IF M [REDACTED] WHICH D [REDACTED] R
ORIGINAL ODOMETER PPOST TO ADD THE [REDACTED] TOGETHER ? NOT MAKING
SINCE TO ME

RECOMM [REDACTED] ([REDACTED])
[REDACTED] d t be u wh e e
ge on the vehicle for service intervals. The [REDACTED] should not be
added together as the engine hours is calculated w ever the engine
is running so if it is being driven or idled the hours are counting.
The engine idle hours only count the hours that the engine has been
idled. It would be important to determine why the oil is low refer to
[REDACTED] > Excessive oil consumption. If further assistance is needed
ee to update the form. [REDACTED] Technical Assistance
Center

[REDACTED] GTCGCQSP
E [REDACTED] ND FILTER , VEH WILL ONLY RUN AT IDLE ONLY IF I TRY
TO ACCEL ANY [REDACTED] WILL DIE , WILL NOT DO A RELITIVE COMPRESSION TEST
SAYS RPM HIGHER THAN EXSPECTED , SEPERATED EXH TO SEE IF IT WILL RUN
BETTER AND [REDACTED] POURED FROM THE PIPE WHEN SEPERATED , VEH RUNS BETTER
AND FUEL TR [REDACTED] ARE MORE CLOSE TO CORRECT , WHILE RUNNING [REDACTED] DRIPS
FROM THE EXH TILL I SHUT IT OFF , REMOVED CAC HOSE AND [REDACTED] OURS FROM
CAC AND MY [REDACTED] LEVEL IS NOT TOUCHING THE STICK AGAIN ,A HIS POINT I
BELIEVE I H A TURBO LEAKING [REDACTED] CAC FULL OF [REDACTED] AND DPF CLOGGED
FROM [REDACTED] THE VEH CAME IN H ONLY [REDACTED] [REDACTED] IN IT YOU THINK
I SHO MANUAL COMPRESSION TEST ?

RECOMM [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]

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

--TYPE-- ----- COMMENT TEXT -----
[REDACTED], With oil consumption being excessive check the oil pan and
[REDACTED], With oil consumption being excessive check the oil pan and
r for excessive metal debris refer to <A target= blank
href=[REDACTED]Transport?link=0
01&am [REDACTED] what is normal
and what constitutes and en [REDACTED] excessive metal is found
the short block, [REDACTED], oil cooler, and lower oil pan at least
will need to be r [REDACTED] se the smart cost cap tool and put
everything that needs to be replaced and use that to help you
determine if its more cost-effective to repair the engine or replace
it. We also agree that its likely the turbo was leaking, check the
compressor wheel and housing for damage as well as check if the
turbine shaft spins freely, if the damage is found replace the turbo.
For oil in the exhaust issue refer to <A target= blank
href=[REDACTED]Transport?link=0
01&am [REDACTED] ed do not
perform a regeneration let the vehicle idle until the black smoke is
gone. If you still have problems after performing the SSM replace the
exhaust and reevaluate. [REDACTED] [REDACTED]

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]
E1116 [REDACTED] [REDACTED] AA

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

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

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

[REDACTED] [REDACTED] [REDACTED]
Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED]-[REDACTED]" G BSW ALL SEASON Brand : [REDACTED]
Radio : N M STEREO RADIO A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K 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) -----
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] REG CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: fuel leak
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] - [REDACTED] UEL
[REDACTED] p n of icl nce
COMING OUT OF CONNECTOR NEXT TO THE SECONDARY FILTER THE
FUEL PRESSURE/ TEMPERATURE SENSOR Please list any diagnostics already
performed: MOITOUR LOW SIDE FUEL PRESSURE [REDACTED] REPLACE PRIMARY FUEL
FILTER HOUSING Parts Replaced: REPLACE SEN [REDACTED] WILL RUN OK FOR
[REDACTED] THEN START COMING OUT CONNECTION AGAIN estion: WHY DOES
P LEAKING FUEL OUT SENSOR PIG TAIL HAVE REPLACED WITH [REDACTED]
SENSORS WILL ONLY RUN [REDACTED] OR [REDACTED] ST
LEAKING AGAIN.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] s e ressu sen is
ng up the harness after the original leak. This leaves fuel in
the harness, and when the new sensor is installed, the sensor is
weakened and damaged from the fuel in the harness. This can also be
caused by the sensor being over torqued upon installation. This can be
resolved by replacing the sensor tube that comes with the sensor
already attached. If there is not a concern with the torqueing process
of the sensor, make an overlay of the fuel pressure sensor circuits.
ADD-ON [REDACTED] [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] s N ssary WIS sio
1st Contact

[REDACTED]
[REDACTED]
Comp. Timing: Base Timing : of Assistance:
Test Stand : Road Test : MIL light on? :
Prior Repair Attempts: 8D Number:
Equipment/Procedure Used Effective? Equipment/Procedure Used Repair Prior to Call: NO Effective

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

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

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA
[REDACTED] T R A N S M I S S I O N - - -
Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
A4521 [REDACTED] EA [REDACTED]
Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : 225/70/R-[REDACTED] BW F:A/S R:TRC Brand : [REDACTED]
Radio : ELECTRONI M/STRO/CLOCK A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K 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: OTHER
Phone : [REDACTED]
[REDACTED] Ph#: [REDACTED]
Country: [REDACTED] State : [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]	[REDACTED]	[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: H [REDACTED]
[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] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

VEHICLE: [REDACTED] REG CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: fuel leak
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-- COMMENT TEXT

CONCER [REDACTED] ion of
states has fuel lease list any diagnostics already performed:
verified fuel leaking from [REDACTED] pump area, removed intake manifolds and
verified leak from front of ump between engine block and pump
housing, there is no leaks from the pump heads, fuel lines, or PCV
valve. [REDACTED] was the same concern, went [REDACTED] before leak
returne e the leak is coming from [REDACTED] in the
front of the pump that is between it and the ck. Part ced:
prior repair was pump for the same concern. will need another pump.
Your Question: this is a repeat repair, is there any thing that we
need to look at before we put another pump on???? are there any
reports that are not in self help.

RECOMM [REDACTED] replace
nner as the previous [REDACTED] after the original failure.
It is more likely that there nnection to the pump that is
insufficient and has caused a repeat leak on [REDACTED]. It is [REDACTED]
advised to check for fuel system contaminatio o, gathe
fuel sample and let it settle. Remove the fuel filters and let them
dry, and remove the PCV/VCV for further inspections. If the sample
separates, or the filters develop a white residue/crystals, then the
fuel is contaminated. In addition to this, if the PCV/VCV have rust or
contamination on them, per [REDACTED], then the fuel has been
contaminated. This can caus u e and leaks. If there are no
signs of contamination, and the VCV from the pump is free from metal
debris, then it is advised to inspect all of the line fittings on the
pump and check for damage. If none is present, replace the lines and
fittings that attach to the pump and re-evaluate the concern. If there
is still a leak at the pump, then replacement will be necessary.

CONCER [REDACTED] GTCGCQSP
a communication problem. <there are no fuel lines
leaking><there are no leaks any where except the front of the
pump><see photo><the leak is coming from the front of the pump between

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
it and the block><it will leak with the engine off and the key on and
it and the block><it will leak with the engine off and the key on and
the lift pump running><the only thing in the front of the pump are
those [REDACTED]><its not the front seal, that's inside the motor>I'm
thinki [REDACTED] need to figure out a way to put dye into the fuel and
black light this thing. any thoughts on how to do this? is there any
seals to those [REDACTED] that are in the front of the pump between it
and the block? [REDACTED] e the tech [REDACTED] check for def in the fuel.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
[REDACTED] s use [REDACTED] t
it is also not recommended to put dye in the fuel as that is
fuel contamination. There are no seals between the high pressure pump
and the engine. The seal is in the pump, when the pump fails then fuel
may seep into the valley and down the block. Refer to [REDACTED] to
inspect for fuel contamination. If there is water or D [REDACTED] el
system then the [REDACTED] pump will fail. If no contamination is found then
it is likely a f [REDACTED] l supply concern since diesel fuel is used to
lubricate the pump. A faulty fuel may also be the cause for this
concern but it is unlikely.

[REDACTED] s we could from the block leaving the fuel
system in tact. that was [REDACTED] we could see the top [REDACTED]
[REDACTED] and there was no le [REDACTED] were not visible
t still leaked from the front the pump [REDACTED] " between it and
the block. there is no def in the system, no water. unit has low
mileage. (is there a seal in side the pump that keeps the fuel from
leaking out the front [REDACTED]?). is there a possibility of a concern
with the engine block [REDACTED] the pump to be out of alignment that
would cause a leak?) this leak has to be [REDACTED] or [REDACTED] of the lower [REDACTED]
[REDACTED] that are going into the pump body. [REDACTED] las [REDACTED] mp that failed the
[REDACTED] were tight. if I don't get a response before noon, I will call
this in.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
[REDACTED] t bull [REDACTED] i
essure fuel pump is not serviceable and new pump will be
required. Follow the [REDACTED] [REDACTED] Fuel Charging
and Controls [REDACTED] Pow [REDACTED] a [REDACTED] stallation >
Fuel injectio [REDACTED] mp for proper pump installation. Once the high
pressure fuel pump is installed test the low and high pressure fuel
systems for other possible concerns that could cause the high pressure
fuel pump to fail. Check the low pressure fuel system for the correct
fuel pressure/ volume and perform a high pressure fuel pressure test.

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

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

Page: [REDACTED] [REDACTED] DETAIL REPORT [REDACTED]

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: [REDACTED] AA

Bld Dt: [REDACTED] Calb: JTFETR N A

Serial #: [REDACTED] AA
[REDACTED] T R A N S M I S S I O N - - -

Trans: 6 SPD [REDACTED]-LG DSL Part

Bld Dt: [REDACTED]

Serial #: [REDACTED] PA 2K

Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S [REDACTED] PLUS Br : [REDACTED]
Radio : [REDACTED] M/FM/ [REDACTED] O/CLOCK A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A - - - - - OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

----- C O N T A C T I N F O R M A T I O N -----

Date	rt #	Progr Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	NHL	ST/RN/MV			[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

Report Number [REDACTED]

[Print](#) [Close](#)



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

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: Fuel leak
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] - [REDACTED]
[REDACTED] p n of icl nce
leaking please lease list any diagnostics already performed:
pulled codes pull lower intake to inspect Parts Replaced: none Your
Question: Vec. has bad fuel leak under intake and when crack sounds
like it is going to lock up high pressure pump cracked leaking fuel
pulled VCV full with metal customer said vec. was running rough so
they change fuel filter after they change filters it started leaking
fuel is this a warranty repair and now fuel system but engine sounds
like it is trying to lock up what should my next step be?

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] o i eterm ng rra
commended to inspect the fuel system for contaminaiton per <A
target= blank
href=[REDACTED]Transport?link=0
&am h metal found on
e VCV and the fuel pump damage, the entire high pressure fuel system
will require replacement along with flushing the low pressure fuel
system. Submit a prior approval for the high pressure fuel system
([REDACTED]) if required by your facility. If/when submitting a prior
a al for the high pressure fuel system attach top and side angle
photos of the VCV and PCV. The high pressure fuel pump is driven off
of the camshaft gear and crankcase gear. Since the high pressure fuel
pump is damaged, it may be partially locked up causing the engine to
appear locked up. Please feel free to update the form with the results
of the testing and/ or further questions or concerns.

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]
UNKNOWN [REDACTED] [REDACTED]
Equipme [REDACTED] Effective? Equipment/Procedure Used Effective

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
[REDACTED] [REDACTED]
Trans: [REDACTED] [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
[REDACTED]
Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand :
Radio : [REDACTED] O/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED]-?? WHITE GOLD (WATER BASE) NA

----- A F T E R M A R K 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] (FSE)

Date CQIS Pro Symp Cat Causal Part Description Dealer Id
Report # Type
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [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 [REDACTED] U [REDACTED] 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] REG CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
AT IDLE ALWAYS

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

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

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

CONCER [REDACTED]
[REDACTED] ...Description of Vehicle Concern: Vehicle will not idle v [REDACTED] or for very long. ...Please list any diagnostics already performed: Had codes for the [REDACTED] sensor, low fuel pressure code, and large fuel leak detected. Foll [REDACTED] pin point test for the [REDACTED] and replaced the pm sensor and that code is no longer showing [REDACTED] Performed a fuel sample test and found metal contamination. Checked pids and fuel pressures seem to be within specification. Only pid that i can see that is out of spec is bat+ pid, it is showing roughly [REDACTED] koeo and roughly [REDACTED] with koer. Voltage at the batteries koer is [REDACTED] and out of the al [REDACTED] nator in koer is [REDACTED] ...Parts Replaced: [REDACTED] sensor high and low pressure fuel system
...Your Question: My [REDACTED] tion is do i need to be focusing my attention on the fuel pressure codes or on the extremely high vpwr? If I need to be focused on the vpwr issue where in workshop manual can i find a pinpoint test, i have looked several different times adn can not find any tests other than checking voltage at the batteries and out of the alternator.

RECOMM [REDACTED]
[REDACTED] P [REDACTED] ge being seen rising [REDACTED] it
[REDACTED] be recommended to check the condition of t [REDACTED] that
is supported by the Battery Junction Box (BJB) fuse [REDACTED]. It has been found that when the engine is running the High Volta [REDACTED] Power from the Injector Voltage Drivers can bleed back into the VPWR circuits of the PCM and cause the VPWR PID to start to read high [REDACTED]. This condition has been seen in the [REDACTED] model ye
href= [REDACTED]
[REDACTED] The testing for this condition has been rolle [REDACTED] th [REDACTED] est
M from the Online PC/ED [REDACTED]. The testing in [REDACTED] for this condition would indicate [REDACTED] re is a concern i [REDACTED] circuit and to repair the VPwr Circuit. No specific testing or repair of the VPwr circuit is noted within the online Workshop Manuals or the PC/ED. Refer to the online Wiring Diagrams [REDACTED] [REDACTED]. Check the

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 -----
condition of the [REDACTED] and ensure that it is intact and that it
condition of the [REDACTED] and ensure that it is intact and that it
has proper connec [REDACTED] terminals in the BJB. It will be
necessary to confirm the connections from the BJB to the [REDACTED] Pins
[REDACTED], and [REDACTED]. Remove the PCM Power Relay and check the [REDACTED] tions
termi [REDACTED] ls to the relay blades. Ensure that they have proper
connection. If necessary, disconnect the PCM [REDACTED] Connector and the
PCM Power Relay. Jumper the Relay across the [REDACTED] circuit terminals 1
and 2. Load test the PCM power at the [REDACTED] Pins [REDACTED], and [REDACTED] using
a Headlamp ([REDACTED]) and [REDACTED] to [REDACTED] wn go ground
point on the [REDACTED] ssis.

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA
E1116 [REDACTED] [REDACTED]

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] PA 1K

Shift:

----- A D D I T I O N A L -----
Tire : LT265/70/R17E A/T OWL Brand :
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- C [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] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Reduced Power MIL
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]
[REDACTED] : [REDACTED] Type: FWR SPW Install Mileage:
SPW [REDACTED] l Date: Pl [REDACTED] i mers concern. Include as many
details as possible. Customer states reduced power light came on truck
shut, now cranks wont start and fuel leaking under truck Please enter
the Engine Hours below, if available. What are the Total Hour and Idle
Hour readings from the Instrument Cluster? Engine Hours : [REDACTED] Idle:
[REDACTED] Please list the qualifying base part number which was [REDACTED] aced
viously that makes this repair eligible for SPW coverage: Please
describe why the component(s) is being replaced. Include any other
causal component(s) and/or system(s) that caused component
damage/failure. Provide supporting PPT test results from PC/ED and/or
the Workshop Manual. The high pressure fuel pump failed and has pushed
metal through the fuel system as indicated by the PCV and VCV. Fuel
taken from the rail has metal particles in it indicating has entered
the entire system. No signs of abuse or lack of maintenance. Fuel
sample taken was clean and indicated no foreign fluids introduced and
filters show no signs of contaminates. Are there indications of
Vehicle or Component Abuse, Modifications, or Lack of Maintenance? If
so please continue to the [REDACTED] Cancellation/Reinstatement Request
Form. To get to this form [REDACTED] to [REDACTED] and follow
these steps: Select Parts an [REDACTED] Select
[REDACTED] Administration & [REDACTED] Parts Return from the left
on menu S [REDACTED] Cancellation/Reinstatement
Request Form (right side of the [REDACTED] near the bottom)
Complete the form, including photo uploads and detail about
failure and reason for warranty denial request None Provide
any additional details necessary. Please include any technical
information that you feel will help the [REDACTED]
process your prior approval request.

RECOMM [REDACTED]
[REDACTED] o [REDACTED] ting us about this [REDACTED]. Reviewing
nformation provided to us it is understoo [REDACTED] high pressure
fuel pump was found to have failed resulting in metal contamination

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 -----
throughout the high pressure fuel system. As this is the case, and no
throughout the high pressure fuel system. As this is the case, and no
corrosion was found to be present, we would agree that replacement of
the high pressure fuel system is necessary. Please proceed with
replacement of the high pressure fuel system and a prior approval code
will be provided in this contact. <P>The Diesel Fuel System
Contamination Repair/Flushing procedure in [REDACTED] >General
Procedures of the work shop manual ([REDACTED]) sho for the
fuel system flushing procedure and H Pressure Fuel System component
replacement list.</P> <P> </P> <P><U>NOTE:</U> Please
remember to obtain Prior Approval for any additional components that
require Prior Approval, before proceeding with the repairs. Dealers
can find their Prior Approval programs and component list on
[REDACTED] under Parts & Service><A

<P>Refer to the [REDACTED] lation Procedures found in [REDACTED]
[REDACTED] of the [REDACTED] for service information.</P> For [REDACTED]
ears, en e that the Fuel Pressure Switch ([REDACTED]) is
to [REDACTED] as per the removal and installa procedures
loc [REDACTED] of the online [REDACTED]. For [REDACTED]
model years he Fuel Pressur nd Temperature
tightened to [REDACTED] as per the removal and installation
procedures lo [REDACTED] of the online [REDACTED].
<P> Once the repai [REDACTED] leted, make sur o perform the
following:</P> Fuel System Bleeding procedure found in
[REDACTED] >General Procedures of the [REDACTED]. Use the IDS
he PCM Reset and Clear the Sp ified Functions.
Reset Min. Fuel Mass Adaptation All Cylinders.
Program the fuel injector IQA codes. DCPA Approved

ADD-ON

(KIT-FUEL SYSTEM SERV REPLACEMENT) REPAIR
DATE: [REDACTED] PAIR DISTANCE: [REDACTED] COUNTRY: [REDACTED] IS
COVER BUMPER TO BUMPER N

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

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

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

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

----- [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: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: LC 3Q DA
Bld Dt: [REDACTED] Calb: LTFETR N A
Serial #: [REDACTED] [REDACTED] [REDACTED] DA

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] /T OWL PREMIUM Brand : [REDACTED]
Radio : [REDACTED] FM STRO/CLK A/C : AC K-????????????????????????????
Paint : [REDACTED] -?? STAR [REDACTED] [REDACTED] / [REDACTED] 3

----- A F T E R M A R K E T M O D I [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] -????????????????????????????

----- C [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

Report#: ██████████

Print

Exit

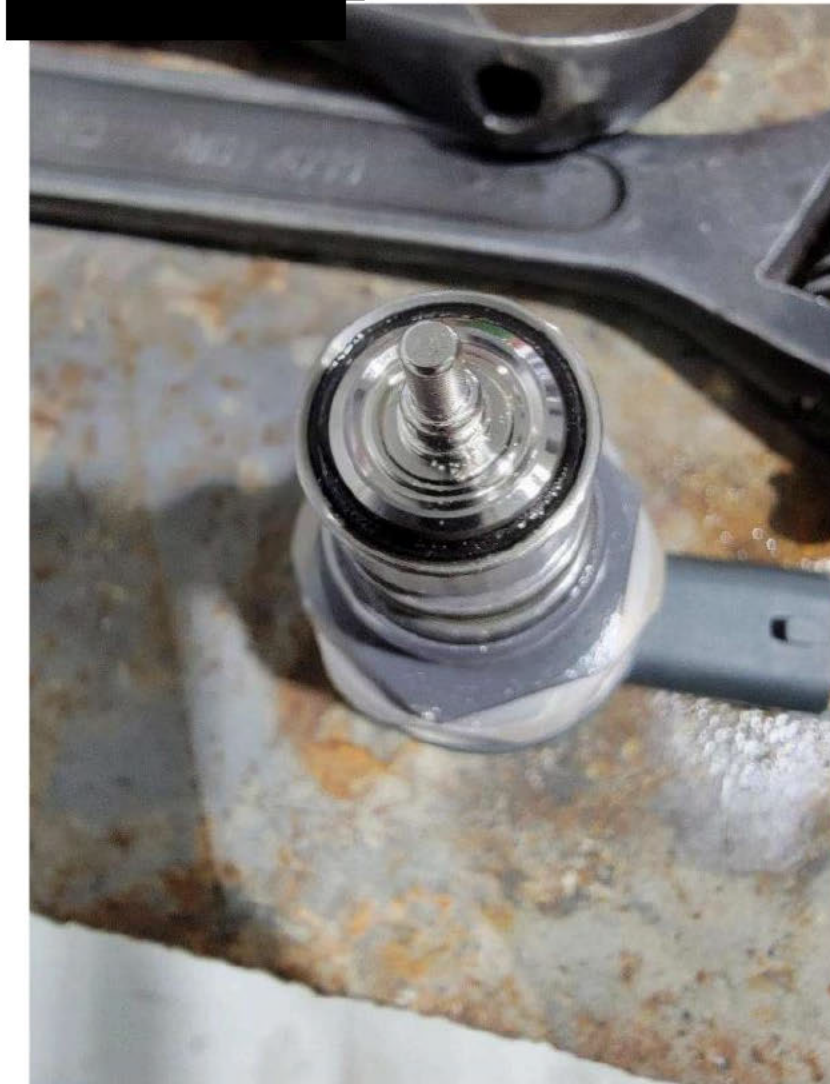
Number of Images : 2

Images Per Page:5

Delete

Move

██████████ found, displaying all items.1



○ Attachment Id : ██████████



○ Attachment Id : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: FUEL LEAK

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal 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

...Description of Vehicle Concern: fuel
leak ... Please diagnostics already performed: visual
insp ... Parts Replaced: none ... Your Question: have a fuel leak on
engine but cant verify where it is cming from fuel inj hp lines look
to be ok but I have a very bad fuel mist coming from rear of engine
are looks to be behind or under turbo area cant see anything due to
bad mist any knone concerns of fuel leakfrom that area

RECOMM

being present in this manner, please take
en handing the fuel system components. High Pressure leaks in
this manner can inject fluids under your skin if you make contact with
the leak point. This may injury you greatly if this was to occur. ***
Instead of reaching behind things to see if a leak is present, use a
piece of cardboard or other tools that allows you to keep your fingers
out of potential leak areas. If the leak makes contact with the
cardboard it can slice it. Please indicate if the engine is able to
run. The High Pressure Fuel System on the [REDACTED] engine is a High
Pressure Low Volume system. When there is [REDACTED] ysical fuel leak in the
system, it typically is not able to build proper pressure in the
system and will set a variety of DTCs including the [REDACTED] and the
[REDACTED] DTCs. Also indicate if you are seeing fuel run down the
e and where this is being seen. Note if the fuel is running down
the belle housing or if the there is fuel in the valley of the engine
in front of or behind the turbocharger. On the [REDACTED] engine there
are no high pressure fuel lines under the turbo towards the
rear of the engine. See if it is possible that the concern may be
coming from the high pressure lines that pass across the engine at the
rear of the High Pressure Pump. These lines do dip down into the
valley of the engine and then back up on the other side. It may be
recommended to remove the secondary fuel filter and drain out some
fuel. Pour in some UV Dye into the filter and then reinstall it. Cycle
the key on the vehicle a few [REDACTED] to run the electrical fuel pump
(DFCM) and see if you are abl locate the dye on the engine fuel

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

components using the UV Light. If you are unable to see the dye in components using the UV Light. If you are unable to see the dye in this manner, start the engine for a very short time and watch for the dye using the light. As soon as the dye is seen, turn off the engine and look for its source. Note if the mist could be exhaust smoke. This could indicate a leak is located on the exhaust manifolds and this may cause a white smoke to appear under the turbocharger. You may be able to confirm any leaks in the exhaust by using a pressurized smoke test of the exhaust. Disconnect the Downpipe at the front of the DPF and then cap the downpipe. Using a smoke machine, apply some smoke into the exhaust through the Exhaust Back Pressure sensor port. Then after smoke is installed, use [REDACTED] regulated shop air and a blow gun to apply air pressure to the [REDACTED] just through the [REDACTED] Port. Note if the smoke is pushed out in the areas you had indicated fuel misting.

TECHHOT

fuel coming from hpp or in the valley I do see fuel on bck of [REDACTED] off head but fuel mist is coming from behind or beneath turb [REDACTED] fuel puddled up under turbo truck does run and is driveable

RECOMM

[REDACTED] provided info [REDACTED] after adding dye to the fuel system and is dry in the valley of the engine then the mist seen is not likely fuel. If smoke testing reveals no exhaust leaks then fuel leak into the exhaust would not be misted out. Recommend to inspect [REDACTED] cooling system coolant level for being low as the mist may be due [REDACTED] coolant leak. Ensure that no fuel is mixing with the coolant in the secondary cooling system. Keep in mind there are no pressurized fuel passages in the heads as the fuel rails are external to the engine. There are plugs at [REDACTED] of the right hand fuel rail and it is possible for the rear p [REDACTED] e leaking fuel. This would typically cause a DTC. ensure inspect PCV as well. It may be necessary to add dye and then start removing components so all fuel system components can be see and check for dye using a black light.

ADD-ON

[REDACTED] OT

[REDACTED] ube to cyl #4 had a pin hole in it facing the rear of the engine replaced and retested ok

RECOMM

[REDACTED] a [REDACTED] identifying and repairing the concern. If [REDACTED] e a moment, please complete the online survey including the confirmed repair. That will allow for this information to be added to the self-help tool data base to assist other technicians with similar concerns. Tank you have a great day.

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

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

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW Brand :
Radio : [REDACTED] /FM STRO/DISC A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -????????????????????

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] 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]

VEHICLE: [REDACTED] F SERIES (MEDIUM) REG CAB, CHASDSL VIN: [REDACTED]
Engine : [REDACTED] DSL Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: No start 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] Description of Vehicle Concern: quit running
while driving. [REDACTED] turn line came off [REDACTED] filter. installed line
wont restart. P [REDACTED] e list any diagnostics [REDACTED] eady performed: [REDACTED]
[REDACTED] rail psi [REDACTED] low [REDACTED] psi110 [REDACTED] goo [REDACTED] pass
[REDACTED] YES [REDACTED] t [REDACTED] re [REDACTED] line un o [REDACTED] c ing
n [REDACTED] fo 2-3-4 inj [REDACTED] r leaking replaced [REDACTED] no
more leaks [REDACTED] rail psi1300 no start [REDACTED] VCV ??? Part [REDACTED]
filter left d [REDACTED] rail with FRP an [REDACTED] CV 2-3-4 [REDACTED] injectors Y
Question: before [REDACTED] place the VCV is there anythi [REDACTED] lse i should
look at?

RECOMM [REDACTED]
[REDACTED] d [REDACTED] med, it would be recommended to remove the
to check for any meatal or other contamination. If you find metal
or rust at the VCV, the entire high pressure [REDACTED] system will need to
be replaced. If there are no issues, replace [REDACTED] VCV and retest. If
the concern should remain, it would be recommended to replace the high
pressure pump and retest. [REDACTED], [REDACTED]
(diesel).

----- C O N C E R N D E T A I L S -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED]: [REDACTED], P24D0: [REDACTED]
Equi [REDACTED] s Effecti ? Equipment/Procedure Used Effective

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [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: [REDACTED] DSL Tag: [REDACTED] AA
Bld Dt: [REDACTED] lb: [REDACTED]

Serial #: [REDACTED] AA
TRANSMISSION - - -
Trans: [REDACTED] AUTO 6SP DSL Part #: [REDACTED]

Bld Dt: [REDACTED]
Serial #: [REDACTED] PJC4P [REDACTED] 4P

Shift: [REDACTED]

----- ADDITIONAL -----
Tire : 245/70R-[REDACTED] H Brand : [REDACTED]
Radio : ELETR PR M/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A SOLID C/C

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

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

Rpr Dlr: [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]	DRV PERF	[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 Base	e Part 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]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	A B B C A B [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	E CA B A B A C N C E A D S102 C A F A C DSD C BLV	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JC4	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	X	[REDACTED]	1	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OSP	[REDACTED]

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

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

VEHICLE: [redacted] CRW CAB, PICKUP VIN: [redacted]
Engine : [redacted] DI [redacted] Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: fuel leak
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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 MSS - [redacted] ATLANTIC REG
[redacted] a [redacted] n of Vehicl fuel leaking
from passenger ase list any diagnostics already performed:
vehicle [redacted] came in leaking from fuel filter replaced filter.
customer back with fuel leaking from passenger side put dye in
fuel system found dye on fuel supply and return line replace [redacted]
lines leak slowed put still present removed [redacted] fender liner [redacted]
upper and lower intake no dye found Dye is l ng down passenger side
bell housing and comming down bottom starter bolt Parts Replaced: high
pressure pump fuel rail supply lines fuel supply and return lines fuel
filters Your Question: what else could be leaking from this vehicle
when no dye is present on the fuel system components

RECOMM [redacted] (FSE MSS - [redacted] ATLANTIC REG
[redacted] t ove additio ents to locate
the rce of the leak. Refer to the [redacted] Diesel Coffee Table Book for
better views of the fuel system compo s that are located near the
leak. After identifying these components it is recommended to complete
another thorough inspection for the source of the fuel. Note that the
engine may be at a slight angle causing a leak at the front to run
down and appear at the rear of the engine. If further assistance is
required, please utilize your internal escalation process by seeking
additional assistance from your shop foreman. The internal escalation
process should be followed before submitting a hotline contact. [redacted]
[redacted] Service Engineer

[redacted] (FSE MSS - [redacted] ATLANTIC REG
[redacted] o s ssary, SWIS ub Status :
[redacted], SWIS Comments : 1st

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

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

Comp. Timing: Base Timing : of Assistance:
Test Stand : Road Test : MIL light on? :
[redacted] 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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: KTFETR N A
Serial #: [REDACTED] AA
Trans: 6 SPD [REDACTED]-LG DSL T R A N S M I S S I O N - - -
Bld Dt: [REDACTED] Part #: [REDACTED]
Serial #: [REDACTED]
[REDACTED] : [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] OWL PREMIUM Brand : [REDACTED]
Radio : [REDACTED] STRO/CLK A/C : AC K-????????????????????
Paint : [REDACTED]-?? (W/B)

----- A F T E R M A R K 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)

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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 [REDACTED] 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

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

VEHICLE: [REDACTED] (MEDIUM) REG CAB, CHASDSL VIN: [REDACTED]
Engine : [REDACTED] DSL Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: return line failure
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED] (MSS - FCSD - [REDACTED] REG
[REDACTED] a [REDACTED] o f Vehicle Conce MER
STATED THERE I AKING FROM THE BOTTOM E OF THE [REDACTED] AREA
Please list any diagnostics already performed: FOUND F JECTOR
RETURN HOSE SEPARTATED [REDACTED] Parts Replaced: COMPLETE FUEL
SYSTEM WAS REPLACED IN [REDACTED] ANOTHER TECH Do you have a
module programming conc r Question: I CHECKED FUEL SAMPLES
AND CHECKED PCV FOR CONTAMINATION. ALL LOOKS CLEAN AND FREE OF RUST
AND METAL. WHAT WOULD MY NEXT STEPS BE TO DIAGNOSE WHY THE FUEL
INJECTOR RETURN LINE SEPARATED? REPLACE THE FUEL INJECTOR RETURN LINE
AND THEN CHECK LOW SIDE FUEL PRESSURE?

RECOMM [REDACTED] (MSS - FCSD - [REDACTED] REG
[REDACTED] g h n ovided, I would d
orming [REDACTED] to ensure the [REDACTED] of the suspect injector and
for that ma ctors match. If does not match then re-enter
the correct value. If the value does match then it is possible there
is a fault with the injector and it should be replaced and the concern
re-evaluated. Verifying proper pressures after a repair attempt is
recommended. I would also recommend checking to see if the fuel
filters have been properly changed per [REDACTED] or [REDACTED]
[REDACTED] since the last full fuel system r

[REDACTED] us changed from Diagnostics/Repair
Suggested to Further Assistance Needed, I CHECKED ALL [REDACTED] NUMBERS AND
THEY ALL MATCH. I FOUND WHEN THE KEY IS CYCLED ON FUEL MES OUT OF
THE FUEL INJECTOR RETURN LINE. I WILL PROCEED WITH DIAGNOSING THE FUEL
RETURN LEAKS PER PPT [REDACTED]

RECOMM [REDACTED] MSS - FCSD - [REDACTED] REG
[REDACTED] on finding the [REDACTED] ine as a
possib leak source. Be sure to provide the results of the PPT step
once completed.

CONCER [REDACTED]
[REDACTED] us changed from Diagnostics/Repair
Suggested to Further Assistance Needed, CORRECTION SORRY THE FUEL

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

--TYPE-- COMMENT TEXT -----
RETURN LINE WAS CONNECTED TO THE UPPER FUEL FILTER CAUSING THE FUEL TO
RETURN LINE WAS CONNECTED TO THE UPPER FUEL FILTER CAUSING THE FUEL TO
LEAK OUT WITH KEY ON. I CLAMPED THE RETURN LINE HOSE OFF AND THERE IS
NO FUEL LEAKING OF THE RETURN LINE. YOU SAID TO REPLACE A FUEL
INJECTOR? WHICH FUEL INJECTOR WOULD I NEED TO REPLACE?
CONCER [REDACTED]
[REDACTED] us changed from Diagnostics/Repair
Suggested to Further Assistance Needed
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] n [REDACTED] e rience, nev re fuel
leak is found o e [REDACTED] Powerstroke engine, especially if any
portion of the low pr re fuel return line system has become
detached either at an injector, or at the fuel filter housing, or at a
fitting anywhere along the low pressure fuel return line, it is
critical to fully review all portions of [REDACTED] Fuel System
General Service Bulletin < [REDACTED] f
[REDACTED] Transport?link=001&am
[REDACTED] specially the
portions possible DEF contamin re called out in the GSB
[REDACTED] s Contamination Reference Table where a plugged injector
line is listed as a likely result. It is critical that DEF
residue is carefully looked for on the fuel filters and and any other
exposed fuel system surfaces after allowing the exposed filter and
components to dry thoroughly, to determine if the very small
microscopic screen / orifice in the low side fuel injector return line
likely has become plugged with DEF crystal residue, which is typically
what causes return line pressure to exceed high enough thresholds to
cause return line components to become dislodged and leak fuel. The
screen inside the return line fitting is too small to observe itself,
that is why overall DEF contamination anywhere in the fuel system is
used as an indicator. If DEF contamination is confirmed, then the
entire fuel system would then be suspect and would need to be
replaced. Thanks [REDACTED]
ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] d r the mea g b d a ector
return leak. Suspect internal escalation may be needed, Former [REDACTED]
Tech [REDACTED] is apparently now the Service Director at
locat [REDACTED] to be consulted.
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] a [REDACTED] o f icl nce MER
STATES THE VEH WHILE DRIVING AND IS LEAKING FUEL. Please list
any diagnostics already performed: ACCORDING TO LAST HOTLINE CONTACT
ID [REDACTED]. PERFORMED THE RECOMMENDED STEPS. INSPCTED FOR DEF FLUID
IN [REDACTED] EM. REMOVED LOWER FUEL FILTER AND ALLOWED FILTER TO DRY
OVERNIGHT WITH NO SIGNS OF DEF CRYSTALS. WENT AHEAD AND REPLACE
INJECTOR RETURN LINE AND PERFORMED LOW SIDE FUEL PRESSURE TEST WITH
MANUAL GAUGE. FOUND PASS WITH [REDACTED]. Parts Replaced: FUEL INJECTOR
RETURN LINE Do you have a modu gramming concern? No Your
Question: VEHICLE CAME IN FOR FUEL LEAK AND FOUND FUEL INJECTOR RETURN
LINE CAME APART NEAR [REDACTED]. I PERFORMED THE RECOMMENDED STEPS AS

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 -----

RECOMMENDED IN LAST HOTLINE CONTACT. ID [REDACTED]. NO DEF FLUID FOUND

RECOMMENDED IN LAST HOTLINE CONTACT. ID [REDACTED]. NO DEF FLUID FOUND IN FUEL SYSTEM. FUEL FILTERS ARE CLEAN AND [REDACTED] AVE [REDACTED] ON THEM. THE FUEL SYSTEM HAS BEEN REPLACED [REDACTED]. I P [REDACTED] WITH REPLACING THE FUEL INJECTOR RETURN [REDACTED] FORMED LOW SIDE FUEL PRESSURE TESTS USING MANUAL PRESSURE GAUGE WITH KOEO AND KOER. THE FUEL PRESSURE STAYS AT [REDACTED] DEPENDING ON ENGINE RPM. IM NOT ABLE TO DRIVE THIS VEHICLE A [REDACTED] LICENSED TO DRIVE AIR BRAKE VEHICLE TO TAKE FUEL PRESSURE TESTS WHILE DRIVING UNDER LOAD. THE NEW FUEL INJECTOR RETURN LINE CAME APART NEAR [REDACTED] AGAIN. THERE IS SOMETHING IN THE HIGH SIDE FUEL SYST [REDACTED] THE LOW SIDE TO INCREASE TOO MUCH PRESSURE CAUSING THE RETURN LINE TO SEPARATE. WHAT ARE YOUR RECOMMENDATIONS IN RETPAIRING THIS CONCERN. THANKS.

[REDACTED] -INT- [REDACTED] : Callback

[REDACTED] cause [REDACTED] repea [REDACTED] n [REDACTED] g [REDACTED] ue to DEF contamination, I read and understand you said you have not found any but this is the most likely cause. This is because DEF crystalizes and restricts the small inline filter inside the injector return line and causes the pressure to become excessive on the injector return lines and breaks the fittings. If you have not found any signs of DEF contamination in the fuel filters, and because the return line failed again it would be recommended to continue with removing the PCV and VCV valves to inspect for signs of contamination per the [REDACTED] fuel system GSB. If any rust or signs of contamination is foun [REDACTED] en this would be considered the root cause and you should pursue the flush and repair procedure under customer pay. If there are no signs of fuel contamination on the PCV or VCV then continue with replacing the entire [REDACTED] fuel system under SPW from the original repair. Please ensure [REDACTED] at you flush the entire fuel system prior to making any repairs to avoid cross contaminating the new fuel system. Refer to [REDACTED] for the procedures if needed. - [REDACTED] TOL ...

[REDACTED] t [REDACTED] c [REDACTED] e in [REDACTED] tor [REDACTED] urn [REDACTED] ling is to DEF contamination, I read and understand you said you have not found any but this is the most likely cause. This is because DEF crystalizes and restricts the small inline filter inside the injector return line and causes the pressure to become excessive on the injector return lines and breaks the fittings. If you have not found any signs of DEF contamination in the fuel filters, and because the return line failed again it would be recommended to continue with removing the PCV and VCV valves to inspect for signs of contamination per the [REDACTED] fuel system GSB. If any rust or signs of contamination is found th [REDACTED] his would be considered the root cause and you should pursue the flush and repair procedure under customer pay. If there are no signs of fuel contamination on the PCV or VCV then continue with replacing the entire [REDACTED] fuel system under SPW from the original repair. Please ensure [REDACTED] hat you flush the entire fuel system prior to making any repairs to avoid cross contaminating the new fuel system. Refer to [REDACTED] for the procedures if needed. - [REDACTED]

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

----- C O M M -----

--TYPE-- [REDACTED] COMMENT TEXT -----

CONCER [REDACTED] JANN12
e status changed from Diagnostics/Repair
Suggested to Fix Verified, FUEL SYSTEM REPAIRED VEHICLE CONCERN

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DSL Tag: [REDACTED] AA
Bld Dt: [REDACTED] lb: [REDACTED]
Serial #: [REDACTED] AA

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

Trans: [REDACTED] AUTO 6SP DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] 2Q
: [REDACTED] Shft:

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

Tire : [REDACTED] Brand :
Radio : [REDACTED] EM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- 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] - [REDACTED]'s [REDACTED] [REDACTED] of L Ph#: [REDACTED]
City: [REDACTED] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

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

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

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S [REDACTED] E M E [REDACTED] 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] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: Return line Leak
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] - [REDACTED] [REDACTED]
[REDACTED] o f i c l n c e L
Please list an tics already performed: INSPECT Parts Replaced:
NONE Your Question: DOES FORD SUPPLY A REPAIRE KIT PART FOR FUEL RETURN
LINE TO UPPER FUEL FILTER TI INJECTORS?
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] t h i p r e e r e
s to replace the entire line. However a common reason for those
lines to break is due to DEF contamination. The best way to check for
DEF contamination is to let the return lines dry and inspect the
inside for crystals. If DEF contamination is found flush the low
pressure side and completely replace the high pressure fuel system.

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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:

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

Engine: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA

Trans: [REDACTED]-LG DSL T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] DA [REDACTED]

Shift:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] / [REDACTED] A/C : AC B-????????????????????
Paint : [REDACTED]-?? (W/B)

----- A F T E R M A R K 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] [REDACTED]

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

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE POOR FUEL ECONOMY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: poor fuel economy.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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: came in with
fuel leak. four filter cracked replaced fuel filters. customer
states fuel mileage from [REDACTED] to [REDACTED] Please list any diagnostics
already performed: verified customer concern by looking at the
computer and it showed the previous fuel mileage and the current fuel
mileages as described above Parts Replaced: none Your Question: what
is the next step you suggest to perform. could this be a computer or
consumption issue?
RECOMM [REDACTED] vehicle is not rated fuel economy. Simply
in [REDACTED] filter/housing should not cause a change in fuel
economy unless the customers driver habits have recently changed.
Prior to attempting any repairs, it would be recommended to have the
customer drive the vehicle further to see if the economy improves. The
fuel economy data is based off the last [REDACTED] of
driving to display the value. If you can [REDACTED] could be
recommended to follow [REDACTED] in [REDACTED] of the on-line PC/ED for
further diagnostics. [REDACTED]
(diesel).

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [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: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA

Trans: 6 SPD [REDACTED]-LG DSL T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] 2K

Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T OWL PREMIUM Brand : [REDACTED]
Radio : [REDACTED] M/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED]-?? BRONZE FIRE W/B

----- A F T E R M A R K 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] -????????????????????????????

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

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

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

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

----- [REDACTED] -----
VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
ENGINE OIL VISIBLE LEAK
Additional Symptom: OIL LEAK OUT OF BELLHOUSING
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] 2 c tion r
states fluid leaking from oil pan area. Please list any diagnostics
already performed: inspect isolated [REDACTED] customers primary
concern is oil leaking from oil pan c tion found fluid
leaking out of transmission bell housing draining down oil pan making
seem like pan is leaking fluid. [REDACTED] leaking is fuel customer does not
know about this leak. Fuel leaki isolated to fuel tank line [REDACTED]
quick connect. Found quick connect o-ring has rolled during
installation. I have already corrected fuel leak and is no longer
present. ...Parts Replaced: none ...Your Question: I am trying to
find out if the [REDACTED] diesel engine has oil dye from factory
already added to n e?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o n il do o
ne Oil Leak - Fluorescent Oil Additive Method procedure in
[REDACTED] of the workshop manual, the oil and filter should be
o adding the [REDACTED] or Dye-Lite Oil-Based Fluid Dye
for testing. Repair the sour he leak once it has been
identified, referring to the workshop manual instructions in the same

ADD-ON [REDACTED] TECHHOT
pump seal Fluid was transmission fluid leaking from front

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	YES
TSB/OASIS#:			Adjustment To:	From:

----- 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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]

Serial #: [REDACTED] AA
[REDACTED] [REDACTED] [REDACTED]

Trans: [REDACTED] -LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

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

----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] O/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] -???????????????????? STONE 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] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] (FSE)

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]	[REDACTED]	C DSD G A	MULTI MBASIC [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] SD,REG CAB,CHASCAB
Engine : [REDACTED] DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
ACCELERATION

LACK/LOSS OF POWER
ALWAYS

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?: YES

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

--TYPE--

COMMENT TEXT

CONCER [REDACTED]

[REDACTED] ion of
limp mode and engine light is on Please list any diagnostics
already performed: Hooked up ids and checked for codes had codes [REDACTED]
and p008a, using the pc/ed for these codes code [REDACTED] directed me
ppt ma, performed ppt mal yes p008a and [REDACTED], m [REDACTED] s [REDACTED], ma3
no fuel is clean, ma4, yes [REDACTED], ma [REDACTED] th [REDACTED] ted
me to ppt M, m1 yes [REDACTED] a [REDACTED] m3 yes [REDACTED], m4 yes [REDACTED] - [REDACTED]
[REDACTED], m5 no fuel is c [REDACTED] m6 yes all cylinde [REDACTED], m7 yes [REDACTED] to
ye [REDACTED], m10 yes runs smooth, m13 yes [REDACTED], m1 [REDACTED] yes f and m21
ye [REDACTED] told me to remove and inspect [REDACTED] 1 pressure control valve
solenoid, inspected valve no signs of excessive wear or contamination.
had a known good fuel pressure control solenoid and swapped it and
cleared codes and test drove, check engine ligh came on right away and
truck went back into limp mode Parts Replaced: another dealership
replaced the low pressure fuel pump, I swapped out the fuel pressure
control solenoid Your Question: what is the best way to test the high
pressure fuel pump on these trucks? have you guys seen any issues like
this? and help would be greatly appreciated thank you for your time

RECOMM [REDACTED]

[REDACTED] e a mec
uel pressure after the secondary fuel filter. If the fuel
pressure remains consistent during the fault event. This will rule out
the low pressure fuel system as a possible cause. The high pressure
fuel system operation has been the same since the [REDACTED] model year
vehicles, The low pressure fuel system has been th [REDACTED] me since the
[REDACTED] model year. If the fuel pressure drops during the fault event,
must be corrected before and further diagnosis. The [REDACTED] will
set if the base fuel pressure is less than expected. [REDACTED] will
set when the fuel pressure drops to [REDACTED]. This can [REDACTED] c [REDACTED] by a
restricted fuel filter (primary), lo [REDACTED] level, damaged fuel
filter/water separator, a shot to voltage on the FLP circuit or a
damaged fuel pressure and temperature sensor. If there is a fuel
system contamination concern suspect, the VCV will need to be removed

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 inspected for any metal contamination. If there is [REDACTED] or [REDACTED] and inspected for any metal contamination. If there is [REDACTED] or 2 specs of debris present, the high pressure fuel pump and the high pressure fuel system will require replacement. When the PCV was removed, there should have been no signs or any rust/water contamination present. If the low pressure fuel system is dropping off during the fault event, refer to [REDACTED]. Locate, access and inspect all the related fuel system components at the PCM, fuel pump control module including the inline connector [REDACTED]. The [REDACTED] connector [REDACTED] will require that the [REDACTED] be disassembled and replaced as necessary.

CONCERN [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] 2 p n of icl nce e check engine light on and in reduced power mode Please list any diagnostics already performed: performed a low pressure fuel test and low pressure fuel test failed, replaced fuel filters and retested low pressure fuel system still failing test, replaced the low pressure fuel pump and low pressure fuel test now passes but fails high pressure fuel test when commanded to [REDACTED] actual pressure as per [REDACTED] is only getting to [REDACTED] Par [REDACTED] d: another tech replaced the high pressure fuel pump then it came to me and I found the low pressure fuel pump to be bad Your Question: I have performed the ppt and says everything is good but obviously its not, . relative compression and power balance are good, is there and way to test the fuel injectors for leaking? I have removed the fuel injector return lines from the injectors and no fuel comes from any of the fuel injectors, so didnt know if there was another test for the injectors or not? I have heard that the left hand fuel rail is an issue as well but I am presuming that since when checking the pcv and vcv and fuel comes out the left hand fuel rail then the fuel rail is good? I have also removed the fuel pressure control solenoid and inspected and it looks clean and free of corrosion and water damage. I am out of ideas and help or guidance would be greatly appreciated and thank you for your time WEB-[REDACTED]-EXT-[REDACTED]-[REDACTED]:[REDACTED]. Good afternoon. If [REDACTED] low p [REDACTED] i [REDACTED] while being measured with a manual fuel gauge present, it is correct the concern can be isolated to the high pressure fuel system. Since the high pressure pump/ VCV has been replaced, the remaining possible causes are the fuel injectors or PCV/ left hand fuel rail. It is possible that there may be a concern with the left hand fuel rail as the PCV and left hand fuel rail mating surface is very precise. If there are improper torque/mating surface concerns between the left hand fuel rail, the PCV can internally allow too much fuel to pass by the valve. This is typically seen at higher engine load/ higher fuel pressure as noted. Before replacing the left hand fuel rail, the fuel injectors can be further tested. To do this refer back to [REDACTED] [REDACTED] and [REDACTED]. As you know the fuel injectors are only tested [REDACTED] i [REDACTED] base fuel pressure and may pass the step as they can fail during [REDACTED] her fuel pressure. To test the injectors during higher fuel pressure, disconnect all 8 of the fuel injector

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

--TYPE--

COMMENT TEXT

electrical connectors to disable them. Then have a team member crank the engine while inspecting the return line for fuel. There should be no fuel present at this time. If there is fuel present continue to [REDACTED] to further isolate the leak to the correct bank and cylinder. If there are no concerns with the injectors, replace the left hand fuel rail. The left hand fuel rail comes with the PCV and FRP sensor preinstalled.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] d o o ressu fue ste [REDACTED]
while being measured with a manual fuel gauge when sent, it is correct the concern can be isolated to the high pressure fuel system. Since the high pressure pump/ VCV has been replaced, the remaining possible causes are the fuel injectors or PCV/ left hand fuel rail. It is possible that there may be a concern with the left hand fuel rail as the PCV and left hand fuel rail mating surface is very precise. If there are improper torque/mating surface concerns between the left hand fuel rail, the PCV can internally allow to much fuel to pass by the valve. This is typically seen at higher engine load/ higher fuel pressure as noted. Before replacing the left hand fuel rail, the fuel injectors can be further tested. To do this refer back to [REDACTED] and [REDACTED]. As you know the fuel injectors are only tested i base el pressure and may pass the step as they can fail during higher fuel pressure. To test the injectors during higher fuel pressure, disconnect all 8 of the fuel injector electrical connectors to disable them. Then have a team member crank the engine while inspecting the return line for fuel. There should be no fuel present at this time. If there is fuel present continue to [REDACTED] to further isolate the leak to the correct bank and cylinder. If there are no concerns with the injectors, replace the left hand fuel rail. The left hand fuel rail comes with the PCV and FRP sensor preinstalled.

CONCER

[REDACTED] GTCGCQSP
agnostics found the low pressure fuel pump to be at fault

CONCER

[REDACTED] GTCGCQSP
l pressure sensor to be bad, replaced sensor and verified repair

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

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

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

[REDACTED] SUBJECT-B GCQIS

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

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

Repair Type RPL	Component Number COMMENT	Number Type SERVICE	Description TECH COMMENTS	Causal 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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: 6 SPD 6R140-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

[REDACTED] ZA 3M Shift: [REDACTED]

Tire : [REDACTED] BSW F:A/P R:T2 Brand : [REDACTED]
Radio : N STEREO RADIO A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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] e : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : [REDACTED] 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) -----
Dealer ID Repair Repair Odometer Rp Cau e Part Number Labor
 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]

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Visible Fuel Leak
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) - [REDACTED]
[REDACTED] a [REDACTED] p n of icl
states vehicle and went dead while driving. vehicle towed in.
will not start. Please list any diagnostics already performed:
verified customers concern, ran diagn, retrieved code [REDACTED]. fuel is
leaking, spraying on engine. upon inspection. tech fou [REDACTED] de blown
out of injection pump. there is some debris on regulator. took fuel
sample. fuel is clean. Parts Replaced: none Your Question: we have
never seen high pressure pump, side blown out. vehicle is under
warranty. is this a warrantable problem. any suggestions on how we
should proceed. customer states he only buys fuel at [REDACTED]
roght out of pump. never had a problem.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] i e s blo [REDACTED] p.
his concern, it is recommended to refer to <A [REDACTED] = [REDACTED]
[REDACTED] publication
vers an analysis o e t inding debris in the fuel system.
Please refer to the [REDACTED] and pay close attention to its inspections and
recommendations base n the findings as it will direct you in what
needs to be replaced for the most robust repair. As far as whether the
condition is warrantable, the [REDACTED] contains information on what
conditions are warrantable and at are not, as to what caused the
concern. The publication will have you check the system to determine
what the cause of the failure was. Also, since there was metal debris
found on the VCV screen, please refer to [REDACTED] General
Procedures > Diesel Fuel System Flushing to run or engine
started. This will ensure that they system is properly flushed out to
make sure there are no contaminants in the system Keep up the good
work! Technical Assistance Center. [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) - [REDACTED]
[REDACTED] d refer g t [REDACTED]
flushing pr cause of the metal debris f d in system. SWIS
Session Status : SWIS Not Necessary, SWIS Session Sub Status : [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 -----

Contact

Contact

CONCER

[REDACTED] R [REDACTED] T
SPW [REDACTED] ll Date: P [REDACTED] r [REDACTED] omers concern. Include as many details as possible. CUSTOMER STATED WAS DRIVING HOME, VEHICLE ALL OF SUDDEN LOST POWER AND STALLED. WOULD NOT START. TOWED TO OUR FACILITY. Please enter the Engine Hours below, if available. What are the Total Hour and Idle Hour readings from the Instrument Cluster? [REDACTED] IDLE HOURS [REDACTED] Please list the qualifying base part number whi replac [REDACTED] previously that makes this repair eligible for SPW coverage: Please describe why the component(s) is being replaced. Include any other causal component(s) and/or system(s) that caused component damage/failure. Provide supporting PPT test results from PC/ED and/or the Workshop Manual. HIGH PRESSURE PUMP FAILED, BLEW THE SIDE OF OF PUMP OUT. WHEN YOU TURN KEY ON TO START FUEL GOING EVERYWHERE. TOOK FUEL SAMPLE. LOOKS GOOD.PUMP EXPLODED. CONTAMINATED FUEL SUSYTEM WITH METAL. Are there indications of Vehicle or Component Abuse, Modifications, or Lack of Maintenance? If so please continue to the [REDACTED] Cancellation/Reinstatement Request Form. To get to this form to [REDACTED] and follow these steps: Select Parts and S [REDACTED] li>Select [REDACTED] Administration & [REDACTED] Parts Return from the left na [REDACTED] menu Select Cancellation/Reinstatement Request Form (right side of the [REDACTED] near the bottom) Complete the form, including photo uploads and detail about failure and reason for warranty denial request None Provide any additional details necessary. Please include any technical information that you feel will help the [REDACTED] process your prior approval request. WE [REDACTED] LOW FUEL RAIL PRESSURE. CHECKED FUEL SAMPLE, REMOVED FUEL P [REDACTED] U [REDACTED] GULATOR, AND PCV, CHECKED FILTERS. WE HAVE NEVER SEEN AN PUMP JUST EXPLODE BEFORE.

RECOMM

[REDACTED] d [REDACTED] t this eng
high-p [REDACTED] re fuel pump. We see in the provided images that there is metal debris in the VCV screen and that neither the PCV nor VCV have moisture contamination present. Based on this, so long as there are no fuel contamination concerns, we agree that the High-Pressure Fuel System (base [REDACTED]) is warrantable and the following instructions should be ref [REDACTED] P>The Diesel Fuel System Contamination Repair/Flushing procedure in section 310-00C>General Procedures of the work shop manual (WSM) should be followed for the fuel system flushing procedure and High Pressure Fuel System component replacement list.</P> <P> </P> <P><U>NOTE:</U> Please remember to obtain Prior Approval for any additional components that require Prior Approval, before proceeding with the repairs. Dealers can find their Prior Approval programs and component list on [REDACTED] under Parts & amp Service><A [REDACTED]
[REDACTED]
[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 -----
Administration & Warranty Parts Return.</P> <P> </P>
Administration & Warranty Parts Return.</P> <P> </P>
<P>Refer to the Removal and Installation Procedures found in section
[REDACTED] of the [REDACTED] for service information.</P> For [REDACTED]
ears, ensure that the Fuel [REDACTED] ([REDACTED]) is
to [REDACTED] as per the rem [REDACTED] la [REDACTED] procedures
loc [REDACTED] of the online [REDACTED]. For [REDACTED]
model years [REDACTED] he Fuel Pressur [REDACTED] nd Temperature
tightened to [REDACTED] as per the removal and installation
procedures lo [REDACTED] of the online [REDACTED].
<P> <P>Once the repair [REDACTED] leted, make sur [REDACTED] o perform the
following:</P> Fuel System Bleeding procedure found in
[REDACTED] >General Procedures of the [REDACTED]. Use the IDS
he PCM Reset and Clear the Sp [REDACTED] fied Functions.
Reset Min. Fuel Mass Adaptation All Cylinders.
Program the fuel injector [REDACTED] codes. DCPA Prior Approval
Not Necessary

ADD-ON

[REDACTED] O [REDACTED] I [REDACTED] PART NUMBE [REDACTED]
REPLACEMENT) REPAIR DATE: [REDACTED] REPAIR [REDACTED] NCE: [REDACTED]
COUNTRY: [REDACTED] STATE: MS IS C [REDACTED] ER -DIESEL ENGINE [REDACTED] on
Status : [REDACTED] IS Not Necessary, SWIS Session Sub Status : Non-Technical,
SWIS Comments : n/a

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: LC 3Q DB
Bld Dt: [REDACTED] Calb: LTFETR N A
Serial #: [REDACTED] [REDACTED] DB

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

Serial #: [REDACTED]
Model: [REDACTED] LB

Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW PLUS Brand : [REDACTED]
Radio : [REDACTED] STEREO RADIO A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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 DIRECTOR
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

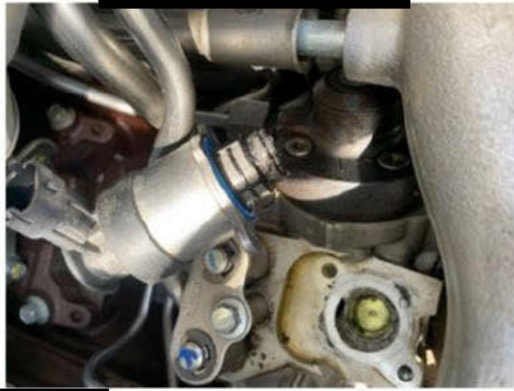
SURVEY HAS NOT BEEN SENT

----- 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]

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED ALWAYS
Additional Symptom: No Start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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] e [REDACTED] Warranty Type: FWR SPW Install
Mile [REDACTED] W Install [REDACTED] se describe customers concern. Include
as many details as possible. customer states while driving reduced
engine power came on veh stalled now wont start no crank over Please
enter the Engine Hours below, if available. . What are the Total Hour
and Idle Hour readings from the Instrument Cluster? . Please list the
qualifying base part number which was replaced previously that makes
this repair eligible for SPW coverage: . Please describe why the
component(s) is being replaced. Include any other causal component(s)
and/or system(s) that caused component damage/failure. Provide
supporting PPT test results from PC/ED and/or the Workshop Manual. ran
frds self test dtc [REDACTED] came engine wont crank over like
engine is hydro loc [REDACTED] eaking in valley of engine.inspected
fuel leak with bore scope found high pressure fuel pump housing crack
and is leaking diesel fuel .the high pressure fuel pump is lock up and
thats way the engine wont crank over.r&i upper and lower intake
manifolds to gain access to vcv ,removed vcv valve found metal on vcv
screen and metal coming out of high pressure fuel pump.removed primary
fuel filter let set for [REDACTED] no contamination found. Are there
indications of Vehicle o [REDACTED] nent Abuse, Modifications, or Lack of
Maintenance? If so please continue to the Warranty
Cancellation/Reinstatement Request Form. To get to this form proceed
to [REDACTED] and follow these steps: Select Parts and
Ser [REDACTED] >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 detail about failure and reason for warranty denial request
 None Provide any additional details necessary. Please include
any technical information that you feel will help the [REDACTED]
[REDACTED] process your prior approval request. [REDACTED] self
[REDACTED] came engine wont crank over like engine is
hydro loc [REDACTED] eaking in valley of engine.inspected fuel leak

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 bore scope found high pressure fuel pump housing cracked and is
with bore scope found high pressure fuel pump housing cracked and is
leaking diesel fuel .the high pressure fuel pump is lock up and thats
way the engine wont crank over.r&i upper and lower intake manifolds to
gain access to vcv ,removed vcv valve found metal on vcv screen and
metal coming out of high pressure fuel pump.removed primary fuel
filter let set for [REDACTED] no contamination found.

RECOMM

[REDACTED] mission. Reviewing the images show metallic
amination of the fuel system and and no indications of a
contaminated fuel system on the PCV. The image of the VCV does not
show the tip of the valve and we can not verify it is free of
corrosion from fuel contaminates. Please update the request with an
image of the VCV like [REDACTED] of <A

ADD-ON

[REDACTED] L SYSTEM SERV REPLACEMENT) REPAIR
DATE: [REDACTED] PAIR DISTANCE: [REDACTED] COUNTRY: [REDACTED] IS
COVER [REDACTED] DIESEL [REDACTED]
CONCER [REDACTED] GTC

RECOMM

[REDACTED] k [REDACTED] r [REDACTED] ate with the additional image of the valve.
the images shown we see that the valves are not discolored or
pitted, which leads to a diagnosis of clean diesel being used. With
the information provided, the supporting images, and the presence of
metal in the system the replacement of the High [REDACTED] Fuel System
([REDACTED]) is approved. <P>The Diesel Fuel System C [REDACTED] tion
R /Flushing procedure in [REDACTED] >General Procedures of
the work shop manual ([REDACTED]) sho [REDACTED] for the fuel system
flushing procedure and gh [REDACTED] Fuel System component replacement
list.</P> <P> </P> <P><b [REDACTED] :</U> Please remember to
obtain Prior Approval for any additional components that require Prior
Approval, before proceeding with the repairs. Dealers can find their
Prior Approval programs and component list on [REDACTED] under
Parts & Service><A
href=[REDACTED]

 </P>
<P>Refer to the Removal and Installation Procedures found in [REDACTED]
[REDACTED] of the [REDACTED] for service information.</P> For [REDACTED]
ears, en [REDACTED] e that the Fuel [REDACTED] Switch ([REDACTED]) is
to [REDACTED]) as per the rem [REDACTED] installa [REDACTED] procedures
loc [REDACTED] of the online [REDACTED] . For [REDACTED]
model years [REDACTED] he Fuel [REDACTED] nd Temperature
tightened to [REDACTED]) as p [REDACTED] emoval and installation
procedures lo [REDACTED] of the online [REDACTED] .
<P> </P>Once the repai [REDACTED] leted, make sur [REDACTED] o perform the

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 -----
following:</P> Fuel System Bleeding procedure found in
following:</P> Fuel System Bleeding procedure found in
[REDACTED] >General Procedures of the WSM. Use the IDS
o he PCM Reset and Clear the Specified Functions.
Reset Min. Fuel Mass Adaptation All Cylinders.
Program the fuel injector IQA codes. DCPA Approved
[REDACTED]

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: LC 3Q DA
Bld Dt: [REDACTED] Calb: LTFETR N A
Serial #: [REDACTED] DA

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

Model: [REDACTED] Shift: [REDACTED]

----- A X L E -----
Axle: [REDACTED] FINAL DRIVE RATI Id Tag Code: [REDACTED] Bld Dt: [REDACTED]
Serial [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW PLUS Brand : [REDACTED]
Radio : [REDACTED] STEREO RADIO A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WB C/C-W/B

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] 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: TECHNICIAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- C O M P L A I N T -----

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]

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

VEHICLE: [REDACTED] SUPCAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: metal in fuel.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

[REDACTED] : [REDACTED] Warranty Type: FWR SPW Install Mileage:
SPW [REDACTED] l Date: Pl [REDACTED] ibe customers concern. Include as many
details as possible. ENGINE CRANK NO START. Please enter the Engine
Hours below, if available. What are the Total Hour and Idle Hour
readings from the Instrument Cluster? VEHICLE IS DISSAMBLLED CAN NOT
TURNO KEY ON WITHOUT FUEL LEAKING EVERYWHERE Please list the
qualifying base part number which was replaced previously that makes
this repair eligible for SPW coverage: NOT APPLICABLE Please describe
why the component(s) is being replaced. Include any other causal
component(s) and/or system(s) that caused component damage/failure.
Provide supporting PPT test results from PC/ED and/or the Workshop
Manual. FOUND METAL FLAKES ON VOLUME CONTROL VALVE INDICATING HIGH
PRESSURE FUEL PUMP FAILURE. NO RUST PRESENT ON VCV OR PCV. FUEL SAMPLE
PASSED. NO WATER SEPERATION. LEFT PCV, VCV AND FUEL FILTER SITTING
OUTSIDE FOR [REDACTED] NO DEF CRYSTALIZATION. FOLLOWED [REDACTED]
[REDACTED]. Are [REDACTED] ons of Vehicle or Component Abuse
ations, or Lack of Maintenance? If so please continue to the
Warranty Cancellation/Reinstatement Request Form. To get to this form
proceed to [REDACTED] and follow these steps: Select
Parts and S [REDACTED] li>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 detail about failure and reason for warranty denial
request None Provide any additional details necessary.
Please include any technical information that you feel will help the
process your prior approval request.

RECOMM [REDACTED]
[REDACTED] u [REDACTED] sive metal at the VCV, replacement of the
essure pump/fuel system will be approved as long as there are
no other signs of fuel contamination. <P>The Diesel Fuel System
Contamination Repair/Flushing procedure in [REDACTED] >General
Procedures of the work shop manual (WSM) sho [REDACTED] for 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
fuel system flushing procedure and High [REDACTED] Fuel System component
fuel system flushing procedure and High [REDACTED] Fuel System component
replacement list.</P> <P> </P> <P><b :</U> Please
remember to obtain Prior Approval for any additional components that
require Prior Approval, before proceeding with the repairs. Dealers
can find their Prior Approval programs and component list on
[REDACTED] under Parts & Service<A
[REDACTED]
[REDACTED] </P>
<P>Refer to the [REDACTED] oval and Installation Procedures found in [REDACTED]
[REDACTED] of the [REDACTED] for service information.</P> For [REDACTED]
ears, en e that the Fuel [REDACTED] Switch ([REDACTED]) is
to [REDACTED]) as per the rem installa procedures
loc [REDACTED] of the online [REDACTED]. For [REDACTED]
model years [REDACTED] he Fuel [REDACTED] nd Temperature
tightened to [REDACTED]) as p removal and installation
procedures lo [REDACTED] of the online [REDACTED].
<P> <P>Once the repair [REDACTED] leted, make sur o perform the
following:</P> Fuel System Bleeding procedure found in
[REDACTED] >General Procedures of the [REDACTED]. Use the IDS
[REDACTED] he PCM Reset and Clear the Sp fied Functions.
Reset Min. Fuel Mass Adaptation All Cylinders.
Program the fuel injector IQA codes. DCPA Approved
[REDACTED]

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED]:00, P24D0:00
Equi / s Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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]
- - - [REDACTED] I N E - - -
Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]

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

Serial #: [REDACTED] AA
TRANSMISSION - - -

Trans: 6 SPD [REDACTED]-LG DSL Part #:

Bld Dt: [REDACTED]
Serial #: [REDACTED] DA 1W

Shift:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW Brand :
Radio : [REDACTED] /FM/STRO/CLOCK A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R [REDACTED] R [REDACTED] I [REDACTED] -----

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

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

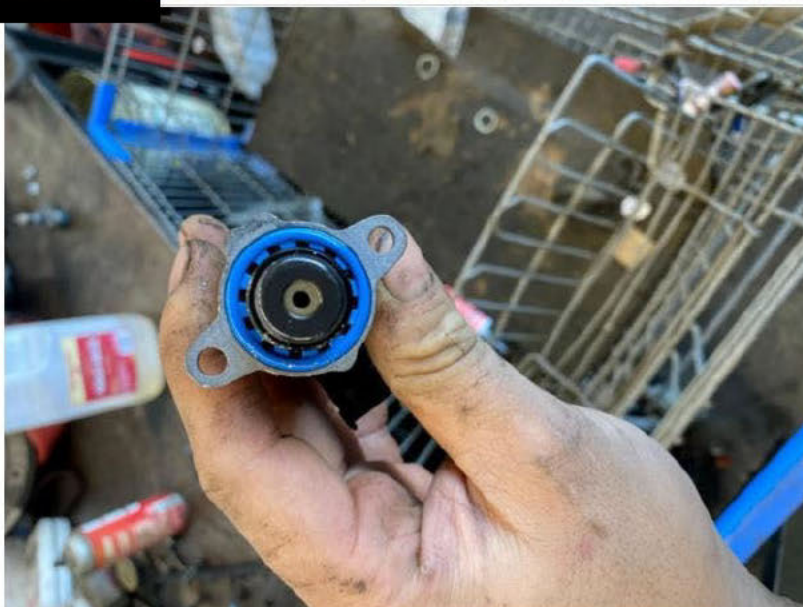
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] 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]-----
VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
ACCELERATIONLACK/LOSS OF POWER
ALWAYS

Additional Symptom: RTN LINES BLOWN OFF, CEL NOISE

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-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] e iption Veh Co
STATES: HEARD L [REDACTED] AND VEHICLE SHUT DOWN TO SAFE MODE. TECHNICIAN
STATES: LARGE FUEL LEAK PRESENT AS VEHICLE ARRIVED. VISUAL INSPECTION
FOUND INJECTOR [REDACTED] LINE BLOWN OFF BARBED CONNECTOR. ** PCV WAS
REPLACED AT ANO [REDACTED] LERSHIP IN [REDACTED]. ... Please list any
diagnostics already performed: REP [REDACTED] ETURN FUEL LINE ASSEMBLY.
CLEARED DTC'S AND STARTED VEHICLE. VEHICLE IDLING WITH NO CONCERNS OR
LEAKS. LOW TICKING NOISE PRESENT. USED STETHISCOPE FIND TICKING NOISE
LOUDER ON FUEL LINES AND NOT AT HIGH PRESSURE PUMP. ATTEMPTED ROAD
TEST BUT VEHICLE ENTERED DERATE BEFORE LEAVING PARKING LOT AS I
ATTEMPTED A [REDACTED] SHORT ACCELERATION ATTEMPTS. VIEWED PIDS AT THIS
TIME TO FIND [REDACTED] L FRP HIGHER THAN COMMANDED. WHEN RPMS REACH AROUND
[REDACTED] A LOUD METALLIC CLICKING IS PRESENT FROM ENGINE COMPARTMENT.
RNNED TO STALL TO ATTEMPT TO ISOLATE NOISE WITH NO LEAKS PRESENT AT
THIS TIME. HAD ANOTHER TECHNICIAN BRING RPMS TO POINT THAT NOISE
BECOMES PRESENT. PERFORMED RELATIVE COMPRESSION ALL PASS AND NO
CONCERNS PRESENT WITH POWER BALANCE. NOISE APPEARS LOUDER ON LH FUEL
RAIL. COMMANDED INJ 6 AND 7 OFF SEPERATELY WITH NOISE STILL PRESENT.
AS OTHER TECH KEPT PRODUCING NOISE THEN NOTICE LARGE FUEL LEAK BUT
THIS TIME INJ 4 RETURN LINE HAD BLOWN OFF BARBED CONNECTOR. INPECTED
PRIMARY FUEL FILTER TO FIND SMALL AMOUNT OF METAL DUST THAT I HAVE
FOUND IN NORMAL OPERATING [REDACTED]. NO DEF CONTAMINATE FOUND
BUT A [REDACTED] OF SMALL WHIT [REDACTED] APPEARED TO BE TEPHLON TAPE
OR SIL [REDACTED] NEVER SEEN BEFORE. CRACKED OPEN SECONDARY FILTER TO FIND
NO CONCERS. FLUSHED RETURN LINE BACK TO FUEL COOLER AND FLUSHED FUEL
COOLER. COULD NOT DISCONNECT RETURN LINE FROM FUEL CONDITIONING MODULE
SO REMOVED FILTER AND BLEW AIR BACK TO MODULE WITH REED NOISE PRESENT
(HIGH PITCH SQUEALING) MAYBE MORMAL. REPLACED FUEL FILTERS AND
ASSEMBLED LINES. SECURED [REDACTED] WITH ZIPTIE. REPLACED LH FUEL RAIL
AND LOW TICKING NOISE STI [REDACTED]. CAPTURE PID DATA AND SUBMITTED
AFTER REPLACING LH RAIL. PIDS SHOWING ACTUAL LOWER THAN COMMANDED FRP
AT THIS TIME. ... Parts Replaced: FUEL RETURN LINE. LH SMART
RAIL. ... Your Question: APPEARS TO BE RETURN FUEL ISSUE. NOT SURE 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

CONDITIONING MODULE COULD CAUSE THIS. NEVER HEARD THIS LOUD METALLIC

CONDITIONING MODULE COULD CAUSE THIS. NEVER HEARD THIS LOUD METALLIC NOISE. SOUNDS LIKE AN OVER SIZED TAZER ARK (BEST DESCRIPTION TO COMPARE TO, AS FAR AS FREQUENCY). NEEDS SOME GUIDANCE. HAVE YOU HEARD OF THIS ISSUE BEFORE? ONLY DTC'S RETURNING ARE FOR LOW FUEL RAIL PRESSURE AND THEN FOR GROSS LEAK ONCE A RETURN LINE HAD COME APART.

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

[REDACTED] a n that ar

sed by a concern with the low pressure fuel system. Specifically, high pressure or a restriction are suspected to be at fault for this issue. To address this issue, check the low pressure system pressure using a manual gauge as described in [REDACTED] [REDACTED] > General Procedures. The fuel pressure specif t this is [REDACTED]. Excessive pressure in the low pressure system may cause the port lines to blow off, as these lines are connected to the main fuel supply line for injector priming on startup. If the fuel pressure is [REDACTED] by any significant margin, suspect a concern with the e fuel system is present. If low side fuel pressure is within specification, the concern may be related to a restriction at the fuel sending unit or in the line that runs from the [REDACTED] to the high pressure fuel pump. Blowing air though this line will verify no restrictions are present. If no restrictions are found, replace this line and disconnect the fuel suction line at the sending unit. Place this line in an alternative fuel source such as a jerry can or bucket of clean diesel fuel. If the noise is resolved, suspect a concern with the sending unit. If no issues are found, continue by performing [REDACTED] in [REDACTED] 5 of the [REDACTED] manual. Specific test steps that will b lica this conce e steps [REDACTED], [REDACTED], and [REDACTED]. These steps will check verify that the injectors a be prime correctly at startup and that no injector return port leaks are preset, as a return port leak could also cause lines to blow off. Step [REDACTED] will verify correct operation of the VCV solenoid which has not n tested or replaced at this time. Repair any concerns found during [REDACTED] and reevaluate.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] e mended

checking for r return port leaks, VCV testing, and

alternative fuel source.

CONCER [REDACTED] TECHHOT

[REDACTED]-Y [REDACTED]-FUEL PRESENT AT [REDACTED] 8 RETURN LINE.

[REDACTED]-N. REM N L M [REDACTED] TO TANK AND AI HECKED FOR

TRITION-NONE PRESENT. ATTACH UBE TO [REDACTED] RETURN AND CYLCLED KEY

WITH FUEL FLOWING FROM TUBE. STARTED ENGINE BROUGHT RPMS TO [REDACTED]

WHERE LOUD METALLIC CLICKING NOISE PRESENT WITH NO CHANGE IN RET

FLOW. REMOVED INTAKES AND REMOVED VCV TO FIND SLIGHT OXIDATION ON

VALVE BUT NO ACCUMULATION OF METAL DEBRIS. REPLACED VALVE AND BROUGHT

ENGINE RPM TO AROUND [REDACTED] WITH NOISE PRESENT AND VIEWING PIDS TO FIND

FRP A- [REDACTED] AND F CMD- [REDACTED]. FLP AT [REDACTED] WHICH IS LESS

THAN [REDACTED] RENCE AS COMPAR THER VEHI THIS TIME I

SUSPE POSIBILTY OF [REDACTED] FP OUT OF TIME, ESPECIALLY WITH LOUD NOISE

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 -----

PRESENT. REMOVED VACUUM PUMP TO INSPECT TIMING MARKS OF PUMP AND

PRESENT. REMOVED VACUUM PUMP TO INSPECT TIMING MARKS OF PUMP AND CAMSHAFT. [REDACTED] ON PUMP LINE UP PERFECT WITH [REDACTED] ON CAMSHAFT G [REDACTED] S POINT I SUSPECT INTERNAL ISS

PRESSURE FUEL PUMP. WSM DOES NOT STATE ANY REPLACEMENT OF LINES TO REPLACE BUT PUMP PRICED AT [REDACTED]. WITH LH FUEL RAIL, RETURN LINE AND VCV REPLACED WOULD PRIO [REDACTED] AL BE NECESSARY FOR REPLACING [REDACTED] PUMP. WITH RETURN LINE BLOWING OFF INJ [REDACTED] SHOULD AN HER RETURN LINE ALSO BE REPLACED.

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

[REDACTED] t i oxidat wa ese

id. If this statement means that rust or corrosion were present on the solenoid, it is indicative of contamination in the high pressure fuel system. When contamination is present in the high pressure fuel system, complete system replacement is required to resolve the concern. Failures due to fuel contamination are non-warrantable. It is suspected that fuel contamination that caused the rust / corrosion on the VCV solenoid has also damaged the high pressure fuel pump and other components such as the fuel injectors. For examples of fuel system components that have been exposed to fuel contamination, refer to [REDACTED]

. If rust or corrosion was present on [REDACTED] V enoid [REDACTED] s not wipe off using a clean rag soaked in diesel fuel, replace the complete high pressure fuel system and perform the fuel system flushing procedure to resolve the issue. The flushing procedure can be found in [REDACTED] > General Procedures > Key turned to RUN or engine [REDACTED].

CONCER [REDACTED] TECHHOT

[REDACTED] Y I WENT OVER TO VCV WITH A RAG AND THE SLIGHT OXIDATION WIPED CLEAN. MY OTHER QUESTONS STILL NEED TO BE ANSWERED. TRYING TO EXPEDITE REPAIR. FOUND NO SIGNS OF CONTAMINATION DURING EARLIER INSPECTIONS.

RECOMM [REDACTED] [REDACTED] - FLH - CUSTOMER SERVICE

[REDACTED] n heard is a use for concern and should

ressed, it is likely a symptom of the root cause of the failure. Additionally, high pressure fuel pump noise is not common with no metal debris present. With multiple injector return lines breaking off, it is still suspected that there is a high base fuel pressure. It was stated that the FLP PID was at [REDACTED], however, we need to test the fuel pressure manually with a g [REDACTED] sure the fuel pressure after the secondary filter per workshop manual [REDACTED] > General Procedures > Fuel System Pressure Test Diesel [REDACTED] es. The high pressure fuel pump has an internal mechanical regulator that controls the low pressure fuel system pressure. If this regulator is stuck and causing a high pressure, this could explain the return lines breaking off as well as the noise. Note that the return line should be replaced, however, before replacement determine what is causing the line to break will be necessary to prevent repeat failure of the new

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 -----

lines. If the low pressure system has a high pressure, look for any lines. If the low pressure system has a high pressure, look for any restrictions in the lines from the secondary filter feeding the high pressure fuel pump. If there are no restrictions, then the high pressure pump is faulted and will need to be replaced. Note that prior approval of the high pressure fuel pump may be required by the dealership. Refer to <a href=' [REDACTED]

[REDACTED] equip

[REDACTED] is no high base fuel pressure, revisit the injector return leak testing. It was stated that on [REDACTED] when the return line was removed and the key cycled, fuel was [REDACTED] from the tube. This should not be the case. The return system is connected to the low pressure system. This means that fuel flows from the base fuel system to the backs of the injector's return ports through the return line. This is to create a fuel coupling. With the return line removed from the secondary system and cycling the key to turn the fuel pump on, there should be no fuel from the return line. If this is the case, continue with [REDACTED] to isolate which injector is leaking.

CONCER [REDACTED] TECHHOT

[REDACTED] MP WAS INSTALLED AND [REDACTED] NO LONGER PRESENT. DURING FURTHER TESTING THE [REDACTED] BEGAN [REDACTED] OUGH WITH EXTENDED CRANKING TIME AND [REDACTED] WI [REDACTED] LL WHEN RPMS ARE HELD AT [REDACTED] FOR APPROXIMATELY [REDACTED] WITHOUT BLOWING RETURN LINE OFF. [REDACTED] HIS POINT THERE WE [REDACTED] AND [REDACTED] TO WERE PRESENT. [REDACTED] PRESENT AT ALL TI [REDACTED] WH [REDACTED] TERMITTENT. WHILE [REDACTED] W [REDACTED] IDS AND COMMANDED BANK 1 [REDACTED]) OFF THE ROUGH IDLE WOULD REMAIN CONSTANT. WHEN [REDACTED] NK [REDACTED] WERE DISABLED THE ROUGH IDLE WOULD GET WORSE. PERFORMED P [REDACTED] T P. INJECTORS OHMED AT [REDACTED] AND HARNESS OHMED UNDER 5. AT THIS POINT OF PINPOINT TEST REPL [REDACTED] OF ALL [REDACTED] IS RECOMMENDED. INJECTORS ARE ON BACK AND HAVE BEEN EMERG [REDACTED] D.

RECOMM [REDACTED]

[REDACTED] e [REDACTED] ted the f [REDACTED] contam [REDACTED] n and metal debris and are confident that there is no evidence of either present in the high pressure fuel system, it is agreed that all [REDACTED] and the fuel return line should be replaced as per [REDACTED] to correct this concern. Understanding that the injectors are on backorder and that the order has been moved to emergency order status, in the event that the part needed to repair this vehicle is not available, the Parts Backorder Escalation Process should be followed. In order to complete the Parts Backorder Escalation Process the order should be moved to Emergency (EMR) Status (as you have done), the Parts Assistance [REDACTED] Online ([REDACTED]) contacted, and an [REDACTED] case opened. The Parts [REDACTED] order E [REDACTED] ation will allow the [REDACTED] vement of other [REDACTED] departments to ensure customer satisfaction with the repair pr [REDACTED] s. For more information on the Parts Backorder Escalation Process refer to the <A href=' [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H [REDACTED] #: [REDACTED]
Report Source: [REDACTED] ate: [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]

[REDACTED]
[REDACTED]
FMCDealer and on [REDACTED] of [REDACTED] of the online <A href=[REDACTED] de found in [REDACTED]
[REDACTED]

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

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

Symp. Verif?: [REDACTED] Ease of Diagnosis: [REDACTED] Level 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
UNKNOWN [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Equipme c s E ? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] BA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] PA 1K
Shift: [REDACTED]

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

Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : [REDACTED] /FM STRO/DISC A/C : AC B-????????????????????????????????
Paint : [REDACTED]-?? (W/B)

----- A F T E R M A R K E T M O D I F I C A T I O 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]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] (FSE)

----- [REDACTED] -----
Date CQIS Pro Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [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], PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: CHECK ENGINE LIGHT ON
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: 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]

Warra quest SPW Install Date: 1. Please
describe customers concern. Include as many details as possible. ...long
crank hard start ...2. Why is the component being replaced? ...metal on
fuel system ...3. Please enter the Engine Hours below, if
available.4. Provide any additional details necessary. Please
include any technical information that you feel will help the Hotline
process your prior approval request. ...run self test found [REDACTED]
perform ppt m m1 [REDACTED] go to m18 fails go to m20 had to re [REDACTED] the
fuel volume contr [REDACTED] lve solenoid found metal debris referred
[REDACTED] perform the gsb [REDACTED] necessary to replace entire high
el system due to [REDACTED] debris after confirming there to be
no other fuel contaminants on fuel system per [REDACTED] on the gsb ...5.
What are the Total Hour and Idle Hour readings [REDACTED] the Instrument
Cluster? ...6. Please list the qualifying base part number which
was replaced previously that makes this repair eligible for SPW
coverage: ...none

RECOMM [REDACTED]
[REDACTED] t ris seen
provid e agree that the high pressure fuel system will need to be
replaced using the [REDACTED] high pressure fuel system kit. Because there
is no evidence of r r contamination seen on the PCV and VCV in the
images provided, this repair is warrantable. The 'Diesel Fuel System
Contamination Repair/Flushing procedure in [REDACTED] >General
Procedures of the work shop manual (WSM) sho for the
fuel system flushing procedure and High Pressure Fuel System component
replacement list.<P><U>NOTE:</U> Please remember to obtain
Prior Approval for any additional components that require Prior
Approval, before proceeding with the repairs. Dealers can find their
Prior Approval programs and component list on [REDACTED] under
Parts & Service<A
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

Administration & Warranty Parts Return.<P>Refer to the Removal

Administration & Warranty Parts Return.<P>Refer to the Removal and Installation Procedures found in [REDACTED] of the [REDACTED] for service information.</P> For [REDACTED] 1 years, [REDACTED] sure that the Fuel [REDACTED] ([REDACTED]) ned to [REDACTED]) as per the rem [REDACTED] la procedures located [REDACTED] of the online [REDACTED]. For [REDACTED] model ye [REDACTED] sure e Fuel Pressure d Temperature s tightened to [REDACTED]) as per the removal and installation procedures locate [REDACTED] of the online [REDACTED]. <P>Once the repair ted, make sure perform the following:</P> Fuel System Bleeding procedure found in [REDACTED] & [REDACTED] Procedures of the [REDACTED]. Use the IDS [REDACTED] h Reset and Clear th [REDACTED] pecified Functions. Reset Min. Fuel Mass Adaptation All Cylinders. Program the fuel injector [REDACTED] codes. DCPA Approved* [REDACTED]

CONCER

[REDACTED] stated died whi [REDACTED] g, cranks won't start, happened [REDACTED] dy [REDACTED] and had filters replaced. ... Please list any diagn [REDACTED] rmed: verified concern, ran oasis, no ssm/tsb, found another dealer just pump low pressure pump/sender and filters in truck for same concern. been [REDACTED] and [REDACTED]. visual inspection, no low or high pressure fu [REDACTED] nd fu [REDACTED] lapse up [REDACTED] from straps. removed fuel tank, found pump l [REDACTED] ut of p due to tank smashing and breaking pump. inspected filler and vent tube, no restrictions causing system to not vent properly. can't seem to find what would have caused the tank to not pull fresh air in as pump pulled fuel out. obviously caused tank collapse and pump damage. ... Parts Replaced: see warranty history, none here yet ... Your Question: any known concerns, can water in fuel internal filter restriction cause tank collapse, no signs of impact, plugged filler vent or fill pipe. lines not pinched off. I know I will need a pump/sender, fuel tank, all new hardware that they stripped out, water n fuel assembly.

RECOMM

[REDACTED] n
r tube is used for venting the tank when the fuel tank is being filled. The fuel cap also vents pressure from the fuel tank. The vents on top of the fuel tank vents vacuum and prevents the fuel tank from collapsing as fuel is drawn from the fuel tank. When the fuel tank vent becomes restricted, the vent is not serviceable on the plastic tanks and the fuel tank should be replaced. The fuel tank should also be replaced when the fuel tank is collapsed.

ADD-ON

[REDACTED] HOT

ADD-ON

[REDACTED] a [REDACTED] lds. RO N [REDACTED]
Date: [REDACTED] RO Line: [REDACTED] New Approval Code [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED]: [REDACTED], [REDACTED]
Equip O S E ? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	YES
TSB/OASIS#:			Adjustment To:	From:

----- 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]

----- ENGINE -----

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
E1116 [REDACTED] [REDACTED]

----- TRANSMISSION -----

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] DA 9B
A4521 [REDACTED] [REDACTED]
Model: [REDACTED] Shift: [REDACTED]

----- ADDITIONAL -----

Tire : [REDACTED]/S BSW Brand : [REDACTED]
Radio : [REDACTED] M STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WHITE WB C/C-W/B

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr: [REDACTED] Ph#: [REDACTED]
City: [REDACTED] : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

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

Specialist's
Name : [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- 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 Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]



Attachment Id : [REDACTED]



Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
CRUISE/ STEADY SPEED

STALLS/QUITS
ALWAYS

Additional Symptom: return line and injector leak

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 2

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE--
CONCER

COMMENT TEXT

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED] [REDACTED]
[REDACTED] i on of icl e i
leaking fuel f return line at the number [REDACTED] and goes
into limp mode with low fuel pressure message an checked
engine light on with [REDACTED]. Please list any
diagnostics already p d: t ha engine replaced at
[REDACTED] aranother dealer ship., customer states he has had nothing
sense he got the truck back. check history. i installed
nox [REDACTED] at [REDACTED]. then truck came back [REDACTED] ([REDACTED]) with
a go g in gen to often. i perform an aced
air and fuel filters. test drove after repairs no other codes at that
time. now the truck has low pressure fuel codes and stalling. started
with the fuel leak. fuel was leaking from a split in the rubber return
hose under the egr cooler near the number [REDACTED]. small drip but
not right at the plastic connector. ids te ound [REDACTED],
[REDACTED] and [REDACTED]. took fuel sample looked clean and clear n
r wat i replaced fuel filters at [REDACTED] on [REDACTED]
[REDACTED]). I removed volume control valve and sig water
ef on vcv. re-installed vcv and replaced fuel return line. test
drove [REDACTED] and return line blow apart at the number [REDACTED].
checke ory and found no install kit billed out on no
injector seals kits, as well as no high pressure fuel lines, it looks
like they didnt reseal any of the injectors. removed lower fuel filter
and let dry. i saw a fuel flakes of metal (3 or 4 total). but still
no signs of def or water. im not sure what is causing my excessive
return pressure and cant really run or drive truck with it blowing the
return line off. Parts Replaced: fuel filters, fuel return line, Your
Question: could the injectors not having the cooper sealing rings
replaced when the motor was installed cause my return line pressure?
not sure how to proceed now that the return line keeps blowing off.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] [REDACTED] [REDACTED]
[REDACTED] l s nect d to c e
tors in the return line causing excessive pressure. It would be
recommended to remove the return line and flush it out and inspect for

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 -----
any contamination. Replace the return line. Since [REDACTED] is
any contamination. Replace the return line. Since [REDACTED] is
leaking this injector will need to be replaced. Th [REDACTED] should
stop the low fuel pressure concern and stop the return line for coming
off. Leaking injectors are usually due to a failed injector Ensure
that when the injector is replace the copper fitting is replaced as
well. If the copper fittings were not replaced this could be a cause
of concern. Make the repairs and then retest the system. [REDACTED]
Technical Assistance Center

----- [REDACTED] L S -----

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

Symp. Verif?: Ease of Diagnosis: [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]:00, [REDACTED]
Equi [REDACTED] / [REDACTED] d [REDACTED] s [REDACTED] E [REDACTED] ? Equipment/Procedure Used Effective

----- S E R V I C E A C [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]

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

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA

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

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] 2K

[REDACTED] Shift:

----- A D D I [REDACTED] A L -----

Tire : [REDACTED] A/T OWL [REDACTED] :
Radio : [REDACTED] /FM STRO/ [REDACTED] /CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK

----- A F T E R M A R K E T [REDACTED] D I F I C A [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILA FOR THIS VEH

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

----- C -----						
Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	DRV PERF			[REDACTED]
			ST/RN/MV			[REDACTED]
			ST/RN/MV			
			ST/RN/MV			

--- S [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], REG CAB, CHASCAB
Engine : [REDACTED] IESEL DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
CRUISE/ STEADY SPEED

STALLS/QUITS
INTERMITTENT

Additional Symptom: [REDACTED]/STALL INT.

Other Veh. With Conc [REDACTED]

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

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] c t i o n Veh [REDACTED] r
states service ght came on and truck died while driving.
pulled to side of road and fired right back up. Happened [REDACTED] in a [REDACTED]
[REDACTED] drive. ... Please list any diagnostics already perfor [REDACTED] nly
present was [REDACTED] Fuel Leak Large leak. Performed [REDACTED] M. M1
yes [REDACTED] Yes M4 No [REDACTED] e at [REDACTED]. GO to [REDACTED] MA. Get to [REDACTED] 4 Yes
perf m clean sufficient fuel. Fu [REDACTED] clean an t [REDACTED] ... Parts
Replaced: none ... Your Question: What could have mad [REDACTED] truck die
while driving and set a code for fuel leak? No leaks present unable to
duplicate any concerns.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] r k sed o RP.
[REDACTED] = ' [REDACTED]
[REDACTED] ally when th duty cycle needed
to maintain RP is [REDACTED] greater than the PCM
calculated set point based [REDACTED] erating conditions. When this
[REDACTED] is set, the PCM may disable the base fuel pump as a safety
caution. As the [REDACTED] did not set, it can be determined that
FRP did not drop be [REDACTED], or drop more than
[REDACTED] either of these
[REDACTED], the [REDACTED] would set before the [REDACTED],
as it will set in [REDACTED] or [REDACTED] depending on the trigge
condition, whereas [REDACTED] uires the conditions to be present
for [REDACTED]. With thi [REDACTED], it is possible for this concern to
be c [REDACTED] a base fuel pressure concern (since the VCV will need to
be adjusted to allow more fuel in if base pressure drops), a fault
with the PCV or VCV (such as intermittent sticking), or a circuit
fault. It will be necessary to [REDACTED] rule out the low pressure system
by road testing the truck with [REDACTED] ual gauge attached per step MA4.
If base fuel pressure remains within specification at the time of
the concern, the base fuel system can be ruled out. In that case,
it will be necessary to continue with [REDACTED] to determine if

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 -----
any faults are identified. Finally, if no concerns are identified with
any faults are identified. Finally, if no concerns are identified with
Pinpoint [REDACTED] M, refer to [REDACTED] of the wiring diagram and test for
issues with the PCV and VCV [REDACTED] ors, fuse F37 (and the fuse
terminals in the BJB), inline connector [REDACTED], and the PCV and VCV
circuits. The circuits can be wiggled while [REDACTED] idle to attempt to
induce an intermittent issue.

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

----- D I A G N O S T I C I -----
Sympt. Verif?: Ease of Diagnosis: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
[REDACTED] Stand : Road [REDACTED] : 8D Number:
Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Equip [REDACTED] d s E ? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] EA [REDACTED]
Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED]-[REDACTED] BSW TRACT #1 Brand : [REDACTED]
Radio : [REDACTED] R FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K E T M O D I F I C A T I O 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]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

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

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

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [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] F SERIES (MEDIUM) CRW CAB, CHASDSL VIN: [REDACTED]
Engine : [REDACTED] DSL Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
CRUISE/ STEADY SPEED INTERMITTENT
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] - MID ATLANTIC REG
[REDACTED] a [REDACTED] t of icl ncern:
INTERMITTENTLY S OF POWER, CHECK ENGINE LIGHT ON, TRUCK SHUTS
WHILE DRIVING AND WILL RESTART WITH KEYCYCLE Please list any
diagnostics already performed: CURRENTLY ATTEMPTING TO PERFORM PPT M.
I AM CURRENTLY ON STEP [REDACTED] PER [REDACTED] CONTROL FVCV AND FPCV TO CHECK
RETURN FUEL FLOW FROM L RAIL. CAN CONTROL FVCV BUT IDS WILL NOT
LET ME CONTROL FPCV. WIRING FROM FPCV TO PCM IS GOOD. Parts Replaced:
INSTALLED KNOWN GOOD L/H RAIL WITH KNOWN GOOD FPCV AND FRP SENSOR Your
Question: WHY CAN I NOT CONTROL THE FPCV AS DIRECTED BY PPT M STEP
[REDACTED]
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] h [REDACTED] D c t be commanded. If
not done, ensure that IDS i ated to the latest possible
version. It may also be recommended to attempt to use a different IDS
to determine if the PID can be commanded. Respectfully, [REDACTED]
Service Engineer
CONCER [REDACTED] GTCGCQIS
[REDACTED] SOFTWARE VERSION, I HAVE TRIED [REDACTED], 2
DIFFERNT [REDACTED] AND 1 [REDACTED]. REPROGRAMMED PCM TO [REDACTED] ULE
OUT A PRO NG ERROR CORRUPT FILE IN THE PCM. ALL [REDACTED]
[REDACTED] ARE UNABLE TO CONTROL THE FUEL PRESSURE CONTROL
IS SELECT PID [REDACTED] SWITCHES TO [REDACTED]! WHY IS THIS? IS THERE A
CERTAIN CRITERIA THAT O MET? ECT, E AT, IAT, FRP, FLP? ARE
THERE CERTAIN VALUES THAT THE PCM NEEDS TO SEE IN ORDER TO ALLOW
CONTROL OF THE FPCV? IN THIS ORDER PER THE PPT I TURN IGNITION TO THE
ON POSITION, COMMAND F VCV TO LOWEST DUTY CYCLE OF [REDACTED], COMMAND
FLP CMD TO ON, THEN ATTEMPT TO COMMAND [REDACTED] TO EIT [REDACTED] HE HIGHEST OR
LOWEST SETTING. IT STAYS STUCK AT [REDACTED] PID SHOWING AS [REDACTED]!
WHEN IT SHOULD SHOW AS [REDACTED] = WHY IS? DO I HAVE PCM HAR
ISSUE?
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] e not spe at this time. The
exc point (!) populating when attempting to command the PID

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

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

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

indicates that there is a specific vehicle fault present that IDS is
indicates that there is a specific vehicle fault present that IDS is
seeing that is preventing it from being able to command the PID. It
was previously noted that a known good fuel rail and FPCV were swapped
in. If the FPCV was swapped in separately from the fuel rail or
removed at any point, it would be advised to ensure that it is
properly torqued at this time referencing the torque procedure found
in the Removal and Installation section of the WSM for the FPCV. If
the FPCV is torqued properly, it would be advised to load test the
FPCV circuits from the PCV to the PCM. Ensure that a loaded voltage
drop test is performed with the appropriate bulb and that the voltage
dropped across the bulb is measured. Additionally, it would be
recommended to check pin fitment using the appropriate Rotunda flex
probes. Inspect for damaged/pushed back pins as well. Please also
inspect the related connectors for water intrusion, corrosion or
damage. Respectfully, [REDACTED] Engineer

[REDACTED] GTC
P SENSOR WAS TOROUED PER [REDACTED] THEN LOOSEN
AND TORQUE TO [REDACTED]. CIRCUIT [REDACTED] HAS [REDACTED] ED TO GROUND
TEST GOOD A LI [REDACTED] WAS USED [REDACTED] OAD TEST HAS [REDACTED] WHEN KOEO
AND KOER. CIRCUIT [REDACTED] OHMED OUT AT [REDACTED], LOA [REDACTED] ITH SAME
BULB AS USED ON [REDACTED] ND [REDACTED] CIRCUIT [REDACTED] LOAD. CONNECTORS HAVE
BEEN INSPECTED A [REDACTED] PUSH [REDACTED] UT PINS, WATER INTRUSION/CORROSION, OR
POOR PIN FITMENT IS EVIDENT. I WOULD ALSO LIKE TO ADD. I NOW HAVE [REDACTED]
WITH THE SAME CODE [REDACTED], I HAVE TRIED TO COMMAND THE FPCV N
AND I AM [REDACTED] E TO COMMAND THE FPCV. IS THIS ISSUE
DUE [REDACTED] BEING PRESENT IN THE SYSTEM AS A CMDTDC?

RECOMM [REDACTED] (FSE) [REDACTED] - [REDACTED] - MID ATLANTIC REG
[REDACTED] pdate. I [REDACTED] s l [REDACTED] y that the PID
can [REDACTED] ommanded due to the specific vehicle fault that is causing
DTC [REDACTED] to set. If the voltage dropping across the bulb when load
test [REDACTED] and [REDACTED] is within [REDACTED] of source voltage and the
FPCV was [REDACTED] ued p [REDACTED] e WSM - [REDACTED]
Loosen: [REDACTED] °, [REDACTED] [REDACTED]) - [REDACTED] d to
proceed [REDACTED] lo [REDACTED] its at this time and inspecting
the related circuitry/pins/connectors in the same manner as described
above. If no issues are identified, inspect the VCV for debris. If
debris is found, the complete fuel system will require replacement. A
fuel sample should also be taken from the fuel rail to determine if
there is debris present. If no issues are identified, proceed with VCV
replacement. Respectfully, [REDACTED] Engineer

[REDACTED] GTCGQIS
D CIRCUIT [REDACTED] AND [REDACTED] FROM VCV AND IS GOOD AND
CARRIES LOAD. I HAVE PULLED [REDACTED] VCV A [REDACTED] SPECTED FOR DEBRIS I FOUND
[REDACTED] ON THE SCREEN OF THE VCV BUT UNSURE OF WHAT THE DEBRIS IS,
HE VCV PORT OF THE PUMP THERE MAY BE [REDACTED] THAT
HARD TO SEE. IS THAT ENOUGH TO CONDEM THE [REDACTED] EADY
INSTALLED [REDACTED] AS DIRECTED BY [REDACTED]. CODE WAS RESET DURING
DURING TES [REDACTED] E BEEN ATTEMPTIN [REDACTED] IAG. DO I HAVE TO REPLACE
THE WHOLE FUEL SYSTEM OR CAN I JUST DO THE [REDACTED], RAIL AND LINE PACKS?

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

----- C O M M [REDACTED] S -----

--TYPE-- COMMENT TEXT

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

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

Thi [REDACTED] b he r orm tear.
This ination can further be made by comparing findings to [REDACTED]. I dont believe the [REDACTED] calls out this specific type of [REDACTED], but it will give yo n idea of findings that indicate a failure vs normal wear and tear. If the debris is not excessive and findings are suspected to be normal, it would be recommended to proceed with replacement of VCV at this time as it may be faulty causing [REDACTED] to set. Respectfully, [REDACTED] Service Engineer

[REDACTED] p h further and they are more than normal wear/tear but not a total drivetrain failure. since debris are more than normal wear/tear but not a total drivetrain failure of the hpfp this would constitute a hpfp replacement. the vcv was replaced at [REDACTED], i have installed a known good vcv and high pressure test still at max limits as defined by the high-pressure test. so this would indicate a high-presure pump being weak or failing since i have known good injectors, fpcv and fvcv, only part left is the high pressure pump to be causing the issue. codes were cleared and attempted to continue with ppt m with know good wiring, fvcv and fpcv and still unable to control the fpcv as described in m19. i have tried on multiple [REDACTED] MY and i am unable to control the fpcv on any of th k ot sure why i can not control it on a truck with no dtcs in the system. is this an issue in ids programming issue as to why i cannot control this function?

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

[REDACTED] e e mman wn s, it is [REDACTED] that there is an IDS related fault. It would be recommended to reach out to the [REDACTED] Team regarding this concern as they handle scan tool related co rns. Based on the information provided in your update, it would be advised to proceed with high pressure fuel pump replacement. It may also be advised to inspect the fuel rail and lines for signs of debris as well and replace as necessary. Respectfully, [REDACTED] Service Engineer

[REDACTED] T PRESSURE FUEL PUMP AND DRIVER SIDE FUEL RAIL AND FUEL LINES AS REQUIRED BY WSM. RE RUN HIGH PRESSURE TEST AND SYSTEM PASSES COLD AND HOT ALL READINGS IN THE MIDDLE OF THE MIN/MAX PARAMETERS AS DEFINED IN THE HIGH PRESSURE FUEL SYSTEM TEST. ROAD TESTED ANOTHER [REDACTED] TO VERIEY THE REPAIR AND CODE DID NOT RETURN.

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

[REDACTED] p e. I o h veh [REDACTED] concern has been resolved with high pressure fuel pump replacement. If time permits, please fill out the available repair survey as this will populate the self-help tool and may assist other technicians working on vehicles with similar concerns. Respectfully, [REDACTED] Service Engineer

[REDACTED] S E CHECK ENGINE LIGHT AND LOSS OF POWER AND

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
SHUTTING OFF. [REDACTED] LARGE FUEL LEAK DETECTED PRESENT IN PCM CMDTCS. AT
SHUTTING OFF. [REDACTED] LARGE FUEL LEAK DETECTED PRESENT IN PCM CMDTCS. AT
TIME OF ORIGIN AG PERFORM [REDACTED] WITH NO DEBRIS FOUND AND NO
FUEL CONTAMINATION. PER [REDACTED] M L [REDACTED] L [REDACTED] AND AFTER A
LENGTHY TEST DRIVE CONCE [REDACTED] RETURNS. RE-PERF [REDACTED] HIGH LEAD TO
TESTING FUEL RETURNS BUT DUE TO IDS ISSUE UNABL O CONTROL F PCV AS
DIRECTED BY [REDACTED]. PER HOTLINE CONTACT INSTALLED KNOWN GOOD F VCV AND
KNOWN GOOD L RAIL, PERFORM HIGH PRESSURE FUEL SYSTEM TEST AND FOUND
TIME READINGS TO BE AT THE MAX LIMITS AS DEFINED IN THE HIGH PRESSURE
FUEL SYSTEM TEST CHART. REPLACED HIGH PRESSURE FUEL PUMP AND L/H RAIL
AND ASSOCIATED LINES PER WSM RETEST HIGH PRESSURE SYSTEM AND READINGS
ARE NOW IN THE MIDDLE OF THE MIN/MAX PARAMETERS. ROADTEST VEHICLE AN
EXTENSIVE AMOUNT AND CODE NOR CONCERN RETURNED. BY THE STANDARDS OF
[REDACTED] THE HIGH PRESSURE FUEL PUMP DID NOT FAIL BUT THE HIGH
S EL PUMP FIXED THE CONCERN. I BELIEVE THIS CONCERN WAS
CAUSED BY [REDACTED] / FAILING PUMP.

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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:

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

Engine: [REDACTED] DSL Tag: [REDACTED] AA
Bld Dt: [REDACTED] lb:
Serial #: [REDACTED]
E1116 [REDACTED] AA

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

Trans: [REDACTED] AUTO 6SP DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

[REDACTED] 4P

Shift:

██████████

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr: [REDACTED] Ph#: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] (FSE)

Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
		NHL	AID/INFO		

--- : NATIONAL HOTLINE ---

██████████ HAS NOT BEEN SENT

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

[REDACTED]

SUBJECT-B GCQIS

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

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

VEHICLE: [REDACTED] REG CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: DPF FAILURE
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]
[REDACTED] e [REDACTED] Warranty Type: Service Part
Warra W Install [REDACTED] tall Date: [REDACTED]
[REDACTED] 1. Please describe customer concern. Include as
ssible. ...CUSTOMER STATES CHECK ENGINE LIGHT ON BLOWING SMOKE AT [REDACTED]
GOES INTO LIMP MODE LACKS POWER SEE HISTORY ... 2. Why is the
component being replaced? ...FOUND TO BE [REDACTED] PUGGED FAIL TURBO LAST
REPAIR SEE HISTORY [REDACTED] TIME ... 3. Please enter the Engine Hours
below, if available [REDACTED] ... 4. Provide any additional details
necessary. Please include any technical information that you feel will
help the Hotline process your prior approval request. ...SEE OASSIS
HISTORY ... 5. What are the Total Hour and Idle Hour readings from the
Instrument Cluster? ... TOTAL HOURS [REDACTED] HOURS FROM IPC NOT
ABLE TO PULL FROM CLUS [REDACTED] CLOCK SPRING [REDACTED] I [REDACTED] NAL FAILURE ... 6.
Please list the qualifying base part number which was replaced
previously that makes this repair eligible for SPW coverage: [REDACTED]

RECOMM [REDACTED]
[REDACTED] h [REDACTED] le may have more issues other than a DPF
ure on this vehicle. With the contribution codes, it would be
recommended to check for any base engine concerns by performing a
relative compression or manual compression test. If any cylinder is
showing 1% or more on relative compression, it would be recommended to
perform a manual compression test. Use a battery charger and have all
glow plugs removed. Then check manual compression after [REDACTED]
of the engine. There should be no [REDACTED] diffe
the highest and lowest cylinder. I [REDACTED] ompression, it would
be recommended to proceed with disassembly as necessary to see if you
can determine the cause of the low compression. If none of the codes
for contribution have returned, update this form with the diagnostics
that were performed and the specific results to any pinpoint tests
that were performed that determined that the DPF is at fault for
further review. DCPA Additional Information Required

CONCER [REDACTED] TECHHOT
EXHAUST CHECKED COMPRESSION ON ALL CYLINDERS ALL

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

PASS

PASS

[REDACTED] has de [REDACTED] discuss this matter verbally over the telephone. You will be contacted shortly by a [REDACTED] representative. [REDACTED] Additional

CONCER

[REDACTED] advised that in a [REDACTED] ion to the exhaust issues, there was a fuel leak that was present when the truck was brought in. This was resolved and it was confirmed that there are no fuel system or base engine issues. With the exhaust disconnected, the engine runs normally and makes good power. However, with the exhaust attached, there is very low power, and Manual Regeneration cannot be performed.

[REDACTED] e. As Manual Regeneration cannot be performed, the truck cannot be driven with the exhaust connected (for Active or Passive Regeneration), and the engine runs normally with the exhaust detached, it is agreed that the DPF will need to be replaced to address this concern. After replacement and before releasing the truck back to the customer, ensure [REDACTED] in [REDACTED] of the PC/ED manual is performed. While [REDACTED] t th [REDACTED] n is related to the previous turbocharger failure, it will also need to be verified that there are no fuel system related issues present, as this can damage the DPF as well. For example, if the engine is running too rich, regeneration will be required more frequently. The increased soot production can also cause hot spots to develop in the DPF, which can eventually crack the substrate. Address any concerns identified with [REDACTED] at this time as well. For exhaust replacement, refer [REDACTED] and Particulate Filter Assembly Replacement service procedure in [REDACTED] of the online Workshop Manual.

<P><U>NOTE [REDACTED] se remember to obtain Prior Approval for any additional components that require Prior Approval before proceeding with the repairs. <P>Dealers can find their Prior Approval programs and component list on [REDACTED] under Parts & Service >>> <A href=' [REDACTED]

DPF is installed, perform the following: DPF Parameter Reset using the [REDACTED] (Tool box> Powertrain> Service Functions> Diesel Particulate [REDACTED] ter Regeneration System> DPF Parameter Reset). Reset/clear the specified function for the function oxidation catalyst, and the SCR system SCR parameter reset. The key must be turned off for [REDACTED] after this reset, as the modules cannot reset the necessary until they have powered down. Clear the continuous PCM DTCs and reset the emissions monitors information in the PCM. Refer to Section

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-- ----- COMMENT TEXT -----
2 of the Powertrain Control/Emissions Diagnostic (PC/ED)

2 of the Powertrain Control/Emissions Diagnostic (PC/ED)
manual.After this, the PCM will delay monitoring catalyst
efficiency for a predetermined distance. DCPA Approved* [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) - [REDACTED]
A
DATE: [REDACTED] REPAIR DIS : [REDACTED] COUNTRY: [REDACTED] : [REDACTED] IS
COVERE MISSION COVERAGE

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

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

CMM# [REDACTED]
PCM# [REDACTED], [REDACTED], [REDACTED], P0300:00, P0301:00, P0302:00, P0305:00, P0307:00, P0308
00, P [REDACTED] 0 0, P204F:00, P2085:00, P2201:00, P2A01:00, U040181
PCU [REDACTED]
Equ ocedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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 [REDACTED] E - - -
Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA
[REDACTED] T R A N [REDACTED] N - - -
Trans: [REDACTED] -LG DSL :
Bld Dt: [REDACTED]
Serial #: [REDACTED]

: [REDACTED] Shift:
- - - A D D I T I O N A L - - -
Tire : [REDACTED] " G BSW ALL SEASON Brand :
Radio : [REDACTED] M/FM STRO/DISC A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

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

----- A F T E R M A R [REDACTED] -----

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]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

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

--- S U [REDACTED] 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] CRW CAB, PICKUP
Engine : [REDACTED] DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: fuel leaks.

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--
CONCER

COMMENT TEXT

[REDACTED] description of Vehicle Concern: FOUND FUEL
LEAK LAST VISI [REDACTED] AIED FUEL LEAK. THEN ANOTHER LINE BLEW AND
LEAKED. REPLACED THAT AND NOW IT IS BACK FOR AGAIN FOR THE SAME
CONCERN. THE LINE THAT BLEW IS SPW RETURN LINE FROM FUEL LOWER FUEL
FILTER TO THE FUEL SENDER. ARE THERE ANY KNOWN CONCERNS OR PROBLEMS OF
LINES BLOWING AND CRACKING? Please list any diagnostics already
performed: VISUAL LEAK INSPECTION/DIAG AND FOUND LINES LEAKING AT FUEL
TANK SENDER. Parts Replaced: FUEL LINE SUPPLY FROM TANK TO HPP AND
FUEL RETURN FROM LOWER FILTER TO FUEL SENDER. NOW BACK IN SHOP WITH
CRACKED RETURN FUEL LINE. Your Question: ARE THERE ANY KNOWN PROBLEMS
OF NEW FUEL LINES CRACKING OR ANYTHING THAT COULD CAUSE A NEW RETURN
LINE TO BLOW AND CRACK?

RECOMM

[REDACTED] r [REDACTED] ed to confirm that the fuel filters are not
ricted or just replace them. If this has been performed, it would
be recommended to check for any aeration in the fuel. This can cause
the line to vibrate and eventually fail. Although the leak is at the
tank area, it would be recommended to reference <A [REDACTED]>

[REDACTED] s this could be a potential point
at air could be draw into the system. If there is not aeration and
base fuel pressure is not excessive, it would be recommended to
reference [REDACTED] description and operation for an over view
of the fue [REDACTED] u could provide photos of the line that is
failing or indicate which line on the diagram is failing this may help
in further direction on this vehicle. You can use the mouse cursor and
take a photo of the screen if necessary to point out which line/s are
failing. <p>As your dealership is equipped with the See What I See
headset, if additional assistance is requested please contact the
[REDACTED] at [REDACTED]. Once
[REDACTED] sentative, a See [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 -----

What I See session will be initiated. Prior to calling, please

What I See session will be initiated. Prior 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]
[REDACTED] representative will contact you to [REDACTED]
[REDACTED] n for enhanced support.</p> [REDACTED], [REDACTED]
[REDACTED] (diesel).
[REDACTED] MSCHMI56
[REDACTED] - E e l Re -
allation Video Article [REDACTED] -
Engine Mounted Fuel Filter n n

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

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

Engine: [REDACTED] DIESEL DI V8 - - - E N G I N E - - -
Bld Dt: [REDACTED] Calb: KTFETR N A Tag: [REDACTED] AA
Serial #: [REDACTED] AA
[REDACTED] T R A N S [REDACTED] S [REDACTED] O N - - -
Trans: 6 SPD [REDACTED]-LG DSL P #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
[REDACTED] : Shft:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW Brand :
Radio : [REDACTED] STEREO RADIO A/C : AC B-????????????????????

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

Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B
----- A F T E R M A R K 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] -????????????????????

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

--- 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 Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]									

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

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

VEHICLE: [REDACTED] SUP CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL CONTAMINATION
Additional Symptom: FUEL LEAK
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 9
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] e [REDACTED]
Warra quest SPW Install Date: 1. Please
describe customers concern. Include as many details as possible. ...C/S
THAT THE VEHICLE HAS A BAD FUEL LEAK ... 2. Why is the component being
replaced? ... 3. Provide any additional details necessary.
Please incl chnical information that you feel will help the
Hotline process your prior approval request. ...REPLACE [REDACTED] LINE
BECAUSE IT WAS BROKE IN [REDACTED], NO SIGNS OF DEF IN FUEL [REDACTED] R FOUND
METAL DEBRIS ON THE PCV, [REDACTED] IND THE SCREEN IT LOOKS ALITTLE DIRTY.
METAL DEBRIS WHERE THE HIGH PRESSURE PUMP IS [REDACTED] AND [REDACTED]
PRESENT ... 4. What are the Total Hour and Idl o [REDACTED] ading [REDACTED] m the
Instrument Cluster? ... TOTAL HOUR [REDACTED]

RECOMM [REDACTED]
[REDACTED] e [REDACTED] is meta
e VCV and there is no signs or rust/water contamination on the
PCV and the overflow valve. It will be necessary to include the pin
point test and results that lead to the removal of the valves. This is
for documentation purposes. Also please include an image of the VCV
from the top showing the dark round area with the center ring. The
outer dark/black area surrounds the center ring area where any
rust/water contamination will be evident. the center area should be
shinny/chrome in appearance. After the requested information is
updated in the form, the approval process will continue. If there is
no rust/water contamination in the updated image of the VCV, referring
to the Parts Coverage tool in [REDACTED] there is coverage for this
repair. DCPA Additional Inform Required

ADD-ON [REDACTED] (PUMP A
[REDACTED] REPAIR DISTANCE [REDACTED] COUNTRY: [REDACTED]: [REDACTED] IS

CONCER [REDACTED] TECHHOT
A1 YES MA2 YES MA3 YES MA4 YES REF PINPOINT TEST M
M1 YES M3 YES M4 YES M5 YES

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] t ed information and photo. If there are no
of contamination other than the metal, replacement of the high
pressure pump/fuel system will be covered by warranty. For the list of
additional components requiring replacement when debris is present,
refer procedure A from [REDACTED] . <P>Prior to component
replacement please ensu Repair Flushing Procedure'
located on [REDACTED] of the <U>[REDACTED] Diesel Fuel System Service Tips</U>
is performe move any po ial debris from the low pressure
system. <P><U>NOTE:</U> Please remember to obtain Prior
Approval for any additional components that require Prior Approval,
before proceeding with the repairs. Dealers can find their Prior
Approval programs and component list on [REDACTED] under Parts & amp
Service >> <A
href=' [REDACTED]

Pressure Fuel
Injection Pump Removal and Installation Procedure found in [REDACTED]
[REDACTED] of online the Workshop Manual for service informati
ng this component. <P>For service information regarding the
replacement of the other listed fuel system components please
reference the appropriate removal and installation procedures from
[REDACTED] of the online WSM. <P>Please ensure that the Fuel
[REDACTED] re Switch ([REDACTED]) is tightened to [REDACTED] as
per the removal and instal n procedure locate [REDACTED]
of the online WSM. <P>Once the repair has been complet o
perform the Diesel Engine Fuel System Bleeding Procedure found in
[REDACTED] of the online Workshop Manual. In addition, perform the
s High Pressure Side and the Min. Fuel Mass Adaption - All
Cylinders resets found under Toolbox> Powertrain> Service
Functions> Reset/Clear Specified Function on the IDS.</P> DCPA
Approved* [REDACTED]

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

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

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
UNKNOWN# [REDACTED]	[REDACTED]	[REDACTED]
:00 [REDACTED]	[REDACTED]	[REDACTED]
Equi [REDACTED]	/Pro e Us [REDACTED]	E ive? Equipmen u tive

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [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: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: FG [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] FG [REDACTED] AA

Trans: 6 SPD [REDACTED]-LG DSL T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
A4521 [REDACTED] PA 1K
Model: [REDACTED]

- - - A D D I T I O N A L - - - Shift: [REDACTED]
Tire : [REDACTED] BSW A/S Brand : [REDACTED]
Radio : [REDACTED] FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K E T M O D I F I C [REDACTED] 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]
Country: [REDACTED] : [REDACTED]

Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S [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]

----- [REDACTED] -----
VEHICLE: [REDACTED], PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: CHECK ENGINE LIGHT ON
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED]
leakingPlea ny diagnostics already performed: took fuel
sample filter has no def or rust remove vcv pcv frp no def or rust on
them pass side fuel rail broke have brass medel threw outParts
Replaced: noneYour Question: you guys having trouble with [REDACTED] also
for fuel systems thanks

RECOMM [REDACTED]
[REDACTED] t
s is present in the high pressure fuel system. This causes
pressure buildup inside the fuel return line resulting in the line
coming apart. When DEF or rust as outlined on [REDACTED] of <a
[REDACTED] >
[REDACTED] , then Repair Procedure A on [REDACTED] 1
d.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN# [REDACTED], [REDACTED], [REDACTED], [REDACTED], P0301:00, [REDACTED], P0305:00, P030
:00, P130 P 0 [REDACTED] 0 [REDACTED] 0, P2085:00 0, P2A01:00, U04
Equipment/Procedure Us E ive? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [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: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: FG [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] FG [REDACTED] AA

Trans: 6 SPD [REDACTED]-LG DSL T R A N S [REDACTED] S S I O N - - -
Bld Dt: [REDACTED] Part #: [REDACTED]
Serial #: [REDACTED]

[REDACTED] 7000 PA 1K

Shift:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] /FM/STRO/CLOCK A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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

--- S [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]

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK

Additional Symptom: Fuel leak under hood
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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] - FLH - CUSTOMER SERVICE
[REDACTED] Description of Vehicle Concern: customer
states diesel under hood Please list any diagnostics already
performed: verify diesel fuel pooling on top of engine and secondary
fuel filter, cannot find fuel spraying or fuel leaking, looking at
other hotline requests, I did not find high fuel pressure in return
system ([REDACTED]) I did not find any lines loose, replace secondary fuel
filter, low pressure fuel system test and high fuel system test,
ok, sent vehicle to detail to clean under hood and cowl panel, recheck
under hood no visible leak, pressure test old secondary fuel filter,
pass test, return vehicle to customer Parts Replaced: secondary fuel
filter Your Question: would the secondary fuel filter show a leak with
shop air to it? what else could cause this issue?

RECOMM [REDACTED] - FLH - CUSTOMER SERVICE
[REDACTED] ... re no drivability symptoms or DTCs, it is
very unlikely that the fuel leak was coming from a high pressure
fuel component/connection. This means that it was a base fuel system
leak. Different points of leakage can be the secondary fuel
inlet/outlet connections, the secondary fuel filter, the fuel line
pressure sensor, or any of the return line fittings that route from
the filter inlet line to the fuel injector return ports. However, as
fuel was pooling on the filter, this would point towards a fault with
the fuel filter itself or connections.

 ... Note that since
there is no published procedure for testing of the secondary filter
using air pressure, it is not clear if a leak would present itself.
This is also not a recommended procedure. At this time, it may be
necessary to obtain more information from the customer regarding the
conditions of the concern. For example, if the fuel filters were
recently changed, if there were any connections that were
disconnected, or if there were any connections reconnected once the
leak was noticed. This will help identify what caused the fuel leak.
If none of the issues above were noted, then further inspections of
the connections at the engine mounted fuel filter for any damage
should be done. If there is not damage found and the leak is no longer

██████████

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

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

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:

Comp. Timing: Base Timing : MIL light on? :

Test Stand : Road Test : 8D Number:

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]

Date of Sale: XXXXXXXXXX Selling Dlr(Geo/Mkt,Dlr,Sub): XXXXXXXXXX

Dealer Special Order: _____ Gröss Vehicle Weight: _____

LH/RH Drive: _____

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

Engine: DIESEL DI V8 Tag: AA

Bld Dt: _____ Calb: HFE17C0 A _____

Serial #: [REDACTED] [REDACTED] [REDACTED]

AA
TRANSMISSION

TRANSMISSION - - -

Trans: 6 SPD 6R140-LG DSL Part #:

Bld Dt:

Serial #: _____

A4521 [REDACTED] [REDACTED] DA 9B

Model: _____ Shift: _____

Shift:

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

Tire : [REDACTED] PREMIUM Brand :

Radio : O/DISC/CLK A/C : AC K-????????????????

Paint : PN4-?????????????????????----- WHITE PLATINUM

----- A F T E R M A R K 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 : _____

Rpr Dlr: [REDACTED] Ph#: [REDACTED]

City: [REDACTED]

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

Country: [REDACTED] : [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]

--- S U [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]	P Q A F AA	[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] CRWCAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
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] p n of icl nce c tes
after hard acc engine light comes on Please list any
diagnostics already performed: eec test retrieved [REDACTED] ppt fuel
sample good filters new cleared codes test drove c [REDACTED] eset high
pressure fuel system test fails. ppt ma1 yes ma2 [REDACTED] ma3 good ma4 low
side pressure [REDACTED] ppt m1 yes m3 yes m5 no m7 f [REDACTED] lift pressure
good m12 fpr c [REDACTED] or bias pid [REDACTED] m14 fuel return port leak
check pass no leak found m19 fue [REDACTED] ure control valve test unable
to fined needed pids in fdrs Parts Replaced: non yet Your Question:
what am i missing i cant fined the needed pids and control fuel
pressure control please direct me to the proper pids and or test
thanks
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] e I arent owi p. o
as F PCV and F VCV. If base fuel pressure isnt dropping during
the concern, this could be caused by a faulty PCV or VCV, leaking
injectors, a faulty LH rail, or a weak high pressure fuel pump.
Perform [REDACTED] with the injectors disconnected and engine cranking. This
will hel xpose injector return leaks better than just commanding the
fuel pump on. If no leaks are seen, remove the PCV and VCV and inspect
for signs of contamination. If excessive metal is found or any rust,
then the entire high pressure fuel system will need to be replaced.
Reference [REDACTED] when inspecting for contamination. If no leaks
or contami [REDACTED] found, proceed by replacing the LH fuel rail with
the PCV and FRP then retest. If the concern is still present, then the
high pressure fuel pump should be replaced. 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 [REDACTED] p). click <A target= blank
href=[REDACTED]

reach out [REDACTED] ntment a [REDACTED] representa [REDACTED] will
you at the appropriate time. Ver [REDACTED] the following prior

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 (SWIS) headset is

to your appointment:Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure [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]

[REDACTED]) [REDACTED] - [REDACTED] - MIDWEST REGION
s N ssary WIS sion Sub Status :

CONCER [REDACTED] GTCGCQIS
the return lines from the injectors and cranking the engine i found [REDACTED] are definitely leaking and the other 2 might be bu [REDACTED] to start and some [REDACTED] dos start. i all so removed the filters and vcv and let then overnight. there are no signs of contamination at this time but the truck has signs that it once had a bed mounted tank. at this point what do you recommend as a repair? only the 6 i know are leaking or all [REDACTED] ?

RECOMM [REDACTED] ([REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] c t ing in e
then [REDACTED]-check that the injectors are electronically disconnecte [REDACTED] do the test again. If the engine still tries to start, then remove the glow plugs and crank the engine to see if any of the injectors are leaking into the cylinders. If fuel mists out of any of the glow plug holes then those injectors need to be replaced as well. Replace any injectors that are found to be leaking and then reevaluate the concern. [REDACTED]

ADD-ON [REDACTED] s y WIS sio : REG

CONCER [REDACTED] GTCGCQIS
assistance. i missed the unplug the electrical connector s part. after disconnecting the injectors, it is only 6 that is leaking. 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]

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], P0300:00, P0301:00, P0302:00, P0305:00, P030
:00, [REDACTED] 0 [REDACTED] 0 [REDACTED] 0, [REDACTED]:00, P2085:00, [REDACTED], [REDACTED], U04
Equi /Pro e Us E ive? pment/Procedu tive

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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:

- - - E N G I N E - - -
Engine: [REDACTED] DIESEL DI V8 Tag: LC 3Q DB
Bld Dt: Calb: LTFETR N A
Serial #: [REDACTED] LC3Q [REDACTED] DB
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED] AUTO 10R140 Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]
Model: [REDACTED] Shift:
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T OWL Brand :
Radio : [REDACTED] /FM STRO/CLK A/C : AC K-????????????????????
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

----- 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])

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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]	[REDACTED]	ST/RN/MV		[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]

----- [REDACTED] -----
VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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]

ion of
LEAKING FUEL , GINE LIGHT ON Please list any diagnostics
already performed: STARTED WITH [REDACTED] PENDING DUE TO VISUAL FAILED CAC
TUBE CRACKED IN [REDACTED] COOL D REPLACED CAC TUBE STARTED DIAG
FOR OTHER PINPOI AND M FUEL SAMPLE DIRTY AS PER [REDACTED] AND [REDACTED]
HAVE FUEL INJECTOS LEAKING PAST , LOWER FILTER HOUSING HIG MOUNT F
RUST Parts Replaced: COLD SIDE CAC TUBE Your Question: HAVE NO
QUESTION , THIS IS JUST A CYA AS PER SERVICE MANG. CUST WANTS 2ED
APAION ON FUEL DAMAGE AND HAVING US JUST REPLACE BROKEN FUEL FILTERS
AND SEND ON ITS WAY... LOWER FUEL HOUSING HAS RUST INSIDE HOUSING
PULLED FROM TANK , UPPER FILTER LARGE AMOUNT OF RUST OUT OF FILTER ON
PUMP SIDE , AFTER RETURN LINE TEST AS PER [REDACTED] HAVE FUEL INJECTORS [REDACTED]
SIDES LEAKING / POORING OUT OF RETURN LINE PROB WILL POP ANDOTHE
FILTER) CUST DECLINECD TIME TO R/I FVCV , DID PULL FPVC AND HAS SPOTS
OF RUST ON FILTER. INFORMED CUST

RECOMM [REDACTED]
[REDACTED] n ers and
nted on the PO and a copy of <A target= blank

[REDACTED]
e customer. The vehicle may not be warrantable if the damage that
has occurred is a direct result of any of the following: Lack
of Maintenance Performance Modifications Collision
related damage Abuse Water Ingestion
Unauthorized RepairsPlease refer to [REDACTED]
pages& [REDACTED] of the [REDACTED] and [REDACTED] for more
detail tated no caus in the
list above) is directly attributable to the failure, please complete
the Warranty Cancellation request form on <A
href=

[REDACTED] steps: Select
ce tab Select Warranty
Administration & Warranty Parts Return from the left navigation

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 -----
menu Select Warranty Cancellation/Reinstatement Request
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 requestThis can be a
difficult determination to make. It is recommended to obtain customer
authorization for diagnosis and complete basic diagnostic steps to
determine root cause.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#[REDACTED], [REDACTED], [REDACTED], P0170:00, P0300:00, P0301:00, P0302:00, P0305:00, P030
:00, [REDACTED]:00, [REDACTED]:00, P204F:00, P2085:00, P2201:00, P2A01:00, U04
Equipment/Pro e Us E ive? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DI V8 - - - E N G I N E - - - Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: HFE17A0 A
Serial #: [REDACTED] AA

Trans: 6 SPD [REDACTED]-LG DSL T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

: [REDACTED] Shft: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED]/T [REDACTED] PREMIUM Brand :
Radio : [REDACTED] FM O/DISC/CLK A/C : AC K-????????????????????
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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]

----- [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]

VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
NOT LISTED

RUNNING

UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: CEL ON/P0087 [REDACTED]

Other Veh. With Concern: S [REDACTED] ty 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
illuminated. Lo [REDACTED] essure illuminates in message
center. ... Please list any diagnostics already performed: Note that
vehicle was in shop [REDACTED] prior to most recent occurrence.
Previous codes are t [REDACTED] codes retrieved at previous repair.
Previously I replaced [REDACTED] as directed by [REDACTED] tests.
Scanned for DTC's-none [REDACTED]'s-[REDACTED]. nk was
full at time of occurrence. Fuel [REDACTED] at [REDACTED] diagnosis.
Humming/buzzing noise present from Fuel conditioning module. No
external fuel leaks present. [REDACTED] clean. Cleared codes
did not return. Due to the no [REDACTED] ning module, I replaced
the Fuel conditioning module for suspect that noise was due to air
entering fuel system at the conditioning module. After replacement of
the fuel conditioning module and bleeding of the fuel system, buzzing
noise did not return. I test drove the vehicle for [REDACTED], and no
codes returned. Fuel pressures matched desired fuel [REDACTED] es.
... Parts Replaced: Fuel conditioning module ... Your Question: Due to
the fact that the issue occurs intermittently ([REDACTED])
happened [REDACTED] prior to recent occurrence) [REDACTED] that
the fuel [REDACTED] ng module was the cause of the low fuel pressure?
If air was entering from the fuel conditioning module, wouldn't fuel
also be leaking from the source of air entering? Is there any
additional testing I can perform to verify my repair, or reveal
additional issues as the issue is intermittent? Please note that truck
currently has [REDACTED] on it.

RECOMM

[REDACTED] the [REDACTED] c
ay not leak. Since the concer [REDACTED] intermittent and vehicle is low
mileage it is suspected that a cardboard disc from a fuel additive
bottle may have been accidentally dumped into the fuel tank as these
disc can stick to the top of the bottle or there is a tank vent
concern causing the fuel tank to start to collapse. It is recommended
during the time of the concern to loosen the fuel cap to see if the

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-- ----- COMMENT TEXT -----
noise goes away. If the noise goes away this indicates a tank vent
noise goes away. If the noise goes away this indicates a tank vent
concern. Please inspect for debris on the tank vent if no debris is
found then replace the tank as the vent is not serviced separately. If
no concerns are found with the tank vent recommend during the time of
the concern to run a hose from the [redacted] inlet into a clean container
of fuel and reevaluate the concern. the concern goes away then the
tank will need to be removed and inspected for a card board disc. Keep
in mind that the fuel pickup is unlike past models where they would
have a sock as the fuel pickup has small passages the same size as a
cardboard disc found in a fuel additive bottle cap. The disc floating
around could be a cause.

ADD-ON [redacted] [redacted] fuel tank as advised. Found cardboard cap
as advised by hotline.

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

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

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

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

Repair	Component Number	Number	Description	Causal
Type		Type		Comp.
RPL	NOPART	SERVICE	NO PART IDENTIFIED	
	TSB/OASIS#:		Adjustment To:	From:

----- 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:			

Engine: [redacted] DIESEL DI V8 Tag: [redacted] AA
Bld Dt: [redacted] Calb: [redacted] A
Serial #: [redacted] AA
[redacted] T R A N S [redacted] S S I O N - - -
Trans: 6 SPD [redacted]-LG DSL Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Shift:

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

- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] / [REDACTED] / CLK A/C : AC K-????????????????????
Paint : [REDACTED] -?? CARIBOU W/B

----- A F T E R M A R K 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]
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			[REDACTED]
			DRV PERF			[REDACTED]
			ST/RN/MV			[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] F SERIES (MEDIUM) REG CAB, CHASDSL VIN: [REDACTED]
Engine : [REDACTED] DSL Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: Return line breaking
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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 1 scription of Vehicle Concern: fuel leak
Please list any diagnostics already performed: Found return fuel line
to injectors split open between cylinder 4 and 3. Replaced return
line, now its blowing the return line off at multiple different
connectors. Connectors in the line not at injectors. When started you
can see return line pressurize very hard before it blows a connection
apart. Can only get [REDACTED] of run time before it happens.
No codes in truck. T [REDACTED] up smooth, but as the return
line pressurizes you can hear the engine not running as well like it
has air in the system. I can not get enough run time to see power
balance. Also i am reassembling this new return line for now. But its
done it in [REDACTED]. Parts Replaced: [REDACTED] return fuel
line. Your [REDACTED] o assume, that we [REDACTED] etting
combustion gas or high pressure fuel into the return fuel system. How
would I test to find out what cylinder? Could I be getting to much
pressure back feeding from the secondary fuel filter?
RECOMM [REDACTED]
n e fuel passages in the cylinder head on the
[REDACTED] like there is on the [REDACTED] and [REDACTED], combustion gasses are not a
e for high pressure in fuel rn line. The normal causes of
the return lines breaking are fuel system contamination (DEF) or an
injector leaking into the return line. If you have not done so yet,
reference <A target= blank
href=[REDACTED]Transport?link=0
&am [REDACTED] look for fuel
stem contamination. If there is no contamination, then an injector
return side leaks is the next likely cause. This can be tested
following [REDACTED]. Like it states in that step, if no fuel is seen
from the r [REDACTED] ine when only the fuel pump is commanded on,
disconnect the injectors and crank the engine. Only commanding the
fuel pump on may not be providing enough pressure for the leak to be
present. If you find there is fuel coming from the return line, go to
[REDACTED] to help isolate which injector(s) it is and replace as needed and

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

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

--TYPE-- ----- COMMENT TEXT -----
reevaluate. *** Technical Assistance Center Team Member [REDACTED]
reevaluate. *** Technical Assistance Center Team Member [REDACTED]

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling (Geo/Mkt, [REDACTED], Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gros ehicle We t: [REDACTED]
LH/RH Drive: [REDACTED]

----- E N G I N E -----
Engine: [REDACTED] DSL Tag: KG [REDACTED] AA
Bld Dt: [REDACTED] lb: [REDACTED]
Serial #: [REDACTED] KG [REDACTED] AA

----- T R A N S M I S S I O N -----
Trans: [REDACTED] AUTO 6SP DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] BA 4P

----- A D D I T I O N A L ----- Shift:
Tire : [REDACTED] Brand :
Radio : [REDACTED] IO A/C : AC L-????????????????????
Paint : PN3-?? NO 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

----- 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 [REDACTED] Ph#: [REDACTED]
City [REDACTED] State : [REDACTED]

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

Country: [REDACTED] : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [REDACTED] : [REDACTED] HOTLINE [REDACTED] [REDACTED] ---

[REDACTED] 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] SD,REG CAB,CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: stalls, high voltage
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] - [REDACTED]
[REDACTED] o f i c l n c e a
short crank ti le will not start. Please list any diagnostics
already performed: [REDACTED] lead to [REDACTED] followed
pinpoint test lead e. Parts this time. last
time vehicle was here a alternator was installed for same concern Your
Question: Need further help to verify concern. Voltage is not spiking
high while cranking. Vehicle came in with a fuel leak I repaired leak.
This code came back.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] s r ol e i [REDACTED]
[REDACTED] or [REDACTED]. With voltage not se
n in [REDACTED], Diagnosis and Testing,
Charging System. We ar l nt to ensure the batteries are
grounded correctly. Look for and sign of corrosion or other
connectivity problems for the batteries.
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] i of i c l n c e
INTERMITTENT S CRANKS UP AND STALLS RIGHT OUT. AFTER DRIVING
[REDACTED] PERIOD FINALLY GOT TRUCK TO ACT UP AND NOW
[REDACTED] WILL START UP AND THEN STALL RIGHT OUT.
Please list any diagnos already performed: FAULT CODES [REDACTED]-HIGH
VOLTAGE AND [REDACTED]-LOW FRP STARTED WITH PID MONITOR WHEN STA CAN
WATCH FRP BU P FINE, [REDACTED] WILL START UP THEN STALL RIGHT OUT
ALSO AT SAME TIME CAN WAT AND VPWR AND IT WILL READ [REDACTED] THEN
AFTER STARTS UP AND STALLS WILL GO UP TO [REDACTED] NOT [REDACTED] HIGH
DIRECTION TO GO. NOT SURE IF PCM IS SEEIN VOLT AND SHUTTING
[REDACTED] OFF OR IS THERE A FUEL SYSTEM CONCERN. BASE FUEL PRESSURE IS AT
[REDACTED] WITH [REDACTED] GAUGE READING-HAVE NOT PERFORMED PPT MA YET FOR
[REDACTED] UNPLU LTERNATOR WIRES TO ELIMNATE ALTERNATOR-STILL SAME
RN REMOVED ALL ACCESSORY ADDED ON WIRING AT BATTERIES TO SERVICE
BODY-STILL SAME CONCERN Parts Replaced: NONE Your Question: MY
QUESTION IS THAT I AM TRYING TO DETERMINE WHICH DIRECTION TO GO. DO I
HAVE A FUEL SYSTEM CONCERN AND I CAN PERFORM PPT MA FOR [REDACTED] OR 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 -----
THE PCM SEEING THE HIGH VOLTAGE AND SHUTTING THE ENGINE OFF-FOUND NO
THE PCM SEEING THE HIGH VOLTAGE AND SHUTTING THE ENGINE OFF-FOUND NO
INFO IN WORKSHOP MANUAL ABOUT CODE THAT WOULD TELL ME IF THAT IS THE
CASE. WEB-[REDACTED]-EXT-[REDACTED]-DSMITHE4: [REDACTED], The high
voltage is [REDACTED] shoul [REDACTED], as this i [REDACTED] tes a PCM
circuitry issue and could cause ot [REDACTED] ssues. The fact that the PIFD
still reads high after the alternator has been disconnected indicates
that a VPWR circuit to the PCM is open. Referring to [REDACTED] of the
wiring diagrams, it is recommended to test the [REDACTED] and the
[REDACTED]. If excessive resistance is n [REDACTED] ected, it is
rform a loaded voltage drop test on the circuits to
verify their integrity. Load the circuits using a suitable bulb, and
then place a meter lead at either end of [REDACTED] to measure
voltage drop, which should not exceed [REDACTED] voltage drop
indicates excessive resistance. Once t [REDACTED] tage issue has been
resolved, if the [REDACTED] is still present, refer to PPT MA....
RECOMM [REDACTED] [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] l u be res [REDACTED]
ates a PCM circuitry issue and could cause ot [REDACTED] ssues. The fact
that the PIFD still reads high after the alternator has been
disconnected indicates that a VPWR circuit to the PCM is open.
Referring to [REDACTED] of the wiring diagrams, it is recommended to
test the [REDACTED] ts and the [REDACTED]. If excessive
resistanc [REDACTED] ot detected, it is [REDACTED] erform a loaded
voltage drop test on the circuits to verify their integrity. Load the
circuits using a suitable bulb, and then place a meter lead at either
end of [REDACTED] to measure voltage drop, which should not exceed
[REDACTED] ge drop indicates excessive resistance. Once the
e issue has been resolved, if the [REDACTED] is still present,
refer to PPT MA.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED], P0300:00, P0301:00, P0302:00, P0305:00, P030
:00, : 0 0 0, P204F:00, P2085:00, P2201:00, P2A01:00, U04
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

----- A D D I T I O N A L -----
Tire : 225/70/R-[REDACTED] G BW F:A/S R:TRC Brand : [REDACTED]
Radio : ELETR PRE /FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R K 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])

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 Number Labor Operation
Base Sfx Operation

[REDACTED]

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

VEHICLE: [REDACTED] SUP CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Engine Fault
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] of icl nce i
fuel leak and d. Please list any diagnostics already
performed: ids I have all [REDACTED] codes, comp test, inj.buzz test.
Parts Replaced: fuel filte Your Question: Asking as a
general question. with doing the relative test [REDACTED] are down 1
is at 5% down and 8 is at 41% and is popping ba the intake.
has the [REDACTED] falling apart like the [REDACTED] has been doing? also
the part [REDACTED] looked for a [REDACTED] there i ly 1 left out there. I
see this is covered I know there a cost cap. my question is how do
we do this with out tying my rack up for months? till a eng. comes
available? the timing is why I am asking about the eng.
[REDACTED] g a mb the ine i
cause and extent of damage and perform a cost -cap to identify
the most cost-effective repair. If that repair option is not available
due to backorder, utilize [REDACTED] on [REDACTED] Dealer. This [REDACTED] message
allows the dealer to acqui xt 1 l assembly wit t prior
approval requirements due to backorder.

----- CONCERN DETAILS -----
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [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 [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

----- V E H [REDACTED] A I L S -----
Vehicle Build Date: [REDACTED] rranty 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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA
[REDACTED] AA
Trans: 6 SPD [REDACTED]-LG DSL T R A N S M I S S I O N - - -
Bld Dt: [REDACTED] Part #: [REDACTED]
Serial #: [REDACTED]
A4521 [REDACTED] EA [REDACTED]
Model: [REDACTED] Shft: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : 225/70/R-[REDACTED] G BW F:A/S R:TRC Brand : [REDACTED]
Radio : ELETR PRE [REDACTED]/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WB C/C-W/B

----- A F T E R M A R K 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] ([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) -----									
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: H Orig Rpt #: [REDACTED]
 Report Source: [REDACTED] Report Date: [REDACTED]

VEHICLE: [REDACTED] SD, REG CAB, CHASCAB VIN: [REDACTED]
 Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
 Operating Environ: [REDACTED] WCC : [REDACTED]
 Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
 FUEL VISIBLE LEAK
 Additional Symptom: FUEL LEAK IN ENGINE VALLEY
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
 --TYPE-- COMMENT TEXT
 CONCER [REDACTED]
 [REDACTED] of Vehicle Concern: customer states vehicle has fuel leak and is running onto transmission bell housing. upon visual inspection I found a puddle of fuel the engine valley near the high pressure pump. I have removed the upper and lower intake manifolds to gain a better view and try to determine the source of the leak. I have commanded the low pressure pump on with OSC PIDs. no visible leaks were found. I have also ran the engine with the intakes removed and commanded the high side fuel pressure to [REDACTED]. no visible leaks were found. I have tested the system [REDACTED] cold. ... Please list any diagnostics already performed see above ... Parts Replaced: none ... Your Question: what is the maximum high side fuel pressure I am able to command without causing engine damage? can I command the pump to build [REDACTED] without burning a hole in a piston? any other diagnostic information for fuel leaks in appreciated.
 RECOMM [REDACTED]
 [REDACTED] command the Fuel [REDACTED] (FRP) up [REDACTED] the IDS and it typically will stop [REDACTED]. Some systems are able to go a bit higher. As you command [REDACTED] the PCM will pull duty cycle back from the injectors to keep the amount of fuel going into the engine limited. An increase in the fuel going into the engine would cause a rise in the RPM before it would do damage to the pistons. You can also repeat this pressure increase using the IDS and the High Pressure Fuel System Test. Place [REDACTED] of UV Dye ([REDACTED]) into the fuel system a [REDACTED] attempt to duplicate the way if you have a leak, you will be able to see the dye and possibly follow it back to the source using the UV light. It may be recommended to discuss the concern with the customer and ensure that they have not had any filter changes recently where the lines may have been disconnected and caused the fuel in the valley. Note that there is a bleed hole under the High Pressure Fuel Pump this seal is between the front cover seal for the shaft and the engine oil and the pump casing for the fuel. This hole will allow oil or fuel to bleed

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 -----
out and not contaminate the other system. If you are able to duplicate
out and not contaminate the other system. If you are able to duplicate
the concern and the fuel does appear to be coming from the High
Pressure Fuel Pump, it may be required that you obtain Prior Approval
for the replacement of the High Pressure Fuel Pump. This would require
the inspections of the Pressure Control Valve (PCV) and the Volume
Control Valve (VCV) for any signs of debris and photos submitted with
the Prior Approval form.

AUDIT [REDACTED]
[REDACTED] BLANK CHANGED TO M BY [REDACTED]

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AAAAAJC
Trans: [REDACTED] -LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] DA 8B

----- A D D I T I O N A L -----
Tire : [REDACTED] " G BSW ALL SEASON Brand :
Radio : [REDACTED] M/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WHITE WB C/C-W/B

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

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

--- [REDACTED] P [REDACTED] E M E N T A [REDACTED] 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] VIN: [REDACTED]
Engine : [REDACTED] I I
Operating Environ: [REDACTED] Odometer: [REDACTED]
Vehicle Use : [REDACTED] WCC : [REDACTED]
[REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: Fuel Leak
Other Veh. With Concern: 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 (%):

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

CONCER [REDACTED] a 9 scription of Vehicle Concern: TOWED IN
LEAKING FUEL. fuel injector return line replaced at another dealer [REDACTED]
[REDACTED]. Please list any diagnostics already performed: verified [REDACTED] e
fuel leak. found the injector return line had come apart at
injector no.4. replaced the injector return line. checked base fuel
pressure, roughly [REDACTED]. road tested and line came apart after [REDACTED]
[REDACTED] at injector [REDACTED] towed back to shop. pulled fuel filter c t
no restriction, no signs of metal. Parts Replaced: injector
return line Your Question: suggestions, knowns. next step in diag

RECOMM [REDACTED] T e d TSBs or SSMS to support a known concern
identified. <P>Regardless of when the component was replaced, it
is possible to have a faulted replacement component. Make the
necessary repair to address the identified concern before reassessing.
<P>Fuel system contamination such as debris may be a factor causing
the Fuel Injector Return Line to blow off. Review the information
provided in [REDACTED] for additional information regarding assessing
the conditio V and VCV Valves for signs of debris. <P>If any
signs of fuel system contamination are identified, the entire High
Pressure Fuel System should be replaced to address this concern.

CONCER [REDACTED] GTCGCQSP
[REDACTED], all components clean, no signs of metal or
contaminatio ched photos. reassembled with another new
return line. ran truck to operating temp, no issue. performed hp fuel
system test failed. see attached photo. reran failed again.

RECOMM [REDACTED] () [REDACTED] - [REDACTED]
[REDACTED] h t n Hi pre
re and base fuel pressure at [REDACTED] we are going to perform
pinpoint M to ensure there is not [REDACTED] t with high-pressure fuel
system. Give particular attention to [REDACTED] test [REDACTED] and [REDACTED]. If
we have an injector leaking out the r rt it ble f the
return line to exceed pressure and fail.

CONCER [REDACTED] () [REDACTED] - [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] states that the return lines continue to blow off and leak fuel.
[REDACTED] states that the return lines continue to blow off and leak fuel.
[REDACTED] occurred most recently after the system was repaired, while
sitting and idling for [REDACTED]. The lines are not blowing off at
the injectors but at the [REDACTED] gs. The fuel is clean and free of
debris. The VCV and PCV were replaced, and the original valves did not
show any indication of corrosion or debris in the system. The
secondary fuel filter assembly was replaced with no change. The
secondary filter was cut open and no debris was present. When
performing PPT M, a slightly larger amount of fuel drips out of the
return system relative to what [REDACTED] is used to when performing the
test.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] c o i d a r r c e m
secondary filter, and return line, an injector fault must be
present. If an injector leaks very slightly at [REDACTED] of
fuel pressure, it is likely [REDACTED] significant gh
pressure present with the en nning. However since a single
specific [REDACTED] injector cannot be isolated due to the minor nature
of the le placement of all [REDACTED] is recommended.
ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] n [REDACTED] t his ing la
cause, and the ve down for an extended period at multiple
dealers.

[REDACTED]
[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 E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: KTFETR N A
Serial #: [REDACTED] AA

Trans: 6 SPD ██████-LG DSL Part #:
Bld Dt:
Serial #:

Trans: 6 SPD [REDACTED]-LG DSL Part #:
Bld Dt:
Serial #:
[REDACTED] DA 1W

----- ADDITIONAL -----

Tire : [REDACTED] [REDACTED] BSW TRACT #3 Brand : [REDACTED]
Radio : N STEREO RADIO A/C : AC B-????????????????????
Paint : [REDACTED] -?????????????????????----- [REDACTED] #2

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

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]

Specialist's
Name : [REDACTED] -????????????????????

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

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S [REDACTED] 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

Attachments

View Report Attachment - Images

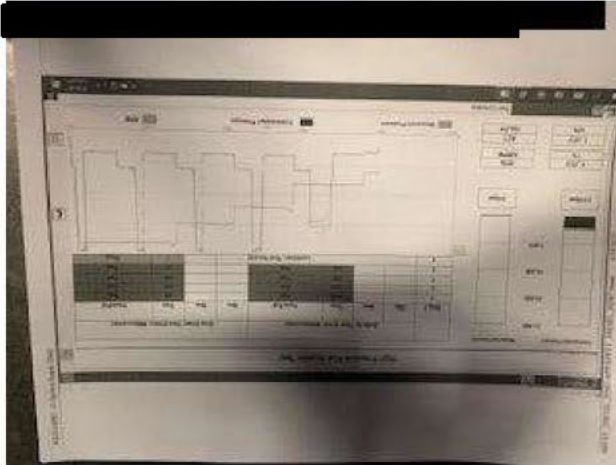
Exit

Number of Images : 6

Images Per Page:5

Move

s found, displaying 1 to [Prev] 2 [Next/Last]



○ Attachment Id : [Redacted]



○ Attachment Id : [REDACTED]

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: Cracked [REDACTED] fuel leak
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
CONCER [REDACTED]

[REDACTED] tion of
MASSIVE FUEL L ENGINE Please list any diagnostics already
performed: I HAVE REMOVED THE UPPER AND LOWER INTAKE MANIFOLD TO SEE
INJECTION PUMP . THE LEFT (DRIVERS) SIDE OF THE INJECTION PUMP HAS A
[REDACTED] CRACK PROBABLY A [REDACTED] WIDE LIKE IT CAME APART INSIDE
[REDACTED] d: NONE Your Quest THERE ANYTHING I NEED TO DO
BESIDE CHANGING THE PUMP I HAVE NEVER SEEN THIS PROBLEM BEFORE ON A
6.7. THANKS FOR ANY INPUT

RECOMM [REDACTED]
[REDACTED] r s. Like [REDACTED]
ld check the VCV for metal and other contamina . <A

[REDACTED]
also help determine if the failure is warrantable or not. Make repairs
with the guidance of the fuel system GSB. If the failure is
warrantable regardless if it needs a system or a pump please submit
for Prior Approval. Please provide photos like the ones shown if
figures 1-3 in the GSB. It would also be helpful to show the damage to
the pump. If there was rust, DEF or other contamination, no Prior
Approval would be required as the customer would have to cover the
repair. If they refuse to repair the vehicle the fuel system warranty
should be cancelled. How to do this will be at the bottom of the form.
If any further technical assistance is required, the form will remain
open for [REDACTED]. NOTE: The vehicle may not be warrantable if the
damage th occurred is a direct result of any of the following:
 Lack of Maintenance Performance Modifications
Collision related damage Abuse Water
Ingestion Unauthorized Repairs Please refer to
[REDACTED], [REDACTED] of the [REDACTED] Warranty and Policy
[REDACTED] r d If the n antable root cause (as
defined in the list above) is directly attributable to the failure,

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 -----

please complete the [REDACTED] Cancellation request form on <A
please complete the [REDACTED] Cancellation request form on <A
[REDACTED] = blank href=[REDACTED] i>Select
ce tab Select [REDACTED]
Administration & [REDACTED] Parts Return from the navigation
menu Select [REDACTED] Cancellation/Reinstatement Request
Form (center of the [REDACTED] under Related Links) Complete
the form, including photo uploads and details about failure and reason
for warranty denial requestThis can be a difficult
determination to make. It is recommended to obtain customer
authorization for diagnosis and complete basic diagnostic steps to
determine root cause. Thank you, [REDACTED]
[REDACTED] Diesel Team

[REDACTED] GTCGCQSP
[REDACTED] ine apart to put the kit in and tried to turn the
turbo .I can barely turn it over clockwise and cannot move
counterclockwise. all i have ever seen turns free.ppt c6 says it must
spin freely.do you think i should replace turbo now? thank you for any
advice.

[REDACTED] t o te freely by hand. If the turbo is seizing,
it will need to be replaced but does not require approval. Replace the
turbo as part of the repair as necessary. [REDACTED]
[REDACTED] (diesel/PA).
[REDACTED] GTCGCQSP
[REDACTED] u put fuel kit in iqa programmed in pcm high pressure
fuel reset along with maf, nox, particulate matter sensor, oxygen
sensorlesrnt values and initialize scr learning.clear codes run good .
now it shows def fault code p24fe00-ed. I have gotten to ppt rd25 the
nox11 reads [REDACTED] the next step is to command the vgt dc old to 80%
but i am alr [REDACTED] unning at 82% if i go up to [REDACTED] after [REDACTED] a
nox11 reads [REDACTED] this fails the test ([REDACTED])
good test or [REDACTED] turbo [REDACTED] too high tha [REDACTED]
[REDACTED] r d informat
aminated with oil from previous turbocharger failure, it is
possible for oil in the exhaust to contaminate [REDACTED] sensors and
will cause them to read biased. This is pointed [REDACTED] the PPT RD step
RD7. This may cause the VGT duty cycle to read high as the PCM is
trying to change the reading and cannot or the VGT% reading may be
normal. A like vehicle can be compared too as a reference. If there
was oil in the exhaust from the turbocharger failing, recommend
replacing [REDACTED] sensors and reevaluate for any further concerns. If
further as [REDACTED] is required, update this form with the specific
test results of the PPT RD on [REDACTED] taken for review. Technical
Service Analyst: [REDACTED]

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED] EC, [REDACTED], [REDACTED], P0301:00, P0302:00, P0305:00, P030
:00, P20 : 0, P2085:00, P2201:00, P2A01:00, U04
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 [REDACTED] g: LC 3Q DA
Bld Dt: [REDACTED] Calb: LTFETR N A
Serial #: [REDACTED]

DA
TRANSMISSION - - -

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

Shift:

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

```
Tire : ██████████ OWL PREMIUM Brand :
Radio : ██████████ STRO/CLK A/C : AC K-????????????????????
Paint : ██████████ -????????????????????????????????????????- VELOCITY BLUE
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

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

Claim #/Date : [REDACTED] [REDACTED]
Specialist's [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

Name : [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] REGCAB , CHASCAB
Engine : [REDACTED] DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

[REDACTED] :

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

ODOR

ALWAYS

Additional Symptom: FUEL ODOR.

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component: [REDACTED]

Causal Factor:

Feature:

TUBE ASY FUEL RETURN

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

[REDACTED] C of Vehicle Concern: after driving vehicle has fuel smell. also has fuel dripping off the RR corner of the oil pan. ... Please list any diagnostics already performed: I have test driven vehicle multiple times and verified fuel smell. I have installed dye into the fuel tank to try and identify the source. I can only see dye on the pan and just above that area on the bell housing. unable to see in the valley. I inspected [REDACTED] the RH and LH fuel rails and have no been able to isolate leak. ... ts Replaced: none ... Your Question: has there been any reported issue of small leaks such as this? is it possible it could be coming from the pump area even though i'm unable to find dye at this time. keep in mind I have not removed intake manifolds at this time. I have not done this so I can continue to test driving vehicle. is there any specific area I should be investigating to find the source ?

RECOMM

[REDACTED] e mponents on this engine are external unlike engine. This could be caused by a small leak from [REDACTED] of the [REDACTED], the return line, or the pump itself as it will le [REDACTED] to the [REDACTED] lley area. If you have confirmed the leak once the fuel dye was installed, it would be recommended to proceed with removal of components as necessary to further inspect for fuel leaks to see if you can identify the cause. Replace leaking components as necessary and retest.

TECHHOT

[REDACTED] moved the intakes, rh battery and tray. I'm still having difficulty locating the leak. I'm only able to see dye when the fuel pools up in the noted areas above. I've inspected the pump and valley area and there is no build up of fluid at this time. Ive also inspected areas around the RH fuel rails and [REDACTED]. any suggestions?

TECHHOT

[REDACTED] moved the intakes, rh battery and tray. I'm still having difficulty locating the leak. I'm only able to see dye when 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 -----
fuel pools up in the noted areas above. I've inspected the pump and
fuel pools up in the noted areas above. I've inspected the pump and
valley area and there is no build up of fluid at this time. Ive also
inspected areas around the RH fuel rails and injectors. any
suggestions?

RECOMM [REDACTED] [REDACTED]
[REDACTED] i d to scan the PCM for stored DTCs which
would e if there are any faults identified by the module. If
low pressure codes or fuel leak codes are set, it is suspected that
the leak is coming from the high pressure system. Carefully inspect
all fuel line connections for signs of damage or wetness and repair if
damage is identified. If no DTCs are identified, inspect the fuel
return hose from the injectors to identify if there are any tears or
pinholes which would allow for an undetected leak. If no damage is
still identified, inspect the front right of the upper oil pan/front
cover for signs of fuel or fuel leaks. If fuel is identified, proceed
with removing the front cover and just on the outside of the gasket
halfway up the front of the block on the right side of the engine,
there is a weep hole cast into the block designed to allow fuel
leaking past the high pressure pump shaft seal to drain out of the
engine instead of draining into the crank case like the [REDACTED] engines.
Electrically disable the injectors, active command the f pump and
crank the engine. If fuel is identified to be draining out this weep
hole then it is verified that the high pressure fuel pump is leaking
and will require replacement.

CONCER [REDACTED] TECHHOT
[REDACTED] for the help. unfortunately I still cant isolate
the source. at this point I have removed the RH fender well and fuel
rail cover. I put a total of [REDACTED] of [REDACTED] in the fuel tank. I have
searched all over the timing [REDACTED] find [REDACTED] of [REDACTED]. it
will only accumulate on the RR corner of the [REDACTED] ave [REDACTED] and
the pan multiple [REDACTED] to make sure I'm not chasing my tail. and [REDACTED]
[REDACTED] it returns. [REDACTED] t see any trace of fuel above the starter a
ry and almost [REDACTED] on the upper pan. I feel like i have
exhausted all my r [REDACTED] trying to isolate this leak. i did not
want to remove the timing cover without finding some sort of [REDACTED] in
that area. I also ran the vehicle at [REDACTED] with [REDACTED] o uel
pressure and monitored the RH fuel ra [REDACTED] did no ything
either. any help would be really appreciated really not sure how to
continue at this point.

RECOMM [REDACTED] [REDACTED] [REDACTED] - [REDACTED]
[REDACTED] l ppreciate t det
pections that have been performed and the components that have
been removed up to this point. The frustration of trying to find the
leak is understandable. When looking at the engine we have available
to us a leak on the right hand side of the engine would most likely
come from an injector jumper line or the RH fuel rail. The other
possibility would be a leak in the valley that is making it s way
towards the back of the engine. From the information provided, these
possible leak points have been inspected and checked with no leaks

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 -----
being found. At this point, it is recommended to check the engine oil
being found. At this point, it is recommended to check the engine oil
and transmission fluid for any signs of dye. It seems unlikely that
either of these fluids are the leak since the fluid smells like fuel
but it will rule out the possibility. If there is not dye in the
transmission fluid or engine oil, then use a small inspection mirror
to check the jumper lines for leaks on the side facing the valve
cover. The most likely leaking lines would be for the 3 or [REDACTED]
given the location that the fluid is pooling. If a leaking
is found, then replace the line, clean any dye from the engine and
road test it again to determine if the leak is still occurring. This
concern is being directed to the Technical [REDACTED] s
Escalated Handling Team for additional rev [REDACTED] rce of the
leak not being able to identified even with dye. An Escalated Handling
Team Member will contact you by phone or through this Hotline
Assistance Request within [REDACTED] to provide additional
information and/or recomme [REDACTED] n the resolution of the
customer s concern. We will continue to work with you and your
Dealership s Service Management Team to help get the concern resolved
and the vehicle back to the customer in a timely manner.

ADD-ON [REDACTED]
[REDACTED] n ing escalat
in identifying the source of the fuel leak. There is fuel pooling on
the right rear corner of the oil pan near the bell housing. The area
has been cleaned, dye added and fuel continues to pool in this
location. The Tech has removed the intakes to verify there is not a
leak in the engine valley. The right hand side wheel well was also
removed to monitor the fuel rail for an external leaks. The direction
provided was to check the oil and trans fluid for dye to ensure that
it could only be a fuel leak. Then inspect the jumper lines for the
injectors. Consulted [REDACTED] (Escalated Handling)

ADD-ON [REDACTED]
[REDACTED] i cal Progres

CONCER [REDACTED] HOT
[REDACTED] hoot you an update. inspected RH fuel rail with
a mirror and still no dye found. I also re checked and verified there
is no dye in the oil or transmission fluid. on another note I did see
some fuel after a road test on the bottom of the bell housing. while
inspecting it I could see the fuel boil off and pretty much disappear.
as a next step were going to allow the vehicle to get cold and then
run it with high pressure for [REDACTED]. were hoping to keep
the block cold and maybe that [REDACTED] find a trail. if you
guys have any thing to add to that idea feel free thanks.

CONCER [REDACTED]
[REDACTED] e ith Serv
confirmed that this is the [REDACTED] for a fuel le concern. Back
in [REDACTED], there was a fu [REDACTED] the secondary fuel filter
hou [REDACTED] found to be cracked. It was replaced at that time.
Currently, no repairs have been made yet as the source of the leak has
not been found. Technician [REDACTED] states that the fuel will

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

--TYPE-- COMMENT TEXT -----
eventually puddle at the RH rear of the upper oil pan near the starter
eventually puddle at the RH rear of the upper oil pan near the starter
and some fuel is seen on the bottom of the bell housing. So far, there
is no evidence of a trail leading to the puddling areas, but the fuel
is not residual. It will reappear after being cleaned off.
RECOMM [REDACTED] 1 leaks,
[REDACTED] the amount of dye added to the system and add the dye to the
[REDACTED] pump supply line from the secondary fuel filter. If the source of
the leak cannot be found, consider using another method such as
tracing powder to find the leak path. Continue to update this form
with your progress. We will follow up [REDACTED] as well.
ADD-ON [REDACTED]
[REDACTED] visit, 1 prev [REDACTED] total. There are no active [REDACTED]
cases.
[REDACTED] HOT
[REDACTED] as we discussed [REDACTED] I put dye in
supply line [REDACTED] ve. I was able to [REDACTED] en a [REDACTED] and [REDACTED]
[REDACTED] in there. from this point we ran the vehicle at [REDACTED]
[REDACTED] the pressure [REDACTED]. this unfortunately gave [REDACTED] rather
info as before we c [REDACTED] etested only for the dye to continue
showing in the same spots and previously stated. give me a call at any
time [REDACTED] maybe we can rethink our strategy a bit.
RECOMM [REDACTED]
[REDACTED] for upda
your inspecti [REDACTED] ause we are still unable to locate the source of
the leak once dye was added to the fuel supply line, at this time we
will want to douse the back of the engine with trace powder to try and
further isolate the source of the leak. Trace powder can be obtained
locally if your dealer does not have any in stock. Talcum powder (baby
powder) can be used for this test. I have relayed your updated
comments to the Escalated Handling Team for review. An Escalated
Handling Team Member will contact you by phone or through this Hotline
Assistance Request within [REDACTED] to provide additional
information and/or recomme [REDACTED] n the resolution of the
customer s concern. We will continue to work with you and your
Dealership s Service Management Team to help get the concern resolved
and the vehicle back to the customer in a timely manner.
ADD-ON [REDACTED]
[REDACTED] T [REDACTED] is being
technical p [REDACTED] gress resolving a fuel leak. The fuel can be seen on the
bottom of the bell housing. The dealer has installed [REDACTED]
of dye to the fuel system, [REDACTED] in the tank and in th
line as recommended by [REDACTED]. it does not appear that trace powder
has been used at this p [REDACTED] nt to locate the source of the leak. I
consulted with [REDACTED] who suggested that I advise [REDACTED]
[REDACTED] of the [REDACTED] and then re-escalate.
[REDACTED] i [REDACTED] 1 Progres

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

CONCER [REDACTED] [REDACTED] [REDACTED]

CONCER [REDACTED] [REDACTED] [REDACTED] e [REDACTED] ates tha
not yet been found. The f [REDACTED] will puddle at the corner where the upper
oil pan meets the block against the rear cover. There are no
modifications to the fuel supply system.

RECOMM [REDACTED] [REDACTED] [REDACTED] could be
t, when the [REDACTED] fuel pump leaks in the valley out of the weep hole
behind the front [REDACTED] over, it will travel along the seam between the
upper oil pan and the block. The rear cover is the furthest back point
for the trail to stop. At this point, it is recommended to access the
[REDACTED] fuel pump to inspect for any signs of fuel pooling under the pump.
date this form again with your progress. We will follow up on

ADD-ON [REDACTED] [REDACTED] [REDACTED] e [REDACTED] p.

CONCER [REDACTED] [REDACTED] [REDACTED] n [REDACTED] ve you the latest update. I inspected
unde [REDACTED] h the pump with a bore scope. as per the usual I haven't
found no dye. seems only to be the usual rust color from moisture
collecting. I can't get a dye light to shine very well in there so its
difficult to see with that and a mirror.

CONCER [REDACTED] [REDACTED] [REDACTED] e [REDACTED] ates tha
leaks under the [REDACTED] fuel p [REDACTED] The fuel dye is yellow, but there is
some evidence of [REDACTED] range dye on a wiring harness. It is unknown if that
is residual from the previous leak.

RECOMM [REDACTED] [REDACTED] [REDACTED] s [REDACTED] leak sti
rred 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)
[REDACTED] day to discuss further recommendations. If the [REDACTED] does not
you directly, please consult with your Dealershi [REDACTED] anagement
to discuss further recommendations and steps to assist in the
resolution of this vehicle concern.

ADD-ON [REDACTED] [REDACTED] [REDACTED] [REDACTED] c

TAR [REDACTED] [REDACTED] [REDACTED] assistance. Down time is current [REDACTED] [REDACTED] [REDACTED]

[REDACTED] E TECHNICAL
DUE ...TO LACK OF PROGRESS REPAIRING A FUEL LEAK. THE VEHICLE WAS IN
LAST ...MONTH FOR A FUEL LEAK AS WELL AND THE SECONDARY FUEL FILTER WAS
REPLACED. ...CURRENTLY, THE VEHICLE HAS A FUEL LEAK THAT WILL PUDDLE AT
THE RH REAR OF ...THE [REDACTED]. IT IS UNCLEAR IF THE FUEL IS DRIPPING OR
WICKING TO THIS AREA. [REDACTED] CLEANED OFF, THE PUDDLE WILL RETURN. BUT
THERE IS NO TRAIL OF FUEL ...LEADING TO THE PUDDLE. IN [REDACTED] TO
THE HOTLINE, NO PROGRESS HAS BEEN ...MADE TO ISOLATE TH [REDACTED] R
ATTEMPT A REPAIR TO RESOLVE THE CONCERN. ...THERE IS CURRENTLY AN

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] CASE FOR RENTAL ASSISTANCE. THE VEHICLE IS A ...DUMP TRUCK. NO

[REDACTED] CASE FOR RENTAL ASSISTANCE. THE VEHICLE IS A ...DUMP TRUCK. NO
CATIONS HAVE BEEN FOUND TO THE FUEL SYSTEM. THE ...VEHICLE IS AT
THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 2 ...ESTIMATED NUMBER
OF DAYS OUT OF SERVICE: 8

AUDIT

[REDACTED] A [REDACTED] ENED

[REDACTED] TECHHOT
[REDACTED] e tech at dealer. [REDACTED] recommended to replace the low
ssure lines. lines have been repl d, vehicle driven [REDACTED],
reinspected and still leaking. Dealer has left voice mail [REDACTED] to
call dealer. Dealer requesting info from hotline due to not s [REDACTED] when
[REDACTED] will return call. Tech appears to see fuel in the bell housing.
[REDACTED] h asks what we could be missing that we should check for, that
would allow fuel to permeate the bell housing.

[REDACTED] c [REDACTED] ehicle Co
has fuel smell. also has fuel dripping off the RR corner of the oil
pan. ... Please list any diagnostics already performed: I have test
driven vehicle multiple times and verified fuel smell. I have
installed dye into the fuel tank to try and identify the source. I can
only see dye on the pan and just above that area on the bell housing.
unable to see in the valley. I inspected [REDACTED] the RH and LH fuel rails
and have no been able to isolate leak. ... ts Replaced: none ... Your
Question: has there been any reported issue of small leaks such as
this? is it possible it could be coming from the pump area even though
i'm unable to find dye at this time. keep in mind I have not removed
intake manifolds at this time. I have not done this so I can continue
to test driving vehicle. is there any specific area I should be
investigating to find the source? ... WEB-[REDACTED]-Ext-[REDACTED]-[REDACTED]

[REDACTED]: All of the fuel com nts o n re
from [REDACTED] ke [REDACTED] engine. This could be caused by a small leak
will [REDACTED] the return line, or the pump itself as it
will [REDACTED] alley area. If you have confirmed the leak
once the fuel dye was installed, it would be recommended to proceed
with removal of components as necessary to further inspect for fuel
leaks to see if you can identify the cause. Replace leaking components
as necessary and retest. ... WEB-DEALER-EXT-m-lenox2-[REDACTED]

[REDACTED]: hey guys I have removed the intakes, rh b ray.
[REDACTED] l having difficulty locating the leak. I'm only able to see
dye when the fuel pools up in the noted areas above. I've inspected
the pump and valley area and there is no build up of fluid at this
time. Ive also inspected areas around the RH fuel rails and injectors.
any suggestions? ... WEB-DEALER-EXT-m-lenox2-[REDACTED]: hey
guys I have removed the intakes, rh battery [REDACTED] having
difficulty locating the leak. I'm only able to see dye when the fuel
pools up in the noted areas above. I've inspected the pump and valley
area and there is no build up of fluid at this time. Ive also
inspected areas around the RH fuel rails and injectors. any
suggestions? ... WEB-[REDACTED]-Ext-cpenquit-[REDACTED]: Hello

[REDACTED] SUBJECT-B GCQIS

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

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

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

[REDACTED], It is advised to scan the PCM for stored DTCs which would

[REDACTED], It is advised to scan the PCM for stored DTCs which would
e if there are any faults identified by the module. If low
pressure codes or fuel leak codes are set, it is suspected that the
leak is coming from the high pressure system. Carefully inspect all
fuel line connections for signs of damage or wetness and repair if
damage is identified. If no DTCs are identified, inspect the fuel
return hose from the injectors to identify if there are any tears or
pinholes which would allow for an undetected leak. If no damage is
still identified, inspect the front right of the upper oil pan/front
cover for signs of fuel or fuel leaks. If fuel is identified, proceed
with removing the front cover and just on the outside of the gasket
halfway up the front of the block on the right side of the engine,
there is a weep hole cast into the block designed to allow fuel
leaking past the high pressure pump shaft seal to drain out of the
engine instead of draining into the crank case like the [REDACTED] engines.
Electrically disable the injectors, active command the f [REDACTED] pump and
crank the engine. If fuel is identified to be draining out this weep
hole then it is verified that the high pressure fuel pump is leaking
and will require replacement. ... WEB-DEALER-EXT-m-lenox2-[REDACTED]

[REDACTED]: hey guys thank you for the help. unfortunately [REDACTED] nt
the source. at this point I have removed the RH fender well
and fuel rail cover. I put a total of [REDACTED] of [REDACTED] in the fuel
tank. I have searched all over the tim [REDACTED] ant [REDACTED] d a [REDACTED]
of [REDACTED]. it will only accumulate on the RR corner of the oi
hav [REDACTED] leaned the pan multiple times to make sure I'm not chasing my
tail. and every time it returns. I cant see any trace of fuel above
the starter and it is dry and almost every point on the upper pan. I
feel like i have exhausted all my resources in trying to isolate this
leak. i did not want to remove the timing cover without finding some
sort of [REDACTED] in that area. I also ran the vehicle at [REDACTED] with [REDACTED]
[REDACTED] of f [REDACTED] pressure and monitored the RH fuel rail [REDACTED] not f
thing either. any help would be really appreciated really not sure
how to continue at this point. ... WEB-[REDACTED]-Ext-jabels-[REDACTED]

[REDACTED]: [REDACTED], You re welcome. We [REDACTED] eciate the
io [REDACTED] the inspections that have been performed and the
components that have been removed up to this point. The frustration of
trying to find the leak is understandable. When looking at the engine
we have available to us a leak on the right hand side of the engine
would most likely come from an injector jumper line or the RH fuel
rail. The other possibility would be a leak in the valley that is
making it s way towards the back of the engine. From the information
provided, these possible leak points have been inspected and checked
with no leaks being found. At this point, it is recommended to check
the engine oil and transmission fluid for any signs of [REDACTED]. It seems
unlikely that either of these fluids are the leak since [REDACTED] e fluid
smells like fuel but it will rule out the possibility. If there is not
[REDACTED] in the transmission fluid or engine oil, then use a small
pection mirror to check the jumper lines for leaks on the side
facing the valve cover. The most likely leaking lines would be for 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

#3 or [REDACTED] given the location that the fluid is pooling. If a
#3 or [REDACTED] given the location that the fluid is pooling. If a
leakin [REDACTED] ne is found, then replace the line, clean any dye
from the engine and road test it again to determine if the leak is
still occurring. This concern is being directed to the [REDACTED]
[REDACTED] s Escalated Handling Team for additi [REDACTED] w due
the leak not being able to identified even with dye.
An Escalated Handling Team Member will contact you by phone or through
this Hotline Assistance Request within [REDACTED] to provide
additional information and/or recommend [REDACTED] the
resolution of the customer s concern. We will continue to work with you
and your Dealership s Service Management Team to help get the concern
resolved and the vehicle back to the customer in a timely manner. ...
WEB-[REDACTED]-INT-jabels-[REDACTED]: Note to EH: The concern is
bein [REDACTED] calated due [REDACTED] s in identifying the source of
the fuel leak. There is fuel pooling on the right rear corner of the
oil pan near the bell housing. The area has been cleaned, dye added
and fuel continues to pool in this location. The Tech has removed the
intakes to verify there is not a leak in the engine valley. The right
hand side wheel well was also removed to monitor the fuel rail for an
external leaks. The direction provided was to check the oil and trans
fluid for dye to ensure that it could only be a fuel leak. Then
inspect the jumper lines for the injectors. Consulted [REDACTED]
(Escalated Handling) ... WEB-[REDACTED]-INT-jabels-[REDACTED]
Reason For Escalation: Tech [REDACTED] l Progress ...
WEB-DEALER-EXT-m-lenox2-[REDACTED]: hey guys just want to
shoot you an update. ins [REDACTED] with a mirror and still no
dye found. I also re checked and verified there is no dye in the oil
or transmission fluid. on another note I did see some fuel after a
road test on the bottom of the bell housing. while inspecting it I
could see the fuel boil off and pretty much disappear. as a next step
were going to allow the vehicle to get cold and then run it with high
pressure for [REDACTED]. were hoping to keep the block cold and
maybe that wi [REDACTED] ind a trail. if you guys have any thing
to add to that idea feel free thanks. ... PHONE-DEALER-Ext-DEALER-[REDACTED]
[REDACTED]: Outbound call to dealer. Spoke with Service Man [REDACTED] r,
[REDACTED] med that this is the [REDACTED] for a fuel leak
ern. Back in [REDACTED], there was [REDACTED] and the secondary
fuel filter housi [REDACTED] ound to be cracked. It was replaced at that
time. Currently, no repairs have been made yet as the source of the
leak has not been found. Technician [REDACTED] states that the fuel will
eventually puddle at the RH rear of [REDACTED] er oil pan near the starter
and some fuel is seen on the bottom of the bell housing. So far, there
is no evidence of a trail leading to the puddling areas, but the fuel
is not residual. It will reappear after being cleaned off. ...
PHONE-[REDACTED]-[REDACTED]: [REDACTED], When inspecting
for fu [REDACTED] eaks, it may b [REDACTED] ea [REDACTED] amount of dye
added to the system and add the dye to the [REDACTED] pump supply line from
the secondary fuel filter. If the source of he leak cannot be found,
consider using another method such as tracing powder to find the leak

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 -----

path. Continue to update this form with your progress. We will follow path. Continue to update this form with your progress. We will follow up [REDACTED] as well. ... PHONE-[REDACTED]-INT-jdown115-[REDACTED]: Add [REDACTED] Diagnostics:Techni [REDACTED] Progress - Tec [REDACTED] for best contact. Down time is [REDACTED] this visit, 1 [REDACTED] total. There are no active [REDACTED] cases. ... WEB-DEALER-[REDACTED] lenox2-[REDACTED]: [REDACTED] e from this morning. as we discussed [REDACTED] in supply line as noted above. I was able to get [REDACTED] and [REDACTED] in there. from this point we ran the vehicle [REDACTED] ne pressure [REDACTED]. this unfortunately gave [REDACTED] rther info as before we retested only for the dye to continue showing in the same spots and previously stated. give me a call at any time [REDACTED] maybe we can rethink our strategy a bit. ... WEB-[REDACTED]-Ext-[REDACTED] [REDACTED]: Good morning [REDACTED], Thank y [REDACTED] or up [REDACTED] s of your inspect [REDACTED] cause we are [REDACTED]

RECOMM

[REDACTED] a [REDACTED] he update [REDACTED] is [REDACTED] lved after replacing the fuel lines, it may be helpful to remove the transmission to gain better access to the rear of the engine for inspection to determine where the fuel is leaking from. The engine can be started with the transmission removed to try and locate the source of the leak. It is likely that the [REDACTED] did not answer the call and/or has not yet returned your call bec [REDACTED] e he/she is traveling or working with another dealer on another concern. If you have calling the [REDACTED] assigned to this concern and have left a message, the [REDACTED] will re-c [REDACTED] act you for further review. Please continue to work wi [REDACTED] our [REDACTED] to further determine the source of the fuel leak and resolve this cern.

ADD-ON

[REDACTED] MOVED
A LARGE AMOUNT OF FUEL CAME OUT OF THE BELL HOUSING. IT IS SUSPECTED THAT THE FLUID WAS ENTERING THE BELL HOUSING THROUGH THE CRANK SENSOR HOLE. THE FLUID WOULD ATTACH TO THE WIRE AND ENTER THE BELL HOUSING. THE SOURCE OF THE LEAK WAS DETERMINED TO BE THE LOW PRESSURE LINES AS THE LEAK WAS NOT PRESENT AFTER THE LINES WERE REPLACED AND THE FLUID WAS DRAINED. THIS WOULD EXPLAIN WHY THERE WAS DAMPNES AROUND THE BELL HOUSING BUT NEVER HIGHER UP ON THE BLOCK. AFTER EXCESSIVE ROAD TESTING THE VEHICLE WAS RETURNED TO THE CUSTOMER. AS OF NOW THE VEHICLE HAS NOT RETURNED TO THE DEALER WITH A FUEL LEAK. CLOSING TAR.

AUDIT

A

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

----- [REDACTED] A G [REDACTED] N [REDACTED] R [REDACTED] N -----
Symp. Verif?: [REDACTED] Ease [REDACTED] l 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

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

Equipment/Procedure Used

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

Repair Type	Component Number
----------------	------------------

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

Vehicle Build Date: [REDACTED]
Date of Sale: [REDACTED]

Engine: [REDACTED] DIESEL DI V8
Pl3 Pt. Colb

Figure 6. GDP, [REDACTED], IG, PSI

Bld Dt: _____
Serial #: _____

Tire : [REDACTED] A/T BSW - - - A D D I

----- A F T E R M A R K 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 -----
Orig/Caller : [REDACTED]

Rpr Dlr: [REDACTED]
City: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

[illegible]

----- C -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id

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] [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] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT
Additional Symptom: crank no start [REDACTED]
Other Veh. With Concern: Sev [REDACTED] Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 3
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] ption of
states truck t [REDACTED] but will not start they pulled code [REDACTED] and
then erased it I cant duplicate or make code come back Pleas [REDACTED] st any
diagnostics already performed: put ids on it but there are no codes
due to him erasing codes I told him not to erase them Parts Replaced:
none Your Question: I cant verify and he erased codes

RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] v e custome
can st [REDACTED] perform normal diagnostics to determine why the vehicle is
not starting. Let s begin by performing some basic pre-checked. [REDACTED]
verify that there is at least [REDACTED] in the truck. A
[REDACTED] of fuel if needed [REDACTED] fuel level concerns
ed, verify that base fuel pressure is [REDACTED] KOEO and
while cranking the engine and that the fuel system [REDACTED] erated. The
base fuel pressure should be checked using a mechanical tester as per
[REDACTED] located in the online workshop manual. If any base fuel
c s are identified, use pinpoint test MA from the online
PC/ED to isolate the source of the concern. If the base fuel system
checks out and no aeration is present, use pinpoint test M from the
online PC/ED and symptom chart three from the online PC/ED to further
isolate the source of the concern. It may also be beneficial to
inspect the fuel system to check for contamination. If needed, <a

[REDACTED]
[REDACTED] Diesel - Diesel Fuel System Service Tips can be
with this inspection. ...

CONCER [REDACTED] [REDACTED] [REDACTED]
[REDACTED] is to verify concern correct? I cannot
verify a no start c [REDACTED] t all. I already checked ma and m I let
truck set all weekend and it starts right up every time!!! I am not
saying this is not happening to customer but how can I fix something I
cannot verify I will not throw parts at it.

RECOMM [REDACTED] [REDACTED] [REDACTED] MSS - FLH - CUSTOMER SERVICE

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE--

COMMENT TEXT

[REDACTED],

 ... We apologize for any inconvenience or confusion. You
 [REDACTED],

 ... We apologize for any inconvenience or confusion. You
 correct that the fault [REDACTED] needs to be verified in order to
 diagnose. Referring to the [REDACTED], [REDACTED] sets when the fuel rail
 pressure (FRP) is not sufficient to start the vehicle while cranking.
 This is typically related to a mechanical fault such as lack of base
 fuel pressure, or faults with the high pressure fuel system
 components, but these types of faults are not intermittent. For this
 reason, it is suspected that the issue is with a poor connection or
 circuit fault. Further information from the customer regarding the
 conditions the fault occurred under will also be helpful. For example,
 temperature, weather, if it happened after driving for a long time or
 after sitting overnight, other DTCs that were present when they were
 read, etc.

 ... As stated previously, this could have been
 caused by a lack of base fuel pressure due to a low fuel tank or a
 circuit fault with the fuel pump, but this would typically cause a [REDACTED]
 such as [REDACTED] to set. If this [REDACTED] was not present based on the
 customer information, a low fuel condition, or base fuel system
 fault is not suspected. Continue with inspections of the PCM connector
 [REDACTED], [REDACTED] ([REDACTED]), [REDACTED] ([REDACTED]
 [REDACTED]), [REDACTED] for [REDACTED] er
 , [REDACTED] ge or c [REDACTED] io [REDACTED] c [REDACTED] tions are found, wiggle
 test the connectors and harness near components such as the FRP, PCV,
 VCV, and the fuel pump to see if the concern can be duplicated. Once
 the crank no start and [REDACTED] can be verified, continue with normal
 pinpoint testing to identify the issue. ...

CONCER

██████████ GTCGCQSP
██████████ died concern while cranking lfp is ██████████ and hfp is ██████████
██████████ and should be ██████████ while cranking f-pcv is ██████████ and f-vcv is ██████████
██████████ something is u ██████████ th hpf system. so yes he ██████████ issue will
██████████ n ██████████. ill keep you up to date.

██████████ is ██████████
 ██████████ when cranking. This indi ██████████ with the high
 press ██████████ el system. This concern may be due to sticking PCV or VCV,
 leaking fuel injector, or faulted high pressure fuel pump (HPP).
 Please revisit ██████████ Pinpoint ██████████ (PPT) M to address this concern. ...

CONCER

TCGQSP
test m thru m20 and it stated to install new pcv
to my knowledge that only comes with hpfp. found [REDACTED] and
pulled pcv pictures are attached hpfp blew up there are
particles of metal everywhere. this needs a entire fuel system
correct?

VCV is located inside the top of the high pressure fuel pump (HPP). [REDACTED] are available for the [REDACTED] diesel engine without needing [REDACTED] the HPP. Images of the [REDACTED] V have been provided. ... Engineering has determined through returned component assessments that metal debris found on the PCV, inside the left fuel

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 -----
rail, or low pressure fuel system is not detrimental to the high
rail, or low pressure fuel system is not detrimental to the high
pressure fuel system. Metal debris found in these areas is normal and
cause by the fuel system manufacturing process. If metal debris is
found in the left fuel rail, then continue with the PCV replacement if
recommended by [REDACTED] and retest. ... However, if metal debris
is found on the VCV port of the HPP, then the entire
high pressure fuel system should be replaced. If high pressure fuel
system replacement is required, make sure rust or corrosion is not
present on the PCV or VCV as shown on [REDACTED] of the GSB provided.
Also make sure DEF crystals are not found in the primary fuel filter
after allowing it to dry for [REDACTED] as stated on [REDACTED]. ...
[REDACTED] complete fuel system and it was approved,
installed fuel system and flushed lines and tank of metal chips. did
iga and primed system. truck runs great and starts perfect. ...
[REDACTED] concern be
her assistance is required, please take a moment to complete the
survey attached to this form so we can continue to improve our
services. ...

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: R air Prior to Call: NO
PCM# [REDACTED] EC, [REDACTED], [REDACTED] 27P0300:00, P0301:00, P0302:00, P0305:00, P030
:00, P20 : 00, P204F:00, P2085:00, P2201:00, P2A01:00, U04
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA

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] -LG DSL Part #: [REDACTED]

Bld Dt: [REDACTED]
Serial #: [REDACTED] PA 2K

Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T OWL PREMIUM Brand : [REDACTED]
Radio : [REDACTED] M/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] -?? WHITE PLATINUM

----- A F T E R M A R K 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 [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]

--- [REDACTED] 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



Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] CRWCAB, PICKUP
Engine : [REDACTED] DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

Act: [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
[REDACTED] HARD START/LONG CRANK

STARTING

INTERMITTENT

Additional Symptom: hard start, air in fuel system

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]

COMMENTS

--TYPE--
CONCER

COMMENT TEXT

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] p n of [REDACTED] me
in with a no s t cranks, finally got vehicle to start by
constant cranking, ran good after starting, shut off vehicle once in
the stall, shut off and tried to restart, and started again, let set
for [REDACTED] and had a long crank time before it restarted, the
long [REDACTED] he harder is to start, visul inspection of the fuel
lines and tank, noticed the fuel tank has been removed recently.
called owner and he said they replaced the fuel filters and that there
was water inthe primary fuel filter, so the removed the tank and
cleaned tank out and replaced the sending unit and reinstalled tank,
after that, they started to have a no start and long crank times.
Please list any diagnostics already performed: [REDACTED] [REDACTED], i removed
and replaced [REDACTED] pri, sec. fuel filters, pri f f [REDACTED] had water,
didnt find an al debris, bleed fuel system an no air in the fuel
while bleeding, but i can hear air in the fuel sec. filter. test drove
vehicle for [REDACTED] thanking this would get the air out, shut
vehicle off, [REDACTED] arted right away, let set overnight, still
has a long crank time and [REDACTED] came back. performed ppt m1 thru
m16, low fuel pressure sho [REDACTED] did remove fuel return line at the
#8 injector and commanded the [REDACTED] pump on, fuel did flow from the
retun line, but had air in the fuel, did this [REDACTED] and still
air was preasent, i did pull the fuel tank vis [REDACTED] ted. did find
that some had relaced [REDACTED] of the fuel line connection and other [REDACTED]
they damaged the locki [REDACTED] tabs. Parts Replaced: just fuel filter
Your Question: i checked all the fuel lines and return lines for fuel
leak while commanding the fuel pump on, where you think the air is
coming from on the return from [REDACTED], where should i check, this
didnt start untill some [REDACTED] pul [REDACTED] k. thanks for you input.

RECOMM

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] a o ble c
Noting that the customer had replaced fuel filters before the
concern started, it is suspected that there is a concern related to
the tank, lines, or [REDACTED]. It will be necessary to inspect the [REDACTED] for

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

signs of damage such as broken locking tabs, a damaged or out of place
signs of damage such as broken locking tabs, a damaged or out of place
O-ring, etc. per <a

href="

et=" blank">GSE

G0000035. If no concerns are identified with the [REDACTED], the supply
line from the fuel tank to the [REDACTED] can be disconnect t the [REDACTED]
and a suitable hose attached fo ntinued diagnosis. Run the h
into a container filled with good quality diesel fuel and run the Fuel
System Bleeding procedure in [REDACTED] of the workshop manual to
purge air from the system. ... been done, let the truck
sit for a sufficient period of time (ensure the temporary line remains
fully submerged in fuel for the entire duration of this test) and
attempt to start the engine. If the engine starts normally with the
external fuel source, this confirms a fault with the fuel tank or
supply line. This is likely going to be caused by the damaged fuel
line connection that was noted earlier, so it would be recommended at
that time to proceed with replacement.

CONCER

[REDACTED] GTCGCOSP

line issues, let vehicle set for [REDACTED] and
went and tried to restart and all it did is crank an ng
crank time. once it starts it start fine all day. i monitered. koeo
and moniterd frp-v at [REDACTED], frp-a at [REDACTED], frp-com at [REDACTED],
f-pcv at [REDACTED], f-vcv [REDACTED], rpm moniterd ko e anking
and shows at [REDACTED], at [REDACTED], f-vcv at [REDACTED], f-pcv at
[REDACTED], frp-com at [REDACTED], and r [REDACTED]. while c g the frp-a
at [REDACTED] until s and then lo g. the specs. are for koeo,
frp-a is [REDACTED], frp-com is [REDACTED]. f-pcv is [REDACTED], f-vcv is
[REDACTED], i o figure out stays at [REDACTED] while
ng or not cranking, thanks for your input.

RECOMM

a formation [REDACTED]
aeration concern has been resolved and we nfident that there is
no more air entering the fuel system, with the water found in the
primary fuel filter by you and the customer on [REDACTED]
(as suggested by your comments), it would be re e
PCV and VCV for inspection to check for rust and contamination. Please
reference <a

href="

isplay

G0000160. Once the VCV is removed, we will also want to check for
metal debris on the VCV screen and in the high pressure fuel pump port
for the VCV. If evidence of rust or contamination is found on the PCV
or VCV, or if metal debris is noted on the VCV screen or in the VCV
port of the high pressure pump, then complete high pressure fuel
system replacement is recommended. Ensure to refer the technician to
the Diesel Fuel System Contamination Repair/Flushing Procedure found
in [REDACTED] of the online work shop manual. If no contamination
or [REDACTED], we recommend duplicating the concern and then use
pinpoint tests A and M from the online PC/ED while the concerns 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
present to isolate the source of the concern. If these tests are
present to isolate the source of the concern. If these tests are
inconclusive, we recommend replacing the left fuel rail to address
this concern then retest for proper operation.
ADD-ON [REDACTED] ESEL EQUI
TEST E

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], P0302:00, P0305:00, P030
:00, : : : : 0, [REDACTED], [REDACTED], U04
Equipment/Pro e Us E ive? pment/Procedu tive

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A

Serial #: [REDACTED] AA
T R A N S M I S S I O N - - -
Trans: 6 SPD [REDACTED]-LG DSL Part #:
Bld Dt:
Serial #:
A4521 [REDACTED] 7000 PA 1K
Model: [REDACTED] Shift:

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T OWL Brand :
Radio : [REDACTED] /FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-?????????????????????----- MAGNETIC W/B

----- A F T E R M A R K 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]

Claim #/Date : [REDACTED] [REDACTED]

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U [REDACTED] 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] CRW CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: crank no start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Atchmnts: 9
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

[REDACTED] of icl nce
start. Fuel le t due to catastrophic high pressure fuel pump failure. Please list any diagnostics already performed: Found catastrophic failure had occurred causing failure of pump housing and allowing an external fuel leak. Found excessive amounts of metal debris present when inspecting VCV. Followed wksp manual and PC/ED - have found no signs of gas/DEF/w contamination. Have determined that the fuel system will need to be flushed and complete fuel system will require replacement. Parts Replaced: None Your Question: The fuel pump drive gear shows signs of deterioration sustained during pump failure - the teeth are marred, some material is flaking off. Due to the condition of the pump I was not able to measure backlash before pump removal. Visual inspection of the camshaft gear also shows some minor marring but no obvious significant damage, however it is difficult to inspect the drive side of the teeth through the front cover due to the cut angle. Would it be advisable to remove the front cover in order to further inspect the cam/crank gears and replace as needed?

RECOMM [REDACTED] -
[REDACTED] r t er ay ama
to need to inspect. If we are unable to utilize borescope then removal of the front cover will be necessary. Ensure the flushing of the base fuel system per WSM routine.

[REDACTED] i camshaft gear also showed signs of fatigue/marring. Replaced gear and installed new high pressure fuel system, followed flushing guidelines in [REDACTED]. Verified normal operation. Dealership selected No Reply d when submitting these comments.

[REDACTED] : Warranty
SPW l Date: Pl ibe customers concern. Include as many details as possible. Crank, no start. Fuel leak present. Please enter

Page: [REDACTED]

CQIS DETAIL REPORT

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

the Engine Hours below, if available. What are the Total Hour and Idle the Engine Hours below, if available. What are the Total Hour and Idle Hour readings from the Instrument Cluster? N/A due to vehicle not being on site, can obtain current hour readings if requested. Please list the qualifying base part number which was replaced previously that makes this repair eligible for SPW coverage: Please describe why the component(s) is being replaced. Include any other causal component(s) and/or system(s) that caused component damage/failure. Provide supporting PPT test results from [REDACTED] and/or the Workshop Manual. High pressure fuel system replace [REDACTED] due to fuel injection pump failure. Referenced [REDACTED], [REDACTED] Manual [REDACTED], [REDACTED] and [REDACTED], [REDACTED]. Found no evid [REDACTED] l [REDACTED] em conta [REDACTED] n. [REDACTED] io, pump had suffered a catastrophic failure, metal debris present in high pressure system requiring fuel system flushing and high pressure fuel system replacement. Fuel injection pump drive gear and camshaft gear also replaced during repair. [REDACTED] showed signs of fatigue/marring sustained during high pressure [REDACTED] failure. Are there indications of Vehicle or Component Abuse, Modifications, or Lack of Maintenance? If so please continue to the Warranty Cancellation/Reinstatement Request Form. To get to this form proceed to [REDACTED] and follow these steps: Select Parts and Ser [REDACTED]>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 detail about failure and reason for warranty denial request None Provide any additional details necessary. Please include any technical information that you feel will help the [REDACTED] process your prior approval request. [REDACTED] s [REDACTED] ted [REDACTED] for additional repair support, however we were under very tight [REDACTED] me constraints to get this emergency fire response vehicle back in service and failed to also acquire prior approval for the fuel system kit before repair was completed. [REDACTED] contact ID for this repair is [REDACTED]. Can provide addition [REDACTED] mages of failed components as reques [REDACTED]

RECOMM [REDACTED] [REDACTED] [REDACTED] - [REDACTED] ASSIT [REDACTED] [REDACTED] e [REDACTED] tal debris [REDACTED] th [REDACTED] o signs [REDACTED] contamination, the dealer is approved for a ([REDACTED]) fuel system. DCPA Approved

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

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

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
UNKNOWN# [REDACTED], [REDACTED], [REDACTED], [REDACTED],		P0301:00, P0302:00, P0305:00, P030
:00, P130	0 :	0, P2085:00, [REDACTED], [REDACTED], U04

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA

Bld Dt: [REDACTED] Calb: [REDACTED]

Serial #: [REDACTED] AA

Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED] DA 1W

Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] BSW A/P Brand : [REDACTED]
Radio : N STEREO RADIO A/C : AC B-????????????????????
Paint : PN4-???????????????????? RACE RED

----- A F T E R M A R K 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]

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: [REDACTED]
Report Source: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

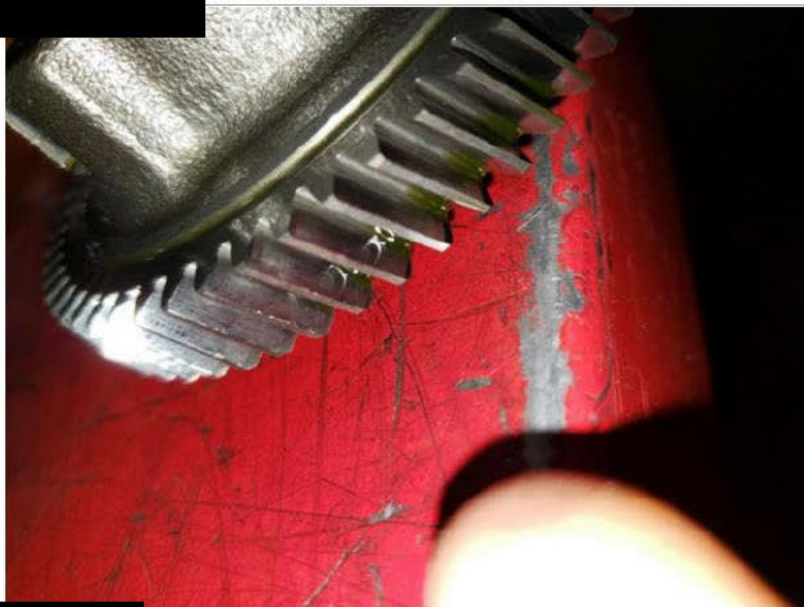
Report Date: [REDACTED]

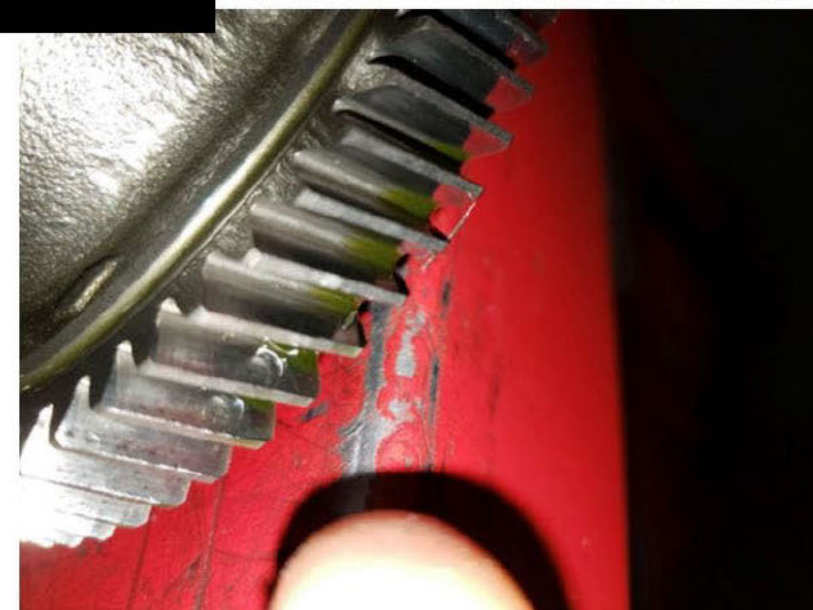
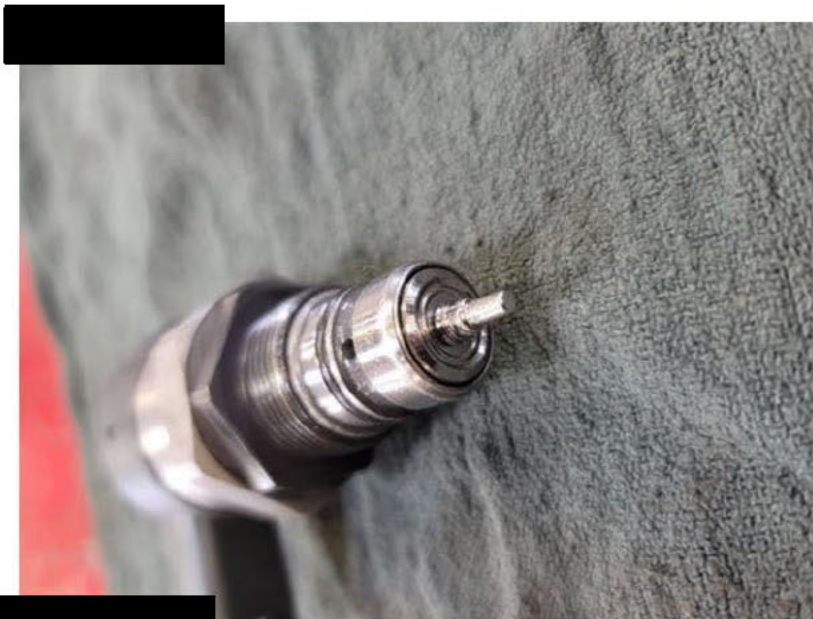
--- S U P P L E M E N T A L S U R V E Y : [REDACTED] HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
ACCELERATION ALWAYS
Additional Symptom: Fuel Return Fault
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] o f i c l n c e
LEAKING DIESEL ist any diagnostics already performed: SAW
RETURN LINE HAD CAME APART, REPLACED RETURN LINE, HAPPENED AGAIN UNDER
LOAD WITH NEW LINE Parts Replaced: REPLACED RETURN LINE Your Question:
IS THIS COMMON, FOUND NO FUEL CONTAMINATION ON FUEL FILTERS, WHAT
COULD CAUSE RETURN LINE TO COME APART
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] n k c e f e p e
return lines. With no contamination presently found, Utilize pinpoint
test steps [REDACTED] and [REDACTED] to check for injectors leaking out of return
ports.

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

Engine: [REDACTED] DIESEL DI V8 - - - E N G I N E - - - Tag: [REDACTED] BA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] BA

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

Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K 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] #: [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] E N [REDACTED] 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]

VEHICLE: [redacted] VIN: [redacted]
Engine : [redacted] I' [redacted] Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS
Additional Symptom: lacks power, crank/no start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature:
Causal Condition: Photo: Loc: 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] - [redacted])
[redacted] n icl nce
turn on Please diagnostics already performed: verify customer
concern vehicle wont turn on. turn vehicle on and found diesel coming
out of middle of engine. after tear down inspection found the high
pressure pump cracked in half. removed fule filter and found no metal
shavings or rust. removed vcv and no metal shavings. installed new
high pressure pump and bled system. vehicle wont turn on [redacted]
present after [redacted] m fuel system from ml to [redacted]
[redacted] has deter fuel pressure control vla P
aced: high pressure pump Your Question: after removing fuel rail
and removing pcv valve. found little to no metal shavings but after
further inspection did find metal shavings inside the fuel rail. do I
just replace the pcv valve like the [redacted] says or do I
replacing entire fuel system to avoi rs after just
replacing high pressure pump

RECOMM [redacted] ([redacted] - [redacted] - [redacted])
[redacted] v n t eta
likely not from the fuel pump. The PCV seals by cutting into the
fuel rail. When the PCV is removed the metal from PCV threads can be
dislodged into the fuel rail. If the VCV is clean then the fuel system
should not have to be replaced. [redacted] indicates that metal found
on the VCV is cause for the hole be replaced. [redacted]

CONCER [redacted]
d still no start. removed fuel filter and did find
few metal shavings. data logger showing me vcv at 36% and pcv at 21%
fuel rail pressure A at [redacted] have bled system and try starting it
but crank no start. when e came in could not try to start
because all diesel was coming out onto floor. have not removed vcv
from new high pressure pump. few metal shavings are being shown on
fuel filter now

RECOMM [redacted] ([redacted]) [redacted] - [redacted] - [redacted] [redacted]
[redacted] f e nsure e n CV t and

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 -----

torqued according to the [REDACTED] torque procedure shown in section [REDACTED]

torqued according to the [REDACTED] torque procedure shown in [REDACTED]
[REDACTED], Removal and Installation, Engine Control Component [REDACTED] the
procedure is not followed exactly, the PCV can leak and cause a
lack of fuel pressure. In PPT M you should have verified that the low
pressure fuel system is performing properly, the fuel is not
contaminated, checked for injector return leaks, and ensured the PCV
and VCV are performing properly. If you have verified all of this, and
the high pressure pump and PCV are new, this leaves leaking injectors
as a possible cause or a fuel rail issue. To verify no injector leaks
are present, perform [REDACTED] again. Instead of commanding the fuel
pump on to check for [REDACTED] disable the fuel injectors and have a
helper crank the engine while you check for leaks. Doing this can put
the system under the same pressure that would occur while trying to
start the engine and can help expose leaks. If no leaks are found,
disconnect all fuel injectors, and remove all glow plugs. Again, have
a helper crank the engine while you watch for mist coming from the
cylinders. If mist is seen, this indicates a leaking injector. If
still no signs of leaks are seen, then replace the fuel rail. [REDACTED]

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

[REDACTED] r y T : F PW

SPW [REDACTED] ll Date: P [REDACTED] ribe customers concern. Include as many
details as possible. CUSTOMER STATES WHEN DRIVING DISPLAYED REDUCED
POWER AND PULLED OVER AND VEHICLE WONT TURN ON Please enter the Engine
Hours below, if available. [REDACTED] What are the Total Hour and Idle Hour
readings from the Instrument Cluster? [REDACTED] ENGINEHRS [REDACTED]
Please list the qualifying base part number [REDACTED] i was replace
previously that makes this repair eligible for SPW coverage: NONE
Please describe why the component(s) is being replaced. Include any
other causal component(s) and/or system(s) that caused component
damage/failure. Provide supporting PPT test results from PC/ED and/or
the Workshop Manual. VERIFIED CUSTOMER [REDACTED] N FOR ENGINE STALLED OUT
WHILE DRIVING. IT WILL NOT START. PERFORMED VISUAL INSPECTION OF
VEHICLE AND CHECKED ALL FLUIDS AND OIL CONDITION. RAN QUICK EEC TEST
AND FOUND CODE [REDACTED] LOW ICP WHILE CRANKING. RAN OASIS AND FOUND
AVAILABLE [REDACTED] FUEL SYTEM CONTAMINATION. FOLLOWED GSB PROCEDURE
AND PERFORMED [REDACTED] ENT CLEAN FUEL SAMPLE. CONTINUED WITH TEAR DOWN
INSPECTION OF VCV AND PCV ASSEMBLIES. DURING INSPECTION FOUND METAL
MATERIAL ON BOTH VCV AND PCV SYSTEM. UNDER FURTHER INSPECTION FOUND
METAL MATERIAL IN LOWER FUEL FILTER BOWL AND IN FUEL FILTER. METAL
CONTAMINATION IS COMING DIRECTLY FROM HIGH PRESSURE PUMP,
CONTAMINATING BOTH HIGH PRESSURE AND LOW PRESSURE SYSTEMS. PERFORMED
PIN POINT TEST M. PC/ED [REDACTED] PINT POINT TEST [REDACTED] HAS LESS THAN
[REDACTED] LP FUEL SW AT [REDACTED] CARRY OUT A SU [REDACTED] T CLEAN FUEL TEST
[REDACTED] N METAL SHAVINGS [REDACTED] L AND FUEL FILTER. PIN POPINT TEST HAS
DETERMINED DAMAGED HIGH PRESSURE AND LOW PRESSURE SYSTEMS DUE TO HIGH
PRESSURE FUEL PUMP COMING APART. Are there indications of Vehicle or
Component Abuse, Modifications, or Lack of Maintenance? If so please
continue to the Warranty Cancellation/Reinstatement Request Form. 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 -----
get to this form proceed to [REDACTED] and follow these steps:
get to this form proceed to [REDACTED] and follow these steps:
 Select Parts and Se [REDACTED] i>Select [REDACTED]
Administration & [REDACTED] Parts Return from the left n [REDACTED] n
menu Sel [REDACTED] Cancellation/[REDACTED] Request Form
(right side of the sc [REDACTED] ar the bottom) plete the
form, including photo uploads and detail about failure and reason for
warranty denial request None Provide any additional details
necessary. Please include any technical information that you feel will
help the [REDACTED] process your prior approval
request.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] f [REDACTED] e oto whi
tent with high pressure fuel pump failure, and no corrosion to
indicate fuel contamination. The dealer is approved to replace the
[REDACTED] high pressure fuel system. <P>The Diesel Fuel System
mination Repair/Flushing procedure in [REDACTED] >General
Procedures of the work shop manual ([REDACTED]) sho [REDACTED] for the
fuel system flushing procedure and H [REDACTED] Pressure Fuel System component
replacement list.</P> <P> </P> <P><U>NOTE:</U> Please
remember to obtain Prior Approval for any additional components that
require Prior Approval, before proceeding with the repairs. Dealers
can find their Prior Approval programs and component list on
[REDACTED] under Parts & [REDACTED] Service><A

&
<P>Refer to the [REDACTED] Procedures found in [REDACTED]
[REDACTED] of the [REDACTED] for service information.</P> For [REDACTED]
ears, en [REDACTED] e that the Fuel Pressure Switch ([REDACTED]) is
to [REDACTED]) as per the removal and installa [REDACTED] procedures
loc [REDACTED] of the online [REDACTED]. For [REDACTED]
model years [REDACTED] he Fuel Pressur [REDACTED] nd Temperature
tightened to [REDACTED]) as per the removal and installation
procedures lo [REDACTED] of the online [REDACTED].
<P> </P>Once the repai [REDACTED] leted, make sur [REDACTED] o perform the
following:</P> Fuel System Bleeding procedure found in
[REDACTED] >General Procedures of the [REDACTED]. Use the IDS
he PCM Reset and Clear the Sp [REDACTED] fied Functions.
Reset Min. Fuel Mass Adaptation All Cylinders.
Program the fuel injector IOA codes. Thank you, [REDACTED]
[REDACTED] DCPA Approved [REDACTED]

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

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

[REDACTED] SUBJECT-B GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]
PCM# [REDACTED], [REDACTED], [REDACTED] -27P0300:00, [REDACTED], [REDACTED], [REDACTED] P030
:00, [REDACTED] 0 [REDACTED]: [REDACTED]:00, [REDACTED]:00 [REDACTED] [REDACTED], U04
Equipment/Procedure Us E ive? pmen u tive

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: LC 3Q DB
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] DB
[REDACTED] R A N S M I S S I O N -----
Trans: [REDACTED] AUTO [REDACTED] Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
[REDACTED] Shift:

----- A D D I T I O N A L -----
Tire : [REDACTED] G [REDACTED] #3 Brand : [REDACTED]
Radio : [REDACTED] M/F [REDACTED] K A/C : AC K-????????????????????
Paint : [REDACTED] ??? AGATE BLACK METALLIC

----- A F [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 -----
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

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 [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]	1					











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

VEHICLE: [REDACTED] SUPCAB , CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DIESEL DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: Fuel leak
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] p n of
IN WITH INJECT LINE BLOWN APART AT [REDACTED]. NO CODES,
REPLACED INJECTOR RETURN LINE, ROAD TEST AND [REDACTED] NE CAME APART
FROM THE T AT [REDACTED]. FAIL PART CLAIM ON THAT LINE. REPLACED
RETURN LINE AG [REDACTED] ME ISSUE. LINE CAME APART AT [REDACTED].
Please list any diagnostics already performed: SELF T [REDACTED] CODES
DATALOGGER- FRP SHOWS [REDACTED] AFTER START UP AND SLOWLY GOES DOWN TO
[REDACTED] REMOVED FPCV [REDACTED] CT FOR DAMAGE (POSSIBLE FUEL RAIL ISSUE)
D NO DAMAGE Parts Replaced: FUEL INJECTOR RETURN LINE ([REDACTED])
Your Question: I KNOW THE RETURN SIDE SHOULDNT BE UNDER ANY HIG
PRESSURE. ARE YOU SEEING ISSUES WITH THESE RETURN LINES? WHAT SHOULD I
DO NEXT TO DIAGNOSE RETURN LINE ISSUE?

RECOMM [REDACTED]
[REDACTED] r n tor r
e to either fuel contaminaiton (DEF) or fuel injector return
line ports. [REDACTED] of these causes result in excessive fuel injector
return line [REDACTED] sure that damages the line. It is recommended to start
with inspecting the fuel systems for contaminaiton per <A
target= blank
href=[REDACTED]Transport?link=0
&am [REDACTED] sure to allow
e fuel filters to dry for [REDACTED] t for white crystals
caused by DEF contamination. [REDACTED] or fuel contaminaiton is found in
the fuel system, refer to [REDACTED] > general procedures >
diesel fuel system contami [REDACTED] hing key turned to run
or engine started. If there is no fuel contaminaiton found, it is
recommended to test the fuel injectors for return port leaks. To do
this, perform PPT M [REDACTED] found in [REDACTED] of the [REDACTED]. Replace
as necessary. [REDACTED] T [REDACTED] l Assistan [REDACTED] ember [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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:

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: Calb:
Serial #: [REDACTED] AA
Trans: [REDACTED] -LG DSL Part #: [REDACTED]
Bld Dt:
Serial #: [REDACTED]
Shift:

----- A D D I T I O N A L -----
Tire : [REDACTED] Brand :
Radio : M C A/C : AC B-????????????????????
Paint : PN4-???????????????????? WHITE GOLD (WATER BASE) NA

----- A [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 -----
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

[REDACTED]

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	ST/RN/MV		[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] REGCAB , CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: CHECK [REDACTED] LIGHT ON
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: 3
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] ...Description of Vehicle Concern: CUSTOMER
STATES REDUCED [REDACTED] WER WARNING LIKE CAME ON, C/S SOMETIMES N THIS
OCCURS THERE IS [REDACTED] S OF POWER STEERING AND POWER BRAKES, C/S MOST
CIEABLE DURING NORMAL DRIVING SPEEDS, C/S VEHICLE DIED OUT WHILE
DRIVINGPlease list any diagnostics already performed: VERIFY
CUSTOMER CONCERN.. PERFORM VISUAL INSPECTION OKAY,, SCAN VEHICLE FOR
CODES FOUND [REDACTED].. [REDACTED] FOUND NO SSM OR TSB LISTED AT THIS
TIME.. PERFO [REDACTED] NP [REDACTED] T MA,, [REDACTED] MA1 TO [REDACTED] MA4 For DTC
[REDACTED], GO to Pinpoint Test M. [REDACTED] [REDACTED] [REDACTED] UND FUEL LEAKING
E RETURN LINE,, ALSO TOOK [REDACTED] P ON [REDACTED] L RAIL FOUND FUEL
RAILS HEAVY METAL DEBRIS,, AND AT THE FUE [REDACTED] IMARY FUEL FILTER BOTTON
SIDE COVER,, REMOVE FUEL TANK AND FUEL CONTROL VALVE FOUND NO RUST,,
OR DEF FLUIDS..Parts Replaced: NONEYour Question: ANY KNOW
CONCERN [REDACTED] FUEL RAIL HAVE HEAVY METAL DEBRIS DUE TO [REDACTED] PUMP INTERNAL
FAILURE [REDACTED]

RECOMM [REDACTED]
[REDACTED] ation that you have found metal debris
nt in the fuel rail as mentioned, it would be recommended to
further confirm the presence of such contamination as discussed in <a
[REDACTED]

necessary to remove the Volume Control Valve (VCV) from the High Pressure Fuel Pump assembly. If metal debris is noted on the VCV screen, or in the VCV port of the high pressure pump, then complete high pressure fuel system replacement is recommended. Ensure to refer the technician to the Diesel Fuel System Contamination Repair/Flushing Procedure found in [REDACTED] of the online work shop manual. If there is NO visible [REDACTED] the VCV screen or in the VCV port of the high pressure fuel pump, then a high pressure fuel pump failure is not suspect. If replacement of the component has been deemed warrantable by the dealership and the part requires prior approval as per the Parts Coverage tool, fill out the appropriate

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
symptom coding on PTS and run an [REDACTED] report on the vehicle. Scroll
symptom coding on PTS and run an [REDACTED] report on the vehicle. Scroll
down to the bottom of the page and click Prior Approval . In the
pop-up window, select the type of Prior Approval program that is being
used and select the type of claim being filed. Then proceed with
following the instructions on the form to provide the necessary
information.

ADD-ON [REDACTED] DIESEL EQUIPPED VEHICLES - METAL
DEBRIS T [REDACTED] T [REDACTED]

CONCER [REDACTED]
Warra request SP [REDACTED] W Install Date: 1. Please
describe customers concern. Include as many details as possible. ...C/S
VEHICLE DIED OUT WHILE DRIVING2. Why is the component being
replaced? ...HIGH PRESSURE FUEL SYSTEM CONTAMINATED WITH METAL DEBRIS ([REDACTED]
FUEL PUMP , [REDACTED] FUEL RAILS, INJECTORS, FUEL COOLER, RETURN LINES
D PRIMARY FUE LTER HOUSING (BOTTOM SIDE FUEL WITH METAL DEBRIS
ALSO ... , VERIFY CUSTOMER CONCERN. PERFORM VISUAL INSPECTION OKAY ,
SCAN VEHICLE FOR CODES FOUND [REDACTED] . RAN [REDACTED] FOUND NO SSM OR TSB
LISTED AT THIS TIME.. PERFORM POINT [REDACTED] MA , [REDACTED] MA1 TO [REDACTED]
MA4 For [REDACTED] , GO to [REDACTED] M. [REDACTED] M1 T [REDACTED] F [REDACTED]
FUEL LEA G [REDACTED] HE RETUR [REDACTED] TOO MPLE ON [REDACTED] EL RAIL
FOUND FUEL RAILS HEAVY METAL DEBRIS , , AND AT THE FUEL [REDACTED] ARY FUEL
FILTER BOTTON SIDE COVER , , REMOVE FUEL TANK AND FUEL CONTROL VALVE
FOUND NO RUST , , OR DEF FLUIDS3. Please enter the Engine Hours
below, if available. ... [REDACTED]4. Provide any
additional details nec [REDACTED] e any technical information
that you feel will help the Hotline process your prior approval
request. ...Hotline Assistance Request [REDACTED] ...
... ..5. What are the Total Hour and [REDACTED] readings from the
Instrument Cluster? ... [REDACTED]

RECOMM [REDACTED]
[REDACTED] sments that small metal particles found in the fuel rails, or low
pressure fuel system of the [REDACTED] is considered normal. The metal
debris are the result of the [REDACTED] ufacturing process and are not
detrimental to the high pressure fuel system operation. When
inspecting for metal debris indicating a high pressure fuel pump (HPP)
failure is present, then VCV or inside the VCV port of the HPP should
be inspected. If metal debris is not present in the VCV port, or was
not present on the VCV, then continue with [REDACTED] (PPT) M
procedures to address this concern. If meta [REDACTED] present on the
VCV, or inside the VCV port of the HPP, then update this form to
include this additional information and the Prior Approval process
will continue. DCPA Additional Information Required

ADD-ON [REDACTED]
DEBRIS T [REDACTED] T [REDACTED]
CONCER [REDACTED] TECHHOT

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

REMOVE [REDACTED] FUEL PUMP AND FLIP IT OVER TO COLLECT FUEL SAMPLE FOUND

REMOVE [REDACTED] FUEL PUMP AND FLIP IT OVER TO COLLECT FUEL SAMPLE FOUND
HEAVY METALLIC DEBRIS, [REDACTED]

RECOMM

[REDACTED] updated i
s present in the high pressure pump, as indicated by your
comments, we agree that the high pressure fuel system will require
replacement using the [REDACTED] high pressure fuel system kit. Because
there is no evidence of [REDACTED] or contamination seen on the PCV or VCV
in the images provided, this repair is warrantable. <P>The 'Diesel Fuel
System Contamination Repair/Flushing procedure in [REDACTED]
>General Procedures of the work shop manual [REDACTED] should be
d for the fuel system flushing procedure and Hi [REDACTED] Fuel
System component replacement list. <P><U>NOTE:</U>
remember to obtain Prior Approval for any additional components that
require Prior Approval, before proceeding with the repairs. Dealers
can find their Prior Approval programs and component list on
[REDACTED] under Parts & [REDACTED] Service > <A

[REDACTED] of the Removal
and Installation procedures found in [REDACTED] of the [REDACTED] for
service information. </P> For [REDACTED] 1 years, [REDACTED] sure
that the Fuel [REDACTED] Switch ([REDACTED]) [REDACTED] ned to [REDACTED])
as per the rem [REDACTED] installa [REDACTED] procedures located [REDACTED]
[REDACTED] of the online [REDACTED]. For [REDACTED] model ye [REDACTED] sure
e Fuel [REDACTED] d Temperature s [REDACTED] tightened to [REDACTED]
[REDACTED] as per [REDACTED] oval and installation procedures locate
[REDACTED] of the online [REDACTED]. <P> Once the repair
ted, make sure [REDACTED] perform the following: </P>
Fuel System Bleeding procedure found in [REDACTED] >General
Procedures of the [REDACTED]. Use the IDS [REDACTED] he PCM
Reset and Clear th [REDACTED] pecified Functions. Reset Min. Fuel Mass
Adaptation All Cylinders. Program the fuel
injector IQA codes. DCPA Approved* [REDACTED]

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED] - [REDACTED], P0301:00, P0302:00, P0305:00, P030
:00, [REDACTED] 0 : : [REDACTED] 0, P2085:00, P2201:00, P2A01:00, U04
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] DA 9B
Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/S BSW Brand : [REDACTED]
Radio : [REDACTED] /FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- [REDACTED] WHITE WB C/C-W/B

----- A F T E R M A R K 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] -????????????????????

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: [REDACTED]

Program Type: H [REDACTED]

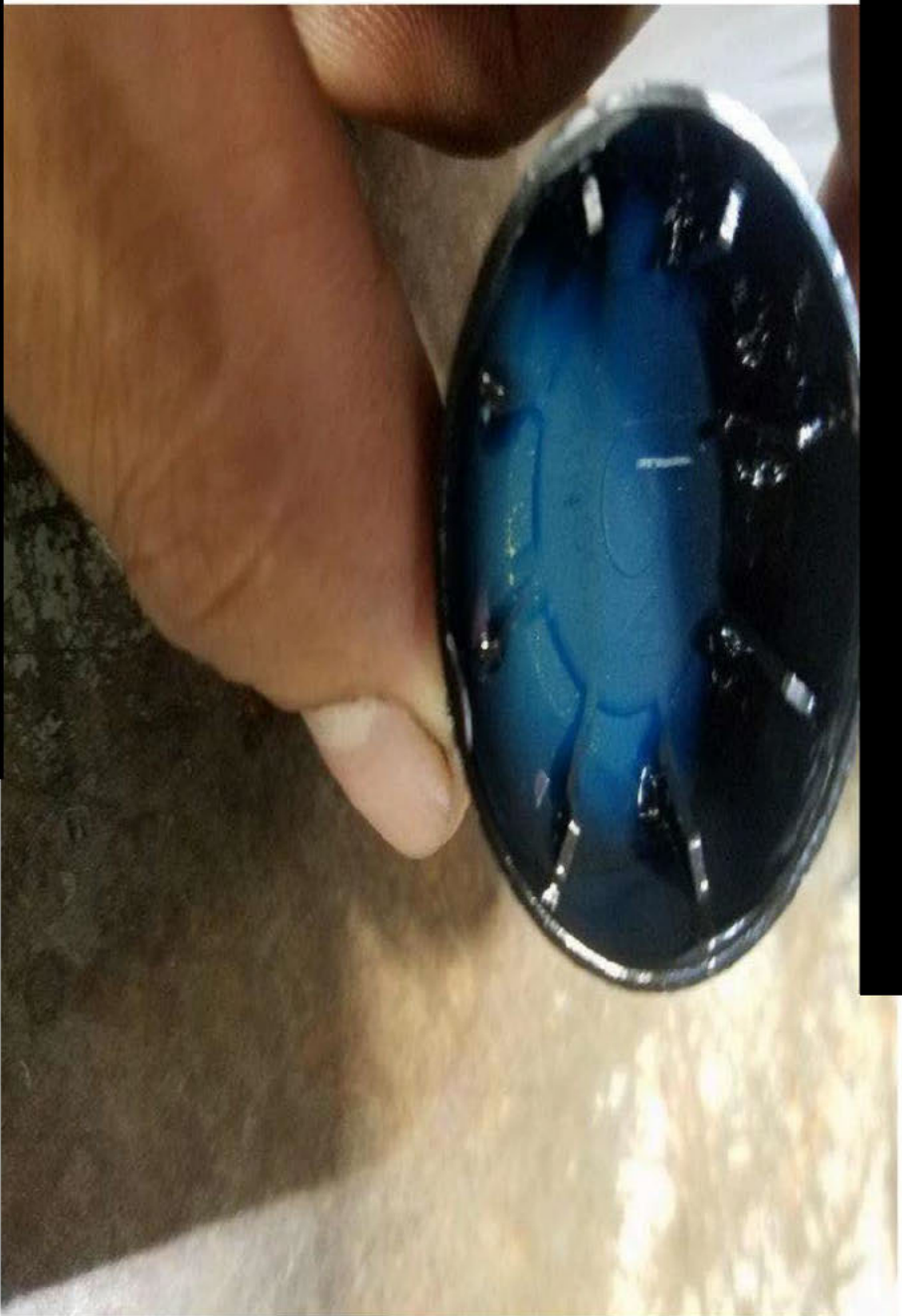
Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

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]

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

VEHICLE: [REDACTED], REG CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] IESEL DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION INTERMITTENT
Additional Symptom: [REDACTED] after pump replacement
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] a [REDACTED] escription of Vehicle Concern: CHECK ENGINE
LIGHT ON Pleas [REDACTED] y diagnostics already performed: Follow [REDACTED] MA
Parts Replaced: low pressure fuel pump fuel filters Your Questi
after replacing fuel filters and pump, what could cause loss of fuel
pressure from the pump to the secondary fuel filter? all test from [REDACTED]
MA lead to fuel pump replacement, vehicle is having the same concer
vehicle fuel pressure drops to [REDACTED] while accelerating

RECOMM [REDACTED]
[REDACTED] t e [REDACTED] cuit faults and only the low fuel pump was
[REDACTED] ced and the concern remains, the Diesel Fuel Conditioning Module
([REDACTED]) should be replaced as an assembly and the vehicle retested.
O [REDACTED] than the [REDACTED], the pickup in the tank could cause a lack of
pressure or the [REDACTED] ay be a fuel line seal concern in the system. Also
inspect for any debris in the fuel tank that may cause a restriction
in the pickup and cause a low pressure concern. ***** [REDACTED]

[REDACTED]
[REDACTED] l t [REDACTED] d with a [REDACTED], this truck has a pump and
sending unit in the after axle tank [REDACTED] h has already been replaced.
the tank was clean inside and nothing to obstruct the sending unit or
strainer on the sending unit. There are no signs of damage to any of
the fuel lines from the tank to the primary fuel filter or from the
primary fuel filter to the secondary fuel filter. The fuel cooler is
the only other thing inline with the fuel tank but it is on the return
side not the pressure side to the engine which is where im losing my
pressure.

RECOMM [REDACTED] ([REDACTED]) [REDACTED] st
[REDACTED] as det [REDACTED] discuss this matter
verbally over the telephone. You will be contacted shortly by a [REDACTED]
[REDACTED] representative. [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED]

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

COMMENT TEXT

[REDACTED] said this concern happens even at idle when pressing the

[REDACTED] said this concern happens even at idle when pressing the
throttle. Hes going to perform the tests we talked about [REDACTED] and
asked me to call him back on [REDACTED] to follow up.[REDACTED] ns even in the shop while pres [REDACTED] the throttle. [REDACTED] remove the
fuel cap and tap on the throttle again. If the fuel pressure doesnt
drop, there must be a clogged vent. Either replace the fuel cap if
vented or the tank. If the concern remains with the fuel cap off,
[REDACTED] check the suction lines between the fuel tank and the primary
filter. A leak on the suction line wont be able to be seen and will
just aerate the fuel. If there are no concerns with the suction lines,
monitor the VPWR circuit from the [REDACTED] to the [REDACTED] while the concern
occurs. If the voltage is dropping [REDACTED] while the concern occurs, this
indicates an issue with the [REDACTED].[REDACTED] ([REDACTED] me
concern with the [REDACTED] throttle. This can indicate if a tank vent or cap
vent concern is present. He informed me that the tech can check the
suction lines between the tank and the primary filter. If there is a
leak here, it wont be seen externally but will suck air in, aerating
the fuel. We also discussed monitoring voltage to the [REDACTED]. It wasnt
advised to monitor voltage to the pump as the [REDACTED] produces a duty
cycle to the pump. If voltage is dropping to the [REDACTED] during the
concern, this indicates an issue with the [REDACTED].

ADD-ON

CONCER

[REDACTED] i a [REDACTED] ogre
[REDACTED] r [REDACTED], [REDACTED] and
fuel pressure still drop [REDACTED] or y venting concerns with
the cap and tank. [REDACTED], he hasnt been able to duplicate the concern.
[REDACTED] said he would have a porter drive the vehicle and get the
concern to happen and then they would monitor the voltage coming out
of the [REDACTED] to the [REDACTED]. He asked me to call back [REDACTED] to follow
up.[REDACTED] n s [REDACTED] ([REDACTED] p
removed and the concern was still present. This rules out any
venting concerns with the fuel tank or fuel cap. Since you havent been
able to get the concern to occur [REDACTED], it was determined that a
porter would drive the vehicle until the concern occurs. Then voltage
would be checked coming out of the [REDACTED] to the [REDACTED] during the concern
to see if voltage is dropping. A call will be made to you [REDACTED]
to follow up.

CONCER

[REDACTED] n a e gu
[REDACTED] icle just got free and was doing it now. He asked me to call
back [REDACTED].

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- S -----

--TYPE-- COMMENT TEXT

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

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

[REDACTED] n s again [REDACTED] e
to you [REDACTED] to follow this vehicle. [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] t whi

ven pl the concern, the condition got worse. Now the fuel pressure drops and the vehicle will stall at idle. The fuel pump is screaming and the fuel return line is vibrating. Its verified that air is getting into the system. [REDACTED] said he inspected the fuel lines again and cant find any phys damage. He checked the o rings where the fuel lines meet the tank and primary filter and saw no issues.

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

[REDACTED] s again [REDACTED] hat
ssue here is a leak on the suction side of the fuel system. To determine where the leak is, the fuel lines can be smoke tested. If no issues are seen here, fill the tank with clean fuel and then retest. If the concern goes away after the tank is filled, this indicates an issue with the sender. A crack in the sender can get air into the system and cause this concern. If this is the case, replace the sender and retest.

CONCER [REDACTED] e el ta

[REDACTED] ck i sender issue. They havent smoke tested the fuel lines yet because they werent sure how to cap off the system so smoke would go through [REDACTED]. They also had questions on the fuel recircul and were wondering if that could cause this concern.

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

[REDACTED] s

[REDACTED] didnt change the concern. This es out a possible issue with the sender sucking in air. Further research will be done on how to diagnose this and a call will be made to you later. [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED]

[REDACTED] a a her f uel
ircu n valve on it there. Theyre waiting on customer approval to get it installed. He was thinking this would be the only other possible cause because it seems like air is getting into the system. Hes checked the lines and their O-rings and they are all fine. They filled up the tank to rule out a sender issue.

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

[REDACTED] s

[REDACTED] the primary filter housing/rec ation valve could be at fault since youve already filled the tank to rule out a sender concern and checked the lines in between the tank and the filters. Youve already checked the O rings where the lines meet the filters and the fuel tank. Smoke testing the system would be another way to verify if a leak is present. If air is indeed getting into the system, replace the

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-- ----- COMMENT TEXT -----
primary fuel filter housing/recirculation valve as this is the only
primary fuel filter housing/recirculation valve as this is the only
other component under vacuum. [redacted]
Center
CONCER [redacted] ([redacted]) [redacted] - [redacted] - [redacted] [redacted]
[redacted] l fil ho g w l
ircu n valve and that resolved the concern. Fuel pressure
builds and maintains properly. No damage was seen on the old housing
but when the new one was installed, the concern was resolved.
RECOMM [redacted] ([redacted]) [redacted] - [redacted] - [redacted] [redacted]
[redacted] s [redacted] s d sse
cement of the fuel filter hous ith the fuel recirculation
valve resolved the concern. Thanks for working with us. [redacted]
[redacted] Center

Symp. Verif?: [redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: [redacted] Repair Prior to Call: NO
PCM# [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted]
:00, : [redacted] : [redacted] : 0 [redacted] [redacted] [redacted]
Equipment/Pro e Us E ive? Equipmen u tive

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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: [redacted] DIESEL DI V8 Tag: [redacted] AA
Bld Dt: [redacted] Calb: [redacted]
Serial #: [redacted] AA
T R A N S M I S S I O N - - -
Trans: 6 SPD [redacted]-LG DSL Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted] DA 1W
Shift:

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

- - - A D D I T I O N A L - - -
Tire : [REDACTED] " G BSW ALL SEASON Brand :
Radio : [REDACTED] M/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- OXFORD WHITE WB C/C-W/B

----- A F T E R M A R [REDACTED] T [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] [REDACTED]

Specialist's
Name : BTORRIE -????????????????????

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
[REDACTED] Report # Type [REDACTED] ST/RN/MV [REDACTED] [REDACTED]
[REDACTED] NHL [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] CRW CAB, PICKUP VIN: [redacted]
Engine : [redacted] DI [redacted] Odometer: [redacted]
Operating Environ: [redacted] WCC : [redacted]
Vehicle Use : [redacted]

SYMPTOM: [redacted] START/RUN/MOVE RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: Fuel leak/ [redacted]
Other Veh. With Concern: [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] ([redacted]) [redacted] - [redacted] - [redacted] [redacted]
[redacted] a [redacted] p n of icl nce e
states towed i engine light and went into limp mode and you can
smell fuel. Please list any diagnostics already performed: verify
customer concern, pull code [redacted]. visual inspection found fuel return
hose pop out at the line an [redacted] king fuel. reconnect the return fuel
line and drove the vehicle [redacted] pop out again. replace the fuel
return hose and drove [redacted] l pop out the same place. Parts
Replaced: replace retu [redacted] line and replace fuel filter Do you have
a module programming concern? No Your Question: there is anything that
is clog the fuel return line goes fuel tank.
RECOMM [redacted] ([redacted]) [redacted] - [redacted] - [redacted] [redacted]
[redacted] i [redacted] s pical dis ect c
pressure caused by a restriction or in some cases a fuel injector
return port leak. The restriction is almost always caused by DEF
contamination in the fuel. If not done so already, the fuel filters
can be removed and set out to dry. Once dry, inspect for white
crystals. If there are white crystals present, the fuel is
contaminated with DEF. It may also be beneficial to look for DEF
contamination in the fuel injector return line itself. Note: there is
an inline filter located in the fuel injector return line (causing the
restriction). This filter is not serviceable or really able to be seen
though it should be located after all [redacted] connect to
the final return line. If there is no [redacted] ound, a fuel
injector return port leak test should isolate the leaking injector.
- [redacted] [redacted]

----- C O N C E R N D E [redacted] -----
----- D I A G [redacted] R [redacted] -----
Symp. Verif?: [redacted] Ease [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

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

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

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [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: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
Trans: 6 SPD [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED] 1K
Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : [REDACTED]/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-?? MAGNETIC W/B

----- A F T E R M A R K 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 : IRA CAUSING 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)

----- C -----
Date CQIS Report # Prog Type Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] CACVOC 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								
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Cau Nr Cond Pfx	e Part Base	Number Sfx	Labor Operation	

FX

A

ADD
ADD

1