

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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 from filter housing
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature:
Causal Condition: Photo: Loc: 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]
RO: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Please describe customers concern. Include as many
details as possible. customer states leaking fuel on motor fuel filter
housing tech inspected and found upper fuel filter leaking through
moulding ran parts coverage [REDACTED] is covered under power train
coverage would this upper filter be covered under power train Please
enter the Engine Hours below, if available. [REDACTED] What are the Total
Hour and Idle Hour readings from the Instrument Cluster? engine hours
[REDACTED] idle hours [REDACTED] 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. upper filter leaking fuel 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
Service tab 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 Technical
Assistance [REDACTED] process your prior approval request. tech inspected
found upper filter leaking through housing

RECOMM [REDACTED]
[REDACTED], We understand there is a fuel leak at the fuel filter/water
separator housing as shown in the images provided. Review of these
images showcase no obvious signs of outside source influence, such as
stress marks in the plastic or damage to the top of the housing, that
could have caused this concern. However, it is important to ensure the

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

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

--TYPE-- ----- COMMENT TEXT -----
filter housing failure was not caused by outside source influence
filter housing failure was not caused by outside source influence
(I.E. improper filter replacement during normal maintenance, impact
damage from outside source influence, etc.) which would make this
condition a non-warrantable concern. If no signs of outside source
influence/improper filter replacement procedures are found upon
review, our team would support warranty coverage of this filter
assembly under the powertrain warranty coverage supplied for this
component. DCPA Prior Approval Not Necessary
ADD-ON [REDACTED] - [REDACTED] - [REDACTED]
PART NUMBER: [REDACTED] (WATER-FUEL SEP ELEM) REPAIR DATE: [REDACTED] REPAIR
DISTANCE: [REDACTED] COUNTRY: [REDACTED] IS COVERED UNDER -POWERTRAIN
WARRANTY (BEGIN [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: 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: LC [REDACTED] DB
Bld Dt: [REDACTED] Calb: MTFETR N A
Serial #: [REDACTED] DB

----- T R A N S M I S S I O N -----
Trans: [REDACTED] SPD AUTO 10R140 Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO A/C : AC B- [REDACTED] 2222222222
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

NO CQIS [REDACTED] HISTORY AVAILABLE FOR THIS VEHICLE

--- 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) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service	Part Number	Labor
				Nr	Cond	Pfx Base	Sfx Operation

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	9155AT
------------	------------	------------	------------	------------	------------	------------	--------





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

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

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

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

VIN: [REDACTED]
Odometer: [REDACTED]
WCC : 5S11
Rsp. Act: [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom:

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

Causal Component: HC3Z [REDACTED] C

WATER-FUEL SEP ELEM

Causal Factor: [REDACTED] Feature:

Loc: [REDACTED]

Causal Condition:

Photo: NO Atchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

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

--TYPE-- [REDACTED] COMMENT TEXT

CONCER [REDACTED]

TECH/C [REDACTED]

Bad fuel leak spraying from top fuel filter

hairline crack in upper fuel filter resolved by replacement (Beside the huge mess clean up) lower fuel filter stuck in housing due to BADLY warped filter plastic side panel, resolved by replacement. ...Extremely HOT fuel appears to have cause the warped plastic as well as the crack in the upper filter. no sign of any cooling system issues (engine or secondary systems) no codes or warning messages. ...We have now seen numerous late model [REDACTED] with cracked and fuel spraying in engine compartment initially we thought they were aftermarket filters poorly made, but have now verified the [REDACTED] etching on the tops of the secondary filters as is the case with this truck. Still thinking this to be a manufacturing fault, until [REDACTED], when finding this lower filter so badly warped it was hard to remove. Now I believe there is a larger issue that is not being addressed, namely the fuel cooler that is undersized for the situation. Engineered without the full picture in mind. ...we have saved the parts from this situation if anyone is interested.

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

Intermittent?: [REDACTED] Come Back?: [REDACTED] Air Temp.: A Grid Location: [REDACTED]
Towed In?: [REDACTED] Quits On Road?: [REDACTED] Unit Down?: [REDACTED] Verification: [REDACTED]

----- 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] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: Q 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	Component Number	Number Type	Description	Causal Comp.
RPL	[REDACTED]	SERVICE	WATER-FUEL SEP ELEM	YES

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

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

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

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

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

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

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] A/T OWL PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/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: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [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]	AID/INFO		DRV PERF	[REDACTED]

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	88749	I	[REDACTED]	22S51C	

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

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

[REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: fuel filter leak

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

CONCER [REDACTED]

Web Form Data ([REDACTED]) Description of Vehicle Concern: Truck was towed in for a massive fuel leak in the engine area Please list any diagnostics already performed: Verified fuel spraying from a crack in the top of the secondary fuel filter. [REDACTED] self test passed no dtc's. drained primary filter and did get [REDACTED] of water Parts Replaced: primary and secondary fuel filters. Your Question: This is the [REDACTED] this has happened to this truck. [REDACTED] was [REDACTED] after vcv was replaced on [REDACTED] truck came in with mil on and dtc [REDACTED] and [REDACTED] while performing ppt M truck failed hp fuel system test and failed ppt [REDACTED] I replaced the vcv and returned truck to customer he returned [REDACTED] later on the hook with a cracked secondary filter. contacted hotline at that time but got no clear resolution to repair, I replaced the filter and checked base fuel pressure and had [REDACTED] I returned the truck to customer after finding no causes. Now [REDACTED] miles later truck has returned on the hook again and secondary filter is cracked and spraying fuel out. I have performed koeo self test and it passed, customer reported no drivability problems. I have replaced the filters again and installed gauge to monitor base pressure and it is just [REDACTED]. I checked the hotline self help tool and found several reported cases of secondary fuel filters cracking and leaking but with no definitive resolution or cause. Can you please advise me as to repairing this vehicle I will not release back to customer due to an unsafe condition here.

RECOMM [REDACTED]

[REDACTED] ...With this being a repeat concern, it is important to verify that the filter bracket is secure and not allowing the filter to vibrate/move around excessively, as this could put excessive stress on the line fittings. Since the base fuel system pressure is within specification, it is not likely that this is being caused by excessive pressure. It is advised to check the damaged filter for contamination. Cut it open and allow the filter element to dry for [REDACTED]. If it develops a white residue or crystals, the fuel has been [REDACTED]

[REDACTED] SUBJECT GCQIS

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 -----
contaminated with DEF. If the filter is deformed or deteriorated,
contaminated with DEF. If the filter is deformed or deteriorated,
suspect another form of contamination. Refer to [REDACTED] for
additional information regarding fuel system contamination.
ADD-ON [REDACTED]
consulted [REDACTED] regarding this repeat concern. He advised to
check for fuel system contamination and ensure that the filter is
secure
CONCER [REDACTED] GTCGCQSP
I have checked the filter mounting bracket and the fit is tight, I
have cut open [REDACTED] and allowed to dry out overnight there are
no sign of crystals on filters. there was some water in bottom of
secondary filter, but no other deformities in filter media. Since this
problem did not happen till after the VCV was replaced I suspect that
a fault in the VCV could be somehow causing a pressure spike in the
system? the filters crack where the center nipple attaches (outlet
port to [REDACTED] pump) near the [REDACTED] on top of filter.
RECOMM [REDACTED]
... ..Thank you for the update. Since there are no signs of DEF
formation on the Filters, then it is suspected that there may be
debris within the High Pressure Fuel Pump taking out VCVs or causing
the Fuel Pressure Regulator within the pump to spike. It is advised to
inspect the VCV that was removed for evidence of metal debris. If the
VCV is not available, run the engine with the new VCV installed and
then remove it for inspection. If any Metal Debris is found on the VCV
or within the VCV bore on the pump, the entire High Pressure Fuel
System will need to be replaced. This also confirms that our base
pressure was likely spiking and cracking filter housings.
ADD-ON [REDACTED]
consulted [REDACTED] again. He advised to check for metal debris
since no signs of contamination other than a little water was present.
CONCER [REDACTED] GTCGCQSP
PCV AND INSIDE OF FUEL RAILS WERE RUSTY, TRUCK IS GETTING A COMPLETE
FUEL SYSTEM REPLACEMENT
Dealership selected "No Reply Required"
when submitting these comments.

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

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

[REDACTED] SUBJECT GCQIS

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

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

----- 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]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [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]	[REDACTED]	TECH COMMENTS	[REDACTED]

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
Dealer ID Date Order (Miles) Nr Cond Flx Base Sfx Operation

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H

Orig Rpt #:

Report Source: [REDACTED]

Report Date: [REDACTED]

[REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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: lack of power at times.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

Web Form Data ([REDACTED]) Description of Vehicle Concern: Truck entering reduced power 3 to [REDACTED] Please list any diagnostics already performed: [REDACTED] test and pinpoint test. Parts Replaced: Throttle pedal last visit. Your Question: Last visit was in with hill descent, advance trac, ABS, wrench light, and MIL on. Last time had same DTCs of [REDACTED] and [REDACTED]. Customer said that problem didnt occur until upper fuel filter had pin hole in it and sprayed fuel all over engine and driver side connectors. Ran [REDACTED] last visit and found [REDACTED] to inspect wiring around brake boost and around throttle pedal for being misrouted or stretched or chaffed. Inspected last time and there are no wiring harnesses near the brake booster to be misrouted behind. Inspected around throttle pedal and all wiring harnesses are ok...none are stretched or pulled on...have slack and appear to be routed ok. Ran [REDACTED] last visit and led to throttle pedal replacement. Replaced and retested. All passed at that time. [REDACTED] miles later now, the truck is back with only complaint of going in to reduced power [REDACTED]. Ran [REDACTED] test and [REDACTED] and [REDACTED] are back. Going to perform [REDACTED] again, but am wondering if im looking in correct spot of wiring harness around the brake booster...there appears to be no harnesses that are even able to be routed behind the booster. What wiring harness is it that is sometimes misrouted or possible common chaff spots?

RECOMM [REDACTED]
[REDACTED], The [REDACTED] has the latest information on the wiring harness routing. If you are not able to find any chaffing concerns per the [REDACTED] of these codes are for the APP circuits either low or high. If the APP has been replaced in the past, it is suspect that there is a concern with the harness especially since there was a fuel leak in the past. Even though the pinpoint tests have been followed and the wiring has been ruled out, it would be recommended to replace harness and retest for any further concerns with the vehicle.

CONCER [REDACTED] GTCGCQSP
Replaced [REDACTED] harness per Hotline request. Customer paid [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 O M M E N T S -----

--TYPE--

COMMENT TEXT

and left. Has been gone for [REDACTED] and returned [REDACTED] with
and left. Has been gone for [REDACTED] and returned [REDACTED] with
same complaint of [REDACTED] coming on and losing acceleration/has no
acceleration when pushing pedal down. Ran EEC test and [REDACTED] and [REDACTED]
DTCs have returned. Need to know how to proceed from here since weve
ruled out wiring, wiring harness, PPT, etc...

RECOMM

[REDACTED], <P>Since we have replaced the [REDACTED] and the APP this would
leave a concern between the APP and [REDACTED]. This connector is located at
the left rear of engine compartment in which may have diesel fuel in it
from the filter spraying all over the harnesses. Pin 6 at this
connector should be inspected for having good pin to terminal fit
using the appropriate sized Flex Probe testing equipment in the
Rotunda kit. <P>Circuit [REDACTED] in the [REDACTED] harness should be tested
which can be seen in [REDACTED]. Wiggle the harness
while testing using a [REDACTED] meter. This will help test for any areas of
High Resistance or voltage that may be present.

ADD-ON

[REDACTED] spoke with [REDACTED] who recommended to inspect connector [REDACTED] pin 6
for concerns.

CONCER

[REDACTED] Pin 6 has a tight fit like the surrounding pins. Checked circuit [REDACTED]
from [REDACTED] to PCM connector. [REDACTED] resistance ok. Moved wiring
harness around and resistance never changed from [REDACTED]. Put
headlamp bulb in line on circuit [REDACTED] from [REDACTED] to PCM connector pin
28. Headlamp bulb burns bright. Pin fitment tight on PCM connector pin
28. [REDACTED] [REDACTED]

RECOMM

[REDACTED], Since the APP side harness ([REDACTED]) and the APP has been
replaced, the fault is likely a circuit fault that has not been
identified as of yet. If there are no terminal pin fitment concerns in
connector [REDACTED] or connector shell damage, the circuits between the PCM
and connector [REDACTED] will require an overlay using replacement PCM
([REDACTED]) terminals and connector [REDACTED] terminals
([REDACTED]). When load testing the circuits between the PCM and
A [REDACTED] filaments of a 3157 bulb will place the correct
simulated current onto the circuits that they should be capable of
carrying since the circuits are [REDACTED] in wire size. Using excessive
load, this can damage (open) the circuits.

----- C O N C E R N D E T A 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 :	[REDACTED] light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
PCM# [REDACTED] [REDACTED]		

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]

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

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

----- 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] ???

----- 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] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
AID/INFO
DRV PERF

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

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

VEHICLE: [REDACTED] CRW 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 FROM FILTER
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: vehicle has a fuel leak ... Please list any diagnostics already performed: visual found fuel filter top on engine broken. ... Parts Replaced: none ... Your Question: could this be caused by a defective fuel filter ? customer has no filled up . this fuel is when the vehicle was purchased and is clean with no weird smells visual inspection on the fuel is clean . and since fuel filters cannot be sold separately do I installed [REDACTED] ? fuel filter is broken from the top and when switch is on fuel comes out from the crack

RECOMM [REDACTED]
[REDACTED], it is understood that the fuel inside the system is the fuel leftover from before original purchase, and that the filter itself is leaking. Inspect the housing for any damage or evidence of impact that would also require repair/replacement. If there are no additional signs of damage from the outside, then this would solely be a failed filter and it requires replacement. Because they are only serviced as a pair, it would be agreed to proceed with replacement of [REDACTED] using [REDACTED] filters.

----- C O N C E R N D E T A 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: Repair Prior to Call: NO
PCM# [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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- 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]

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

- - - A D D I T I O N A L - - -
Tire : 225/70R-[REDACTED] ALL SEASON Brand : [REDACTED]
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : AC B-[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

----- 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] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([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]

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----
VEHICLE: [REDACTED] SUP CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DI V8 Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED] UTILITY [REDACTED] :

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) VISIBLE FLAME
EXHAUST UNKNOWN (CODE NOT AVAILABLE)

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

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED] - [REDACTED] - [REDACTED]
FLEET CONTACTED F2M STATING THAT THEY FOUND ANOTHER MOTORCRAFT FUEL
...FILTER - [REDACTED] THAT IS SHOWING A LEAK AT THE SEAM. FLEET ADVISED
THAT ...DUE TO THE POSITION OF THE FUEL FILTER ON THE VEHICLE, ANY FUEL
LEAK ...WOULD RISK A FIRE. FLEET ADVISED THAT THEY HAVE VERIFIED MORE
THAN [REDACTED] ...FUEL FILTER WITH LEAKS IN THE SEAL.

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

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

----- A C T I O N S -----
Repair Number Causal
Type Component Number Type Description Comp.
OTH [REDACTED] [REDACTED] BEARING-CRANK MAIN

----- 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: L Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - FSO Report Date: [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]

Tire : [REDACTED] G [REDACTED] #2 Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
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 -----

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

Fleet Id: [REDACTED] Phone: ([REDACTED])

Customer name : [REDACTED] City : [REDACTED]
Phone (Work) : [REDACTED]) (Home): ([REDACTED])

Specialist's Name : [REDACTED]

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

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

--- S U P P L E M E N T A L S U R V E Y : FLEET TECHNICAL SURVEY ---

SURVEY HAS BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	42	HC4	6K682 C	T2650D45
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MTACCESS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]Orig Rpt #: [REDACTED]
Report Date: [REDACTED]----- VEHICLE'S WARRANTY HISTORY ([REDACTED]s only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	HC3	6587	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W717004	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	HC3	6C683	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W714639	S439	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W711402	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W718005	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W520113	S441	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	5E241	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	C	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	B	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	X	10W30	QSDF	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	V	13DL	G	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	MU2	6731	C	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	8527	N	

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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 / [REDACTED]
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 2
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 [REDACTED]
CONCER [REDACTED]

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install
Mileage: SPW Install Date: [REDACTED] Please describe customers concern.
Include as many details as possible. customer states fluid coming out
of front end
Why is the component being replaced? metal in fuel
system
Please list PID readings per data logger for DIST REGEN_C
and DPF REGEN AVGD
Please enter the Engine Hours below, if
available.
Is black smoke observed in a [REDACTED] neutral run up?

Is liquid contamination found at the tail pipe (fuel, oil,
coolant)?
Provide any additional details necessary. Please
include any technical information that you feel will help the Hotline
process your prior approval request. found to have fuel leak at
secondary fuel filter, crack on top, replace fuel filters bleed air
from system, no start, perform pin test MA1- yes [REDACTED], MA2- yes, MA3-
yes, MA4- yes, [REDACTED] yes, [REDACTED] yes, [REDACTED] yes, [REDACTED] perform clean fuel test,
no gas, no water, no DEF or rust was found, found to have metal in the
fuel rail and in the high pressure pump and on the VCV
Please
describe the brand, type (e.g. OE airbox vs. Aftermarket airbox, if OE
airbox is the filter paper only or treated with oil), and condition of
the air filter installed: OE air box
If you have already completed
the diesel particulate filter manual regeneration process using the
scan tool, please indicate the results including DPF LOAD PCT(%), and
whether regeneration completed or aborted. NOTE: It is required to
attempt a manual regeneration prior to DPF replacement. If a manual
regeneration has not yet been attempted or completed, please perform a
manual regeneration using the IDS (Tool Box, Powertrain, Service
Functions, Diesel Particulate Regeneration System, DPF Manual Regen).
no start
Please list PID readings per data logger for DIST REGEN_C
and DIST REGEN REQ
What are the Total Hour and Idle Hour readings
from the Instrument Cluster? hours [REDACTED] and idle hours [REDACTED]
What is
the hour meter reading in the instrument cluster?
Was [REDACTED]
or [REDACTED] present on arrival or during testing? no
Please describe
the current condition of [REDACTED] the oil and fuel.
Please describe
the results of the fuel system debris check. ([REDACTED] of the Hard

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 -----

Start/No Start Diagnostics in the online PC/ED)
What are the
Start/No Start Diagnostics in the online PC/ED)
What are the
results of the Fuel
 using Fuel [REDACTED] (or equivalent gauge).

What is the [REDACTED] voltage reading, and were any fluctuations
noted when the [REDACTED] connector was wiggled?
How many
injectors need to be replaced?
Was any air present in the fuel
system during the <a

a year= [REDACTED] &selected model= [REDACTED] target= blank > Fuel System Bleed
Procedure with bleed tool [REDACTED] installed?
Please list the
short-term fuel trims observed for [REDACTED] at idle.
Please
list the specific Relative Compression test results by cylinder.

Please provide the specific power balance test results by
cylinder when the injector cancel mode is enabled.
Was [REDACTED]
present on arrival or during testing?
Please list the qualifying
base part number which was replaced previously that makes this repair
[REDACTED] of [REDACTED] to [REDACTED] none

RECOMM

[REDACTED], ... With the vehicle identified to not have any form of
contamination outside of metal debris as identified, it is agreed that
the High Pressure Fuel System should be replaced at this time to
address this vehicles fuel system concern. The "Diesel Fuel System
Contamination Repair/Flushing procedure in [REDACTED] >General
Procedures of the work shop manual ([REDACTED]) 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 & [REDACTED] Service<A

Administration & [REDACTED]; [REDACTED]
.</P> ...<P> </P> ...<P>Refer to the Removal and
Installation Procedures found in [REDACTED] of the [REDACTED] for
service information.</P>For [REDACTED] model years, ensure
that the Fuel Pressure Switch ([REDACTED]) is tightened to [REDACTED]
as per the removal and installation procedures located in [REDACTED]
[REDACTED] of the online [REDACTED] ...For [REDACTED] model years, ensure
that the Fuel Pressure and Temperature sensor is tightened to [REDACTED]
[REDACTED] as per the removal and installation procedures located in
[REDACTED] of the online [REDACTED] ...<P> </P>Once the repair
has been completed, make sure to perform the

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 -----
following:</P>Fuel System Bleeding procedure found in
following:</P>Fuel System Bleeding procedure found in
[REDACTED] General Procedures of the WSM.</P> ...Use the
IDS scan tool for the PCM Reset and Clear the Specified Functions.
... ...Reset Min. Fuel Mass Adaptation All
Cylinders.</P> ...Program the fuel injector IQA
codes.</P> ... Approval Code: [REDACTED] Approved [REDACTED]
ADD-ON
PART NUMBER: [REDACTED] (PUMP ASY-FUEL INJECT) ...REPAIR DATE:
[REDACTED] ...REPAIR DISTANCE: [REDACTED] ...COUNTRY: [REDACTED] ...STATE: [REDACTED] ...IS
COVERED UNDER -EMISSION 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 I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : [REDACTED] light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [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]

Model: [REDACTED] Shift: [REDACTED]

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

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

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

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

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

Claim #/Date : [REDACTED]

Specialist's
Name : [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]	DRV PERF		[REDACTED]
			DRV PERF		
			ST/RN/MV		

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor
			119098	I			



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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL CONTAMINATION
Additional Symptom: FUEL LEAK AT TOP OF ENGINE
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-- [REDACTED] COMMENT TEXT [REDACTED]

CONCER [REDACTED]
Web Form Data ...Description of Vehicle Concern: cust states has fuel leak at top of engine. ...Please list any diagnostics already performed: verified concern found fuel leaking from seam at secondary fuel filter. ...Parts Replaced: fuel filters, drop tank, clean algae from bottom of tank. ...Your Question: customer came in with fuel leak concern at [REDACTED]. found fuel filter leaking at seam. replaced fuel filters and found primary fuel filter was clogged with algae. dropped tank clean algae from tank installed new fuel filters and fill tank with new fuel. no codes present in fuel system for performance issues. does ford recommend any algaecide that we can add to fuel tank to kill algae and not void engine warranty? thanks in advance. [REDACTED]

RECOMM [REDACTED]
[REDACTED], Officially approved fuel additives can be found on [REDACTED] of the Diesel Supplement from the Owner Info tab on [REDACTED]. As listed here, a Cetane Booster and Anti-Gel additive are officially approved for use. As seen on [REDACTED] of [REDACTED]

[REDACTED]
cause water to emulsify will cause damage to the fuel system. The high pressure fuel pump uses some diesel fuel to lubricate its moving parts. Alcohol based additives or emulsifiers reduce the lubricity of diesel fuel and could result in fuel pump damage. The Technical [REDACTED] does not have any information regarding the composition of any algaecide additives. If these additives are alcohol based or disperse/emulsify water, then they should not be used.

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] G BW F: [REDACTED] R:TRC Brand :
Radio : ELECTRONIC AM/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

----- 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] Legacy [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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 FROM FUEL FILTER.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: fuel
leaking from truck ... Please list any diagnostics already performed:
found fuel leak- crack in upper fuel filter ... Parts Replaced: none
yet ...Your Question: have you seen other trucks with a upper fuel
filters cracked? what causes this? I have seen a few [REDACTED] doing this.
but don't know why.

RECOMM [REDACTED]
[REDACTED], it would be recommended to check the base fuel pressure with
a manual gauge to make sure it is not excessive. The fuel pressure
should be between [REDACTED]. If the fuel pressure is in range, this
may have been a failure of the fuel filter housing. Replace as
necessary and retest. Make sure that it is properly mounted and there
are no excessive vibrations that may be causing the failure.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

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

----- 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] DRV PERF [REDACTED]
[REDACTED] DRV PERF [REDACTED]

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: Fuel leak at 2ndary [REDACTED] filte

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

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] - CUSTOMER SERVICE
Web Form Data [REDACTED] Description of Vehicle Concern: has [REDACTED] leak
Please list any diagnostics already performed: diag. [REDACTED] leak Parts
Replaced: no parts Your Question: this truck has [REDACTED] leak at the top
of 2en [REDACTED] filter . cust. states he had the filters replaced [REDACTED]
miles ago .. for the same thing.. ...is this a sine of [REDACTED] system
contamination, or defect part ?

RECOMM

[REDACTED] - CUSTOMER SERVICE

 ... As this is a repeat concern with a leak from the
secondary filter, this could be a fault with contamination of the
system. The main type of contamination that can cause higher pressures
and result in damage is diesel exhaust fluid (DEF) contamination.
Refer to <a

[REDACTED]
 [REDACTED] When DEF gets in the [REDACTED] system it will
crystallize and cause restrictions. It is possible that if there were
restrictions in the secondary filter inlet/outlet that it could damage
the housing. At this time, take a [REDACTED] sample from the diesel [REDACTED]
conditioning module and remove the primary filter to allow it to dry
for [REDACTED] to check for DEF crystallization. Additionally, look on
the inlet and outlet ports on the secondary [REDACTED] filter.

 ... If there are any signs of DEF contamination, the entire
high pressure [REDACTED] system needs to be replaced along with flushing of
the low pressure system. However, if no signs of [REDACTED] contamination
are found, replace the secondary [REDACTED] filter and install a manual [REDACTED]
gauge on the vehicle. With a manual gauge on the vehicle, take it on a
test drive under different operating conditions, specifically heavy
load/acceleration to see if pressure increases excessively. A high
base [REDACTED] pressure may also be capable of causing damage to the
system. The regulator for the base [REDACTED] pressure system is internal to
the high pressure [REDACTED] pump. If no contamination or high [REDACTED] pressure
is noted, then the failure is due to a component fault.

© 2006 The Authors

Program Type: H

----- 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 :	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: [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]
Bld Dt: [REDACTED] Calb: HFE17E0 A
Serial #: [REDACTED]

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

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

Model: Shft:

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

Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ???????
Paint : ??????????????????????????????----- (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] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State: [REDACTED]
Country: [REDACTED] Region: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

SUBJECT GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] SUP CAB, CHASCAB
Engine : [REDACTED] DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

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

SYMPTOM: [REDACTED] MAINTENANCE/ PRE DELIVERY MAINTENANCE
UNKNOWN (CODE NOT AVAILABLE) UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Atchmnts: 0

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

REPAIR [REDACTED] - [REDACTED] - [REDACTED]
THIS IS FROM THE FLEET TECHNICAL SUPPORT SPECIALIST: ... WE HAD A
MOTORCRAFT FUEL FILTER ([REDACTED]) LEAK AT THE SEAM ON A [REDACTED]
...POWERSTROKE. WE REPLACED THE FILTER WITH ANOTHER MOTORCRAFT FILTER
AND ...THAT TOOK CARE OF THE LEAK CONCERN. OUR TECHNICIAN HAS
IDENTIFIED A [REDACTED] THAT HAS HIM CONCERNED ABOUT THE
SAME AREA AND ...THE POTENTIAL FOR A FUEL LEAK. THE TRUCK WAS DRIVEN
APPROXIMATELY [REDACTED] AFTER THE FUEL FILTER REPLACEMENT BEFORE THE
LEAK WAS DETECTED. ...I HAVE INCLUDED A PHOTO SHOWING WHERE THE FUEL
LEAK WAS FOUND.

AUDIT [REDACTED]
SYNC: GENI MODEM:

----- C O N C E R N D E T A 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?: YES Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : light on? :
Test Stand : Road Test : Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB#NOWN [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]

[REDACTED] SUBJECT GCQIS

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

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

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

Model: [REDACTED] Shift: [REDACTED]

Tire : [REDACTED] G [REDACTED] #2 Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
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 L - 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: FLEET [REDACTED] MANAGER
Phone : [REDACTED]

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

Fleet Id: [REDACTED] Phone: (

Customer name : [REDACTED] City : [REDACTED]
Phone (Work) : [REDACTED]) (Home): (

Specialist's
Name : [REDACTED]

----- C Q I S [REDACTED] H I S [REDACTED] Y -----

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

--- S U P P L E M E N T A L S U R V E Y : FLEET TECHNICAL SURVEY ---

SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HIS [REDACTED] Y ([REDACTED] only) -----

NO VEHICLE WARRANTY HIS [REDACTED] Y AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED INTERMITTENT

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

Causal Component: [REDACTED]
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] 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]
Web Form Data [REDACTED] Description of Vehicle Concern: CUSTOMER STATES WHILE DRIVING THE TRUCK STARTED LEAKING FUEL FROM THE SECONDARY FUEL FILTER. THE CUSTOMER SUPPLIED A PICTURE OF THE CONCERN WHEN IT HAPPEND. THE PICTURE SHOWS A LEAK AT THE CENTER FUEL FILTER PORT NEAR THE CENTER OF THE FILTER BODY. THE CUSTOMER REPLACED THE FUEL FILTER AND THEN AFTER ABOUT [REDACTED] THE VEHICLE STARTED RUNNING ROUGH AND STALLED. Please list any diagnostics already performed: FUEL SYSTEM WILL ONLY MAKE [REDACTED] CRANKING. Parts Replaced: NONE Your Question: WHAT COULD CAUSE THE FILTER TO SPLIT? ANOTHER TECH IN THE SHOP JUST GOT ANOTHER TRUCK IN WITH THE FILTER SPLIT IN THE SAME PLACE.

RECOMM [REDACTED]
There are no reports or publications at this time related to this concern. It is unknown why the filters would be cracked open in the same spot. This may be related to an outside force or from a part quality concern. As for the running rough concern there may be air in the system that needs to be bleed out. While there is no procedure for checking for aeration follow the fuel bleeding procedure (Refer to [REDACTED] > GENERAL PROCEDURES > Fuel System Bleeding). After bleeding the system if the concern is still present then follow PPT M for [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] Repair Prior to Call: NO
UNKNOWN# [REDACTED]
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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 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 [REDACTED] Tag: [REDACTED] EA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

----- 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 D D I T I O N A L -----
Tire : [REDACTED] BSW A/P Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO 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] ([REDACTED])

----- C Q I S [REDACTED] H I S T O R Y -----
NO CQIS [REDACTED] HISTORY AVAILABLE FOR THIS VEHICLE

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED]

Program Type: H

Orig Rpt #:

Report Date:

[REDACTED]

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

Web Form Data ([REDACTED]) Description of Vehicle Concern: fuel leak
Please list any diagnostics already performed: inspection leaking at
[REDACTED] filter at center top of filter Parts Replaced: none Your
Question: This is the [REDACTED] that I have had come in leaking out
of factory filter [REDACTED] one at top center. [REDACTED] were spraying all
over motor. no sign of any damage. [REDACTED] were [REDACTED] and [REDACTED]. ... Replaced
filter and no problem know just not sure why or could there be a
problem with [REDACTED] and filter. Could be a fire concern.

RECOMM [REDACTED]
[REDACTED] ...<P> ...Thank you for letting us know about the fuel leaks
occurring from the top of the [REDACTED] filter cap. Since you have
seen [REDACTED] on like vehicles, it may indicate a problem. Please
utilize the "report a vehicle concern" link in the purple banner at
the bottom of the [REDACTED] page on PTS to report your findings. In
addition, if the area can be seen and the cap is still available, take
a photo of it and attach it to that form if possible. ...<P> ...When you
have a moment, please complete the survey for this form so that your
findings can be added to the self-service database as well.

----- C O N C E R N D E T A I L [REDACTED] -----
----- 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] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

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

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

----- 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]

Model: [REDACTED] Shift: [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 PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??????
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 : [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] ???

----- 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 # [REDACTED] Type [REDACTED] ST/RN/MV WATER-FUEL SEP [REDACTED] [REDACTED]

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

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

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

Q
A

Page: 01

CQIS DETAIL REPORT

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

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

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

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

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

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom:

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

Causal Component: [REDACTED]

WATER-FUEL SEP ELEM

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo: YES Atchmnts: 1

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER

[REDACTED]
Customer states the low fuel pressure message came up on the truck,
then shut down. Customer states there is fuel leaking now.

TECH/C

[REDACTED]
We inspected and found diesel fuel all over the engine compartment.
Turned the key on and the secondary filter is spraying fuel
everywhere. Looks like the top of the fuel filter has a crack in it.
We have seen this on multiple trucks in the [REDACTED], so we
decided to submit a global concern report. Fuel filters on this truck
are the original filters. We are installing new ones. My [REDACTED]
would be, Is this warranty? or customer pay? No signs of damage or
something stressing the filter that we can see.

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

Intermittent?: Come Back? : Air Temp. : A Grid Location:
Towed In? : Quits On Road?: Unit Down?: Verification :

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	WATER-FUEL SEP ELEM	YES

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

----- 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]

Bld Dt: [REDACTED] Calb: [REDACTED] A

Serial #: [REDACTED]

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

Trans: [REDACTED]-LG DSL

Part #: [REDACTED]

Bld Dt: [REDACTED]

Serial #: [REDACTED]

Model: [REDACTED]

Shift: [REDACTED]

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

Tire : [REDACTED] Brand : [REDACTED]

Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C

: AC K-????????????????????

Paint : [REDACTED] ???----- BLUE JEANS

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

Ph#: [REDACTED]

City: [REDACTED] State: [REDACTED]

Country: [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

----- 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 [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] SUP CAB, PICKUP 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: FROM THE TOP FUEL FILTER
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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]
Web Form Data ([REDACTED]) Description of Vehicle Concern: FUEL LEAK
FROM THE TOP FUEL FILTER Please list any diagnostics already
performed: REMOVED THE BOTTOM FUEL FILTER AND FOUND WATER AND
RESTRICTION IN THE FUEL FOUND FUEL TANK SUCKED IN AND FOUND [REDACTED]
[REDACTED] Replaced: NONE Your
Question: CAN WATER AND RESTRICTION CAUSE THE FUEL TANK TO GET SUCKED
IN? ALSO THE VEHICLE HAS [REDACTED] (SEE PICTURES)

RECOMM Hello [REDACTED]
 ...Unfortunately the images of the fuel filters were
not successfully uploaded to this request. Water contamination in the
fuel system/fuel tank typically will not cause the fuel tank to
collapse. It is possible for severely restricted fuel filters to cause
the fuel tank to collapse. However, this condition is more commonly
caused by a restriction in the fuel tank vent valves. These vent
valves are located on top of the fuel tank and are not serviceable
separately from the tank itself. To address this concern, the fuel
filters and the fuel tank will require replacement.

 ... Once
the tank has been removed, the fuel pump and fuel sender assembly
should be inspected to check for damage and deformation. Replacement
of this assembly will also be required if any concerns are found.
Additionally, because water is present in the fuel system the PCV and

[REDACTED]
Diesel - Diesel Fuel System Service Tips for information on
this inspection. If rust is identified on either valve, or if metal
debris is found on the VCV screen and/or in the high pressure fuel
pump bore for the VCV, the entire high pressure fuel system will
require replacement using the [REDACTED] high pressure fuel system kit. ...

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC [REDACTED] ??????????
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: TECHNICIAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED]

[REDACTED] SUBJECT [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

--- 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

© 2006 The Authors

Program Type: H

----- R E P O R T S [REDACTED] Y ----- [REDACTED] [REDACTED]

REG CAB, CHASCAB VIN: [REDACTED]
DIESEL DI [REDACTED] Odometer: [REDACTED]
WCC [REDACTED]
[REDACTED]

PART/RUN/MOVE FLUIDS
 UEL VISIBLE LEAK
 Upper Fuel filter leak
 ern: Severity Rating - Customer: Engineering:

```

Feature:                               Loc:
Photo:                               Attchmnts:  0
s:      --- Return Loc:
Customer satisfied?:  Repair Effectiveness (%):

```

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

ta() Description of Vehicle Concern: FUE SYSTEM
INE AREA. Please list any diagnostics already performed:
ECTION OF VEHICILE SHOWS SIGNS OF SECONDARY FUEL FILTER
TO POOR MANUFACTURING. Parts Replaced: SECONDARY FUEL
Question: IN REPLACING SECONDARY FUEL
TO POOR MANUFACTURING (BATCH). JUST WANTED TO MAKE AWARE
ERN THATS BEEN GOING ON SINCE ITS A SAFETY/HAZARD CONCERN.

Thank you for informing us about this concern. Please also
 parts department report this concern to [REDACTED]. <p>For
 regarding parts availability or part number discrepancies,
 contact the Customer Online Parts [REDACTED] ([REDACTED])
 [REDACTED], by completing the [REDACTED] inquiry form. To access
 [REDACTED] [REDACTED] and click on the
 service tab. From the left-hand menu, click on the plus (+)
 to Parts Department Tools to expand the
 and then select [REDACTED] (Customer Online Parts [REDACTED])
 Click on the hyperlink labeled
 [REDACTED] /strong> at the top of the page. Right below this link,
 or Dealer Job Aid which will help you navigate through the
 <p>
</p><p>NOTE: When you click on the link, it may
 to log-in. Click on the log-in button on the top right
 of the page to log in and set your
 .</p><p>NOTE: If this is in regards to an
 [REDACTED] or FCDIM parts issue, [REDACTED]
 inquiries are now accepted via the [REDACTED] system as well.
 seeking assistance with availability, pricing, or verifying
 part number to order for an [REDACTED], [REDACTED], [REDACTED], [REDACTED] or
 t FCS/ [REDACTED] Inquiry from the Parts Inquiry Type
 </p>

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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 : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

----- TRANSMISSION -----

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

Model: [REDACTED] Shift: [REDACTED]

----- ADDITIONAL -----

Tire : [REDACTED] ALL SEASON Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : NEUTRAL 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] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
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]	[REDACTED]		[REDACTED] [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [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: N/A
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 [REDACTED]
CONCER [REDACTED]

RO: [REDACTED] Date: [REDACTED] Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Please describe customers concern. Include as many
details as possible. fuel leaking from secondary fuel filter Please
enter the Engine Hours below, if available. What are the Total Hour
and Idle Hour readings from the Instrument Cluster? engine hours reads
[REDACTED] idle hours reads [REDACTED] 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. during diagnosis a fuel sample was
obtained from primary fuel filter housing. did not find def, water, or
fuel contamination but did find metal fragments in diesel fluid.
obtained a fuel sample from the return line indicating a failed
injector fuel sample also has metal fragments. isolated fuel injector
to right bank cylinder [REDACTED]. removed pcv and vcv for corrosion
and contamination inspection, did not find rust or gumming but did
find metal particles in the screen of the vcv. at this time high
pressure fuel system replacement is recommended 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 Service tab
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]
Assistance Center process your prior approval request.

RECOMM [REDACTED]
Thank you for your Warranty Prior Approval submission and photographs.

[REDACTED] SUBJECT [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 -----
Your input provides us timely and detailed information to allow our
Your input provides us timely and detailed information to allow our
Engineering teams to address quality issues. The [REDACTED]
[REDACTED] is currently unable to review your request in a timely manner,
therefore your requirement for Warranty Prior Approval review is
lifted for this request. A conditional prior approval code is provided
above to allow your dealership to submit the claim for processing if
the concern is deemed warrantable. As a reminder, there must be a
defect in factory-supplied materials or workmanship to justify the
repair of a vehicle. Please follow Warranty & Policy guidelines as you
handle this repair issue, which includes identifying the root cause of
the concern, determining if the concern is warrantable, and completing
the most cost-effective repair. If further assistance is required or
you wish to have this request reviewed by the [REDACTED]
[REDACTED], please update this request with new comments. Once the request
is updated, it will be assigned to a Prior Approval Analyst, who will
review it and give a determination. NOTE: The [REDACTED]
[REDACTED] only reviews and provides approval for repairs within the
manufacturer's warranties and most service part warranties, excluding
Over-the-Counter (OTC). This conditional approval code will not cover
repairs that fall under other Prior Approval programs, such as [REDACTED] /
[REDACTED] (ESP), [REDACTED] ([REDACTED]), or
[REDACTED] ([REDACTED]). Be sure you are contacting the
appropriate team for your repair's requirements. [REDACTED] Quality Photo
Receipt Code - See Comments [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: 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] [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
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] AA
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED]-LG DSL Part #:

Bld Dt:

Serial #:

Model: [REDACTED] Shift:

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

Tire : [REDACTED] Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B- [REDACTED] ??????????
Paint : [REDACTED] EXT [REDACTED] 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] NEWS State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

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

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

NO CQIS [REDACTED] 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





Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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: 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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: DIESEL
FUEL LEAK ... Please list any diagnostics already performed: VISUAL
... Parts Replaced: NON ... Your Question: SECONDARY FUEL FILTER IS
CRACKED AND LEAKING FOUND IS A FOMOCO FUEL FILTER KNOWN CONCERNS ?
RECOMM [REDACTED] WRIGHT
[REDACTED], At this time it is recommended to replace the fuel filter
referring to [REDACTED] Removal and Installation, and re-evaluate
the concern. Check the lines that run between the fuel filter housing
and [REDACTED] and from the [REDACTED] to the fuel tank for kinks or other damage.
Also check the fuel cooler for restrictions. Refer to [REDACTED]
for replacement if necessary.

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

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

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

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

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED] AA
Trans: [REDACTED] LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC B-[REDACTED] ??????????
Paint : PN4-?????? [REDACTED] ???- 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] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

----- C Q I S [REDACTED] H I S T O R Y -----
NO CQIS [REDACTED] 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

----- 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 [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL CONTAMINATION

Additional Symptom: FUEL LEAK FROM [REDACTED] FUEL FILTER
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: 15
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

[REDACTED] Web Form Data ([REDACTED]) ...Description of Vehicle Concern: C/S VEH
HAS FUEL LEAK ... Please list any diagnostics already performed:
PERFORMED VISUAL INSPECTION ... Parts Replaced: NONE ... Your Question:
THIS IS THE [REDACTED] WE HAVE SEEN WHERE THE UPPER FUEL FILTER
IS SPLIT AND SPRAYING FUEL ALL OVER THE ENGINE. LAST ONE WE REPLACED
FILTERS AND IT WAS OK. IS THERE ANY KNOWN ISSUES WITH THIS [REDACTED] OR
SOMETHING ELSE WE SHOULD BE LOOKING AT WHEN THIS HAPPENS AND IS IT
JUST BAD FUEL FILTERS?

RECOMM [REDACTED]
[REDACTED] When fuel leaks occur due to broken fuel filter housings or
broken injector return lines, contamination of the high pressure fuel
system is normally the root cause. To test for contamination in the
vehicle there are several steps we can take. Refer to PC/ED manual>
[REDACTED] > diagnostic procedures> sufficient clean fuel. Perform this
test in the PC/ED manual to determine if the fuel is contaminated. If
contamination is found, then review <a

[REDACTED] to determine the type of contamination and the proper
repair. If no contamination is found, then repair the fuel filter
housing as needed for this issue.

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: Factory
Warranty Request SPW Install Mileage: SPW Install Date: 1. Please
describe customers concern. Include as [REDACTED] as possible. ...Cust
states that fuel is leaking under the hood. ...2. Why is the component
being replaced? ...verified fuel leak under hood and found that the
upper fuel filter was cracked at the top and spraying fuel. I
contacted hot line and was told to inspect fuel sys for contamination.
took fuel sample and found metal debris in fuel. fuel looks ok. next I
removed the pvc and vcv valves and [REDACTED] had metal and what looks like
rust on them(see attached pictures). consulted fuel contamination job
aid and was told by service manager and shop foreman to submit a prior

[REDACTED] SUBJECT [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[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 -----
approval request for concern. ...3. Please enter the Engine Hours
approval request for concern. ...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. ...fuel has lots
of metal debris in it and [REDACTED] do appear to have rust on them
though not a whole lot like pictures in job aid. ...5. What are the
Total Hour and Idle Hour readings from the Instrument Cluster? ...total
hours=[REDACTED], idle hours [REDACTED] ...6. Please list the qualifying base part
number which was replaced previously that makes this repair eligible
for SPW coverage: none

RECOMM

[REDACTED] The picture provided of the [REDACTED] (PCV) does
show some discoloration on it's tip surface that appears to be rust. A
picture has had a green arrow added to it to indicate the questionable
area. The [REDACTED] () pictures were also reviewed and
there appears to be clear or white gummy substance on it that turned
to a reddish brown towards the upper port of it. Once again this area
has been highlighted by a green arrow in an updated picture. It is
recommended to dampen a clean rag with diesel fuel and wipe the PCV
and [REDACTED] to determine if the discoloration and gummy substance can be
removed. The solenoids should be allowed to dry after being wiped and
additional pictures of the solenoids uploaded after they have dried. A
picture of the center metal ring of the [REDACTED] (similar to the sample
pictures in the [REDACTED] on [REDACTED]) should also be uploaded as
this spot sits in fuel and is not treated or coated. The additional
pictures will help to determine if issues seen are from fuel
contamination and not from burnt fuel or filter material. DCPA
Additional Information Required

CONCER

[REDACTED] TECHHOT
CLEANED AND WIPED VALVES WITH CLEAN RAG AND DIESEL FUEL AS ASKED LAST
NIGHT AND TOOK PICTURES [REDACTED] GUMMY SUBSTANCE DID COME OFF BUT
RUST DID NOT. THESE ARE THE UPDATED PICTURES AND PICTURE OF THE METAL
IN FUEL SAMPLE. THIS DOES NOT SEEM TO BE FILTER MATERIAL OR BURNT FUEL

RECOMM

[REDACTED] hello [REDACTED], thank you for the additional information and images. In
review of these new images, it can be seen that the rust /
discoloration area on the PCV is still present after the valve has
been cleaned. There is also the same rust / discoloration seen on the
top of the [REDACTED]. This indicates that this failure was caused by poor
fuel quality, fuel contamination, or poor fuel filter maintenance.
Because the rust and discoloration is still present after the valves
have been wiper down, this is a non-warrantable repair. DCPA Not
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? :

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]
Test Stand : Road Test : [REDACTED] 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 [REDACTED] 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: [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T OWL Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

NO CQIS [REDACTED] HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

Orig Rpt #:
Report Date: [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Caus	Service	Part	Number	Labor
				Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED] 06531	[REDACTED]	[REDACTED]	271354	1					19S52B
[REDACTED]									





Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS

Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS

Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS

Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS



Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS

Report Number [REDACTED]



[REDACTED] SUBJECT GCQIS

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

----- R E P O R T S [REDACTED] Y -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE ODOR
 FUEL ALWAYS
 Additional Symptom: FUEL FILTER LEAKING
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: 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 - [REDACTED] - CUST SVC ENGRG
 Web Form Data ...Description of Vehicle Concern: UPPER FUEL FILTER
 LEAKING. ...Please list any diagnostics already performed: VERIFIED
 CONCERN. FILTER HAS SMALL SPLIT IN TOP CENTER. ...Parts Replaced:
 NONE ...Your Question: UPON INSPECTION FOUND CUSTOMER TO BE RUNNING
 DYED FUEL IN HIS TRUCK. WOULD THIS HAVE ANY EFFECT FUEL FILTER
 INTEGRITY CAUSING TO LEAK.

RECOMM [REDACTED] MSS - [REDACTED] - CUST SVC ENGRG
 [REDACTED], Thank you for noting that this vehicle has been found with fuel
 dye in it, Off road fuel or red dye fuel ([REDACTED] or [REDACTED]). This should
 not have caused the fuel filter to crack, however, please note that
 this type of fuel may indicate that the vehicle has had aftermarket
 components installed and also the use of this fuel may begin to affect
 the driveability of the vehicle and the performance of the emissions
 system such as the NOx modules. <a

[REDACTED]
 address concerns with operating the vehicle in high sulfur, off road
 or dyed fuel. Please also note that this fuel may cause damage to the
 fuel system.

AUDIT [REDACTED]
 CEVDI_ODMTR_UNIT_C BLANK CHANGED TO M BY [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: Repair Prior to Call: NO
 UNKNOWN# [REDACTED]
 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 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: [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- [REDACTED] BLACK

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

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

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H

Orig Rpt #:

Report Source: [REDACTED] - [REDACTED] - [REDACTED]

Report Date: [REDACTED]

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

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

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

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

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

Web Form Data [REDACTED] Description of Vehicle Concern: ORIGINALLY A
PINHOLE WAS IN THE TOP OF THE FUEL FILTER AND THE RETURN LINE WAS
BROKEN AT THE SECONDARY FILTER WHEN IT WAS TOWED IN . THE CUSTOMER
CHANGED THE FILTER AND PLUGED THE RETURN LINE WITH A SCREWDRIVER AND
CLAMP. THE RETURN LINE THEN SPERATED AND BLEW THE PLUGED END OFF THE
RETURN LINE. Please list any diagnostics already performed: THE FUEL
FILTER AND RETURN LINE WAS REPLACED. AIR WAS PURGED. THE VEHICLE
BARLEY RUNS NOW . IDS TEST- RETRIEVED CODES FOR INJECTOR HIGH SIDE
SHORT TO GROUND OR [REDACTED] - [REDACTED] BANKS . [REDACTED] , REFERRED TO TSB
[REDACTED] AND INSPECTED FOR WIRING/CHAFFING NEAR THE PCM. NO CHAFFING
WAS FOUND. FOLLOWED PINPOINT TESTS - NO SHORT TO GROUND OR POWER ON
INJECTOR CIRCUITS. ON DEMAND INJECTOR ELECTRICAL SELF TESTS GENERATE
[REDACTED] 8 INJECTOR CIRCUIT OPEN/SHORTED, [REDACTED] UNDER 6 INJECTOR
CIRCUIT RANGE, [REDACTED] 4 INJECTOR OPEN /SHORTED, AND [REDACTED] AGAIN.
THE WIRING CHECKS PASS , AND RESISTANCE CHECK OF THE
COMPONENT/INJECTOR PASSES AT [REDACTED] WITHIN SPEC AS PER [REDACTED] . USING
DATALOGGER CANCELLING S 1 , 4 , [REDACTED] MAKE NO DIFFERENCE. Parts
Replaced: FUEL FILTER AND RETURN LINE Your Question: IS IT POSSIBLE
THAT BECAUSE THE FUEL INJECTOR RETURN LINE WAS PLUGGED OFF , IT
DAMAGED THE FUEL INJECTORS INTERNALLY? THERE WAS NO DRIVABILITY
CONCERN BERFORE THE FUEL FILTER SPRUNG A LEAK AND THE RETURN LINE WAS
PLUGGED .

RECOMM [REDACTED]
[REDACTED] If you completed [REDACTED] P all the way through to P9 and
have verified there are no circuit faults and good clean fuel, then
this vehicle will need a set of [REDACTED] . In situations like this,
the excess pressure in the fuel return system can cause the piezo
stacks in the injectors to internally short because of the fuel
getting to them. Note that the reason the injectors 1, 4, 6 and 7
don t contribute is that they are all on the same bank and when [REDACTED] of
them shorts, it damages the entire bank. Also, since there was a [REDACTED]
[REDACTED] as well, there is likely a short in the other bank which is why
all [REDACTED] need to be replaced.

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H
- TECH ASSIT CENTER

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

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

--TYPE--

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

ADD-ON

ADD-ON

CONCER

RECOMM

Consulted [REDACTED] about this vehicle. He reminded me that if there is excess fuel pressure in the return line, it can short the piezo stacks internally. He also showed me how the banks are setup and that injectors 1, 4, 6 and 7 are on bank 1.

CUSTOMER IS AWARE OF MULTIPLE SIMILAR COMPLAINTS OF FUEL FILTERS FAILING / SPRAYING FUEL DUE TO FRACTURES OR PINHOLES IN THE TOP. AND RETURN LINE SEPERATIONS AND STATES HE DID WHAT HE HAD TO TO GET IT OUT OF THE MIDDLE OF THE HIGHWAY. ARE YOU AWARE OF FUEL FILTER FAILURES WITH THE TOPS SPRINGING LEAKS AND RETURN LINE FAILURES? IS THIS A WARRANTABLE REPAIR? SINCE THE ROUTE CAUSE INITIALLY WAS THE FILTER LEAK AND RETURN LINE BROKEN?

[REDACTED], with the concern initially being caused by a broken return line, the concern will likely be warrantable. There is not enough evidence to prove otherwise. However, the [REDACTED] does not make final warranty decisions. To better assist you on this warranty related question, the Technical [REDACTED] Center recommends that you refer to the dealership warranty Administrator, the Warranty and Policy Manual, or you may contact the [REDACTED] for clarification.

----- 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 [REDACTED]:
Comp. Timing:	Base Timing :	MIL light [REDACTED]:
Test Stand :	Road Test :	[REDACTED] Number:
Prior Repair Attempts:		Repair Prior to Call: NO
PCM# [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:	Warranty Start Date:
Date of Sale:	Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order:	Gross Vehicle Weight:
LH/RH Drive:	

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

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

Tag: [REDACTED]

[REDACTED] SUBJECT GCQIS

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

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

Serial #: [REDACTED]
Model: [REDACTED]

Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : PN4-????????????????????----- BLUE JEANS

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED] (TSOM)

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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: 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] Web Form Data [REDACTED] Description of Vehicle Concern: customer was driving and began to smell diesel fuel he got home and found that the top of the engine mounted filter had cracked and was spraying fuel all over the engine and under hood insulation Please list any diagnostics already performed: visually confirmed Parts Replaced: customer replaced filter to get vehicle to the dealer Your Question: is there a known cause for the filter to fail in this location?
RECOMM [REDACTED] Good afternoon. It is unknown why the secondary fuel filter housing cracked as this concern has not be noted before. <A target= [REDACTED]
[REDACTED]
line support. This may be an unrelated issue though the TSB should be performed for additional support on the fuel return line.

----- C O N C E R N D E T A 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 : 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 [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/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: SERVICE MANAGER
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

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

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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: Runs rough, idle only
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] - FLH - CUSTOMER SERVICE
Web Form Data [REDACTED] Description of Vehicle Concern: Vehicle runs rough, wont come off idle. Please list any diagnostics already performed: Pulled fuel sample, found foreign substance and what looks to be metal debris. See attached photos. Parts Replaced: Engine mounted fuel filter was replaced [REDACTED] due to crack on top which was leaking. Your Question: Ive only ever seen fuel return lines leak and those are usually caused by contamination in the fuel breaking down the plastic. Any input of cause of this contamination. Currently recommending fuel system.

RECOMM [REDACTED] - FLH - CUSTOMER SERVICE
,

 ... Thank you for the pictures provided. The separation of the fuel sample does confirm that there was some type of contamination. The overheat picture shows what appears to be gelling in the fuel, however, it is difficult to confirm. Gelling in the fuel can be caused by an excessive percentage of Biodiesel being used. This can cause gelling and potentially even the dark substance in the bottom of the fuel sample. The other cause of the contamination could be caused by use of unsupported fuel additives. Due to the water-in-fuel DTCs, it is suspected that water was also a source of some of the contamination as there is another layer of separation of the sample.

 ... At this time, further inspection of the fuel system components will be needed. Reference <[REDACTED]>

[REDACTED] and remove the primary filter to check for any gelling on the filter. Additionally, allow the filter to dry for [REDACTED] to inspect for any DEF contamination. If there are no issues seen with the fuel filter, [REDACTED] the pressure control valve (PCV) and the volume control valve (VCV) should be removed. Inspect the valves for any signs of rust, buildup, and debris to confirm that the system is contaminated. Due to the contamination, the entire high pressure fuel system will require replacement after the low pressure system has been cleaned and flushed per the procedure in workshop manual [REDACTED] >

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

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

--TYPE-- ----- COMMENT TEXT -----
General Procedures > Diesel Fuel System Contamination Repair/Flushing
General Procedures > Diesel Fuel System Contamination Repair/Flushing
procedure Key turned to run or engine started. As the root cause of
the failure is likely from contamination, then the repair would not be
warrantable.

----- C O N C E R N D E T A 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#P [REDACTED]
PCM#P [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

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

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

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

Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-[REDACTED] ??????????
Paint : [REDACTED] ???----- BLUE JEANS

----- A F T E R M A R K 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] - [REDACTED] - [REDACTED] CENTER Report Date: [REDACTED]

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

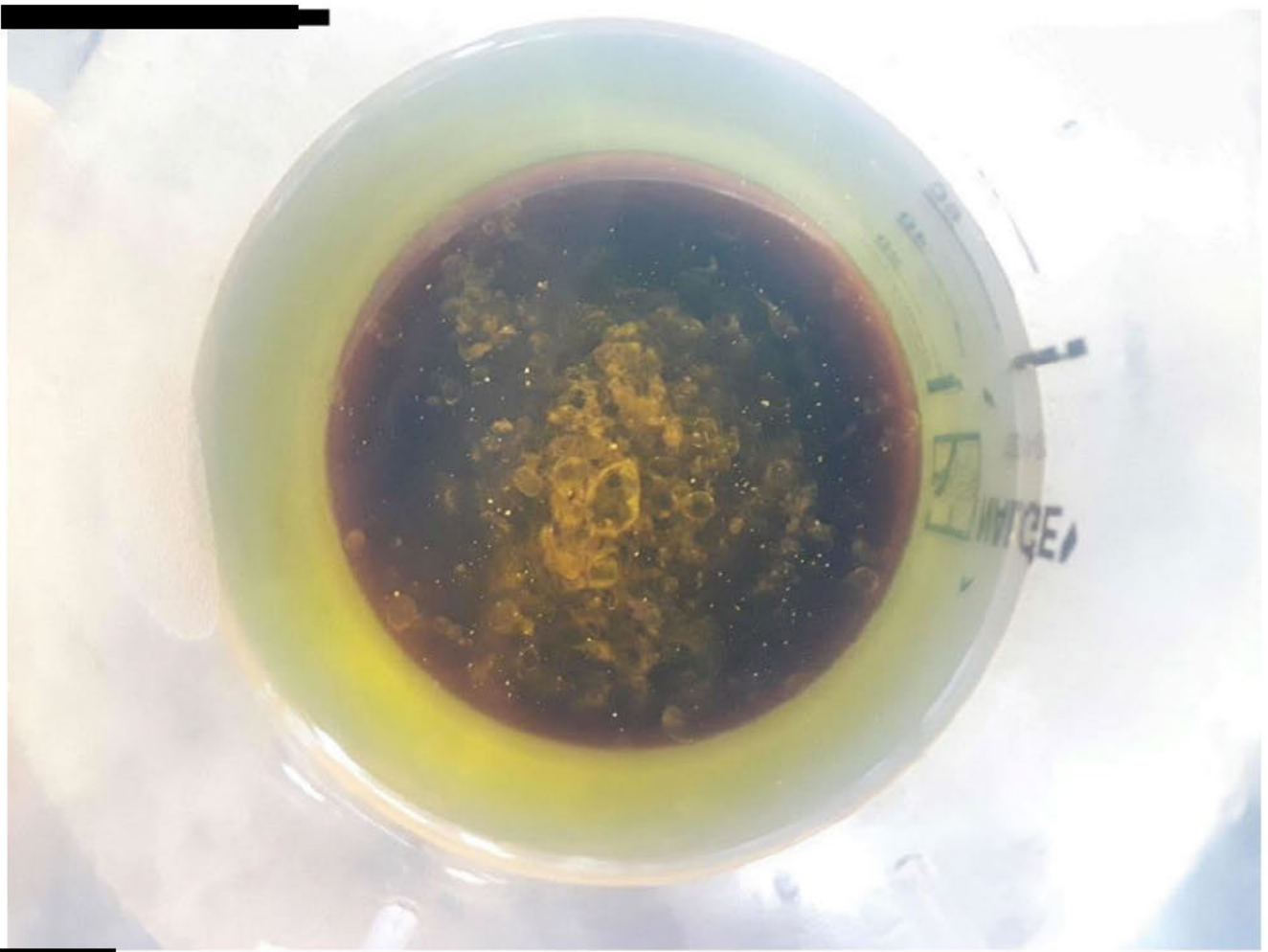
SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

[REDACTED] SUBJECT [REDACTED]





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

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

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: SPRAYING OUT OF FUEL FILTER
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: 3
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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: TRUCK WAS
TOWED IN WITH A FUEL LEAK ... Please list any diagnostics already
performed: VISUAL INSPECTION FOUND FUEL SPRAYING FROM A CRACK IN THE
TOP OF SECONDARY FUEL FILTER ... Parts Replaced: VCV WAS REPLACED
[REDACTED] EARLIER TO CORRECT A [REDACTED] AND [REDACTED] C ... Your Question:
WHAT WOULD CAUSE THE FILTER TO CRACK NEAR WHERE THE NIPPLES ARE CAST
INTO IT ? THERE WERE NO SIGNS OF CONTAMINATION ON THE VCV AND THE
PRIMARY FILTER MEDIA. THERE WAS NO DAMAGE OR IMPACT TO THE FILTER.
CUSTOMER DID DRIVE TRUCK FOR ABOUT [REDACTED] AFTER REPAIRS.

RECOMM [REDACTED]
[REDACTED], On this vehicle, the secondary fuel filter is before the high
pressure fuel pump and VCV. If there was no sign of debris or
contamination seen on the VCV, then it is not suspected that the
previous VCV repair is related to the current fuel leak. The secondary
fuel filter cracking may be due to a defect with the filter itself. If
not already done so, verify base fuel pressure with a mechanical gauge
to ensure it is not high. If high base fuel pressure is found, then
suspect a concern with the base fuel pump. If base fuel pressure is
within specification, then suspect this concern was caused by a defect
with the secondary fuel filter. Replace the secondary filter and
reevaluate.

ADD-ON [REDACTED]
Survey Completed - I REPLACED [REDACTED] FUEL FILTERS, I CHECKED THE FUEL
PRESSURE WITH A MECHANICAL GAUGE AND HAD APPROXIMATELY [REDACTED]. DROVE
THE TRUCK WITHOUT INCIDENT THEN RETURNED TO CUSTOMER. SUSPECT A DEFECT
IN DESIGN OR MATERIALS IN THE CONSTRUCTION OF THE SECONDARY FUEL
FILTER.

ADD-ON [REDACTED]
[REDACTED] R ...
WEB FORM DATA ([REDACTED]) DESCRIPTION OF VEHICLE CONCERN: TRUCK WAS
TOWED IN FOR A MASSIVE FUEL LEAK IN THE [REDACTED] AREA PLEASE LIST ANY
DIAGNOSTICS ALREADY PERFORMED: VERIFIED FUEL SPRAYING FROM A CRACK IN
THE TOP OF THE SECONDARY FUEL FILTER. [REDACTED] TEST PASSED NO [REDACTED] S.

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

DRAINED PRIMARY FILTER AND DID GET ABOUT [REDACTED] OF WATER PARTS

DRAINED PRIMARY FILTER AND DID GET ABOUT [REDACTED] OF WATER PARTS
REPLACED: PRIMARY AND SECONDARY FUEL FILTERS. YOUR QUESTION: THIS IS
THE [REDACTED] THIS HAS HAPPENED TO THIS TRUCK. [REDACTED] WAS [REDACTED]
[REDACTED] AFTER VCV WAS REPLACED ON [REDACTED] VISIT TRUCK CAME IN WITH [REDACTED] ON
AND [REDACTED] AND [REDACTED] WHILE PERFORMING PPT M TRUCK FAILED [REDACTED] FUEL
SYSTEM TEST AND FAILED PPT [REDACTED]. I REPLACED THE VCV AND RETURNED TRUCK
TO CUSTOMER HE RETURNED [REDACTED] ON THE HOOK WITH A
CRACKED SECONDARY FILTER. CONTACTED HOTLINE AT THAT TIME BUT GOT NO
CLEAR RESOLUTION TO REPAIR. I REPLACED THE FILTER AND CHECKED BASE
FUEL PRESSURE AND HAD [REDACTED]. I RETURNED THE TRUCK TO CUSTOMER AFTER
FINDING NO CAUSES. NOW ALMOST [REDACTED] TRUCK HAS RETURNED ON THE
HOOK AGAIN AND SECONDARY FILTER IS CRACKED AND SPRAYING FUEL OUT. I
HAVE PERFORMED [REDACTED] SELF TEST AND IT PASSED, CUSTOMER REPORTED NO
DRIVABILITY PROBLEMS. I HAVE REPLACED THE FILTERS AGAIN AND INSTALLED
GAUGE TO MONITOR BASE PRESSURE AND IT IS JUST BELOW [REDACTED]. I CHECKED
THE HOTLINE SELF HELP TOOL AND FOUND SEVERAL REPORTED [REDACTED] OF
SECONDARY FUEL FILTERS CRACKING AND LEAKING BUT WITH NO DEFINITIVE
RESOLUTION OR CAUSE. CAN YOU PLEASE ADVISE ME AS TO REPAIRING THIS
VEHICLE I WILL NOT RELEASE BACK TO CUSTOMER DUE TO AN UNSAFE CONDITION
HERE. ...RECOMM [REDACTED]
[REDACTED] ... [REDACTED] WITH THIS BEING A REPEAT CONCERN, IT IS
IMPORTANT TO VERIFY THAT THE FILTER BRACKET IS SECURE AND NOT ALLOWING
THE FILTER TO VIBRATE/MOVE AROUND EXCESSIVELY, AS THIS COULD PUT
EXCESSIVE STRESS ON THE LINE FITTINGS. SINCE THE BASE FUEL SYSTEM
PRESSURE IS WITHIN SPECIFICATION, IT IS NOT LIKELY THAT THIS IS BEING
CAUSED BY EXCESSIVE PRESSURE. IT IS ADVISED TO CHECK THE DAMAGED
FILTER FOR CONTAMINATION. CUT IT OPEN AND ALLOW THE FILTER ELEMENT TO
DRY FOR AT [REDACTED] IF IT DEVELOPS A WHITE RESIDUE OR CRYSTALS,
THE FUEL HAS BEEN CONTAMINATED WITH DEF. IF THE FILTER IS DEFORMED OR
DETERIORATED, SUSPECT ANOTHER FORM OF CONTAMINATION. REFER TO [REDACTED]
[REDACTED] FOR ADDITIONAL INFORMATION REGARDING FUEL SYSTEM
CONTAMINATION. ...ADD-ON [REDACTED]
[REDACTED] ... CONSULTED [REDACTED] REGARDING THIS REPEAT
CONCERN. HE ADVISED TO CHECK FOR FUEL SYSTEM CONTAMINATION AND ENSURE
THAT THE FILTER IS SECURE ...CONCER [REDACTED] G TCGCQSP [REDACTED]
[REDACTED] ... I HAVE CHECKED THE FILTER MOUNTING BRACKET
AND THE FIT IS TIGHT, I HAVE CUT OPEN [REDACTED] FILTERS AND ALLOWED TO DRY
OUT OVERNIGHT THERE ARE NO SIGN OF CRYSTALS ON FILTERS. THERE WAS SOME
WATER IN BOTTOM OF SECONDARY FILTER, BUT NO OTHER DEFORMITIES IN
FILTER MEDIA. SINCE THIS PROBLEM DID NOT HAPPEN TILL AFTER THE VCV WAS
REPLACED I SUSPECT THAT A FAULT IN THE VCV COULD BE SOMEHOW CAUSING A
PRESSURE SPIKE IN THE SYSTEM? THE FILTERS CRACK WHERE THE [REDACTED]
NIPPLE ATTACHES (OUTLET PORT TO [REDACTED] PUMP) NEAR THE [REDACTED] ON TOP OF
FILTER. ...RECOMM [REDACTED]
[REDACTED] ... [REDACTED] THANK YOU FOR THE UPDATE. SINCE THERE ARE NO
SIGNS OF DEF FORMATION ON THE FILTERS, THEN IT IS SUSPECTED THAT THERE
MAY BE DEBRIS WITHIN THE HIGH PRESSURE FUEL PUMP TAKING OUT VCVS OR
CAUSING THE FUEL PRESSURE REGULATOR WITHIN THE PUMP TO SPIKE. IT IS
ADVISED TO INSPECT THE VCV THAT WAS REMOVED FOR EVIDENCE OF METAL

[REDACTED] SUBJECT GCQIS

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 -----
DEBRIS. IF THE VCV IS NOT AVAILABLE, RUN THE ENGINE WITH THE NEW VCV
DEBRIS. IF THE VCV IS NOT AVAILABLE, RUN THE ENGINE WITH THE NEW VCV
INSTALLED AND THEN REMOVE IT FOR INSPECTION. IF ANY METAL DEBRIS IS
FOUND ON THE VCV OR WITHIN THE VCV BORE ON THE PUMP, THE ENTIRE HIGH
PRESSURE FUEL SYSTEM WILL NEED TO BE REPLACED. THIS ALSO CONFIRMS THAT
OUR BASE PRESSURE WAS LIKELY SPIKING AND CRACKING FILTER HOUSINGS.

...ADD-ON

[REDACTED] ... CONSULTED [REDACTED] AGAIN. HE ADVISED TO CHECK FOR METAL
DEBRIS SINCE NO SIGNS OF CONTAMINATION OTHER THAN A LITTLE WATER WAS
PRESENT.

CONCERN

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install
Mileage: SPW Install Date: [REDACTED] Please describe customers concern.
Include as many [REDACTED] as possible. CUSTOMER STATES THAT THERE IS
DIESEL FLUID SPRAYING OUT OF FUEL FILTER CHECK AND ADVISE Why is
the component being replaced? JOB IS NOT COMPLETED AT THIS TIME. HIGH
PRESSURE FUEL SYSTEM IS RECOMMENDED PER TECHINCAL ASSISTANCE CASE ID
[REDACTED] Please list PID readings per data logger for
DIST REGEN C and DPF REGEN AVGD Please enter the Engine Hours
below, if available. Is black smoke observed in a [REDACTED]
neutral run up? Is liquid contamination found at the tail pipe
(fuel, oil, coolant)? Provide any additional [REDACTED] necessary.
Please include any technical information that you feel will help the
Hotline process your prior approval request. THIS IS THE [REDACTED]
THE TOP FUEL FILTER BLEW APART, FEEL SAFETY CONCERN TO
CUSTOMER Please describe the brand, type (e.g. OE airbox vs.
Aftermarket airbox, if OE airbox is the filter paper only or treated
with oil), and condition of the air filter installed: If you have
already completed the diesel particulate filter manual regeneration
process using the scan tool, please Indicate the results including
DPF LOAD PCT(%), and whether regeneration completed or aborted. NOTE:
It is required to attempt a manual regeneration prior to DPF
replacement. If a manual regeneration has not yet been attempted or
completed, please perform a manual regeneration using the IDS (Tool
Box, Powertrain, Service Functions, Diesel Particulate Regeneration
System, DPF Manual Regen). NOT APPLICABLE Please list PID readings
per data logger for DIST REGEN C and DIST REGEN REQ What are the
Total Hour and Idle Hour readings from the Instrument Cluster? [REDACTED]
IDLE HOURS What is the hour meter reading in the instrument
cluster? TOTAL HOURS [REDACTED] Was [REDACTED] or [REDACTED] present on arrival
or during testing? NO Please describe the current condition of
[REDACTED] the oil and fuel. Please describe the results of the fuel
system debris check. ([REDACTED] of the Hard Start/No Start Diagnostics
[REDACTED]

Year: [REDACTED] selected model=F-350 target="blank"> Fuel [REDACTED]
 using Fuel [REDACTED] Kit [REDACTED] (or equivalent gauge).

What is the KOEO FRP voltage reading, and were any fluctuations

[REDACTED] SUBJECT GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

#:

Report Date: [REDACTED]

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

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

noted when the [REDACTED] connector was wiggled?
How many
noted when the [REDACTED] connector was wiggled?
How many
injectors need to be replaced?
Was any air present in the fuel
system during the <a
href=" [REDACTED] = "blank" Fuel [REDACTED] Bleed
Procedure with bleed tool [REDACTED] installed?
Please list the
short-term fuel trims observed for [REDACTED] at idle.
Please
list the specific [REDACTED] test results by cylinder.

Please provide the specific power balance test results by
cylinder when the injector cancel mode is enabled.
Was [REDACTED]
present on arrival or during testing?
Please list the qualifying
base part number which was replaced previously that makes this repair
eligible for SPW coverage.

RECOMM [REDACTED]
Hello [REDACTED]
...In review of Technical Support Request contact ID
[REDACTED], I do see that high pressure fuel system replacement was
recommended if metal debris was found on the VCV screen or in the high
pressure fuel pump bore for the VCV. Please update this request
indicating if debris was found on the VCV screen or in the high
pressure fuel pump bore. It will also be necessary to update this
request with the required images of the VCV and PCV with your updated
comments for further review and consideration. ... DCPA Additional
Information Required

CONCER [REDACTED]
SENT PICTURES AS REQUEASTED. DID NOT FIND METAL APPEARS TO HAVE RUST
ON PCV

RECOMM [REDACTED]
...The VCV and PCV [REDACTED] appear to have heavy rust formation.
This indicates that the fuel system had been contaminated at some
point. This is likely why the Secondary Filter housing has experienced
repeat issues. This does require that the entire High Pressure Fuel
[REDACTED] be replaced. However, the rust/contamination renders this
repair non-warrantable. Refer to [REDACTED] for additional
information regarding fuel system contamination. Perform the Diesel
Fuel [REDACTED] Contamination Repair/Flushing Key ON procedure listed
in [REDACTED] of the Workshop Manual. This contains flushing
instructions, as well as a detailed list of components required to be
replaced. If the customer elects to only replace certain components, a
repeat failure will likely occur. ... DCPA Additional Information
Required

CONCER [REDACTED]
SENT IMAGES FOR PCV, VCV AND PUMP BORE HOLE THE BORE HOLE HAS DEBRIS IN
IT DOES NOT APPEAR TO BE METAL BUT DEBRIS NEVER THE LESS, CAN NOT MARK
THE PICTURES BY NAME JUST AS IMAGES

RECOMM [REDACTED]
...As previously noted, the PCV and VCV show obvious signs of
rust contamination. This indicates that the fuel system was

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

--TYPE-- ----- COMMENT TEXT -----
contaminated at some point. This will require replacement of the
contaminated at some point. This will require replacement of the
entire high pressure fuel system. Fuel system failures due to fuel
[redacted]
[redacted] > With the presence of rust on the VCV and the PCV,
replacement of the fuel system cannot be approved at this time as
noted in the GSB. DCPA Not 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: Repair Prior to Call: NO
PCM# [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

----- 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]
Bld Dt: [redacted] Calb: [redacted] A
Serial #: [redacted]

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

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

Model: [redacted] Shift: [redacted]

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

Tire : [redacted] PREMIUM Brand : [redacted]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [redacted] ??
Paint : [redacted] FAMILY B ----- ABSOLUTE BLACK

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

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

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

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

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

Dealer ID	Repair Date	Repair Order	Odometer ([REDACTED])	Rp Caus Nr Cond	Service Part Pfx Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	T265TD



Attachment Id : [REDACTED]



Attachment Id : [REDACTED]



Attachment Id : [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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 under truck.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

Web Form Data [REDACTED] Description of Vehicle Concern: CUSTOMER STATES ON [REDACTED] WAS DRIVING THE TRUCK AND FUEL STARTING LEAKING EVERYWHERE. WENT ALL OVER THE OUTSIDE AND UNDERNEATH TRUCK. FIRE DEPARTMENT HAD TO COME AND TOW THE TRUCK TO EMPIRE FORD. CLOSEST DEALER AT THE TIME. Please list any diagnostics already performed: THEY FOUND A PIN HOLE IN THE FUEL FILTER. REPAIRED. RELEASED TRUCK SMELLING VERY BAD OF DIESEL FUEL. HAS DOCUMENTS THAT THEY Parts Replaced: THEY REPLACED FUEL FILTER Your Question: HE CAME INTO OUR DEALERSHIP BECAUSE HE PURCHASED FROM [REDACTED]. ON HIS RECIEPT IT DOES STATE IT STILL SMELLS LIKE FUEL. CUSTOMER CANT DRIVE TRUCK IT COMES THROUGH THE VENTS. HE IS UPSET THAT THE FUEL SAT ON THE PAINT FOR [REDACTED] FUEL STILL SHOWS ALL UNDERNEATH TRUCK. CUSTOMER DOES NOT WANT HIS TRUCK ANYMORE HE DID CALL FOR AND OPENED A CASE FOR THIS. CAN I HAVE RECOMMENDATIONS ON WHAT TO DO NEXT? HOW CAN ALL RESIDUAL FUEL BE REMOVED?

RECOMM [REDACTED]
[REDACTED], There is no specific procedure for this type of failure. You should be able to use any commercially available engine degreaser or similar cleaning product to remove any remaining fuel under the vehicle. If there is also fuel on the paint, it would be recommended to check the degreaser instructions to make sure it will not damage the paint. It would then be recommended to run the vehicle through a car wash with a bottom blast feature if available to remove all of the fuel residue.

CONCER [REDACTED]
WE RE-WASHED THE VEHICLE AND REPLACED THE HOOD INSULATION. LET SIT AND ROADTESTED VEHICLE. ALSO REPLACE THE CABIN FILTER. AFTER ROADTESTING THE TRUCK WE STILL HAVE A SMELL OF FUEL. NO LEAKS FOUND. ANY SUGGESTIONS?

RECOMM [REDACTED]
[REDACTED], <P>Though no leaks were identified after having tested for the presence or reoccurrence of any leaks, the fuel odor still being detected is suggestive of residual fuel being present somewhere in the

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

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

--TYPE-- ----- COMMENT T[REDACTED] -----
engine bay or under the vehicle. With the fuel leak identified present
engine bay or under the vehicle. With the fuel leak identified present
at the Fuel Filter, the location of the pin hole found and area
surrounding the filter location should be thoroughly reassessed and
cleaned as necessary of any remnants of fuel found still present. The
engine valley and other components near the fuel filter that may hold
any amount of residual fuel should be washed clean before allowing to
dry and reassessing for an odor 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: 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 [REDACTED] Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED] AA

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

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

Model: [REDACTED] Shift: [REDACTED]

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

Tire : [REDACTED] PREMIUM Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : MSCHMI56 -????????????????????

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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

[REDACTED] SUBJECT [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [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 STARTING
CRANKS WON'T START ALWAYS

Additional Symptom: no start metal in fuel.

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

Causal Component:

Causal Factor: [REDACTED] Feature: [REDACTED]

Causal Condition: [REDACTED] Photo: [REDACTED] Loc: [REDACTED] Attchmnts: 2

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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]

RO: [REDACTED] Date: [REDACTED] Warranty Type: FWR SPW Install Mileage: [REDACTED]
SPW Install Date: Please describe customers concern. Include as many details as possible. customer states vehicle has fuel leak Please enter the Engine Hours below, if available. [REDACTED] What are the Total Hour and Idle Hour readings from the Instrument Cluster? engine hours [REDACTED] idle hours [REDACTED] 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. verified concern of vehicle having fuel leak, found fuel leaking from upper fuel filter. removed and replaced fuel filters upon removal of lower fuel filter housing found small bits of metal present. primed fuel system and attempted to start vehicle, vehicle will not start checked dtcs found p0087 fuel rail pressure to low and p008a low pressure fuel system to low, checked low pressure fuel pressure found it at [REDACTED] high pressure fuel at [REDACTED] at max due to metal found in filter removed vcv and pcv for inspection and found fuel pump has came apart. recommend replacement of high pressure fuel system. 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 Service tab 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. no further details needed

RECOMM [REDACTED]

[REDACTED] SUBJECT [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 -----

[REDACTED], The metal in the fuel and at the PCV/VCV will require

[REDACTED], The metal in the fuel and at the PCV/VCV will require replacement of the high pressure fuel system. The PCV shows clear signs of rust contamination indicating that the fuel system was contaminated at some point. Fuel system failures due to fuel contamination are not covered by warranty. This is explained in the [REDACTED]

[REDACTED]
cannot be approved at this time. DCPA Not 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
PCM# [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:		Gross Vehicle Weight:	[REDACTED]
LH/RH Drive:			

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

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

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED]??
Paint : [REDACTED] ???----- WHITE GOLD (WATER BASE) NA

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

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

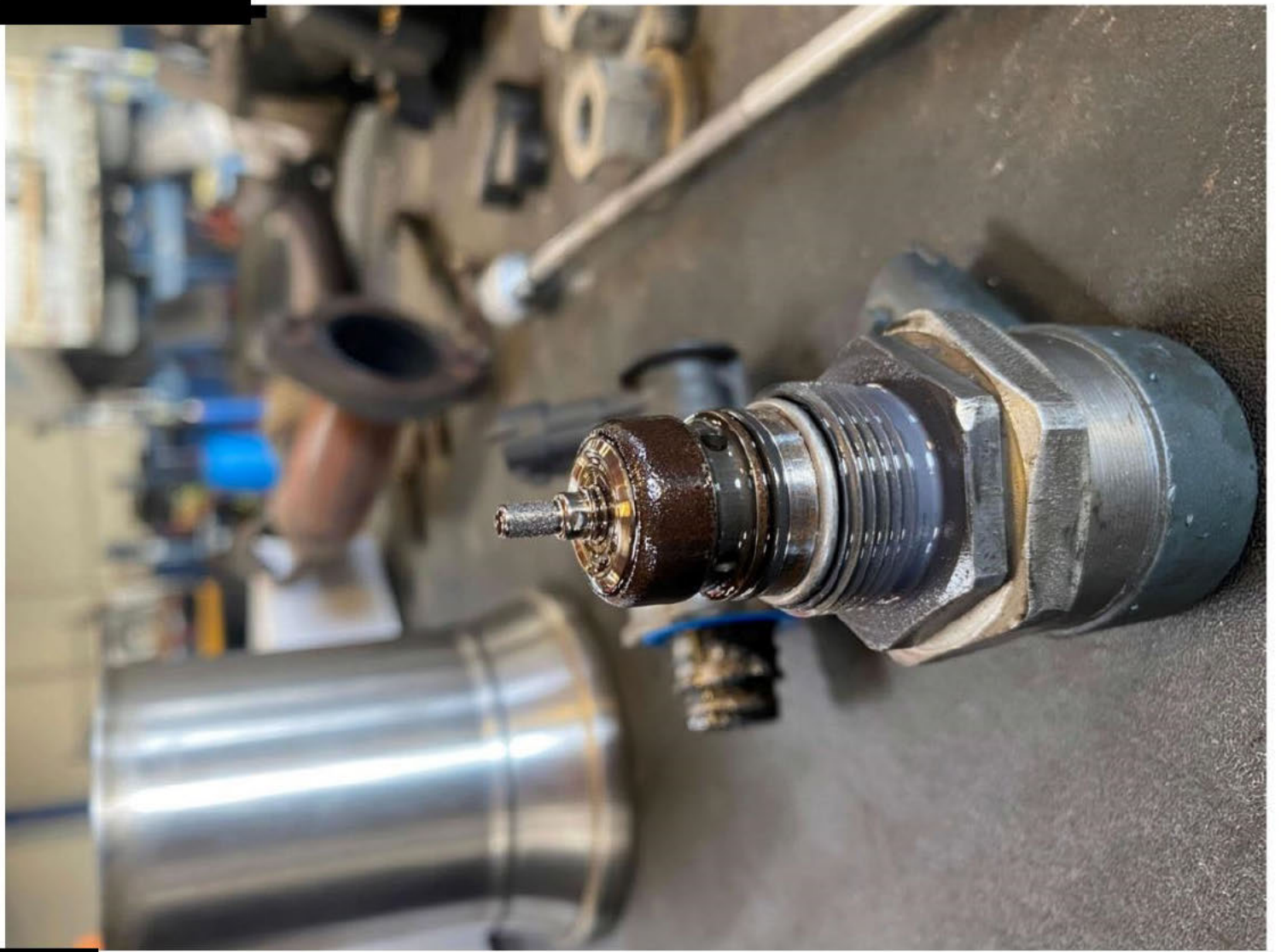
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB,PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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: 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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: UPPER FUEL
FILTER LEAKING AT THE TOP IN THE MIDDLE OF THE CAP. ORIGINAL FUEL
FILTER. ... Please list any diagnostics already performed: CAN SEE A
FOUNTAIN OF FUEL COMING OUT OF THE TOP OF THE UPPER FILTER. ... Parts
Replaced: REPLACED THE LEAKING FILTER. ... Your Question: ANY KNOWN
UNDERLYING ISSUES? FOUND NO TSBS OR SSMS. WE HAVE SEEN THIS ON A
[REDACTED] LOW MILEAGE [REDACTED] NOW. HAVE ANOTHER ONE JUST TOWED IN
[REDACTED] W/ SAME ISSUE...

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED], Thank you for the information. At this time the technical
assistance center is not tracking any trends related to this concern.
Because fuel has been found leaking from the fuel filter cap please
replace the fuel filter and fuel filter cap for this concern. Once
done please retest for any leaks present in the vehicle.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 07/26/2016 Warranty Start Date: [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

- - - A D D I T I O N A L - - -
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SERVICE WRITER
Phone : [REDACTED]
Rpr Dlr [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

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

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: fuel leaking from filter housi
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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])
Web Form Data ([REDACTED]) Description of Vehicle Concern: FUEL
PREVIOUSLY LEAKING FROM SECONDARY FUEL FILTER HOUSING Please list any
diagnostics already performed: NONE PERFORMED UPON THIS VISIT Parts
Replaced: NONE Your Question: VEHICLE WAS RECENTLY AT ANOTHER
DEALERSHIP FOR A FUEL LEAK. CONCERN WAS CONFIRMED TO BE THE SECONDARY
FUEL FILTER HOUSING LEAKING. CUSTOMER WAS CHARGED FOR REPLACEMENT OF
THE FUEL FILTERS. MILEAGE OF VEHICLE WHEN REPAIRS WERE PERFORMED WAS
[REDACTED]. AS THE FUEL FILTER HAD FAILED AND VEHICLE STILL COVERED UNDER
WARRENTY WHAT ACTIONS ARE RECOMMENDED FOR CUSTOMER REIMBURSEMENT?

RECOMM [REDACTED] ([REDACTED])
[REDACTED], we are not involved with the warranty process at all we only
provide technical assistance. To better assist you on this
warranty-related question, the [REDACTED] recommends
that you refer to the dealership warranty Administrator, the Warranty
and Policy Manual, or you may contact the Warranty Assistance [REDACTED]
for clarification.

ADD-ON [REDACTED] ([REDACTED])
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Warranty question

----- C O N C E R N D E T A I L S [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: 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 [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- 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: MTFETR N A

----- 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 D D I T I O N A L -----
Tire : [REDACTED] A/S Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/CLK A/C : AC K-??? [REDACTED] ??????
Paint : PN4-?????? [REDACTED] ?????????? 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] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED]

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

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

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----							
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr Cond	Service Pfx Base	Part Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JL3 [REDACTED]	[REDACTED]	I265ID [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Caus		Service Part		Number Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3		FL3	17527 A		

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: secondary fuel filter leaking

Other Veh. With Concern: [REDACTED]

Severity Rating -

Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

CONCER [REDACTED]

Web Form Data [REDACTED] Description of Vehicle Concern: vehicle came in with secondary fuel filter leaking on top at casting marks. replaced fuel filter and released to customer. came back still leaking. fuel coming from inside bell housing. no leak above starter or in valley. leaks at [REDACTED] and not at idle. Please list any diagnostics already performed: removed right inner fender and performed visual leak check. Parts Replaced: secondary fuel filter Your Question: is there any thing on the back of the block that could cause this? its not coming from the injector lines or injectors. and unable to find external leaks to explain concern. im thinking the next step is to pull the trans and inspect.

RECOMM [REDACTED]

...

...As there are no fuel system components at the rear of the engine block a leak from behind the bell housing is not suspected. However, it is possible that leaks are coming from above the engine. ...

...Note that fuel system leaks are normally caused by fuel system contamination. Remove a sample of fuel from the fuel filter housing as well as the lower fuel filter. Allow these components to sit out for [REDACTED]. If DEF crystals or contamination is found then the entire high-pressure fuel system will need to be replaced. Review <a

[REDACTED] for additional information on high-pressure fuel system.

...

...As a fuel leak system leak was previously found at the secondary fuel filter ensure to inspect the fuel filter housing once again for damage or cracks. If any concerns are found then replace the fuel filter. If no problems are found then inspect the valley of the engine and the fuel system using a high powered flash light and inspection mirror.

CONCER [REDACTED]

removed inner fenders to inspect high pressure lines and injector fittings. ran vehicle at [REDACTED] and performed visual on lines and

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 -----
injectors. used boroscope and checked valley for fuel leakage. none
injectors. used boroscope and checked valley for fuel leakage. none
found. loosened bell housing and fuel and water poured out. tightend
bellhousing and ran water over back of engine. bell housing filled
back up and started leaking from starter. once water was below the
starter hole it stoped leaking. loosen bellhousing bolts again and
water poured out. fuel leak was repaired previously and bell housing
filled with fuel causing leak. every time it was checked it was washed
causing it to leak again from starter.

RECOMM

Hello [REDACTED]
 ...Thank you for updating us with the results of your
findings. In review of this information, it is understood that the
fuel coming from inside bell housing was caused by fuel harboring in
the bell housing due to the previous fuel leak that was repaired and
that the concern has now been corrected. If you need any additional
information or assistance, as always, please don t hesitate to update
this request. If no further assistance is required, please be sure to
complete the online survey when time permits. Your survey comments
will be used to help populate the self-help tool and made available
for other dealers to review. Thanks again for the update, we do
appreciate your response. ...

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

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

[REDACTED] SUBJECT GCQIS

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

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

Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : PN4-[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: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] of [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] ([REDACTED])

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

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

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

----- C O M M E N T S -----
--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]
Web Form Data ([REDACTED]) Description of Vehicle Concern: LEAKING FROM
[REDACTED] MOUNTED FUEL FILTER, FILTER CRACKED AND LEAKING Please list any
diagnostics already performed: REPLACED FUEL FILTERS, IDS TEST NO CODES
TEST FUEL PRESS WITH IDS, SHOWS [REDACTED], WITH FP SHOWING [REDACTED] AND FPM
[REDACTED], WE TEST A LIKE VEHICLE THAT RUNNING HAD [REDACTED] WITH FP AT [REDACTED] &
FPM [REDACTED] THIS FILTER HAS ONLY BEEN ON [REDACTED] AND [REDACTED] AND
PREVIOUS FILTER DID THE SAME THING CRACKED AND STARTED LEAKING, NO DIAG
FOR TO MUCH FUEL PRESS, HAVE DISCONNECTED RETURN LINE AT [REDACTED] MOUNTED
FUEL FILTER AND RAN TRUCK STILL HAD TO MUCH FUEL PRESS Parts Replaced:
FUEL FILTERS Your Question: HAVE WE SEEN THIS BEFORE? WHICH DIRECTION
DO WE NEED TO GO?

RECOMM [REDACTED]
[REDACTED], ... If the fuel filter is cracked and leaking fuel, then it is
possibly under stress. Ensure that the filter housing is not being put
under physical stress and is not vibrating excessively. Ensure that
the lines are securely mounted. If these conditions are being met,
then remove the filter and cut it open. Take a few fuel samples and
allow them to settle. If the filter dries and develops a white
residue/crystals, or the fuel samples separate, then the fuel had been
contaminated. This can also cause the secondary filter housing to
aged. ...

ADD-ON [REDACTED] - FCSD - TECH ASSIT CENTER
[REDACTED] consulted [REDACTED], as this is a small trend I have seen lately.
He advised to ensure the filter is securely mounted and not vibrating
excessively. He also advised to makes sure that the filter is not
being stressed. a previous contact proved to have fuel contamination
cause this concern.

CONCER [REDACTED]
original fuel filters that truck came in with have been replaced, we
have allowed the old filters to air dry and no crystals are
forming, the fliters that were removed were only [REDACTED] and a
[REDACTED] and the filter that was replaced was also
cracked. the filter is properly secured and all lines are secured

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

--TYPE-- ----- COMMENT TEXT -----
also.we installed a known good driver module with no change in the
also.we installed a known good driver module with no change in the
fuel pressure [redacted] at idle and seen spikes to [redacted] when
accelerated.

RECOMM [redacted]
[redacted], ... According to [redacted] > Specifications, the low
fuel pressure at [redacted] and [redacted] is between [redacted]. The low
fuel pressure reading of [redacted] is too high for this vehicle. [redacted]
[redacted] > Description and Operation > Fuel Pump (FP) states
the FP contains a pressure relief valve for overpressure protection in
event of restricted flow. ... Please inspect for fuel line damage or
restriction and replace the FP if fuel line concern is not present. ...

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [redacted] 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]

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

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

Model: [redacted] Shift: [redacted]

----- A D D I T I O N A L -----
Tire : [redacted] PREMIUM Brand :
Radio : [redacted] AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [redacted] ???----- [redacted] [redacted]

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

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

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

Orig/Caller : [REDACTED] Title: SERVICE MANAGER
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

Specialist's
Name : [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]
			ST/RN/MV	[REDACTED]	
			ST/RN/MV	[REDACTED]	

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

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: this vehicle came to our shop and has a major fuel leak. ... Please list any diagnostics already performed: visual inspection ... Parts Replaced: fuel filters ... Your Question: at this time this vehicle is in our shop and has a leak from the top of the secondary fuel filter. The filter has a small crack in the top and fuel is spraying everywhere. I was going to replace the filters but it turns out this vehicle has been in the shop for the same concern at a previous date. [REDACTED] and the mileage was [REDACTED]. at this time there are no dtcs and the veh does not have running symptoms. It is unusual for this to occur especially [REDACTED]. I was wondering if there could be an underlying cause that can contribute to this. It appears the veh is in good condition [REDACTED] by [REDACTED] these filters were replaced.

RECOMM [REDACTED] - FCSD - TECH ASSIT CENTER
[REDACTED] it will be necessary to replace the damaged Fuel Filter Cap. With this filter cap concern being repeat, ensure that the correct filter housing cap is being installed. In addition to this, ensure that the base fuel pressure is not excessively high. This can be done by installing a manual gauge between the secondary filter and High Pressure Pump. In addition to fuel pressure, gather a fuel sample and check for fuel system contamination. Additional information regarding fuel system contamination can be found in [REDACTED]

ADD-ON [REDACTED]
[REDACTED] Consulted [REDACTED]. He advised to check for fuel contamination and excess pressure.

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

© 2006 The Authors

Program Type: H

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

----- 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]
Bld Dt: [REDACTED] Calb: FFA17A0 A
Serial #: [REDACTED]

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

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

```
Model:                               Shift:
```

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

```
Tire : [REDACTED] A/S Brand :  
Radio : ELETR PREM AM/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

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

CENTER

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

--- 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]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
 FUEL VISIBLE LEAK
 Additional Symptom: Fuel Filter Cracked
 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 -----

CONCER [REDACTED]
 Web Form Data [REDACTED] Description of Vehicle Concern: top fuel
 filter has cracked [REDACTED] in [REDACTED]. customer has paid for filters
 to be replace every time. Please list any diagnostics already
 performed: fuel sample from filters - no contamination found Parts
 Replaced: fuel filters Your Question: were do I go from here

RECOMM [REDACTED]

If you have not been able to identify any form of
 contamination being present as discussed in [REDACTED] it would be
 recommended to proceed with replacing the fuel filter for the
 identified questionable concern. Validate that the fuel filter is
 installed and properly torqued as outlined in [REDACTED]
 Removal and Installation as overtorquing the filter cap may result in
 such a concern occurring.

CONCER [REDACTED] - [REDACTED] - CUSTOMER SERVICE
 Inbound call from technician [REDACTED] regarding this vehicle. [REDACTED] stated
 that the customer has been noticing repeat failures with the secondary
 engine mounted fuel filters cracking and leaking. The vehicle was at a
 different dealership where it was being diagnosed after the fuel leak
 was resolved, but the customer brought it to this dealership. With the
 fuel leak not being present, [REDACTED] wanted to know where to go next. He
 had already removed the primary fuel filter and allowed it to dry for
 an extended period of time and there have been no signs of
 contamination or debris. Based on the previous dealerships
 information, [REDACTED] monitored the FLP PID and found it to be at [REDACTED]
 at an idle and increase to [REDACTED] during acceleration.

RECOMM [REDACTED] - [REDACTED] - CUSTOMER SERVICE

 ... Thank you for taking the time to speak on the phone.
 As discussed, as there is no signs of contamination in the system,
 this is likely caused by the excessively high pressures in the base
 fuel system. There is a mechanical regulator internal to the high
 pressure fuel pump the regulates the base fuel pressure since there is
 no base regulator. This is to ensure there is a constant supply
 pressure to the high pressure pump. This information can be found in

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

--TYPE-- ----- COMMENT TEXT -----
workshop manual [redacted] > Description and Operation for a [redacted] MY
workshop manual [redacted] > Description and Operation for a [redacted] MY
Super Duty.

 ... At this time, continue with removal of the
volume control valve (VCV) and pressure control valve (PCV) in the
high pressure system and reference <a
[redacted]
contamination are found, only the high pressure fuel pump will be
needed. Continue to submit for prior approval to complete the repair.
CONCER [redacted] GTCGCQSP
replaced [redacted] pump and pressure looks normal now.
RECOMM [redacted]
Hello [redacted], Thank you updating us with the outcome of the repair. This
is great news! It you need any additional information or assistance,
as always, please don t hesitate to update this request. If no further
assistance is required, please take a moment to complete the online
survey when time permits. Your survey comments will be used to help
populate the self-help tool and may assist other Technicians who may
be diagnosing this concern on a similar truck. Thanks again for the
update, we do appreciate your response.

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

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

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

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

Trans: [redacted]-LG DSL Part #: [redacted]
Bld Dt: [redacted]

© 2006 The Authors

Serial #: [REDACTED] [REDACTED]

- - - 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 -----

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

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

Claim #/Date : [REDACTED] [REDACTED]

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

--- S U P P L E M E N T A L S U R V E Y: N A T I O N A L H O T L I N E S U R V E Y [REDACTED] ---

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

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL CONTAMINATION

Additional Symptom: Lack of power
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: [REDACTED]
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] - FLH - CUSTOMER SERVICE

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install
Mileage: SPW Install Date: [REDACTED] Please describe customers concern.
Include as many details as possible.

...A) [REDACTED] C/S THE TOP FUEL FILTER WAS LEAKING, THEY REPLACED IT
AND VEHICLE DROVE ...FINE FOR [REDACTED] NOW VEHICLE HAS NO POWER AND
ACTS LIKE IT IS GOING TO ...STALL ON ACCEL; CUSTOMER REPLACED LOWER
FILTER WITH NO CHANGE TO CONCERN
Please enter the Engine Hours
below, if available. [REDACTED]
What are the Total Hour and Idle Hour
readings from the Instrument Cluster? [REDACTED] TOTAL, [REDACTED]
Please
list the qualifying base part number which was replaced 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. METALIC CONTAMINATION
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 Service tab...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. LOW
FUEL PRESSURE CODES, METAL CONTAMINATION

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

...The pictures and information provided do not
indicate where the metal debris was found in the fuel system. Metal on
the pressure control valve (PCV) is not an indication of high pressure

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

CENTER

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
fuel pump failure. Engineering determined through returned parts that
fuel pump failure. Engineering determined through returned parts that
metal in the LH fuel rail and on the PCV may be present due to the
manufacturing process. In addition, metal found in a fuel sample taken
from the fuel filter is also not an indication. The only way to
confirm whether the high pressure fuel pump has failed is the presence
of metal on the volume control valve (VCV) or in the VCV port on top
of the high pressure pump. This is because metal from a failed pump
will show here [REDACTED].

 ... If there was metal found on the VCV,
please update the prior approval with this information. If not, then
it is not suspected that the high pressure fuel pump has failed and
additional diagnostics will need to be performed. The DTCs provided
indicate a water in fuel condition. Start by checking to see if there
is water in the fuel, and correct as necessary. If not, refer to <a
[REDACTED]
 for these DTCs. Regarding the lack of power, pinpoint test
should be performed to identify if there is a fault with the fuel
system. ... DCPA Additional Information Required
CONCER [REDACTED]
THANK YOU FOR THE QUICK RESPONSE. ATTACHED ARE [REDACTED]
ONE OF THE HIGH PRESSURE FUEL SYSTEM TEST, AND THE [REDACTED] OF WIF
DATALOGGER. THE TECH DID SEE THE [REDACTED] FOR WIF DTC'S AND SAID IT DOES
NOT APPLY. THE VCV HAS NOT BEEN REMOVED DUE TO THE CODES AND MATERIAL
FOUND ON THE END OF THE PCV AND INJECTOR RETURN FUEL LINE HAS A BROKEN
BARB WHERE FUEL IS LEAKING FROM. PLEASE ADVISE.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED], ...

 ...Thank you for the updated information. The fuel
return line breaking off is often caused by DEF contamination in the
high pressure fuel system. Also as previously stated metal debris
found in the fuel rail or on the PCV does not indicate that the high
pressure fuels system as failed and will need to be replaced.
...

 ...To determine if the high pressure fuel system will need to
be replaced the VCV and the VCV bore will need to be inspected for
metal debris. If metal debris is present, then it is agreed that the
high pressure fuel system will need to be replaced. Review <a
[REDACTED]_SSM/D
[REDACTED] Update
this form if metal debris is found in the VCV port. ...

 ...To
determine if DEF is present in the fuel system remove a sample of fuel
from the lower fuel filter housing, the lower fuel filter and allow
the fuel door to sit stay open for [REDACTED]. This will give
these components time to dry to determine if the fuel system
contamination is present. If diagnostic assistance is required for
this problem then ensure to fill out a technical assistance request.
... DCPA Additional Information Required
ADD-ON [REDACTED] ([REDACTED]) [REDACTED]
Main Inquiry: ...PART NUMBER: [REDACTED] (KIT-FUEL SYSTEM SERV
REPLACEMENT) ...REPAIR DATE: [REDACTED] ...REPAIR DISTANCE: [REDACTED]

[REDACTED] SUBJECT GCQIS

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] ...COUNTRY: [REDACTED] ...STATE: [REDACTED] ...IS COVERED UNDER -DIESEL [REDACTED] ...
[REDACTED] ...COUNTRY: [REDACTED] ...STATE: [REDACTED] ...IS COVERED UNDER -DIESEL [REDACTED] E ...
CONCER [REDACTED] GTCGCQSP
RECOMM [REDACTED] UPDATED PICTURES OF [REDACTED] AND BORE
[REDACTED], ... Thank you for the additional [REDACTED]. The [REDACTED] does show signs of crystallization that is commonly caused by Diesel Exhaust Fluid in the fuel. The fuel filters leaking, and the injector return lines coming apart are [REDACTED] additional signs of DEF contamination. Per [REDACTED] fuel contamination of any kind is considered non-warrantable. Therefore, this repair is not approved. It is advised to refer to [REDACTED] of the Workshop Manual and perform the Diesel Fuel System Contamination Repair/Flushing Key Turned to Run procedure. This includes flushing instructions, as well as a list of components required for replacement. If the customer elects to only replace certain components from this list, then this is considered an incomplete repair and a repeat failure will likely occur. ... DCPA Not Approved
CONCER [REDACTED] GTCGCQSP
RECOMM [REDACTED] CLOSE UP PICTURES OF [REDACTED] AND BORE WITH METAL CONTAMINATION
[REDACTED] MSS - FLH - CUSTOMER SERVICE
[REDACTED],

 ... Please refer to <a [REDACTED]
[REDACTED]
diesel exhaust fluid (DEF) crystallization looks like on the volume control valve ([REDACTED]) after it has dried. The [REDACTED] that have been provided of the [REDACTED] show a similar substance. On [REDACTED] the [REDACTED] it also shows a dry white substance similar to that shown in the DFCM filter housing picture on the [REDACTED]. Another way to confirm DEF contamination is to allow the fuel filter and all the other components to dry for [REDACTED]. Due to the contamination in the fuel system, the replacement of the high pressure fuel system is not warrantable. DCPA Not 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 -----
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#P [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

[REDACTED] SUBJECT GCQIS

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

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: ASSISTANT SERVICE MANAGE
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED]

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

----- C Q I S V I N H I S T O R Y -----
Date CQIS Report # Prog Symp Cat Causal Part Description Dealer Id
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

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

----- 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

Report#: [REDACTED] [Print](#) [Exit](#) Number of Images : 12 Images Per Page:5
[Delete](#) [Move](#)
[REDACTED] found, displaying 1 to [REDACTED] Prev] 1, 2, 3 [Next/Last]



○ Attachment Id : [REDACTED]



○ Attachment Id : [REDACTED]



○ Attachment Id: [REDACTED]



○ Attachment: [REDACTED]

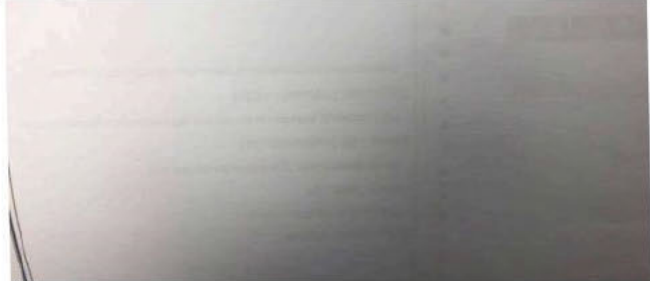


○ Attachment Id: [REDACTED]

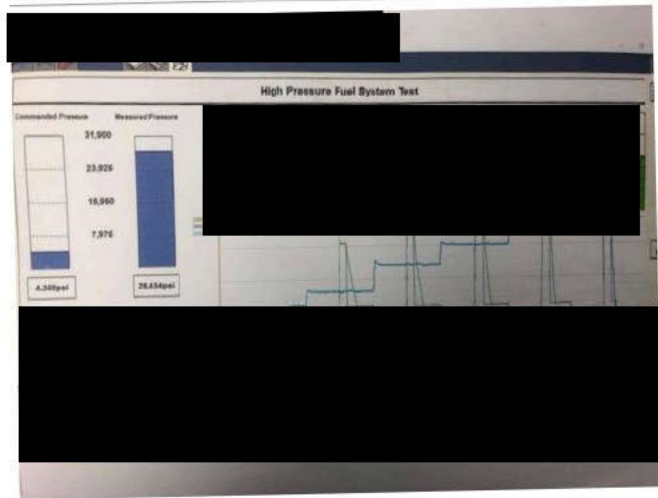
Report#: [REDACTED] [Print](#) [Exit](#) Number of Images : [REDACTED] Images Per Page:5
[Delete](#) [Move](#)
found, displaying 6 to [REDACTED] [Prev](#)] 1, 2, 3 [Next/Last](#)



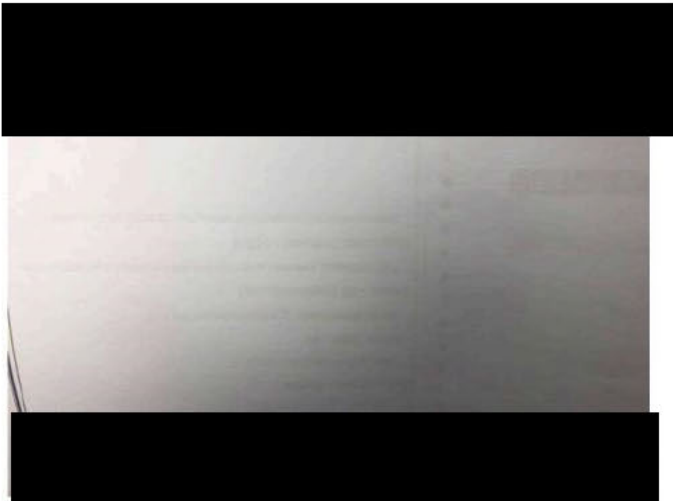
Attachment Id : [REDACTED]



Attachment Id : [REDACTED]



Attachment Id : [REDACTED]



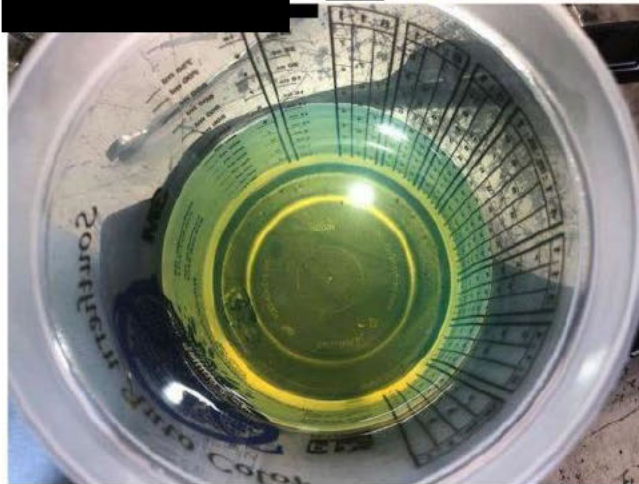
○ Attachment Id : [REDACTED]



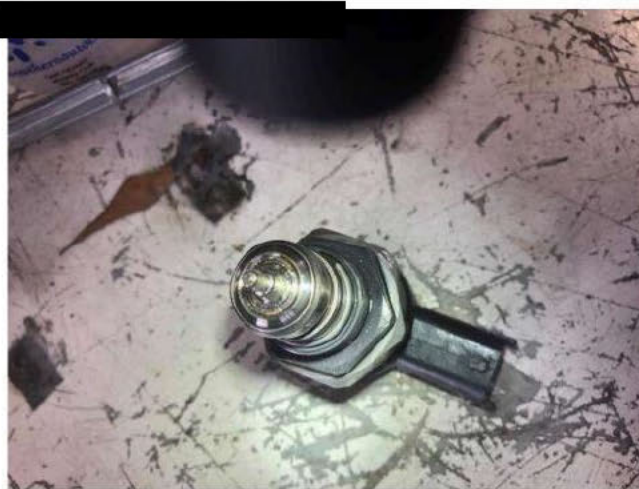
○ Attachment Id : [REDACTED]

Report#: [REDACTED] [Print](#) [Exit](#) Number of Images : [REDACTED] Page:5
[Delete](#) [Move](#)

Found displaying 11 to [REDACTED] [Prev](#) [1](#) [2](#) [3](#) [Next/Last]



Attachment Id : [REDACTED]



Attachment Id : [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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 leaking form bell housing
 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

CONCER [REDACTED] REG
 Web Form Data [REDACTED] Description of Vehicle Concern: CUSTOEMR
 BROUGHT IN VEHICLE CHECK ENGINE LIGHT AND TOP FUEL FILTER HAD BUSTED
 OPEN. REPLACED TOP FUEL FILTER AND CLEARED CODES CHECK ENGINE LIGHT
 CAME BACK ON HAD FOR FOR HIGH PRESSURE FUEL SYSTEM OUT OF SPEC. FOUND
 THE FUEL HAD A BUNCH OF WATER IN IT AND DAMAGED [REDACTED] FUEL PUMP. AFTER
 REPAIR OF FUEL SYSTEM FUEL IS LEAKING OUT OF BELL HOUSING Please list
 any diagnostics already performed: INSTALLED NEW FUEL CONTAMINATION
 KIT. REMOVED FUEL TANK AND DRAINED TANK. TOOK ABOUT [REDACTED]
 OUT OF FUEL TANK. CLEANED ALL LINES AND REPLACED INTAKE FUEL PUMP
 ASSY, [REDACTED] FUEL FITLERS, GOT [REDACTED] ALL PUT BACK TOGETHER AND RUN
 [REDACTED] RUNS GOOD. PROGRAMMED INJECTOR CODES AND THEN RUN [REDACTED] FUEL TEST
 FOUND WHEN RUNNING [REDACTED] FUEL TEST THAT THERE WAS A FUEL LEAK. INSPECT
 FOR FUEL LEAK PULLED FENDER LINERS ECT AND KEPT RUNNING TEST FUEL IS
 COMING OUT OF THE BELL HOUSING. INSPECT ENGINE VALLY AND ANY PLACE
 THERE WAS A HIGH PRESSURE FUEL LINE. EVERY PLACE IS DRY EXCEPT LOWER
 PART OF BELL HOUSING NEXT TO STARTER AREA. ITS NO A SMALL LEAK IT IS A
 PRETTY LARGE LEAK WHEN THE [REDACTED] FUEL SYSTEM TEST IS BEING RAN. I HAVE
 RAN THAT TEST PROBABLY [REDACTED] AND HAD [REDACTED] TECH LOOKING AT
 THIS WITH ME FOR [REDACTED] WE CAN NOT FIGURE OUT HOW FUEL IS
 LEAKING OUT OF THE BELL HOUSING ASSY. WE HAVE INSTALLED DYE IN THE
 FUELA ND TRYED TO BLACK LIGHT AND SYSTEM SYSTEM AND CAN FIND SOURCE.
 Parts Replaced: FUEL CONTAMINATION KIT, IN TANK FUEL PUMP AND ORING.
 [REDACTED] FUEL FILTERS Your Question: PLEASE PLEASE HELP

RECOMM [REDACTED] REG
 [REDACTED] Check the fuel pressures on the high and low sides of the
 system to try to narrow down where the leak is coming from. Also,
 remove the starter and see if a bore scope can be used to determine
 where the leak is coming from. Since the secondary fuel filter had
 cracked it may have allowed fuel to escape and the leak may just be
 the residual fuel escaping the bell housing area. The flywheel can
 kick up any fuel that has pulled in the bell housing and cause it to
 look like a leak. Loosen the bell housing and allow any fuel to drain
 out of the housing. Once the fuel has drained out, run the engine and

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 -----

then check for fuel again to make sure there is not a current leak

then check for fuel again to make sure there is not a current leak causing the bell housing to fill up. As your dealership is equipped with the See What I See ([REDACTED]) headset, if additional technical assistance is required and a [REDACTED] session would be beneficial (live video or picture would help), click <A [REDACTED] = [REDACTED] href=[REDACTED]

[REDACTED] Schedule to book a [REDACTED] call with the [REDACTED]. After booking an appointment a [REDACTED] representative will reach out to you at the appropriate time. Verify the following prior to your appointment:Your See What I See ([REDACTED]) headset is charged, the headset is turned on, and is updated with the latest software level.Ensure [REDACTED] login card is ready to scan (Contains unique dealer code & dealership name)The vehicle you are working on is in a bay with good Wi-Fi connectivity
[REDACTED] style=font-weight: bold font-style:

>If the bullet points above are met the [REDACTED] can be reached at [REDACTED], from [REDACTED] thru [REDACTED] to [REDACTED]

ADD [REDACTED] [REDACTED] headset setup [REDACTED] REG
[REDACTED] and [REDACTED] fuel from a cracked filter had filled up the [REDACTED]
ADD [REDACTED] [REDACTED] it look like it is leaking [REDACTED] REG
[REDACTED] session status : [REDACTED] Not Necessary, [REDACTED] Session Sub Status :
1st Contact, [REDACTED] 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 :	[REDACTED] 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]

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

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

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

Trans: [REDACTED] SPD AUTO 10R140 - - - T R A N S M I S S I O N - - - Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO A/C : AC B- [REDACTED] P?????????
Paint : PN4-?????? [REDACTED] P????? [REDACTED] SILVER/SILVER RADIANCE

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] (FSE)

----- C Q I S [REDACTED] H I S T O R Y -----
NO CQIS [REDACTED] 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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service	Part	Number	Labor	
				Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	29754	1	82	MU2	673T C		[REDACTED]
				1	82	X	10W30		[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

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

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	GAL	MULTI
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MAINT	

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

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

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

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

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

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom:

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

Causal Component: [REDACTED]

WATER-FUEL SEP ELEM

Causal Factor: [REDACTED] Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: NO 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--
CONCER [REDACTED]

COMMENT TEXT [REDACTED]

TECH/C [REDACTED]

[REDACTED] fuel leak on motor
fuel filter leak out top center of secondary filter. this is the [REDACTED]
one I have had and [REDACTED] were [REDACTED] and f [REDACTED].

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

Intermittent?: [REDACTED] Come Back? : [REDACTED] Air Temp. : 3 Grid Location: [REDACTED]
Towed In? : [REDACTED] Quits On Road?: [REDACTED] Unit Down?: [REDACTED] Verification : [REDACTED]

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	WATER-FUEL SEP ELEM	YES

----- V E H I C L E I L S -----

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

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

- - - E N G I N E - - -
Tag: HG [REDACTED]

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

[REDACTED] AA
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED]-LG DSL Part #:
Bld Dt:
Serial #:
Model: [REDACTED] Shft:
- - - A D D I T I O N A L - - -
Tire : [REDACTED] G BW F:A/S R:TRC Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??????
Paint : PN4 [REDACTED] 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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED]

----- 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 ST/RN/MV [REDACTED]
[REDACTED] ST/RN/MV [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Service Base Part Number Labor Sfx Operation
[REDACTED] [REDACTED] [REDACTED] [REDACTED] 111097 T [REDACTED] EL3 16308 P 18N03S
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y -----

VEHICLE: [REDACTED] (MEDIUM), REG CAB, KKUPDSL 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: 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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]

Web Form Data [REDACTED] Description of Vehicle Concern: MAJOR FUEL
LEAK FROM FUEL FILTER TOP PART Please list any diagnostics already
performed: VISUAL INSPECTION Parts Replaced: FUEL FILTER SECONDARY
Your Question: GOOD MORNING, QUESTION IS THAT THE FUEL FILTER IS
LEAKING FROM TOP PART OF FILTER LOOKS LIKE THIS IS A MANUFACTURING
CONCERN. WERE THE MOLDING CAST IS SEPERATED I HAVE SEEN ON OTHER FORD
TRUCKS WITH THE SAME CONCERN AND THERE IS A [REDACTED] FOR THE [REDACTED]
. MY QUESTION IS HAS THERE BEEN OTHER CONCERN RAISED ABOUT THIS FOR
THIS PERTICULARE YEAR AND IF THERE HAS BEEN CAN THIS BE COVERED AS A
MANUFACTURE DEFECT SINCE IT IS A SAFETY CONCERN ALSO. I LOOK UP THE
BASIC PART NUMBER AND IT SAYS NO COVERAGE FOUND.

RECOMM [REDACTED]
[REDACTED] There is no known publication for this vehicle year. It would
be best to check with the [REDACTED] to confirm. Please direct your question
on this Field Service Action to the [REDACTED]
([REDACTED]) using [REDACTED] Run [REDACTED] for this vehicle, and click the [REDACTED]
link at the bottom of the page to request assistance. If the filter
housing is damaged then it will need to be replaced. [REDACTED]
Technical Assistance Center

----- C O N C E R N D E T A I L S [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: 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 [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] PREM 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] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

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

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: FROM TOP OF UPPER FUEL FILTER
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]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: fuel leak
at top center of upper fuel filter ... Please list any diagnostics
already performed: replaced filters [REDACTED] ... Parts
Replaced: filters ... Your Question: this same thing happened last
time any known issues

RECOMM [REDACTED]
Hello [REDACTED], A leak from the top of the secondary fuel filter itself is
not common concern or trends we are tracking. This can be caused by
damage from an outside source, by something rubbing on or hitting the
filter housing during normal operation or by a concern with the filter
itself. Please verify that there is nothing on the engine resting on
top of the filter that may be causing this concern. Please address any
faults found. If no concerns are identified, continue with replacing
the filter again then retest for proper operation.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P [REDACTED] 0
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]

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]
E [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/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

----- 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]

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

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

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor
				Nr Cond Pfx	Base	Sfx	Operation

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED]

Program Type: H

Orig Rpt #:

Report Date:

[REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

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

Dealer ID	Date	Order	(Miles)	Nr Cond Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DIESEL DI [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]VIN: [REDACTED]
Odometer: [REDACTED]
WCC : [REDACTED]
[REDACTED]SYMPTOM: [REDACTED] START/RUN/MOVE
FUELFLUIDS
VISIBLE LEAK

Additional Symptom: N/A

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 2

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

RO: [REDACTED] Date: [REDACTED] Warranty Type: FWR SPW Install Mileage: [REDACTED]
SPW Install Date: Please describe customers concern. Include as many details as possible. Customer states the vehicle is leaking fuel. Please enter the Engine Hours below, if available. What are the Total Hour and Idle Hour readings from the Instrument Cluster? Total hours are [REDACTED]. Idle hours are [REDACTED]. Please list the qualifying base part number which was replaced previously that makes this repair eligible for SPW coverage: N/A 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. Metal debris found in fuel system, [REDACTED] fuel system replacement is the recommended repair as per WSM. 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 Service tab 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 Technical [REDACTED] process your prior approval request. Found secondary fuel filter cracked in top center of filter. Filter was mounted securely. Obtained fuel sample from fuel return line, small metal flakes present in fuel. Removed PCV and VCV to check for signs of contamination, none found. Small metal debris on VCV screen. Believe pressure spike from stuck VCV caused fuel filter to crack. Submit hotline request case ID [REDACTED]. Fuel sample was free of water, DEF, or other contaminants. No evidence of staining, rust or corrosion on [REDACTED] fuel system components that were removed, believe repair to be a warrantable repair as per guidelines.

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

Thank you for your repair prior approval submission and photographs. Your input provides us timely and detailed information to allow our Engineering teams to address quality issues. The [REDACTED] is currently unable to review your request in a timely manner, therefore your requirement for Prior Approval review is lifted for this request. A conditional prior approval code is provided above to allow your dealership to submit the claim for processing if the concern is deemed warrantable. As a reminder, there must be a defect in factory-supplied materials or workmanship to justify the repair of a vehicle. Please follow Warranty & Policy guidelines as you handle this repair issue, which includes finding the root cause of the concern, determining if the concern is warrantable, and completing the most cost-effective repair. If further assistance is required or you wish to have this request reviewed by the [REDACTED], please update this request with new comments. Once the request is updated, it will be assigned to a Prior Approval Analyst, who will review it and give a determination. DCPA Quality Photo Receipt Code - See Comments [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:		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:	

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

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

Tag: [REDACTED]

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

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

Part #: [REDACTED]

[REDACTED] SUBJECT GCQIS

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] OWL PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/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

----- 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] Ph#: [REDACTED]
City: [REDACTED] News [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] - [REDACTED]????

----- C Q I S V I N H I S T O R Y -----
Date [REDACTED] CQIS Report # [REDACTED] Prog Type [REDACTED] Symp Cat Causal Part Description [REDACTED] Dealer Id [REDACTED]
[REDACTED] [REDACTED] NHL ST/RN/MV [REDACTED] [REDACTED]
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---
SURVEY HAS NOT BEEN SENT
----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRWCAB , PICKUP VIN: [REDACTED]
 Engine : [REDACTED] DIESEL 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, loss of power
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED] ([REDACTED]) - [REDACTED] - [REDACTED]
 Web Form Data ([REDACTED]) Description of Vehicle Concern: customer states loses power and fuel leak. Please list any diagnostics already performed: verified concern (check engine light and lack of power) only codes at that time were [REDACTED] and [REDACTED], could not verify fuel leak at that time although engine mounted fuel filter housing had signs of seam failure. replaced fuel filter and road tested [REDACTED] no fuel leaked no codes returned, released to customer and they hooked up a trailer and didnt get [REDACTED] before check engine light came on and fuel leak returned. i pulled codes when i got back on vehicle ([REDACTED] due to shop volume) and only [REDACTED] was in memory, the frame on left side (at track bar mount) was moist. i started ppt m for [REDACTED], m6 wanted me to do a relative compression test when performing test vehicle starts and ids states unexpected rpm change, (note has a banks gauge pod/programmer which is unplugged from dlc during my testing and was plugged in when returned by customer also has t connectors at frp and map sensors which i never unplugged) Parts Replaced: fuel filters, previously fuel rail pressure sensor. Your Question: is there a known issue with relative compression test and this vehicle? could the t harnesses for banks system have something to do with relative compression test failure or fuel leak issues? any other known leak points under load on left side of engine?

RECOMM [REDACTED] ([REDACTED]) - [REDACTED] - [REDACTED]
 [REDACTED], with the relative compression test not completing this is likely due to the lack/loss of fuel pressure causing the unexpected RPM change. For this concern with it being stated that the left side of the engine was moist, to help locate the source of the leak, it would be recommended to use fuel dye, [REDACTED] part number [REDACTED], adding [REDACTED] to the fuel and then using the black light to help locate the source of the leak if it is external. Additionally note if not replace or inspected the secondary fuel filter is located on the left side of the engine and it would be recommended to inspect the hoses to it. If no external leaks are found then a concern with leaking injectors should be tested, by performing the glow plug mist

© 2006 The Authors

Program Type: H

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

```
--TYPE-- ----- COMMENT TEXT -----
test as explained in [REDACTED] M [REDACTED]. Additionally as you have found
test as explained in [REDACTED] M [REDACTED]. Additionally as you have found
aftermarket equipment installed, it would be recommended to isolate
the t connector to determine if it is causing the concern. Thank you,
```

Consulted with [REDACTED] who recommended using fuel dye to locate an external fuel leak and then a glow plug mist test to determine if an injector is leaking. SWIS Session Status : SWIS Not [REDACTED]
[REDACTED] Session Sub Status : [REDACTED]
[REDACTED] GTCGCQIS
leaking fuel pressure sensor (rail)

██████████ N D E T A 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], P061B:0
[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

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

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

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

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

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

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

Model: Shift:

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

```
Tire : [REDACTED] A/T BSW Brand :  
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????  
Paint : [REDACTED] EXT PAINT FAMILY B ----- ABSOLUTE BLACK
```

██████████ SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

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

Claim #/Date : [REDACTED] [REDACTED]

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

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

NO CQIS [REDACTED] 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

[REDACTED] SUBJECT [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] REG CAB, CHASCAB VIN: [REDACTED]
 Engine : [REDACTED] DIESEL 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]
 Web Form Data [REDACTED] Description of Vehicle Concern: vehicle has fuel leaking from engine fuel filter top (nipple) cannot find a diagnostic path to follow regarding the fuel system for this. we have read [REDACTED] this says dont do certain diagnostics in the [REDACTED] unless directed by message or pinpoint test. Please list any diagnostics already performed: confirmed customer concern Parts Replaced: none Your Question: where in the wsm can we find a place to establish a diagnostic path or should we just use [REDACTED] to proceed?

RECOMM [REDACTED]
 [REDACTED], If you are finding there is fuel leaking from [REDACTED] at the secondary fuel filter, then there is not much to do for diagnosis, as you have identified where the leak is coming from. At this time it is recommended to replace the secondary fuel filter and retest, if the concern is still present then it is suspected the fault is within the line or connector that connects to the secondary fuel filter and it would need to be replaced at that time.

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

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

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

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED]
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] G BSW TRACT #1 Brand : [REDACTED]
Radio : [REDACTED] PREM AM/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] -????????????????????

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

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

----- R E P O R T S [REDACTED] Y -----

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

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
AT IDLE

STALLS/QUITS
ALWAYS

Additional Symptom: VISIBLE FUEL LEAK AND STALL

Other Veh. With Concern:

Severity Rating - Customer:

Engineering:

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

CONCER

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: Fuel leak on ground ... Please list any diagnostics already performed: Visual inspection found secondary fuel filter split from high psi, took fuel sample and found excessive amount of water at lower filter and at upper filter. Also diesel sample appears to have something floating but not sure what the substance is. ... Parts Replaced: None ... Your Question: We have stated to the customer that the amount of water we found was considered contamination and we have proved it made its way into the secondary filter. [REDACTED] called and said customer is requesting a buyback but we informed [REDACTED] that we didn't find a manufacture defect and that we were considering this contamination. Does hotline know of any known issues or why the fuel filter would split open to cause this leak?

RECOMM

[REDACTED] Water in the base fuel system and secondary fuel filter is not a manufacturing defect as several tanks of fuel would have been ran through the engine from the mileage provided. Water in the fuel comes from an outside source such as a fueling station or environmental factors. The high pressure fuel pump has a regulator to limit the pressure coming into the pump. The Diesel Fuel Conditioning Module ([REDACTED]) has an internal regulator to bypass fuel once [REDACTED] is reached. If severe contamination or a restriction occurs the pressure can build and rupture the secondary fuel filter. Depending on the contamination, it may have degraded the quality of the plastic. Referring to <a

[REDACTED]
fuel system to be replaced. The fuel tank and lines will need to be cleaned and/or replaced. If the [REDACTED] cannot be cleaned or builds excessive pressure replacement is required as well. The vehicle may not be warrantable if the damage that has occurred is a direct result of any of the following: Lack of Maintenance

[REDACTED] SUBJECT GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[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 -----
Performance Modifications Collision related damage
Performance Modifications Collision related damage
Abuse Water Ingestion Unauthorized
RepairsPlease refer to [REDACTED] pages [REDACTED] of the
[REDACTED] and [REDACTED] for more details. If the stated
non-warrantable root cause (as defined in the list above) is directly
attributable to the failure, please complete the Warranty Cancellation
request form on <A href=[REDACTED]
target=[REDACTED]>FMCDealer by following these steps: Select
Part Service tab Select Warranty
Administration & Warranty Parts Return from the left navigation
menu Select Warranty Cancellation/Reinstatement Request
Form (right side of the screen, near the bottom)
Complete the form, including photo uploads and details about
failure and reason for warranty denial 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.

ADD-ON [REDACTED]
[REDACTED] Consulted with [REDACTED] and discussed escalation.
Agreed escalation is not necessary as the dealership understands the
necessary repair process. Advised to provide warranty cancellation
drop down.

[REDACTED]
Thanks for the response. [REDACTED] the customer is asking is why
the wif light never came on. This is a question that many of the
insurance agents are asking along with the customers. I have told them
that the system is designed to remove droplets of water but not
gallons. The customer still would like to know why the wif light did
not come on indicating he had a major issue.

RECOMM [REDACTED]
[REDACTED] The [REDACTED] must detect water in the vehicles fuel at engine idle
[REDACTED] for the water in fuel light to set. The [REDACTED] will also
monitor the [REDACTED] sensor while driving the vehicle above a predetermined
speed. If the vehicle does not detect enough water during the time the
vehicle is testing for water the [REDACTED] light will not set. Further
information on how the [REDACTED] light sets can be reviewed by referring to
PC/ED manual> [REDACTED] pin [REDACTED]. Also note that the [REDACTED]
light can easily be dismissed from the IPC by accidentally pressing the
ok button in the steering wheel switch. The [REDACTED] sensor PIDS can be
reviewed in the [REDACTED] for this concern. Normally there are [REDACTED]
[REDACTED] PIDS. If the PIDS have stored data, then the vehicle detected
water in the DFCM. These PIDSs cannot be erased or cleared. Often if
an aftermarket fuel additive is used in the vehicle, the additive can
emulsify the water in the fuel system. This will allow the fuel to
carry the water pass the [REDACTED] sensor undetected.

ADD-ON [REDACTED]
[REDACTED] Consulted [REDACTED]. Informed me of the [REDACTED] PIDS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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 : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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

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

Model: [REDACTED] Shift: [REDACTED]

----- ADDITIONAL -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WB C/[REDACTED]/B

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: ASSISTANT SERVICE MANAGE
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
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]	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRWCAB ,CHASCAB
Engine : [REDACTED] DIESEL DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]

WCC : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
CRANKS WON'T START

STARTING
ALWAYS

Additional Symptom: Crank no start

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

CONCER [REDACTED]

Web Form Data ([REDACTED]) Description of Vehicle Concern: Truck cranks but doesn't start. Please list any diagnostics already performed: Replaced upper fuel filter due to cracked primed fuel system still cranks and no starts. followed [REDACTED] and [REDACTED] attempted to clear codes and [REDACTED] and [REDACTED] would not clear. Replaced fuel pump and fuel pump driver module and [REDACTED] now clear. Still truck cranks no starts sounds like when trying start it's almost starting like it's firing when the starter is turning the truck over but it doesn't start. Checked and found desired fuel rail pressure is [REDACTED] when cranking fuel rail pressure only climbs to [REDACTED]. Parts Replaced: upper fuel filter, Fuel pump and Fuel pump driver module. Your Question: now that the codes have all cleared and knowing there is a known good fuel pump in the tank what would be a next good step to follow? are there any other known issues that are being seen like this? would it be good to suspect may be a high fuel pressure fuel

RECOMM [REDACTED]

[REDACTED], Thank you for reaching out about this concern. Right now, it is suspected that there may be an issue with the high-pressure fuel system because the fuel pressure is [REDACTED] and [REDACTED] is needed to start the vehicle. Therefore, proceed to [REDACTED] M in [REDACTED] of the PC/ED to diagnose this concern. The high-pressure pump should be the last thing to install since there are other components that control the pressure. When you get to [REDACTED], if no fuel comes out of the return line, do this test again except disconnect all of the injector connectors and perform this test while cranking as it will increase the fuel pressure. We would also suggest that you look up [REDACTED] if you suspect any contamination that may have caused this concern. In this [REDACTED] there are examples of the different types of contamination and how to identify them. Should you need further assistance, update the form and reach out.

[REDACTED] SUBJECT [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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#P [REDACTED] 0
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

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

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

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

----- ADDITIONAL -----
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- 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] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's : [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

Orig Rpt #:
Report Date: [REDACTED]

Name : [REDACTED] -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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]
Web Form Data ([REDACTED]) Description of Vehicle Concern: fuel leak
under hood Please list any diagnostics already performed: inspection,
leaking secondary fuel filter, factory filter. Parts Replaced: fuel
filter Your Question: this is now the [REDACTED] cracked secondary filter
we have got all f [REDACTED]. Sent a report on [REDACTED] but never heard back
on report a concern. this is much a safety concern due to fire.
RECOMM [REDACTED] ([REDACTED]) [REDACTED]
,

 ... Thank you for the information provided. If there are
no obvious issues with the fuel filter housing or the fuel lines, the
issue was likely with the filter itself and replacement of the filter
should address the concern. If the replacement filter experiences a
failure as well, replace the housing along with the filter.

----- C O N C E R N D E T A 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: Repair Prior to Call: NO
PCM#P [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] 0
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]

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

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

Engine: [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]

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

Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]

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

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

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: vehicle caught fire

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

--TYPE-- COMMENT TEXT

CONCER [REDACTED]

Web Form Data [REDACTED] Description of Vehicle Concern: truck towed in with [REDACTED]: I has large puddle of fuel under vehicle, fuel leak. 2-front end shakes badly when going over bumps [REDACTED] Please list any diagnostics already performed: inspected fuel leak and isolated to secondary fuel filter cap crack at middle nipple. performed TSB for front end. special ordered the new block heater Parts Replaced: secondary fuel filter replaced. steering shock replaced. disabled the block heater cord temporarily Your Question: Submitting this due to this truck caught on fire after these repairs, and want this info noted in the [REDACTED] system. Here's the details: Cust stated had a noticeable fuel smell a [REDACTED] of [REDACTED] before he popped the hood of the truck, and found fuel spraying all over the engine with key on. Cust had truck towed to us. [REDACTED] popped the hood and inspected, and found the middle nipple on the secondary fuel filter had a non-visible crack, with large amount of fuel spray with key on. [REDACTED] replaced [REDACTED], washed engine, inspected for further leaks, none found. Truck test driven [REDACTED], reinspected, still no leaks. Truck went to front end technician for front end repairs, where it was driven another [REDACTED] during this repair. At the end of repairs, had a detailer wash the engine bay again, and underneath the truck. The truck was picked up by customer, and he drove it around that day without issue. Cust states he didn't have any diesel fuel smell, and, he looked under the truck and didn't see any fluids. Customer states he had veh parked for [REDACTED], and got in it to go home. States he drove [REDACTED], and heard a POP noise. Immediately, the reduced engine power light came on, and while he was pulling over, smoke started to roll out of the engine compartment. When he got stopped, the engine was on fire. Took [REDACTED] for fire dept to show up, and the truck was fully engulfed. Discussed the situation with [REDACTED], and [REDACTED] state there were no aftermarket components they noticed. They state truck was clean, well-kept, and nothing appeared out of the ordinary. [REDACTED] state their repairs were easy and straight-forward. Once again, just posting

[REDACTED] SUBJECT GCQIS

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

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

--TYPE-- ----- COMMENT TEXT -----
this case so [REDACTED] knows what may be coming down the road.
this case so [REDACTED] knows what may be coming down the road.
RECOMM [REDACTED]
[REDACTED], When you have a concern alleging a fire, accident, injury, property damage and/or burn phas occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-<U> [REDACTED] Dealerships</U> should complete a Dealer/Fleet Request for [REDACTED] Review found on [REDACTED] - Parts & Service Tab - Customer Satisfaction link.

<U>NOTE:</U> The Technical Assistance Center will not be able to provide further assistance with this issue until after the [REDACTED] review.

----- C O N C E R N D E T A 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: 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]

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: HFE17A0 A
Serial #: [REDACTED] AA

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

Serial #: [REDACTED]
Model: [REDACTED] Shift:

----- A D D I T I O N A L -----
Tire : [REDACTED] OWL PREMIUM Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- WHITE GOLD (WATER BASE) NA

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: SERVICE MANAGER
Phone : [REDACTED]

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

NO CQIS [REDACTED] 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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) SMOKE/ODOR
UNDER HOOD COLD

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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: fuel
leak ... Please list any diagnostics already performed: visually
confirmed ... Parts Replaced: fuel supply tube to top mounted fuel
filter ... Your Question: fuel smell. customer will not take delivery
with truck still smelling like fuel.

RECOMM [REDACTED]
[REDACTED], It is understood that the fuel leak has been corrected with
replacement of the secondary fuel filter and the fuel supply line. If
not done so already, check to ensure the fuel pressure is within
specifications. It is also correct the vehicle should not be released
back to service with the fuel smell present, It is recommended to
wash/detail the vehicle to remove the fuel smell. This can be done by
driving the vehicle through a car wash, steam cleaning the engine
compartment or be any other means to restore the vehicle to pre fuel
leak condition.

ADD-ON [REDACTED]
Consulter with [REDACTED] on escalation due to the open [REDACTED]
cases. (not buy back). The owner complaint is hat the vehicle smells
of diesel fuel after the repair on the fuel supply line and fuel
filter (secondary filter). The direction to clean/wash/detail was
given and escalation was not necessary.

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

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

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

© 2006 The Authors

Program Type: H

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:			

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

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

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

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

```
Model: Shft:
```

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

```
Tire : ██████████ A/T OWL Brand :
Radio : ELETR PREM AM/FM STRO/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: SERVICE MANAGER
Phone      : [REDACTED]
```

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [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
			DRV PERF		
			DRV PERF		

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

SURVEY HAS NOT BEEN SENT

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRWCAB , PICKUP 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: 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]

Web Form Data ...Description of Vehicle Concern: cust states fuel is pouring from his truck ... Please list any diagnostics already performed: turned key on found fuel coming from the center of secondary fuel filter ... Parts Replaced: replaced fuel filters ... Your Question: has there been any other reports of secondary fuel filters leaking in the center of the filter itself, when key is turned on?

RECOMM [REDACTED]
Referring to the self-help tool database as well as TSBs and SSMS there is not any documentation identifying a fuel leak from the secondary fuel filter. It is unclear where the fuel is actually coming from on the secondary filter. If the fuel is coming from any of the fuel line fittings then proceed with replacing the fuel line fittings to the filter. If there is a concern with the actual filter housing then replace the housing. A hole in the actual filter cap can be repaired by replacing the cap. Once the fuel leak has been corrected it is recommended to install a fuel pressure gauge in between the secondary filter and the high pressure pump to identify any faults causing high pressure in the filter housing that may cause a leak. High pressure at the filter may be caused by a clogged fuel return line, a failed fuel pressure regulating valve internal to the high pressure fuel pump, or a faulted DFCM. Once the fault is identified repair or replace as necessary then re-evaluate the vehicle for proper operation.

ADD-ON [REDACTED] TECHHOT
Survey Completed

AUDIT [REDACTED]
CEVDI_ODMTR_UNIT_C BLANK CHANGED TO M BY [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? :

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----
Repair Type Component Number Number Type Description Causal Comp.
RPL 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: [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: [REDACTED] LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T [REDACTED] Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K- [REDACTED] ?????
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

----- 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 : DSTROUD8 -????????????????????

----- C Q I S H I S T O R Y -----
NO CQIS [REDACTED] HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] REG CAB, CHASCAB VIN: [REDACTED]
 Engine : [REDACTED] DIESEL 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 Comp [REDACTED] t:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Attchmnts: 3
 Comp [REDACTED] t Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER [REDACTED]
 Web Form Data ([REDACTED]) ...Description of Vehicle Concern: fuel leak,
 right side ... Please list any diagnostics already performed:
 visual ... Parts Replaced: none ... Your Question: this is an ambulance.
 it came [REDACTED] with a fuel leak, it had cracked the top of the
 secondary filter causing a huge leak. fixed that, cleaned it all up.
 comes back [REDACTED] with the return line off #4 leaking, not blown off,
 but leaking around the barb for the hose. have you seen anything like
 this before? [REDACTED] luck on the filter, or related? thanks, [REDACTED]

RECOMM [REDACTED]
 [REDACTED], If you have confirmed that the return line is leaking at the
 injector, it will need to be replaced. It would be recommended to
 remove the return line and drain any remaining fuel into a coffee
 filter or paint filter to check for signs of metal. If there is metal
 in the return line, the T fitting can become restricted and cause
 excessive pressure in the return side of the system. If no metal is
 identified, it would be recommended to allow the return line to dry
 for several [REDACTED]. Then check for signs of white powder or crystals to
 check for DEF contamination. If you find sings of DEF in the line,
 this will require replacement of the entire high pressure fuel system.
 If there are no signs of metal or DEF contamination, it would be
 recommended to replace the return line on this vehicle and retest for
 any further concerns with this vehicle.

CONCER [REDACTED] TECHHOT
 I took the return line off it and drained it. hardly anything came
 out. I cut apart the 't' that goes to the filter where the screen is
 because I could not blow through the line. I found some kind of
 grayish-whiteish paste in it that has it completely stopped up. I will
 attach pictures. can you tell me if that's def? I do not get any metal
 out of the system, though I have not removed the vcv or pcvc as of yet.
 is this warrantable? does it warrant complete fuel system replacement?
 never had [REDACTED] that wasn't full of metal, so I want to be sure. thanks,

RECOMM [REDACTED] [REDACTED] - FCSD - TECH ASSIT CENTER

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

--TYPE-- ----- COMMENT TEXT -----
[REDACTED], Thank you for the provided information. Based upon what was
[REDACTED], Thank you for the provided information. Based upon what was
found (white paste) and the fuel leak, DEF contamination or some sort
of fuel system contamination is present. Fuel contamination is
anything other than clean diesel fuel. This will require the complete
fuel system to be replaced. Please refer to the <a
[REDACTED]
> when checking for fuel system (specifically
when checking for DEF) contamination and making all warranty
determinations. Keep in mind that the vehicle did not come from the
factory this way nor is there anywhere in the fuel system where this
substance could have come from other than added to fuel system when
fueling.

----- C O N C E R N D E T A 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: 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]
Serial #: [REDACTED] AA

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

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

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

Tire : 225/70R-[REDACTED] ALL SEASON Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A [REDACTED] WHITE WB C/C-W/B

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

Claim #/Date : [REDACTED] [REDACTED]

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

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

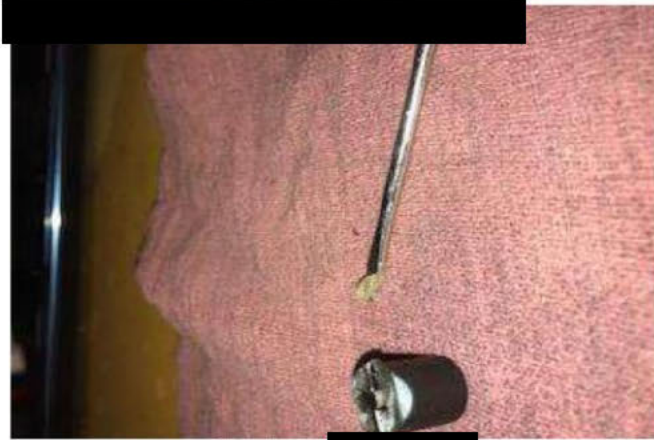
Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

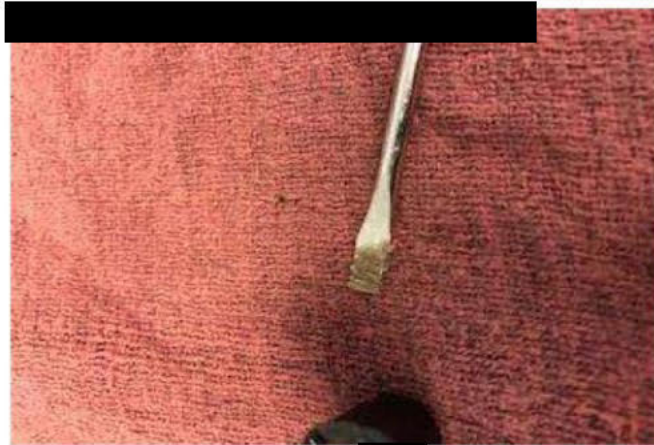
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



Attachment Id : [REDACTED]



Attachment Id : [REDACTED]



Attachment Id : [REDACTED] [Top](#)

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [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 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]
Web Form Data [REDACTED] Description of Vehicle Concern: Customer states fuel leaking from engine bay. Please list any diagnostics already performed: visual inspection found fuel leaking from casting on top of top fuel filter. Parts Replaced: fuel filters Your Question: part coverage shows filter kit covered under powertrain warranty wanting to verify, filters have no been replaced in quite a while. are the filter kits maintenance or would this be a warranty coverage?

RECOMM [REDACTED]
...The [REDACTED] only provides technical assistance. ...to better assist you on this warranty related question, the Technical & [REDACTED] Assistance [REDACTED] recommends that you refer to the dealership Warranty Administrator, the Warranty and Policy Manual, or you may contact the Warranty Assistance [REDACTED] for clarification.

----- C O N C E R N D E T A 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: 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]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC [REDACTED] ??????????
Paint : [REDACTED] EXT [REDACTED] FAMILY B ----- ABSOLUTE BLACK

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [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] ???

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

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] SUP CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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 at filter
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]
Web Form Data [REDACTED] Description of Vehicle Concern: fuel leak
Please list any diagnostics already performed: inspection found that
secondary fuel filter leaking coming from top center of filter. this
is [REDACTED] we have had and all on [REDACTED]. Parts Replaced: fuel filter
Your question: due to this being a fault with the filter it self can
we do this under warranty.

RECOMM [REDACTED]
... It is possible that the secondary filter is damaged due to
excess vibrations or stress in the filter housing. At this time, it is
advised to replace the filter and ensure that it is secure in its
housing. Verify that the filter is not under stress, but also not
loose enough to vibrate and cause damage over time. In regards to
warrantability, the [REDACTED] does not make warranty
determinations. It is advised to direct this question to the Warranty
Administrator at your facility. If they are unavailable, refer to the
Warranty Assistance Center.

ADD-ON [REDACTED]
Consulted [REDACTED] regarding a possible trend with fuel filters
cracking after seeing multiple cases recently.

----- C O N C E R N D E T A 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#P [REDACTED]
[REDACTED], P1292 [REDACTED] 68, P0304 [REDACTED]
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

[REDACTED] 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 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 6R140-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [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 : ELETR PREM AM/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: TECHNICIAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

----- V I N H I S T O R Y -----
NO [REDACTED] VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Report#: [REDACTED] Print Exit Number of Images : [REDACTED] Page: 5

Delete Move

found.1



Attachment Id : [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE NOISE
RUNNING/STANDING ALWAYS
Additional Symptom: DFCM noise
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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])
Web Form Data ([REDACTED]) Description of Vehicle Concern: C/S low pressure fuel pump is buzzing and making noise like it is sucking air. Please list any diagnostics already performed: Verified the concern. customer advised that the secondary fuel filter had a hole on top of the filter which was leaking diesel. So they changed the primary and secondary filter. my [REDACTED] was to check and see if they changed the green o-ring on the primary filter and that they tightened until the tabs aligned. I found no issues. I checked the top filter for proper connections and checked the fuel lines to make sure they were not cracked in any places. I found no issues. there are no driveability issues but there is a noticeable noise when compared the like vehicles (customer compared to his other vehicle). Parts Replaced: none at this time Your Question: This noise is noticeably different when compared to like vehicles however it is not severe. When removing the primary filter I inspected for debris and found no concerns. Fuel sample appeared to be good clean diesel. The filters were changed by the customers so I have no idea what they looked like when they were changed before they got here. There is a noticeable noise with no drivability concerns and no DTCs. other than looking for places air could be getting sucked in I do not know of a test in the PC/ED that applies to fuel pump noise with out actual pressure issues. I thought driving it with a few hard accelerations to clear any air that might be trapped would help and it did not help. Are there any other test that should be for this noise concern and should a pump be changed for noise? DIAG ASSIST [REDACTED]

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

 ... If you have compared the truck to a like model unit and determined that the noise made by the customer's truck is abnormal, diagnosis should continue. Ensure the fuel tank level is adequate ([REDACTED]) and the primary filter is a Motorcraft part per <a [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
If fuel level and the primary filter can be ruled out as possible
If fuel level and the primary filter can be ruled out as possible
causes. <a
[REDACTED]
[REDACTED] /a> can be referenced for additional diagnosis of the noise
concern. If issues with air in the system, inlet restrictions, fuel
quality, etc. can be ruled out, the [REDACTED] may need to be replaced for
the noise concern.

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

[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: 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: FFA17A0 A

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

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

Model: [REDACTED] Shift: [REDACTED]

- - - A D D I T I O N A L - - -
Tire : [REDACTED] BSW Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-?? 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

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

----- C Q I S V I N H I S T O R Y -----						
Date	CQIS Report #	Prog Type	Symp ST/RN/MV	Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] DRIVING PERFORMANCE LACK/LOSS OF POWER
 CRUISE/ STEADY SPEED INTERMITTENT

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

Causal Component: [REDACTED] FILTER ASY FUEL
 Causal Factor: [REDACTED] 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-- [REDACTED] COMMENT TEXT [REDACTED]
 CONCER [REDACTED]

Web Form Data ([REDACTED]) Description of Vehicle Concern: Check engine light comes on and goes into de rate mode. Please list any diagnostics already performed: Can you look at repair history and previous HAR's. I have run ppt [REDACTED] found no issues and replace the FPM, did not fix it. When driving and monitoring pids the low fuel pressure system went from [REDACTED] to [REDACTED] light came on and went into de rate mode. The fuel pressure came back [REDACTED] and the pump started to whine and would not stop whining. The vehicle was still drivable. Parts Replaced: The [REDACTED] it had in tank fuel pump and all the high pressure system replaced for contamination. Another in tank fuel pump and now a FPM. I just found out that before all of that happened that it had the same whine and an engineer told us to replace the lines from the pump to the filter, that fixed the whine and the truck until the contamination and we had to remove the lines and change the pump. Could we have a line, seal, o ring issue again because of the removal and replacement of the lines? Your Question: Known concerns. Damaged lines at the tank and filter area?

RECOMM [REDACTED]
 [REDACTED], With all the history for [REDACTED] and [REDACTED] and the component s that have been replaced so far, we need to replace the vacuum suction lines. Fuel tank lines to the secondary fuel filter should be replaced and reevaluate the concern. IF further assistance is need after replacing the low side suction lines please update the form.

ADD-ON [REDACTED]
 Consulted [REDACTED] due to the extensive warranty history. Almost everything has been replaced so far and been dealing with the concern for year now. Low side fuel lines should be replaced.

AUDIT [REDACTED] MODEM: [REDACTED]

TAR [REDACTED] WRIGHT [REDACTED]
 NOTE TO [REDACTED] THIS VEHICLE HAS HAD A HISTORY OF [REDACTED] AND [REDACTED]. THE LOW PRESSURE FUEL PUMP, LINES, AND HIGH PRESSURE FUEL SYSTEM HAS BEEN REPLACED IN PREVIOUS REPAIR ATTEMPTS. THE TECHNICIAN WAS INFORMED THAT

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 [REDACTED] SHOULD BE CORRECTED BECAUSE THIS WILL RESULT IN THE LOW FUEL

THE [REDACTED] SHOULD BE CORRECTED BECAUSE THIS WILL RESULT IN THE LOW FUEL RAIL PRESSURE ([REDACTED] . CIRCUIT TESTING OF THE FUEL PUMP CIRCUITS WAS RECOMMENDED ([REDACTED] . IF NO CIRCUIT FAULTS ARE FOUND, IT WAS INSTRUCTED TO REPLACE THE FUEL FILTER HOUSING AFTER ENSURING THE FUEL FILTER ELEMENT WAS INSTALLED CORRECTLY. THERE IS ALSO A PENDING BUY BACK REQUEST OPEN AT THIS TIME.

AUDIT [REDACTED]

TECH ASSIST REFERRAL HAS BEEN OPENED [REDACTED]

CONCER [REDACTED]

Web Form Data ([REDACTED]) Description of Vehicle Concern: light comes on at time and goes into drate Please list any diagnostics already performed: look at past history please Parts Replaced: high pressor fuel system / low pressor pump / lines from pump to filter / fuel pump relay and module / Your Question: the same coeds keep coming back and we have done and tested everything along with ower foreman. truck was drove after last repair for [REDACTED] and then turned back to customer and came back the same day. not sure where to go from here passes all pinpoints for all [REDACTED] WEB-I [REDACTED] EXT- [REDACTED]

[REDACTED] The [REDACTED] should be corrected before the [REDACTED] sets when the base fuel pressure in [REDACTED] for [REDACTED] and will result in the low fuel rail pressure. ([REDACTED] . At this time, if not done so already, refer to [REDACTED] and perform loaded voltage drop testing to circuits between the PCM, BCM, BJB and fuel pump control module. The [REDACTED] can be load tested by connecting [REDACTED] of a [REDACTED] in series with the circuits. The voltage drop in a healthy circuit will be [REDACTED] . The bulb should light brightly when measuring the voltage drop across the circuit. The larger [REDACTED] can be tested with [REDACTED] of a [REDACTED] headlamp bulb. Since it will likely be necessary to remove the fuel tank to inspect the fuel lines to the fuel filter/water separator, remove the fuel filter [REDACTED] and insure it is correctly installed into the housing. If there are no circuit faults found, replace the fuel filter/water separator as this hes not been replaced referring to the extensive repair history. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealership management (Service Manager or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern...WEB- [REDACTED] INT- [REDACTED] : Consulted with [REDACTED] on TAR. Circuit testing, fuel filter installation, circuit testing and fuel filter housing replacement were also suggested by me and [REDACTED] agreed. [REDACTED]

RECOMM [REDACTED]

[REDACTED] The [REDACTED] should be corrected before the [REDACTED] . The [REDACTED] sets when the base fuel pressure in [REDACTED] for [REDACTED] and will result in the low fuel rail pressure. ([REDACTED] . At this time, if not done so already, refer to [REDACTED] and perform loaded voltage

Page: [REDACTED]

CQIS DETAIL REPORT

[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 -----

drop testing to circuits between the PCM, BCM, BJB and fuel pump

drop testing to circuits between the PCM, BCM, BJB and fuel pump control module. The [REDACTED] circuits can be load tested by connecting [REDACTED] of a [REDACTED] in series with the circuits. The voltage drop in a healthy circuit will be [REDACTED]. The bulb should light brightly when measuring the voltage drop across the circuit. The larger [REDACTED] can be tested with [REDACTED] of a 9004 headlamp bulb. Since it will likely be necessary to remove the fuel tank to inspect the fuel lines to the fuel filter/water separator, remove the fuel filter [REDACTED] and insure it is correctly installed into the housing. If there are no circuit faults found, replace the fuel filter/water separator as this has not been replaced referring to the extensive repair history. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealership management (Service Manager or Service Director) within [REDACTED] to discuss further recommendations. If the [REDACTED] does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON [REDACTED]

Consulted with [REDACTED] on TAR. Circuit testing, fuel filter installation, circuit testing and fuel filter housing replacement were also suggested by me and [REDACTED] agreed.

ADD-ON [REDACTED] SUPP OPER

CONTACTED SM ON [REDACTED] TO RECEIVE AN UPDATE ON THE VEHICLE. THE DEALERSHIP INFORMED ME THE SM WAS ON VACATION [REDACTED] SO A VOICEMAIL WAS LEFT.

ADD-ON [REDACTED] SUPP OPER

RECEIVED CALL FROM SERVICE MANAGER ON [REDACTED]. ADVISED THAT I WILL BE IN A TEAM MEETING [REDACTED] SO THE EARLIEST I COULD VISIT THE STORE IS [REDACTED]. ADVISED TO CONFIRM THAT THE LAST RECOMMENDATION FROM THE TAC OF INSPECTING AND REPLACING THE FUEL FILTER/WATER SEPARATOR HAS BEEN COMPLETED.

ADD-ON [REDACTED] SUPP OPER

RECEIVED CALL FROM SERVICE MANAGER ON [REDACTED] THAT THE FUEL FILTER/WATER SEPARATOR HAS BEEN REPLACED AND THE CONCERN WAS UNABLE TO BE DUPLICATED. THE VEHICLE WAS RELEASED TO THE CUSTOMER OVER THE WEEKEND. ADVISED THE TAR WILL BE KEPT OPEN UNTIL [REDACTED] TO DETERMINE IF THIS INTERMITTENT CONCERN RETURNS.

ADD-ON [REDACTED] SUPP OPER

CONTACTED SM ON [REDACTED] TO DETERMINE IF THE VEHICLE RETURNED WITH A CHECK ENGINE LIGHT. THE SM ADVISED THAT THE VEHICLE WAS NOT RETURNED SINCE THE FUEL FILTER HOUSING WAS REPLACED. ADVISED SM THAT TAR WILL BE CLOSED.

AUDIT [REDACTED] SUPP OPER

TECH ASSIST REFERRAL HAS BEEN CLOSED

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

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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: [REDACTED] Repair Prior to Call: NO
PCM#P [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.
[REDACTED]	[REDACTED]	SERVICE	FILTER ASY FUEL	YES

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

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

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

Model: [REDACTED] Shift: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] A/S [REDACTED] Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC [REDACTED] ??????????
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: SHOP FOREMAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] - [REDACTED] CENTER 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]	DRV PERF			[REDACTED] [REDACTED]
			AID/INFO			

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

VIN: [REDACTED]

Odometer: [REDACTED]

WCC: [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: filter cracked

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Comp [REDACTED] t:

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Comp [REDACTED] t Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

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

CONCER [REDACTED]

Web Form Data [REDACTED] Description of Vehicle Concern: c/s fuel leaking Please list any diagnostics already performed: visual Parts Replaced: n [REDACTED] Your Question: Vehicle came in with upper fuel filter leaking through top of filter. Had same concern back in [REDACTED] and replaced fuel filters at [REDACTED] checked low and high pressure fuel systems and all ok. Now back with [REDACTED] with same concern. No ssm or tsb applicable to concern. I know we cant be the only dealer to have this concern. Any recommendations are greatly appreciated to solve this concern.

RECOMM [REDACTED]

[REDACTED] Thank you for reaching out to us about this fuel leak. Depending on where the fuel leak is coming from please inspect closely to see if the fuel is leaking from [REDACTED] of the quick connect fittings or if it is leaking from the filter housing at a seam or crack. If the leak is coming from a seam or crack then replace the filter once more and reevaluate. If the leak may be coming from the quick connect fittings then it would be recommend to inspect and replace the hose/connectors as needed and then reevaluate.

CONCER [REDACTED]

The leak is nt coming from a line or connection. Its coming from a crack on top of the fuel filter. its not the [REDACTED] we have had like this. Weve had a few [REDACTED] do this over the [REDACTED]. Just wondering if other dealers have contacted about this concern.

RECOMM [REDACTED]

[REDACTED] You are correct, there are no published reports on this matter. If this were a common occurrence, there would be an SSM, TSB or GSB on the matter. At this time the filter will need to be replaced. Be sure not to overtighten anything when reinstalling a new filter. Please feel free to update the form with any test results or further questions.

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - [REDACTED] - [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 : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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]
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

----- TRANSMISSION -----

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

Model: [REDACTED] Shift: [REDACTED]

----- ADDITIONAL -----

Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- [REDACTED] (W/B)

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
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]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y - [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 FLU [REDACTED]
FUEL [REDACTED] VISIBLE LEAK

Additional Symptom: cracked 2ndary fuel filters
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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]

Web Form Data ...Description of Vehicle Concern: [REDACTED] after customer had recently had fuel filters replaced the secondary filter had cracked at top center and sprayed fuel all over engine compartment. vehicle is not leaking at this visit but customer wanted us to inquire about possible causes (possible bad run of filters). ...Please list any diagnostics already performed: no codes present and not leaking at this time ...Parts Replaced: none ...Your Question: this happened [REDACTED] to customer same concern secondary filter had cracked at top center of housing a short time after having fuel filters replaced and sprayed fuel into engine compartment. is there any similar reports of this? possible bad run of filters? thanks for your time

RECOMM [REDACTED]
[REDACTED], Cracked secondary fuel filters haven t been documented as a common concern at this point. It is possible that the filters were damaged in shipping, weakening the housing. Visually inspect to ensure there is nothing contacting the filter to cause the filter to crack. High pressure in the filter may be stressing it too much and causing it to crack verifying pressure with a gauge, anything [REDACTED] would be a concern. Using the [REDACTED] to verify the function of the low pressure fuel delivery switch may also help if the switch is stuck it may not be allowing the PCM to set an appropriate DTC. If the fuel pressure is too high, the inlet of the engine mounted high pressure fuel pump has a non-serviceable pressure regulator. If the regulator has failed the high pressure pump has to be replaced, the diesel fuel conditioning module (DFCM) has a safety regulator as well but will allow as much as [REDACTED] ing.

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

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

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
UNKNOWN#P [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [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]

- - - E N G I N E - - -
Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: FFA17A0 A
Serial #: [REDACTED] AAAAA 01
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED]-LG DSL Part #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] BSW A/S Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-????????????????????
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

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

----- 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 USA
[REDACTED]	[REDACTED]	[REDACTED]	DRV [REDACTED]		[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y -----

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

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) VISIBLE FLAME
EXHAUST UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component: [REDACTED] BEARING-CRANK MAIN
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

REPAIR [REDACTED] - [REDACTED] - [REDACTED]
MOTORCRAFT FUEL FILTER - [REDACTED] IS SHOWING THE SEAL IS LEAKING FUEL
...WHICH HAS THE POTENTIAL TO CAUSE A FIRE. FLEET ADVISED THAT THIS IS
NOT ...THE [REDACTED] FILTER THEY'VE FOUND WITH THIS ISSUE. FLEET
ADVISED THAT ...THIS IS A GROWING CONCERN FOR THEM AT THIS TIME.
CONCER [REDACTED] - [REDACTED] - [REDACTED]
MOTORCRAFT FUEL FILTER - [REDACTED] IS SHOWING THE SEAL IS LEAKING FUEL
...WHICH HAS THE POTENTIAL TO CAUSE A FIRE. FLEET ADVISED THAT THIS IS
NOT ...THE [REDACTED] FILTER THEY'VE FOUND WITH THIS ISSUE. FLEET
ADVISED THAT ...THIS IS A GROWING CONCERN FOR THEM AT THIS TIME.
AUDIT [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED] CHANGED TO [REDACTED] BY [REDACTED]

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

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

Symp. Verif?: YES Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
CB#NOWN#P [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.
OTH	[REDACTED]	SERVICE	BEARING-CRANK MAIN	YES

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]

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

----- 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: LC [REDACTED]
Bld Dt: [REDACTED] Calb: [REDACTED]

Serial #: [REDACTED]
----- 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 D D I T I O N A L -----

Tire : [REDACTED] G [REDACTED] #2 Brand : [REDACTED]
Radio : ELECTRONIC FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
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: FLEET FIELD MANAGER
Phone : [REDACTED]

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

Fleet Id: [REDACTED] Phone: ([REDACTED]

Customer name : [REDACTED] City : [REDACTED]
Phone (Work) : [REDACTED]) (Home): ([REDACTED]

Specialist's
Name : [REDACTED]

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

NO CQIS [REDACTED] HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: F L E E T T E C H N I C A L S U R V E Y ---

SURVEY HAS 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] o n l y) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

[REDACTED] SUBJECT [REDACTED]



Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] SUP CAB, CHASCAB

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: Crank no Start

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]

RO: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install Mileage: [REDACTED]
SPW Install Date: Please describe customers concern. Include as many details as possible. customer states vehicle is leaking fuel from secondary fuel filter with a no start condition and cel is on Please enter the Engine Hours below, if available. [REDACTED] What are the Total Hour and Idle Hour readings from the Instrument Cluster? engine hours of vehicle are [REDACTED] and the idle hours are [REDACTED] 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. fuel sample from secondary fuel filter showed metallic debris p0191 also stored in pcm for fuel rail pressure performance followed pinpoint test m to diagnose concern as follows m1 yes, m3 yes no start, m4 yes pid changes, m5 yes using diagnostic subroutines in pced acquired fuel sample from primary fuel filter housing and found metallic debris following wsm [REDACTED] inspected pcv, vcv, and high pressure pump for metallic contamination and found contamination in all areas. per wsm [REDACTED] if metallic debris is found complete system replacement is required 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 Service tab 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.

SUBJECT [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--

RECOMM

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

RECOMM

[REDACTED], Based upon metal debris on the VCV with no signs of fuel contamination, the dealer is approved for a fuel system. <P>The Diesel Fuel System Contamination Repair/Flushing procedure in [REDACTED] <P>General Procedures of the work shop manual ([REDACTED]) 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 & [REDACTED]

<A>[REDACTED]
Administration & Warranty Parts .</P> <P> </P>
<P>Refer to the Removal and Installation Procedures found in [REDACTED] of the [REDACTED] for service information.</P> For [REDACTED] model years, ensure that the Fuel Pressure Switch ([REDACTED]) is tightened to [REDACTED] as per the removal and installation procedures located in [REDACTED] of the online [REDACTED] For [REDACTED] model years, ensure that the Fuel Pressure and Temperature sensor is tightened to [REDACTED] as per the removal and installation procedures located in [REDACTED] of the online [REDACTED]
<P> </P>Once the repair has been completed, make sure to perform the following:</P> Fuel System Bleeding procedure found in [REDACTED] <P>General Procedures of the [REDACTED] Use the IDS scan tool for the PCM Reset and Clear the Specified Functions. Reset Min. Fuel Mass Adaptation All Cylinders. Program the fuel injector IQA codes. DCPA Approved THDC374395

ADD-ON

Main Inquiry: PART NUMBER: [REDACTED] (PUMP ASY-FUEL INJECT) REPAIR DATE: [REDACTED]
REPAIR DISTANCE: [REDACTED] COUNTRY: [REDACTED] IS
COVERED UNDER -EMISSIONS DEFECT WARRANTY

----- C O N C E R N D E T A 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#P [REDACTED]		
[REDACTED], P1292 [REDACTED], P0304 [REDACTED]		
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : 225/70R-[REDACTED] G BSW ALL SEASON Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC A/C : AC B-????????????????????
Paint : [REDACTED] ???----- 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] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] News [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

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

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

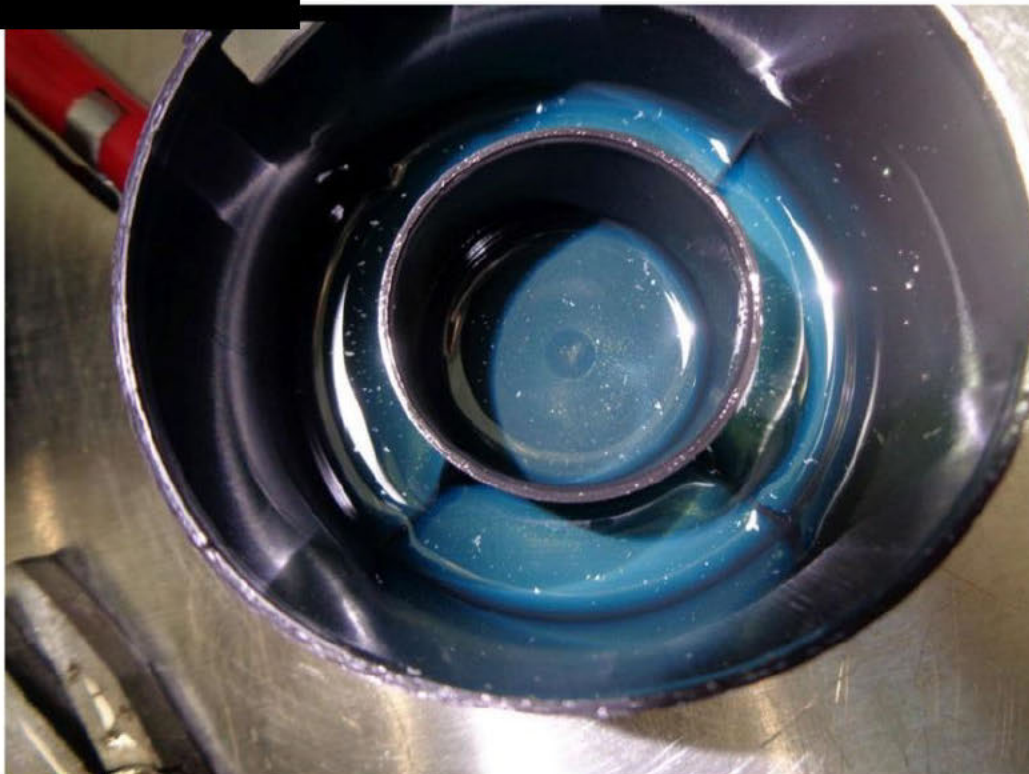
Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP

VIN: [REDACTED]

Engine : [REDACTED] DIESEL DI [REDACTED]

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom: Fuel Leak

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

Web Form Data [REDACTED] Description of Vehicle Concern: Secondary fuel filter cracked at the top, leaking fuel Please list any diagnostics already performed: Check for fuel contamination Parts Replaced: None Your Question: We've seen multiple vehicles come in with this concern, typically right before a high pressure fuel system failure. Took a fuel sample from the return line, there were a few [REDACTED] flakes in the sample, when looking at in a black plastic cup. Removed the PCV and VCV to look for signs of contamination, neither show signs of rust or corrosion, there was [REDACTED] on the VCV on the black plastic screen cap. Being as there is a small amount of metal contamination present in the fuel sample, should we proceed with high pressure fuel system replacement?

RECOMM [REDACTED]

[REDACTED] <P>With metal debris identified to be coming from the fuel return line as mentioned, it would be recommended to further assess for signs of contamination being present in the VCV Valve port within the high pressure pump and on the valves themselves. The information provided in [REDACTED] should be reviewed for additional information regarding addressing fuel system contamination concerns as being discussed. If you have been able to validate there was metal present on the VCV Valve screen cap, this would be supportive of complete High Pressure Fuel System replacement being necessary. <P>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 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.

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H [REDACTED] Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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 : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: [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

----- TRANSMISSION -----

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

Model: [REDACTED] Shift: [REDACTED]

----- ADDITIONAL -----

Tire : [REDACTED] PREMIUM Brand :
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- WHITE PLATINUM

----- 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] News State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : RCHRI102 -??????? [REDACTED] ???

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H [REDACTED]

Orig Rpt #:
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	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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:
 Causal Condition: Photo: Loc:
 Component Test Status: ---- Return Loc: Atchmnts: 0
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: customer states fuel leaking in engine bay ... Please list any diagnostics already performed: found top side fuel filter had pinhole leak in center of plastic filter housing ... Parts Replaced: fuel filter in engine bay- has not been previously replaced, OEM filter failed underhood shield ... Your Question: the customer is very upset because the smell of diesel fuel has permeated the truck, multiple engine washes with degreaser and vehicle still smells like diesel. please advise on a way to get the smell to go away.

RECOMM [REDACTED]
 Hello [REDACTED], If not already done so, we will want to closely re-inspect the vehicle to ensure that all fuel leaks have been identified and corrected before moving forward with any attempt to eliminate the fuel odor in the vehicle. Once we have confirmed that there are no additional leaks present, if the engine has been thoroughly cleaned of all fuel that has leaked onto the engine and into the engine valley, it would be recommended to perform the Air Conditioning (A/C) Odor Treatment procedure found in [REDACTED] > General Procedures in the online workshop manual. Next, have the make-ready department thoroughly clean the inside of the vehicle (carpets, headliner, seats, etc.) and then re-evaluate the concern. If the concern is still unresolved, it may be necessary to use an ozone generating machine to remove the fuel odor from the vehicle. This is a machine that is typically found in the make-ready department and is used to eliminate difficult to remove interior odors from used vehicles. This is accomplished by pumping ozone ([REDACTED]) into the vehicle to saturate the fabric and other interior components to remove the unwanted odor. If your dealer does not have [REDACTED], they can generally be rented or purchase locally.

CONCER [REDACTED] TECHHOT
 it has been confirmed that the source of the leak has been repaired. there is no noticeable smell inside of the cab of the truck, the smell is noticed with a window open and driving as well as around the front

Page: [REDACTED]

CQIS DETAIL REPORT

[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 -----

of the truck, my question is regarding something to clean the engine of the truck, my question is regarding something to clean the engine down with aside from a degreaser to help remove the smell

RECOMM

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED], If degreasing and washing the engine bay has not gotten rid of the odor, it is possible that the vehicle needs to be driven to allow the fuel to evaporate. Unlike gasoline, diesel fuel is not quick to evaporate and may require prolonged road testing to resolve the odor. We recommend warming the vehicle to normal operating temperature, degreasing once more, and then driving the vehicle to remove any remaining odor. If allowed by your dealership, a porter can drive the vehicle since it will not be a quick road test.

CONCER

[REDACTED] ([REDACTED]) [REDACTED]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: customer states when A/C or heat is on, getting fuel smell in cab ... Please list any diagnostics already performed: previously replaced fuel filter in engine bay due to failed filter housing, replaced underhood heat shield cleaned engine bay with degreaser, once cold, and once after long road test previously contacted hotline using [REDACTED] which has since been closed ... Parts Replaced: underhood heat shield fuel filter ... Your Question: what can be done to eliminate diesel odor in vehicle with either the A/C on or heat. smell is coming from the vents

RECOMM

[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED], Since an under hood fuel leak was corrected previously, and the fuel odor is coming from the climate control housing vents, it will be necessary to determine if the source of the odor is from under the hood or the climate control housing itself. To determine if the odor is internal to the climate control housing or coming from the under hood area, command the fresh air inlet door to recirculation mode. If the odor is not present in recirculation mode, the odor is external to the climate control housing. If the odor is still present with the fresh air inlet door set to recirculation mode, the odor is internal to the climate control housing. If the odor is external to the climate control housing, inspect for any additional insulation in the under hood area of the truck that may have been saturated with fuel. This includes the bulkhead insulation. Inspect for fuel stains or saturation, and replace any insulation that is contaminated with fuel. If there is not any saturated insulation, use a Boroscope to inspect on top of the transmission and any difficult to reach areas around the engine that may have allowed fuel to pool during the leak. Clean any fuel that has pooled in a difficult to reach area using engine degreaser, and re-evaluate the concern. If the odor is internal to the climate control housing, remove the cabin air filter and determine if it is emitting a fuel odor. If an odor is emitting from the cabin air filter, replace the filter and re-test. If the cabin air filter is not emitting an odor, perform the A/C System Odor treatment procedure as outlined in workshop manual [REDACTED] >General Procedures. After performing the odor treatment procedure, verify that the odor is no longer present from the climate control housing vents.

Page: [REDACTED]

CQIS DETAIL REPORT

[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
CONCER	[REDACTED]
CONCER	[REDACTED]
RECOMM	smell isolated to engine bay, recommend best course of action please [REDACTED] [REDACTED] Since the sources of the fuel odor is from under the hood in the engine compartment area, the next step is to determine where or what component/components are retaining the odor. This can be from any of the insulating pads that are for sound insulation. These include but not limited to the hood and firewall. Clean/replace as necessary. The hood insulator part number is [REDACTED] and the firewall insulator part number is [REDACTED] if replacement is required. There are also reports of exhaust odor from the turbocharger inlet pipe clamps. If this is suspected, a pressurized smoke test can be performed as instructed in [REDACTED] of pin point test [REDACTED] of the PC/ED. An inspection mirror will aid in identifying leaks as there will likely be soot trails present.
ADD-ON	Article [REDACTED] - [REDACTED] DIESEL - EXHAUST ODOR IN [REDACTED]
CONCER	[REDACTED]
RECOMM	further investigation into the smell confirmed the saturation of the bulkhead insulation, I cannot find a procedure in the WSM for removal and installation of the insulation, what would be the procedure for R [REDACTED] [REDACTED] [REDACTED] It does not appear there is a specific procedure for this replacement in the on-line workshop manual. Since there is no procedure the replacement procedure should come with the replacement part on this vehicle. If there are no instructions in the replacement part, it would be recommend to carefully note the fastener locations prior to removal and install the new component in the same manner using the existing fasteners.
CONCER	[REDACTED]
RECOMM	i am hoping for some guidance like 'Engine removal is necessary or cab removal is necessary. I don't want to pull the cab and not get the time covered under warranty because the cab did not need to be removed.
RECOMM	[REDACTED] [REDACTED] Due to there being no labor time study for this vehicle component replacement, 'M - Time' should be used and the insulation replaced in the most efficient manner you deem to be necessary. This is the reason for there not being any guidance regarding removing the engine or removing the cab as either of these has not been assessed to determine which method would be more direct and effective when replacing this component located at the bulkhead as discussed.
ADD-ON	[REDACTED] Spoke with [REDACTED] regarding an R+R procedure for the firewall insulation which was identified to not be published. [REDACTED] suggested to use M Time and the most effective method determined necessary to replace this component.

CQIS Report Number:
Report Source:

Program Type: H

Orig Rpt #:

Report Date:

COMMENTS

--TYPE--

COMMENT TEXT

CONCER

CONCER

Web Form Data () Description of Vehicle Concern: Truck came in with complaint of fuel leak in engine compartment. Please list any diagnostics already performed: Perform visual inspection and found fuel leak at top of secondary fuel filter. Replaced fuel filter and run fuel pressure tests, all pass and in specification Parts Replaced: Fuel Filter. Your Question: This had the same concern about with fuel leak at top of fuel filter, like a few on very top. Replaced fuel filter and came back with same concern. Fuel pressure is in specification at this time. Possible intermintent fuel pressure concern?? Help with further diagnostic steps needed. Seen r dealers w t n. Any re s or issues found? WEB-F INT- 27
...WEB-F -EXT- ... A fuel leak at the secondary fuel filter housing can be caused by contamination of the fuel system. To determine if the fuel system has been contaminated there are several steps we will need to take. ... To address this issue, remove a sample of fuel from the lower fuel filter housing and the lower fuel filter. Allow these components to sit out for to gives these samples time to separate. ... If no contamination is found, then remove the VCV and PCV. If rust is found on these valves, then the fuel system has been contaminated. Review &

RECOMM

for additional information on fuel system concerns
contamination and repair.

... ..A fuel leak at the secondary fuel filter housing can be caused by contamination of the fuel system. To determine if the fuel system has been contaminated there are several steps we will need to take.To address this issue, remove a sample of fuel from the lower fuel filter housing and the lower fuel filter. Allow these components to sit out for [REDACTED] to give these samples time to separate.If no contamination is found, then remove the VCV and PCV. If rust is found on these valves, then the fuel system has been contaminated. Review <a

ADD-ON

for additional information on fuel system concerns
and 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:
Comp. Timing:	Base Timing :
Test Stand :	Road Test :

```
Level of Assistance:
MIL light on?      :
8D Number:
```

© 2006 The Authors

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]

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

Bld Dt: _____
Serial #: _____
Model: _____ Shift: _____

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

```
Tire : [REDACTED] A/T [REDACTED] PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ???????
Paint : [REDACTED] ???----- [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] - [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State: [REDACTED]
Country: [REDACTED] Region: [REDACTED]

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

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

██████████ SUBJECT GCQIS

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	Report #	Type	Symp	Cat	Causal	Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	COMF/ENT AID/INFO	[REDACTED] [REDACTED]

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

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

Dealer ID	Repair Date	Repair Order	Odometer ([REDACTED])	Rp Caus	Service Part	Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	85188	I	[REDACTED]	[REDACTED]	C

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAK
Additional Symptom: SECONDARY FILTER HOUSING 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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]
Web Form Data ([REDACTED]) ...Description of Vehicle Concern: Vehicle
leaking diesel ...Please list any diagnostics already performed: test
PCM CONT, [REDACTED] pass . fuel spraying out of center of secondary
fuel filter , FLP monitor low pressure fuel system . [REDACTED] FLP [REDACTED]
PSI/FLP Desired [REDACTED] % duty cycle [REDACTED] idle FLP [REDACTED]
[REDACTED] / FP [REDACTED] . At [REDACTED] FLP jumps to [REDACTED] and FLP & amp; FP
has no change , stays the same up to 2000 RPM ...Parts Replaced:
Secondary fuel filter and check fuel in filter for contaminates none
found ...Your Question: Is there a FL concern or FLP desired should be
ignored . Is there a problem that caused filter housing to fail or
faulty filer.

RECOMM [REDACTED]
[REDACTED] The Technical [REDACTED] is not aware of an FLP Desired
PID. If the PID is FRP Desired, then this should read 0% at [REDACTED] as
the High Pressure Fuel Pump is not yet moving and building any
pressure. Since fuel is spraying out of the secondary Fuel Filter
Housing, it is advised to replace it as it is damaged.

----- C O N C E R N D E T A 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]
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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] A/T [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/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

----- 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]

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

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

----- 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

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
 Engine : [REDACTED] DIESEL 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 FROM FILTER HOUSING.
 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 -----
 CONCER [REDACTED]

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: VISIBLE
 FUEL LEAK FROM TOP OF FUEL FILTER HOUSING AT CENTER OF HOUSING VEHICLE
 WAS IN FOR SAME PROBLEM [REDACTED] HOUSING WAS REPLACED FOR SAME LEAK
 ... Please list any diagnostics already performed: VISUAL
 INSPECTION ... Parts Replaced: FUEL FILTER HOUSING ... Your Question:
 WHAT IS CAUSING THE FUEL FILTER HOUSINGS TO LEAK

RECOMM [REDACTED]

[REDACTED], If the filter housing has failed multiple times, it is possible
 there is a concern in the base fuel pressure system on this vehicle.
 It would be recommended to check the base fuel pressure with a manual
 gauge to make sure it is not excessive. It would also be recommended
 to confirm that there are no add on components that could be
 contacting the filter housing causing it to fail. Within the next 7
 [REDACTED], the assistance request on this vehicle will be
 reviewed. To further expedite this process, please update the form
 with the additional information listed when selecting the [click here](#)
 button below (including Service Management information, best phone
 number, etc.). An Escalated Handling Team Member will contact the
 Service Manager to obtain additional information and provide
 recommendations to assist in resolving the customer's
 concern.

We are currently experiencing high Dealership contact
 volume, which is resulting in delayed responses. Our management team
 is fully aware of the issue, and would like to apologize for the
 current delayed response times as we investigate options to improve
 our service level. We are committed to restoring the service levels
 that you are accustomed to, but it will likely take time to implement
 long-term changes to our process. Dealership personnel can help us in
 the short-term by adhering to the following suggestions:
 Ensure that all internal published <A

[REDACTED] steps have been followed

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 -----

prior to contacting the [REDACTED]. Continue to
prior to contacting the [REDACTED]. Continue to
submit requests to the [REDACTED] for support with
difficult to resolve technical vehicle issues and repairs requiring
Prior Approval. Confirm that all diagnostics, including testing
results completed on the vehicle are thoroughly documented and
submitted on the request to the [REDACTED].
Follow all [REDACTED] recommendations during the
time you may be waiting for follow up from [REDACTED] Handling
Team.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.

ADD-ON [REDACTED]
Vehicle has a repeat fuel leak concern. It has also had issues with
running board noise. The vehicle was down for [REDACTED] on the last
visit. There is an open [REDACTED] case on this vehicle. Last comment
indicated the customer does not want the truck back. [REDACTED] due to
on going issues and possible buy back on this vehicle. Consulted [REDACTED]
Snider. [REDACTED]

ADD-ON [REDACTED]
Reason For Escalation: LL/Buy Back
[REDACTED] TECHHOT
CHECKED FUEL PRESSURE PIDS WITH IDS FUEL PRESSURE WENT AS HIGH AS
[REDACTED] SPEC IS [REDACTED] TECH CANNOT FIND WAY TO CHECK WITH MANUAL
GAGE DOES NOT SHOW PROCEDURE IN SHOP MANUAL WHAT IS OUR NEXT STEP
[REDACTED]
Outbound call to dealer. Spoke with Service Director, [REDACTED], and
technician, [REDACTED]. The vehicle is at the dealer. The fuel filter has
been replaced for the [REDACTED] and the vehicle has been running.
[REDACTED] the original and replacement filters were cracked and leaking at
the secondary filter outlet port, on the filter. [REDACTED] With the new
filter in place, the FLP PID reads [REDACTED]. [REDACTED] has just
obtained a gauge to check the base fuel pressure at the [REDACTED]

RECOMM [REDACTED]
[REDACTED] In [REDACTED] > General Procedures, there are
instructions for checking the base fuel pressure at the secondary fuel
filter inlet line. Measure the base fuel pressure at [REDACTED] and
compare to the PID. You can also compare to a like unit. Update this
form with your findings. A follow up call will be made [REDACTED]

ADD-ON [REDACTED]
Down time is [REDACTED] and 8 this visit)
Active
[REDACTED] case for buyback. RAV was approved on [REDACTED]
No comments
in [REDACTED] or [REDACTED]
Called [REDACTED] and discussed down
time and RAV. Submitted Field Call in [REDACTED]
[REDACTED]
Outbound call to dealer. [REDACTED] states that the fuel pressure has been
checked at the primary and secondary filters and with the IDS. It is
[REDACTED] and increases to [REDACTED] on acceleration.

RECOMM [REDACTED]
[REDACTED] Typically, high base fuel pressure will be a symptom of different

[REDACTED] SUBJECT [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[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 -----

concerns, such as DTC's or base fuel pump noises. To be sure if the concerns, such as DTC's or base fuel pump noises. To be sure if the reading is accurate or if it is abnormal, compare to a like unit with no leaks. If there is a significant pressure difference, it will need to be addressed and is likely a restriction in the fuel return or a fault in the fuel pressure regulator which is internal to the [REDACTED] fuel pump. Continue to update with your progress. Another call will be made on [REDACTED] if an update is not received.

ADD-ON [REDACTED] Down time updated to [REDACTED] />No comments in [REDACTED] or [REDACTED] />Tech cell# is 9 [REDACTED]

CONCER [REDACTED] TECHHOT

UPDATING FUEL PRESSURE READINGS AND NEW INFO FROM CUSTOMER COMPARED FUEL PRESSURE TO NEW TRUCK IN STOCK. NEW TRUCK HAD FUEL PRESSURE READINGS OF [REDACTED] AT [REDACTED] AND [REDACTED] @ [REDACTED] AS COMPARED TO THIS TRUCK WITH [REDACTED] @ [REDACTED] AND 118 @ [REDACTED]. ALSO CUSTOMER TOLD ME THAT SOMETIMES WHEN HE WOULD START THE TRUCK COLD HE WOULD HEAR A WHINING NOISE FROM MIDDLE OF TRUCK LIKE A FUEL PUMP WHINE HAPPENED ABOUT [REDACTED]

CONCER [REDACTED]

Outbound call to dealer. Unable to reach [REDACTED] in the truck shop. Called [REDACTED] on his cell ph [REDACTED]

RECOMM [REDACTED] - [REDACTED] - TECH ASSIT CENTER

[REDACTED], Since you have verified that the base fuel pressure is excessive and not comparable to a like unit (as well as the customer describing a fuel system type noise at times), continue addressing the high pressure seen. As previously discussed, the low pressure regulator is in the [REDACTED] fuel pump. If no restrictions are seen in the return system (possibly determined by removing the return line to see if the pressure drops to spec), a concern with the [REDACTED] fuel pump is suspected. Before replacing the [REDACTED] fuel pump, a fuel sample should be taken directly out of the pump to the LH fuel rail. If metal debris is present, the fuel system should be checked for contamination and replaced. If there is no metal debris and no restrictions in the return system, replace the [REDACTED] fuel pump. Update this form with your progress. Another call will be made [REDACTED] if an update is not [REDACTED]

ADD-ON [REDACTED] Y [REDACTED] - [REDACTED] - TECH ASSIT CENTER

Down time updated to [REDACTED] />No additional comments or updates in [REDACTED] or [REDACTED]

CONCER [REDACTED]

Outbound call to dealer. [REDACTED] states that the repair has not continued since the fuel pressure was checked.

RECOMM [REDACTED]

[REDACTED], The high base fuel pressure is caused by a restriction in the fuel return or a faulty regulator in the [REDACTED] fuel pump, which can be caused by metal debris in the fuel system. As the RAV has been approved, discuss further repair options with your Service Management to determine if the repair will continue. If so, continue with the last recommendations. Update this form with your progress or indicate if the vehicle is being picked up by RAV. A follow up call will be [REDACTED]

[REDACTED] SUBJECT [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
made on [redacted] if an update is not received by then.
made on [redacted] if an update is not received by then.
ADD-ON [redacted] Down time updated to [redacted]
No additional comments in [redacted] or GCQIS.
The [redacted] case has been updated that the customer accepted the RAV for replacement.
CONCER [redacted] Outbound call to dealer. [redacted] states that the repair will not continue as the vehicle is being picked up for RAV.
RECOMM [redacted] Thanks for the update. As the vehicle is being released, the escalation report will be closed at this time.
ADD-ON [redacted] Escalation closed - vehicle being released for RAV
No additional comments in [redacted] or GCQIS
[redacted] case still active, but customer is working with RAV

----- C O N C E R N D E T A 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: 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] 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 6R140-LG DSL Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

- - - A D D I T I O N A L - - -
Tire : [REDACTED] OWL PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??????????
Paint : PN4-?? [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: SERVICE DIRECTOR
Phone : [REDACTED]

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : MSCHMI56 -? [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]	COME/ENT	[REDACTED]	[REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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: NOx DTCs [REDACTED]
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-- [REDACTED] COMMENT TEXT [REDACTED]

CONCER [REDACTED] ([REDACTED]) [REDACTED]
Web Form Data ([REDACTED]) Description of Vehicle Concern: CUSTOMER STATES THAT VEHICLE CHECK ENGINE LIGHT IS ON Please list any diagnostics already performed: VISUAL INSPECTION FOUND OKAY, CHECK CODES, CHECK OASIS, PERFORMED [REDACTED], PIN POINT TEST RD, Parts Replaced: NONE Your Question: AFTER PERFORMING [REDACTED] AND CLEARING CODES, RESETTING TABLES, TEST DROVE VEHICLE ([REDACTED] , CHECK ENGINE LIGHT CAME BACK (ALSO VEHICLE WANTS TO REGEN) CHECK CODES [REDACTED] AND [REDACTED] CAME BACK, PERFORMED PIN POINT TEST RD, INSPECTED NOX SENSORS [REDACTED] AND [REDACTED] FOUND WITH CARBON BUILD UP, NO OTHER CONTAMTION OR CONCERNS PRESENT, PERFORMED MANUAL REGEN TO CLEAN EXHUAUST, AND CONTINUE WITH TESTING, UPON REGEN VEHICLE COUGHT ON FIRE, PUT OUT FIRE, PERFORMED INSPECTION FOUND SECONDARY FUEL FILTER LEAKED FUEL FROM SEAM, [REDACTED] AND CONNECTORS AND HARNESS NEEDS TO BE REPLACED, NOTE: FUEL FILTERS WHERE REPLACED PRIOR TO PERFORMING DIAGNOSIS ON JOB LINE B PER MAINTANCE CONTRACT, DUE TOO SECONDARY FUEL FILTER COMING APART, GOT FUEL SAMPLE AND LET BOTH FUEL FILTERS DRY OVERNIGHT, NO CONCERNS OR CONTAMTION PRESENT, REMOVED FUEL TANK AND INSPECTED TANK FOR ANY POSSIBLE CONTAMTION, FOUND NO CONCERNS OR CONTAMTION PRESENT, WHERE DO I PROCEED FROM HERE? WHAT IS THE PROCESS?

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED], please work with your shop foreman and dealer to repair any thermal event damage caused by the secondary fuel filter failure (leak). Assuming that you are requesting assistance on the original concern and not the related damage mentioned above. It was noted after looking at connected vehicle data that the vehicle is also consistently setting a [REDACTED] Sense [REDACTED] Range/Performance ([REDACTED] , It is recommended to follow TSB [REDACTED] for that DTC at this time. With DTCs for [REDACTED] and [REDACTED] there is likely a fault with a shared power or ground circuit between the [REDACTED] sensors, however there are prior reports where replacement of [REDACTED] resolves concern (assuming [REDACTED] were contaminated). Please start with revisiting PPT RD [REDACTED] through [REDACTED] to test the

Page: [REDACTED]

CQIS DETAIL REPORT

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

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

--TYPE-- ----- COMMENT TEXT -----
circuits for [REDACTED] NOx sensors. While performing the circuit test,
circuits for [REDACTED] NOx sensors. While performing the circuit test,
inspect connector [REDACTED], [REDACTED], [REDACTED] and [REDACTED] for damage/corrosion
along with pin fitment with the proper Rotunda Ilex probe. Also,
inspect splices [REDACTED], and [REDACTED] for any damage.
Utilize wiring diagram [REDACTED] for aid in diagnostics. NOx11 and NOx12
CAN network also continues to [REDACTED] to connector [REDACTED]. If there
are no circuit concerns, continue with replacing [REDACTED] NOx sensors and
reevaluating.
CONCER [REDACTED]
Need assistance for rental provided to customer.
RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
Good morning, [REDACTED] don't have the ability to provide rental assistance.
The [REDACTED] or your Zone Manager(s) may be able to help though. Thanks,
[REDACTED] Field Service Engineer

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Sympt. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P2 [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: Gross Vehicle Weight: [REDACTED]
LH/RH Drive:

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

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

- - - 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]

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

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/CLK A/C : AC K-?? [REDACTED] 22222?
Paint : PN4-???? [REDACTED] ??????????----- STAR [REDACTED] [REDACTED] 3

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

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

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service Part	Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation

[REDACTED]							MTREPAIR
[REDACTED]							AA
[REDACTED]							B
[REDACTED]							A
[REDACTED]							[REDACTED]
[REDACTED]							C
[REDACTED]							C
[REDACTED]							C
[REDACTED]							MBASIC
[REDACTED]							MBASIC1

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

Orig Rpt #:
Report Date: [REDACTED]

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----									
Repair		Repair Odometer		Rp Caus		Service Part		Number Labor	
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	OSDF	MBASIC2
									MBASIC7
								IG	MULTI
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MU2 X	[REDACTED]	MAINT	
								C	MBASIC
								DSD	MBASIC1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MAINT	MULTI

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

----- R E P O R T S [REDACTED] Y -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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 SECONDARY FILTER
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-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED]

Web Form Data ([REDACTED]) ...Description of Vehicle Concern: *** TOW
IN*** CUSTOMER RETURN DUE TO FUEL LEAK, WHEN REVERSING HEARD A CLUNK
AND VEHICLE STALLED, THEN CRANKED BUT NO START. PLEASE CHECK AND
ADVISE ... Please list any diagnostics already performed: performed
visual inspection found fuel leak from top lid of secondary top fuel
filter ... Parts Replaced: fuel filters ... Your Question: seeking
information of fuel filter issues. This is the [REDACTED] that was
towed back to us in [REDACTED] for issue with fuel filter. The 1st one
the top of the fuel filter was completely separated at the top, this
truck the fuel is spraying from the seam where the top bonds to the
lower portion. [REDACTED] of [REDACTED] were driven [REDACTED] by the
customers and stalled after they heard a loud pop. Im confident that
they were not dropped and they were installed correctly and the fuel
system was bleed prior to starting. There is no signs of fuel
contamination and the fuel lines look good. I didn't see any similar
past contacts on the issue. I believe that the issue is with the
quality of the motorcraft replacement filters. Is there a direction we
should take prior to replacing the filter again?

RECOMM [REDACTED]
Hello [REDACTED], With a fuel leak occurring, due to damage of the fuel
filter housing, verify the fuel is not contaminated with DEF. When the
fuel system is contaminated with DEF, white crystals can form causing
a buildup of pressure within the system. This generally causes fuel
return lines to break, and damage to the Diesel Fuel Conditioning
[REDACTED] (DFCM). The system can be inspected for DEF by removing the
filters and allowing them to sit for a [REDACTED]. This will allow the
filters to dry and the DEF to crystallize. Images of the DEF
contamination can be found on [REDACTED] of <a

[REDACTED]
present, the fuel system will need to be flushed, the high pressure
fuel system will need to be replaced, and the DFCM will need to be

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 -----

replaced. This can be done by performing the Diesel Fuel System

replaced. This can be done by performing the Diesel Fuel System Contamination Repair/Flushing-Key turned to RUN or engine started procedure in [REDACTED]. After this procedure, the components found at the bottom of the procedure, as well as on [REDACTED] of the [REDACTED] mentioned, will need to be replaced. If the system has been inspected, and no contamination found, ensure there is no faults with the parts being received. This can be done by contacting the [REDACTED] [REDACTED] Online ([REDACTED]). [REDACTED] is equipped to verify the correct components are received and installed on vehicles. You can contact [REDACTED] through [REDACTED] by completing and submitting the Catalog Inquiry form. To access [REDACTED], go to [REDACTED] and click on the Parts & Service tab at the top of the screen. From the left hand menu click on the plus (+) symbol next to Parts Department Tools to expand the selection and then click on [REDACTED] ([REDACTED] Online) to access the [REDACTED] menu. Click on Catalog Inquiry and complete the online form for parts assistance. [REDACTED] will respond back to you with the requested parts related information. To review replies from [REDACTED] select the [REDACTED] Ticket History and Ticket Reply link found to the right of the [REDACTED] Catalog Inquiry link within the [REDACTED] menu on [REDACTED]. If the correct components have been received, and there is no fuel contamination, verify there are no fuel system concerns present. If there are no DTCs, and no driveability concerns, replace the damaged components and reevaluate the concern.

CONCER [REDACTED]

as I stated there is no contamination or drivability issues. I did contact [REDACTED] and I have spoke to are motor craft distributor. I went on the message board and I have received responses with similar concerns

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

[REDACTED], If no contamination is present then the fuel filter and the fuel filter housing will need to be replaced for this concern. Continue with replacement of these components and perform an extended test drive to discover if an issue returns. To view a list of reported issues the self-help tool can be used to review reported fixes and concerns from other technicians such as yourself from the field. Also to help report any reoccurring issues refer to the [REDACTED] home page, scroll to the bottom and click the link labeled Report a Vehicle Concern. This will help to alert the proper division of concerns such as this.

CONCER [REDACTED]

As mentioned above I already reviewed for prior contacts and didn't see any. Between my last update and your response I had to drive [REDACTED] with a fuel filter and rescue a [REDACTED] that we just replaced the fuel filter on that's the [REDACTED] in the past [REDACTED]

RECOMM [REDACTED] - FLH - CUSTOMER SERVICE

[REDACTED], Please refer to workshop manual [REDACTED] > Removal and Installation > Fuel Filter [REDACTED] Diesel. If the vehicle is equipped with the fuel filter bracket bolt, it is important to ensure this is not overtightened as it may cause damage to the filter. As stated, there

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

--TYPE-- ----- COMMENT TEXT -----
are no known SSMS, GSBs, TSBs, or previous reports regarding the
are no known SSMS, GSBs, TSBs, or previous reports regarding the
secondary fuel filters breaking. If it is continuing to happen to the
same vehicle, it may be necessary to try and source OEM filters from
another location if possible. If the concern is still occurring, then
please do the Report a Vehicle Concern process to alert the
appropriate division of an issue.

----- C O N C E R N D E T A 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: 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:

----- E N G I N E -----
Engine: [REDACTED] DIESEL DI V8 Tag: FG [REDACTED] AA
Bld Dt: [REDACTED] Calb: FFA17A0 A

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

Model: [REDACTED] Shift:
----- A D D I T I O N A L -----
Tire : [REDACTED] A/T BSW Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-?? TUXEDO BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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: SHOP FOREMAN

Phone :

Rpr Dlr

[REDACTED]

Ph#:

[REDACTED]

City:

[REDACTED]

State :

[REDACTED]

Country:

[REDACTED]

Region :

[REDACTED]

Claim #/Date :

[REDACTED]

Specialist's

Name :

[REDACTED]

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

[REDACTED]

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	WATER-FUEL SEP [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DRV PERF	[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

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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: general question
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

Web Form Data [REDACTED] Description of Vehicle Concern: UPPER FUEL
FILTER HAS CRACKED AT TOP CENTER AND IS LEAKING FUEL. Please list any
diagnostics already performed: TOOK FUEL SAMPLE FROM TOP FUEL FILTER
AND THERE IS BLACK SILT THAT SEEMS TO BE MIXED WITH METAL. WE ARE ABLE
TO MOVE THE SUBSTANCE WITH A MAGNET AS IN IT WILL FOLLOW A MAGNET.
Parts Replaced: NONE YET Your Question: WHAT WOULD BE THE WARRANTABLE
CAUSE OF AN UPPER FUEL FILTER CRACKING OPEN? SINCE THERE IS METAL IN
THE FUEL SAMPLE SHOULD IT BE INFERRED THAT THE (METAL SILT) HAS
OBSTRUCTED FUEL FLOW AND CREATED HIGH FUEL PRESSURE THUS CRACKING THE
FILTER?

RECOMM [REDACTED]
[REDACTED], Assuming that the fuel filter is a motor craft unit, it s
failure and parts it has damaged is covered under warranty assuming
that the vehicle still has coverage. Refer <a
[REDACTED]
to see if the high pressure fuel system has been damaged. To better
assist you on this warranty related question, the Technical Assistance
Center recommends that you refer to the dealership Warranty
Administrator, the Warranty and Policy Manual, or you may contact the
[REDACTED] for clarification.

----- C O N C E R N D E T A 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: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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: JTFETR N A
Serial #: [REDACTED] AA

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

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- 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 : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] - Friendly [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]-????????????????????

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

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

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 E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] DRIVING PERFORMANCE STALLS/QUITS
AT IDLE ALWAYS
Additional Symptom: stalled, fuel leak
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

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

CONCER [REDACTED]
Web Form Data ([REDACTED]) Description of Vehicle Concern: CUST STATES
LEAKING FLUID Please list any diagnostics already performed: RH SIDE
OF [REDACTED] AND WHOLE UNDER CARRIAGE SOAKED IN DIESEL FUEL. TURN ON
IGNITION AND FUEL RUSHING FROM RH VALVE COVER AREA. INSPECTED AND
FOUND INJECTOR RETURN HOSE DISCONNECTED. CODES [REDACTED] AND [REDACTED] SET
[REDACTED] PRIOR TO ARRIVAL. NO WATER IN FUEL EVENTS AND LAST PCM
RESET/CLEAR WAS [REDACTED] AGO. LINE IS DICONNECTED AND NOT BROKEN.
CAN PUSH HOSE RIGHT BACK ON WITH LITTLE EFFORT. WITHOUT TEAR DOWN, I
DO NOT SEE ANY OBVIOUS DEF CONTAMINATION CLUES PER [REDACTED]. Parts
Replaced: RECENT FUEL FILTERS REPLACED. LAST FUEL FILTER SERVICE WAS
AT [REDACTED]. AT THAT TIME THE SECONDARY FILTER WAS CRACKED AND
LEAKING FUEL ON TOP. CUST HAS HISTORY HERE WITH FILTERS [REDACTED]
[REDACTED]. Your Question: WHAT ELSE WOULD CAUSE OVER PRESSURIZATION OF THE
INJ RETURN? DOES THE CRACKED SECONDARY FILTER RAISE A FLAG AS TO WHATS
GOING ON? I USUALLY SEE BROKEN RETURNS ALONG WITH OBVIOUS DEF CRYSTALS
BUT THIS ONE ALMOST LOOKS TO BE AN ISSUE WITH THE HOSE TO TEE TENSION.
I JUST WANT TO ASK THESE QUESTIONS BEFORE I START TEARING DOWN ANY
FURTHER TRYING TO FIND OUTSIDE INFLUECE. THANKS

RECOMM [REDACTED]
[REDACTED], By passing injectors can also cause the return line to be blew
off. The next set would be to replace the return and filters, then
perform PPT M [REDACTED] and [REDACTED] in the PC/ED. If the test fail, replace
the bank of injectors that are leaking. Once all repairs are made
retest for the concern.

CONCER [REDACTED]
Web Form Data ([REDACTED]) Description of Vehicle Concern: [REDACTED] LAMP
CAME ON AND DIED. Please list any diagnostics already performed:
VEHICLE STARTS AND RUNS BUT POURING FUEL OUT FROM INJECTOR RETURN
HOSE. LH SIDE OF [REDACTED] FOUND INJECTOR RETURN LINE JUST BEFORE LH SIDE
INJECTORS POPPED APART. [REDACTED] AND [REDACTED] STORED. [REDACTED] SET
[REDACTED] PRIOR TO CURRENT ODOMETER READING. OTHER GLOW PLUG RELATED CODES
WERE SET [REDACTED] AGO. CLEAN FUEL SAMPLE AND NO WIF EVENTS STORED.
PRIOR VISIT @ 42822 [REDACTED] FOR RETURN LINE BLOWING LOOSE ON RH SIDE.

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

CENTER

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
SEE PRIOR HOTLINE CASE [REDACTED]. AT THAT TIME, FOUND RH SIDE INJS
SEE PRIOR HOTLINE CASE [REDACTED]. AT THAT TIME, FOUND RH SIDE INJS
BYPASSING- FUEL COMING OUT INJ LINE FROM INJS. PERFORMED [REDACTED]
PINPOINT TEST AGAIN BUT NO FUEL COMING FROM EITHER BANK AT THIS TIME.
Parts Replaced: NONE AT THIS TIME Your Question: HAVENT HAD THIS
HAPPEN BEFORE W/O EVIDENCE OF DEF PRESENT ALONG WITH NOTHING SIMILAR
IN SYMPTOM CHART. BASED ON MY FINDINGS AND HISTORY, WHAT WOULD BE THE
BEST COURSE OF ACTION? WEB-[REDACTED]-EXT-[REDACTED]:
[REDACTED], Since leaking injectors were previously found to have blown the
return line off, and the issue has occurred again, the most likely
cause is DEF or debris in the high pressure system. metal debris from
pump failure can cause the injector fail and leak high pressure fuel
into the return line. Since no evidence of DEF in the fuel has been
found, it is recommended to remove the VCV for inspection to determine
whether there is debris in the high pressure fuel system. This is the
only point of inspection that is a definitive indicator of debris.

RECOMM

[REDACTED]
information and example images. If debris is found, it will be
necessary to perform the procedure in [REDACTED] > General Procedures >
Diesel Fuel System Contamination Repair/Flushing - Key Turned to Run
or Engine Started.

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
[REDACTED], Since leaking injectors were previously found to have blown the
return line off, and the issue has occurred again, the most likely
cause is DEF or debris in the high pressure system. metal debris from
pump failure can cause the injector fail and leak high pressure fuel
into the return line. Since no evidence of DEF in the fuel has been
found, it is recommended to remove the VCV for inspection to determine
whether there is debris in the high pressure fuel system. This is the
only point of inspection that is a definitive indicator of debris.

[REDACTED]
information and example images. If debris is found, it will be
necessary to perform the procedure in [REDACTED] > General Procedures >
Diesel Fuel System Contamination Repair/Flushing - Key Turned to Run
or Engine Started.

----- C O N C E R N D E T A 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#P [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] SUBJECT GCQIS

© 2006 The Authors

Program Type: H

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

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

AVAILABLE FOR THIS VEHICLE

Date: _____

Warranty Start Date: [REDACTED]
Selling Dlr(Geo/Mkt,Dlr,Sub): [REDACTED]
Gross Vehicle Weight: [REDACTED]

DI V8 - - - E N G I N E - - Tag: [REDACTED] AA
Calb: KTFETR N A

AA
- - - T R A N S M I S S I O N - - -
G DSL Part #:

DSL Part #:

Shift:

- - - A D D I T I O N A L - - -
 A/T OWL PREMIUM Brand :
 M/FM STRO/CLK A/C : AC
 ??????????????????????----- (W/B)

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

IFICATIONS DATA AVAILABLE FOR THIS VEHICLE

GINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Title: TECHNICIAN

State : [REDACTED]
Region : [REDACTED]

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

AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL DI [REDACTED] Odometer: [REDACTED]
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]SYMPTOM: [REDACTED] START/RUN/MOVE FLUIDS
FUEL VISIBLE LEAKAdditional Symptom: Pin hole in filter housing
Other Veh. With Concern: Severity Rating - Customer: Engineering:Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER

Web Form Data ([REDACTED]) Description of Vehicle Concern: [REDACTED] HAS FUEL LEAKING UNDER THE HOOD. Please list any diagnostics already performed: OPEN THE HOOD FOUND THE UPPER FUEL FITLER IS LEAKING FROM PIN HOLE IN THE FILTER. Parts Replaced: INSTALLED FUEL FITLERS Your Question: WHAT CAN CAUSE THE FUEL FILTER TO GET A PIN HOLE IN THE UPPER FUEL FILTER. THE [REDACTED] WAS IN [REDACTED] WITH [REDACTED], WITH THE SAME THING. ALSO WHEN [REDACTED] HAD [REDACTED] IN [REDACTED], IT WAS LEAKING FUEL TO FROM THE SAME SPOT. NOW I TOLD CUST. THAT FUEL FILTERS SHOULD BE CHANGE [REDACTED] BECAUSE THE FRIST TIME IT WAS DONE WAS AT [REDACTED] FROM OWER RECORDS, THEN HE WENT TO [REDACTED] SAME THING AND HAD NOT CHANGE FILTERS, THEN THE SAME THING HAPPEN [REDACTED] AT [REDACTED]. WHEN I REMOVE THE FILTER THIS TIME. THEY WERE VERY DRITY. NOW THE [REDACTED] RUNS GOOD NO PROBLEMS HOOK UP IDS [REDACTED] AND KOER, SYS PASS. FOUND NO PROBLEMS WITH FUEL PRESSURE LOW SIDE OR HIGH SIDE. COULD NOT CHANGING THE FILTERS BECAUSE OF THEM BEING DIRTY. AND THE FILTER BE NEEDING TO BE CAHNGE CASUE THE PIN HOLE TO HAPPEN. IS THIER ANYTHING THAT I MAY HAVE MISSED?

RECOMM

[REDACTED], Thank you for reaching out about this concern. It is not likely that dirty filters would cause a pin hole in the upper fuel filter housing. A thorough inspection should be performed around the fuel filter housing to ensure that all of the mounting hardware is properly torqued and located where they should be as the only thing that could really cause this issue would be stress on the housing. Should you need further assistance, feel free to reach out.

----- C O N C E R N D E T A 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] - [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	

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

Model: [REDACTED] Shift: [REDACTED]

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

Specialist's Name : RCALL4 -????????????????????

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) BURNT/MELTED
UNDER HOOD APPEARANCE
Additional Symptom: engine caught on fire
Other Veh. With Concern: [REDACTED] Severity Rating - Customer: [REDACTED] Engineering: [REDACTED]

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]
Web Form Data [REDACTED] Description of Vehicle Concern: truck was towed on because it caught on fire in the engine compartment, also blew off the cac tube to the cooler Please list any diagnostics already performed: ran oasis, visual inspection, Parts Replaced: none Your Question: when we keyed the ignition up the fuel filter on top of the engine started to spray fuel on the firewall were the fire appears to have been. it does not appear to be a electrical fire it just looks like something caught on fire, the only tell tale sign is the fuel filter leaking. the fuel filter is a factory filter. not sure if the fuel filter is leaking because of the fire, or if the leaking filter may have started the fire. any knowns

RECOMM [REDACTED]
[REDACTED] When you have a concern alleging a fire, accident, injury, property damage and/or burn has occurred due to an alleged product defect, pursuant to the Warranty and Policy Manual, no repairs should be performed. See below:

-<U> [REDACTED] Dealerships</U> should complete a Dealer/Fleet Request for [REDACTED] Review found on [REDACTED] - Parts & Service Tab - Customer Satisfaction Link.

<U>NOTE:</U> The Technical Assistance Center will not be able to provide further assistance with this issue until after the [REDACTED] review.

----- C O N C E R N D E T A 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] [REDACTED] Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

Page: [redacted] CQIS DETAIL REPORT [redacted]
CQIS Report Number: [redacted] Program Type: 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: [redacted]-LG DSL Part #: [redacted]
Bld Dt: [redacted]
Serial #: [redacted]

Model: [redacted] Shift: [redacted]
Tire : [redacted] A/S BSW [redacted] L - - -
Radio : [redacted] PREM AM/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: SHOP FOREMAN
Phone : [redacted]
Rpr Dlr [redacted] Ph#: [redacted]
City: [redacted] State : [redacted]
Country: [redacted] Region : [redacted]
Claim #/Date : [redacted]
Specialist's Name : [redacted] -????????????????????

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

--- S U P P L E M E N T A L S U R V E Y: N A T I O N A L H O T L I N E S U R V E Y [redacted] ---
SURVEY HAS NOT BEEN SENT

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 E P O R T S [REDACTED] Y - [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: fuel leak
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED] REG
Web Form Data [REDACTED] Description of Vehicle Concern: customer
smells diesel Please list any diagnostics already performed: clean and
dye test fuel Parts Replaced: upper filter Do you have a module
programming concern? No Your Question: Fuel leak drips down passenger
side of transmission, collects around starter, then drips down to
lower oil pan. Only does this under load and at operating temps.
Originally, truck came in for fuel leaking from upper filter. I
replaced filter and pressure washed engine and underbody. Customer
came back [REDACTED] still smelling diesel. I pressure washed engine and
underbody again, then went on a test drive. I can smell the diesel
after driving. Injector return line is clean and dry. I replace upper
filter a [REDACTED] but concern is still present. The o-ring inside
of the fuel lines at the upper filter are still in place. Down in the
valley is dry as well. Does not drip down driver side of trans, only
on passenger side, and below level of downpipe. Area above downpipe is
dry. There are no fuel lines aside from supply and return. I have
pushed and moved them around looking for signs but does not seem to be
from them. I m out of ideas...

RECOMM [REDACTED] REG
Hi [REDACTED], Leaks like this with no clear source are most likely due to
accumulated fuel from a previous leak that has already been repaired.
Residual fuel can accumulate in the bell housing causing a leak like
this. To verify this, loosen the bell housing and watch for fuel to
drain out. Once the fuel is drained out, it shouldn t leak anymore. If
the leak is still present after this, there may still be a leak
present, at which point it would be recommended to continue using dye
in the system to check for leaks. Monitor the base fuel pressure and
FRP actual and desired to see if you can tell what side the leak may
be on. Sincerely, [REDACTED]

ADD-ON [REDACTED] REG
CONCER Referred to similar report [REDACTED]
Looking at it like a rear main seal leaking it made total sense to

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

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

--TYPE-- ----- COMMENT TEXT -----
have collected there and show up where it did. Separating trans from
have collected there and show up where it did. Separating trans from
engine allowed fuel to drain.
CONCER [REDACTED] GTCGCQIS
This was the problem. Once trans separated from engine fuel drained
out. Leak is showing up same place a rear main seal leak will show up.
Makes total sense! Thank you for this info! Dealership selected No
Reply Required when submitting these comments.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : [REDACTED] 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 [REDACTED] Tag: LC [REDACTED] DB
Bld Dt: [REDACTED] Calb: MTFETR N A
Serial #: [REDACTED] DB

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

Tire : [REDACTED] A/T BSW Brand :
Radio : [REDACTED] AM/FM STRO/CLK A/C : AC K-????????????????????
Paint : [REDACTED] ???----- AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] - TECH [REDACTED] CENTER 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 Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus	Service	Part Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] A	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] B	[REDACTED]

T 32

Report#:

Print

Exit

Number of Images : 3

Images Per Page:5

Delete

Move

found, displaying all items.1



Attachment Id :



Attachment Id :



Attachment Id :

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

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

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

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: Factory
Warranty Request SPW Install Mileage: SPW Install Date: 1. Please
describe customer concern. Include as many details as
possible. ...Customer states fuel leak under hood. Customer rigged line
to reconnect the return line to the fuel filter. ...2. Why is the
component being replaced? ...Contamination in high pressure fuel
system ...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. ...Replaced the fuel
injector return line. Retested the system and found the high pressure
fuel system to fail. When I was replacing the return line. I found a
can of starting fluid on the frame rail. Also found the truck to not
have an air filter installed. While replacing the return line. I found
there to be loose bolts and the top fuel filter housing broken. SEE
[REDACTED] FOR CONTINUATION. ...5. What are the Total Hour and Idle Hour
readings from the Instrument Cluster? ...total = [REDACTED] ...idle =
[REDACTED] ...Removed the lower filter and found brown flakes looking to be
rust in the filter housing. Removed the PCV and the VCV valves for
inspection. Found [REDACTED] to look as they do in the pictures. Took
pictures of all sides of the valves for clarity.

RECOMM [REDACTED]
Hello [REDACTED], When the fuel system has become contaminated, the VCV and
PCV should show signs of rust, and metal debris should be present on
the screen of the VCV and in the port of the VCV in the High Pressure
fuel pump. The images you have provided do not indicate the fuel
system has been contaminated. A sample image of the VCV and PCV can be
seen on [REDACTED] of [REDACTED] Diesel Fuel System Service Tips.
As no rust has been found, the fuel contamination can be verified by
removing the fuel filters and taking a fuel sample. Allow these items
to sit for a few [REDACTED] and monitor for signs of white crystals. If
these appear, the system has been contaminated with DEF. This will
require replacement of the high pressure fuel system as well as the

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

Program Type: H

Orig Rpt #: [REDACTED]

CENTER Report Date: [REDACTED]

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

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

Diesel Fuel Conditioning Module (DFCM). This information can also be found in the GSB given. Note that if the fuel system is contaminated, it is not covered under warranty and Prior Approval is not given. If no contamination is found, the rust you have seen on the primary filter likely came from the tank. This can occur depending on where the customer fills up the vehicle. As the rust has not made it past the fuel filter, it has operated correctly and protected the system. If there is no contamination, continue with repair of the damaged return line components and reevaluate the concern. [REDACTED] Additional Information Required

CONCER [REDACTED]

I have a fuel sample that was taken [REDACTED] from the return line from the injectors. I will submit pictures. There were not white crystals in the fuel sample but a bunch of black specs. I also have a small sample from the rail. When PCV valve was removed. You can see metal flakes in the picture from the PCV valve removal.

RECOMM [REDACTED]

[REDACTED], Thanks for the updated information. If you have confirmed metal at the VCV and the PCV/VCV show no signs of rust as shown in the pictures, replacement of the fuel system will be necessary and covered by warranty. For the list of additional components requiring replacement when debris is present, refer procedure A from <A [REDACTED]

'Repair Flushing Procedure' located on [REDACTED] of the <U>[REDACTED] Diesel Fuel System Service Tips</U> is performed to remove any potential 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 & Service >> <A [REDACTED]

[REDACTED] Administration & Parts [REDACTED] . <P>Refer to the High Pressure Fuel Injection Pump Removal and Installation Procedure found in [REDACTED] of online the Workshop Manual for service information regarding 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 Delivery Pressure Switch ([REDACTED]) is tightened to [REDACTED] as per the removal and installation procedure located in [REDACTED] of the online WSM. <P>Once the repair has been completed, make sure to perform the Diesel Engine Fuel System Bleeding Procedure found in [REDACTED] of the online Workshop Manual. In addition, perform the Fuel System - 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> [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 -----
Approved* [REDACTED]
Approved* [REDACTED]

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] 0
[REDACTED], P1292 [REDACTED], [REDACTED] P1208: [REDACTED] E8, [REDACTED], [REDACTED], [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 - - -
Bld Dt: [REDACTED] Calb: HFE17E0 A Tag: [REDACTED] AA
Serial #: [REDACTED] [REDACTED] AA

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

----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??
Paint : [REDACTED] EXT [REDACTED] FAMILY B ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's
Name : [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

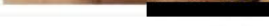
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [REDACTED] ---

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

[REDACTED] SUBJECT [REDACTED]





Attachment Id: [REDACTED]



Attachment Id: [REDACTED]



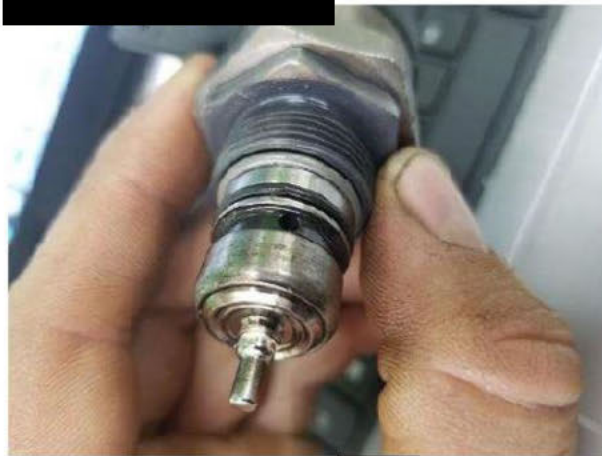
Attachment Id: [REDACTED]



Attachment Id: [REDACTED]



Attachment Id: [REDACTED]



○ Attachment Id : ██████████ [Top](#)

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] SUP CAB, CHASCAB
Engine : [REDACTED] DI V8
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

Odometer: [REDACTED]
WCC : [REDACTED]

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) VISIBLE FLAME
EXHAUST UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor: Feature:

Causal Condition: Photo: Loc: Attchmnts: 1

Component Test Status: ---- Return Loc:

Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

REPAIR [REDACTED] - [REDACTED] - [REDACTED]
FLEET CONTACTED F2M STATING THAT THEY FOUND ANOTHER MOTORCRAFT FUEL
...FILTER - [REDACTED] THAT IS SHOWING A LEAK AT THE SEAM. FLEET ADVISED
THAT ...DUE TO THE POSITION OF THE FUEL FILTER ON THE VEHICLE, ANY FUEL
LEAK ...COULD RISK A FIRE. FLEET ADVISED THAT THEY HAVE VERIFIED MORE
THAN [REDACTED] ...FUEL FILTER WITH LEAKS IN THE SEAL.

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

Intermittent?: YES Come Back? : Air Temp. : Grid Location:
Towed In? : NO Quits On Road?: Unit Down?: Verification :

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

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

CB## [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED], P1292 [REDACTED] [REDACTED] [REDACTED] [REDACTED] [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: Gross Vehicle Weight: [REDACTED]
LH/RH Drive: [REDACTED]

© 2006 The Authors

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

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

Tire : [REDACTED] G [REDACTED] #2 Brand :
Radio : ELECTRONIC FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
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 -----

Rpr Dir: [REDACTED] - [REDACTED] #: [REDACTED]
City: [REDACTED] State: [REDACTED]
Country: [REDACTED] Region: [REDACTED]

Fleet Id: [REDACTED] Phone: ([REDACTED])

Customer name : ██████████ City :
Phone (Work) : ██████████) (Home): (

Specialist's
Name : [REDACTED]

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

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

--- S U P P L E M E N T A L S U R V E Y: FLEET TECHNICAL SURVEY ---
SURVEY HAS BEEN SENT

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----
 Repair Repair Odometer Pre-Crash Post-Crash Number Labor

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	I	42	HC4	6K682 C	T2650D45
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	A A A	MTACCESS

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]Orig Rpt #: [REDACTED]
Report Date: [REDACTED]----- VEHICLE'S WARRANTY HISTORY ([REDACTED] s only) -----
Repair Repair Odometer Rp Caus Service Part Number Labor

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	HC3	6587	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W717004	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	HC3	6C683	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W714639	S439	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W711402	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W718005	S900	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42		W520113	S441	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	5E241	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	C	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	A	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	9439	B	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	X	10W30	QSDF	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	V	13DL	G	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	MU2	6731	C	
[REDACTED]	[REDACTED]	[REDACTED]	91025	1	42	BC3	8527	N	

Report#: ██████████

Print

Exit

Number of Images : 1

Images Per Page:5

Delete

Move

██████████ found.1



○ Attachment Id : ██████████

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

SYMPTOM: [REDACTED] SAFE & SECURE (FIRE/SMOKE) VISIBLE FLAME
EXHAUST UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom:

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

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
REPAIR [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
FLEET CONTACTED FZM STATING THAT THEY FOUND ANOTHER MOTORCRAFT FUEL
...FILTER - [REDACTED] THAT IS SHOWING A LEAK AT THE SEAM. FLEET ADVISED
THAT ...DUE TO THE POSITION OF THE FUEL FILTER ON THE VEHICLE, ANY FUEL
LEAK ...COULD RESULT IN A POSSIBLE FIRE. FLEET ADVISED THAT THEY HAVE
VERIFIED ...[REDACTED] FILTER WITH LEAKS IN THE SEAL.

----- C O N C E R N D E T A 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: Repair Prior to Call: NO
CB## [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] 0
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 Description Causal
OTH [REDACTED] [REDACTED] SERVICE BEARING-CRANK MAIN Comp.
YES

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

CQIS Report Number: [REDACTED] Program Type: L
Report Source: MSS - [REDACTED] - FSO

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

[REDACTED] AA
- - - T R A N S M I S S I O N - - -
Trans: [REDACTED]-LG DSL Part #:

Bld Dt:

Serial #:

Model: [REDACTED] Shift:

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

Tire : [REDACTED] BSW TRACT #2 Brand :
Radio : ELECTRONIC FM STEREO RADIO A/C : MANUAL AIR CONDITIONER
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 -----

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

Fleet Id: [REDACTED] Phone: (

Customer name : [REDACTED] City :
Phone (Work) : [REDACTED]) (Home): (

Specialist's

Name : [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]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

SURVEY HAS 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 [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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?: YES Customer satisfied?: Repair Effectiveness (%):

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

Web Form Data ([REDACTED]) Description of Vehicle Concern: CUSTOMER HAD FUEL FILTERS CHANGED AT ANOTHER DEALER AND WENT ON A LONG TRIP EVERYTHING WAS FINE FOR [REDACTED] OR SO [REDACTED] AND ON HIS WAY BACK SOMEONE FLAGGED HIM DOWN TELLING HIM HE HAD A LEAK AND WAS COVERING THERE WINDSHIELD. HE PULLED OVER ONLY TO FIND THE UPPER FUEL FILTER WAS PISSING FUEL OUT AT THE SEAM WHERE FILTER WAS PUT TOGETHER FROM FACTORY. Please list any diagnostics already performed: TRUCK [REDACTED] COMPARTMENT IS COVERED WITH FUEL AND ALOT OF IT. UNDERCARRAGE IS COVERED PROBLEM IS ALL THE WIRE HARNESSSES ARE FULL OF FUEL IN [REDACTED] COMPARTMENT AND UNDER TRUCK. Parts Replaced: HE HAD FILTERS REPLACED AT ANOTHER DEALER ON THE WAY HOME Your Question: CUSTOMER AND I AM VERY CONCERNED ABOUT THE EFFECTS OF FUEL ON THE WIRE HARNESSSES THEY ARE FULL INSIDE OF WIRE HARNESS COVERS. CAN YOU CONTACT ME VIA PHONE TO DISCUSS FURTHER. CUSTOMER HAS DEFECTIVE UPPER FUEL FILTER. MY NUMBER IS [REDACTED]

RECOMM [REDACTED]

<P>The [REDACTED] has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a [REDACTED] representative.

ADD-ON [REDACTED]

Spoke with [REDACTED] who supported an [REDACTED] to be made. [REDACTED] suggested providing the CPC response and making sure a follow up call was made.

CONCER [REDACTED]

Outbound call placed to [REDACTED] The technician was called to discuss the damage to the vehicle due to the concern of the fuel leak. There is also an adaptive steering concern steering concern.

RECOMM [REDACTED]

Discussed during the call was that there is diesel fuel in various harnesses due to the fuel filter leak. It was recommended to replace and damaged harnesses to prevent future concerns. The fuel system should be evaluated after the vehicle is re assembled to ensure

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 -----
there is not an underling fault that caused the fuel leak. The
there is not an underling fault that caused the fuel leak. The
steering concern can then be corrected.
CONCER [REDACTED] GTCGCOSP
REPLACED APIM PROBLEM FIXED

----- C O N C E R N D E T A I L S ----- [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: 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 ----- [REDACTED]

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

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

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

Engine: [REDACTED] DIESEL DI V8 Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: HFE17E0 A
Serial #: [REDACTED] AA

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

Bld Dt: [REDACTED]
Serial #: [REDACTED]
Model: [REDACTED] Shft:

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

Tire : [REDACTED] OWL PREMIUM Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : [REDACTED] EXT [REDACTED] FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

© 2006 The Authors

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

Claim #/Date : [REDACTED] [REDACTED]

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

--- S U P P L E M E N T A L S U R V E Y: N A T I O N A L H O T L I N E S U R V E Y [REDACTED] ---

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

[REDACTED] SERV [REDACTED]

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, PICKUP 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: 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]

Web Form Data ([REDACTED]) Description of Vehicle Concern: customer had upper fuel filter cracked. customer replaced fuel filter himself. customer still noticed fuel leaking. Please list any diagnostics already performed: performed koer high pressure fuel system test with ids, test passed. test drove vehicle no performance issues. retrieved fuel sample no concern found. visual inspection of fuel lines and high pressure components, no concerns found. performed cylinder contribution test, no concern. used datalogger and observed injector fuel trims and no concern. injector passed koer injector self test. no dtc's retrieved for powertrain. Parts Replaced: Customer replaced upper fuel filter. Your Question: vehicle actively leaks fuel under high throttle. no visual leak from any high pressure component or fuel supply lines. vehicle is leaking fuel between bell housing passenger side and engine block right above starter. my question is, is there any component or way that fuel could be leaking from the block between the bell housing and block? if there was an injector leaking internally, my understanding is that fuel would be pulled away by pcm which would be observed via fuel trims and with injector/cylinder contribution. Fuel is actively leaking from the area previously mentioned but only while the vehicle is running and once heavy throttle is applied. Any help diagnosing would be appreciated since as of right now, no obvious signs or indication of a component failure can be found.

RECOMM [REDACTED]
[REDACTED] <P>With the leak identified to be coming from the bell housing area under hard acceleration as described, it is possible that the concern could be contributed to the High Pressure Fuel Pump or other associated fuel system components being failed under high pressure and demand conditions. <P>If you are able to validate there are no aftermarket accessories installed that could contribute to such a concern, clean the engine and valley between cylinder heads of any fuel or liquid present before reassessing. <P>Once the fuel has been cleaned, refer to [REDACTED] to perform the diagnostics outlined

Page: [REDACTED]

CQIS DETAIL REPORT

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

Program Type: H

Orig Rpt #: [REDACTED]

CENTER

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
in pinpoint test M . Performing the High pressure Fuel System test
in pinpoint test M . Performing the High pressure Fuel System test
outlined in step [REDACTED] will be effective at identifying if the leak is
sourced from the High Pressure Fuel Pump. If further assistance is
determined necessary, please update with the results from having
completed the entirety of the mentioned test procedure at that time.
The Fuel Filter housing should also be validated to not be cracked as
this is also a potential cause of concern.
CONCER [REDACTED]
FUEL DETERMINED TO BE RESIDUE FROM UPPER FILTER CRACKING. FUEL HAD
POURED IN EXCESS INT BETWEEN BELL HOUSANG AND ENGINE. FLYWHEEL WAS
ACTING AS A RING GEAR FLINGING THE FUEL UP AND OUT NEAR THE STARTER
AREA. NO LEAKS FROM THE HIGH PRESSURE PUMP OR HIGH PRESSURE COMPONENTS
WERE FOUND. NO AETERMARKET COMONETS INSTALLED.
RECOMM [REDACTED]
[REDACTED], Thank you for the updated information. As fuel was found from
the upper fuel filter again the filter will need to be replaced.
Noting that fuel leaks are often caused by fuel system contamination,
we will want to review the fuel sample. Remove a sample of fuel from
the lower fuel filter housing and the filter. Allow these items to sit
out for [REDACTED]. Inspect the sample and filter for signs of
contamination. Sa [REDACTED]
[REDACTED]
fuel system contamination.

----- 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

----- 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

[REDACTED] SUBJECT GCQIS

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

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

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

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

Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??
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: TECHNICIAN
Phone : [REDACTED]

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

Claim #/Date : [REDACTED]

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

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

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY [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 [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] Report Date: [REDACTED]

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: 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] DSTROUD8

Web Form Data ...Description of Vehicle Concern: leaking fuel from top
of engine ... Please list any diagnostics already performed: visual
inspec ... Parts Replaced: none ... Your Question: has there been any
known issue for the upper fuel filter spilt at the outlet of the fuel
filter the fuel filter are factory

RECOMM [REDACTED]
[REDACTED], The fuel filter housing may have cracked due to excessive
fuel pressure in the system, being tampered with, something being
dropped on the filter, excessive vibration, or rapid temperature
changes. If the fuel filter housing is identified as being split at
the fuel outlet then it is advised to replace the filter. The
procedure for properly replacing the filter can be located in WSM >
[REDACTED] > Removal and Installation > Fuel Filter [REDACTED] Diesel. Once
the fuel filter is replaced it is advised to verify the base fuel
pressure. To check the base fuel pressure it is recommended to use the
procedure identified in the PC/ED manual > Pinpoint Test > M > [REDACTED]
It is advised to follow the [REDACTED] of the procedure using a
mechanical gauge to identify the fuel pressure rather than the PID
reading. If any faults are identified repair or replace as necessary
then re-evaluate the vehicle for proper operation.

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

----- C O N C E R N D E T A I L S [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: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] 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: FFA17A0 A
Serial #: [REDACTED] AA

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??
Paint : [REDACTED] ???----- [REDACTED] BLACK

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

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

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

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

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

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [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 RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: fuel leak secondary fuel filter
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 [REDACTED] -----
--TYPE-- COMMENT TEXT
CONCER [REDACTED]
Web Form Data [REDACTED] Description of Vehicle Concern: diesel fuel
leak, leaking upper fuel filter, [REDACTED], ? recommended fuel
filter change is ? it shows [REDACTED] regular [REDACTED] miles, and again
at [REDACTED], this fuel filter is leaking. Please list any
diagnostics already performed: visual, fuel leak. any know concerns
about this, original fuel on truck, Parts Replaced: none Your
Question: what is the recommended replacement of fuel filter, it is
leaking. or should it be leaking at [REDACTED]. appears not to have
any contamination. so far.
RECOMM [REDACTED]
[REDACTED],

 ... The fuel filter should not be leaking. As you have
identified that the fuel filter is leaking, it should be replaced to
resolve the concern.

 ... Scheduled maintenance intervals can
be found in the Owner's Information (printing 3) beginning on [REDACTED]
[REDACTED]. The Diesel engine specifications provide a [REDACTED]
specification for normal driving conditions ([REDACTED]) and [REDACTED]
specification for severe duty applications ([REDACTED]). Reference the
definitions found in this Owner's Manual section to determine which
specification should be used. ...

----- C O N C E R N D E T A I L S [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: 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 [REDACTED] -----
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- 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]
Bld Dt: [REDACTED] Calb: [REDACTED] A
Serial #: [REDACTED]

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

Model: [REDACTED] Shift: [REDACTED]
----- A D D I T I O N A L -----
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : [REDACTED] PREM AM/FM STRO/DISC/CLK A/C : AC [REDACTED] ??????
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

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

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

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----

Dealer ID	Repair Date	Repair Order	Odometer ([REDACTED])	Rp Caus	Service Part	Number	Labor
				Nr Cond	Pfx Base	Sfx	Operation
[REDACTED]	[REDACTED]	[REDACTED]	47731	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

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

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

----- VEHICLE'S WARRANTY HISTORY ([REDACTED] only) -----													
Repair		Repair Odometer		Rp	Caus	Service	Part	Number	Labor				
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]									
				[REDACTED]									
								5		HC3	19G490	Y	22M03E
								5		HC3	19G490	AB	22M03G
				5			19G490						

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

VEHICLE: [REDACTED] CRW CAB, CHASCAB VIN: [REDACTED]
Engine : [REDACTED] DIESEL 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
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 8
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install
Mileage: SPW Install Date:
Please describe customers concern.
Include as many details as possible. customer concern was a fuel leak
after replacing the cracked fuel filter installed by customer purged
air from fuel system started truck while watching power balance found
cylinders 5 and 8 dead. sat at high idle to purge any air from system
injectors still dead
Why is the component being replaced? metal
and rust in fuel system
Please list PID readings per data logger
for [REDACTED] and [REDACTED] AVGD [REDACTED]
Please
enter the Engine Hours below, if available. [REDACTED]
Is black smoke
observed in a [REDACTED] neutral run up? no
Is liquid contamination
found at the tail pipe (fuel, oil, coolant)? no
Provide any
additional details necessary. Please include any technical information
that you feel will help the Hotline process your prior approval
request. replaced cracked upper fuel filter purged air from system
started vehicle found cylinders 5 and at 8 dead reset kam concern
still present performed relative compression all is good ri drives
side fender well got fuel sample from the hp fuel rail found metal in
fuel pulled pvc found rust on sensor pulled upper and lower intake
manifolds pulled vcv found rust on vcv and metal inside pump

Please describe the brand, type (e.g. OE airbox vs. Aftermarket
airbox, if OE airbox is the filter paper only or treated with oil),
and condition of the air filter installed: oem
If you have already
completed the diesel particulate filter manual regeneration process
using the scan tool, please indicate the results including
DPF LOAD PCT(%), and whether regeneration completed or aborted. NOTE:
It is required to attempt a manual regeneration prior to DPF
replacement. If a manual regeneration has not yet been attempted or
completed, please perform a manual regeneration using the IDS (Tool
Box, Powertrain, Service Functions, Diesel Particulate Regeneration
System, DPF Manual Regen). dpf passes no issues
Please list PID
readings per data logger for [REDACTED] and DIST REGEN REQ
What
are the Total Hour and Idle Hour readings from the Instrument Cluster?

[REDACTED] SUBJECT GCQIS

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

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

[REDACTED]
What is the hour meter reading in the instrument cluster?
[REDACTED]
What is the hour meter reading in the instrument cluster?
[REDACTED]
Was [REDACTED] or [REDACTED] present on arrival or during testing?
no
Please describe the current condition of [REDACTED] the oil and fuel.
fuel full of metal
Please describe the results of the fuel system
debris check. ([REDACTED] of the Hard Start/No Start Diagnostics in the
online PC/ED)
What are the results of the [REDACTED]
[REDACTED] [REDACTED] using [REDACTED] (or equivalent gauge)?

What is the [REDACTED] voltage reading, and were any fluctuations
noted when the [REDACTED] connector was wiggled?
How many
injectors need to be replaced? 8
Was any air present in the fuel
system during the [REDACTED]
[REDACTED] [REDACTED]
d year=[REDACTED] &selected model=[REDACTED] =" blank" Fuel [REDACTED] Bleed
Procedure with bleed tool [REDACTED] installed?
Please list the
short-term fuel trims observed for [REDACTED] at idle.
Please
list the specific Relative Compression test results by cylinder. 0%
for all [REDACTED]
Please provide the specific power balance
test results by cylinder when the injector cancel mode is enabled.
cylinder 5 and [REDACTED]
Was [REDACTED] present on arrival or during
testing? no
Please list the qualifying base part number which was
replaced previously that makes this repair eligible for SPW coverage:

RECOMM

[REDACTED] With metal debris and rust identified in the High Pressure
Fuel [REDACTED], it is agreed that the fuel system will need to be
replaced to address this concern as discussed in [REDACTED]
[REDACTED]
would not support warrantability of Fuel [REDACTED] Replacement. For this
reason, the repair would need to be covered under customer pay. DCPA
Not 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: Repair Prior to Call: NO
PCM#P [REDACTED] P24A0: [REDACTED] P03
[REDACTED] P02DB: [REDACTED]

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]

- - - 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]
Model: [REDACTED] DA [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 : ELETR PREM AM/FM STRO/DISC 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] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED] -??????? [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] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number: [REDACTED]

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Source: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





Attachment Id : [REDACTED]



Attachment Id : [REDACTED] [Tag](#)



Attachment Id : [REDACTED]

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

----- R E P O R T S [REDACTED] Y - [REDACTED] -----

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

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

Additional Symptom: CEL FUEL SYSTEM FAULT.
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]
RO#: [REDACTED] RO Date: [REDACTED] Warranty Type: Factory
Warranty Request SPW Install Mileage: SPW Install Date: 1. Please
describe customers concern. Include as many details as
possible. ...CUSTOMER STATES CHECK [REDACTED] LIGHT IS ON, REDUCED POWER
SIGN CAME ON AND THEN VEHICLE SHUT DOWN. ...2. Why is the component
being replaced? ...VERIFIED CUSTOMER CONCERN OF VEHICLE INTERMITTENTLY
DIES, CHECK [REDACTED] LIGHT IS ON, REDUCED POWER MESSAGE ON IC. EEC TEST
FOUND CODES [REDACTED] PERFORMED PPT MA AND PPT M.
MA1 DTC [REDACTED] PRESENT. MA2 [REDACTED] MA3 [REDACTED] MA4 [REDACTED] PPT M1
DTC [REDACTED] PRESENT. M3 VPWR IS [REDACTED] TO [REDACTED] CARRIED OUT
SUFFICIENT CLEAN FUEL TEST FOUND METAL DEBRIS IN FUEL. REFERRED TO [REDACTED]
[REDACTED] NO WATER, DEF, OR GASOLINE WAS FOUND IN FUEL SYSTEM. ...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. ...PERFORMED FUEL DEBRIS TEST AND FOUND METAL DEBRIS
IN HIGH PRESSURE FUEL SYSTEM AT FUEL RAILS AND AT HIGH PRESSURE FUEL
PUMP. ...5. What are the Total Hour and Idle Hour readings from the
Instrument Cluster? [REDACTED] HOURS ARE [REDACTED] IDLE HOURS ARE
271 HRS

RECOMM [REDACTED]
Hello [REDACTED] sets when the Fuel [REDACTED] (FRP) is too low
for the PCM to control. [REDACTED] sets when there is a large leak, [REDACTED]
sets when there is an air to fuel mixture fault and [REDACTED] sets when
the FRP does not increase enough while cranking. All of these faults
indicate a concern with the fuel system and lead to [REDACTED] MA
being performed. While this testing is indicated, and metal debris
found in the fuel sample from the high pressure fuel line, this does
not isolate the fault to a high pressure pump. This fault is only
indicated when there is visible metal on the VCV or in the VCV port of
the high pressure fuel pump. While the metal debris may not indicate a
fault, the image you have supplied of the PCV indicates the fuel
system has been contaminated. This is noted by the rust marks on the

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H
[REDACTED] - [REDACTED] CENTER

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

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

--TYPE-- ----- COMMENT TEXT -----
valve and can be verified by referencing [REDACTED] of [REDACTED]
valve and can be verified by referencing [REDACTED] of [REDACTED]
Diesel Fuel System Service Tips. With this fault, it is agreed that
the high pressure fuel system will need to be repaired, but it cannot
be performed under warranty. To repair this vehicle ensure the Diesel
Fuel System Contamination Repair/Flushing-Key turned to RUN or engine
started procedure in [REDACTED] ([REDACTED]) [REDACTED] is
performed. After this procedure continue with replacement of the high
pressure fuel system. DCPA Not Approved
ADD-ON [REDACTED] - [REDACTED] - [REDACTED] CENTER
Article [REDACTED] DIESEL EQUIPPED VEHICLES - METAL
DEBRIS TESTING UPDATE
CONCER [REDACTED] TECHHOT
SORRY FOR NOT ELABORATING OUR COMPLETE DIAG. WE FOUND [REDACTED] IN
REGARDS TO [REDACTED]. WE DID MONITOR FRP DURING CONCERN AND FOUND FRP
PRESSURE COMMANDING [REDACTED] WHILE FRP ACTUAL WAS DROPPING DOWN
BELOW [REDACTED]. PCV AND VCV WAS INCREASED AND DECREASED WITH NO CHANGE
IN FRP DURING CONCERN. NO EXTERNAL FUEL LEAKS WERE FOUND. HOWEVER
PREVIOUSLY WE HAD A FUEL LEAK FROM A CRACKED SECONDARY FUEL FILTER.
DUE TO METAL IN HIGH AND LOW PRESSURE FUEL SYSTEMS WE CONDEMNED HIGH
PRESSURE FUEL PUMP FOR THE REASON THAT WE HAVE PREVIOUSLY BEEN
INFORMED BY HOTLINE THAT THE HIGH PRESSURE FUEL PUMP IS THE ONLY THING
IN THE FUEL SYSTEM THAT COULD PRODUCE METAL IN THE FUEL SYSTEM. WE
REVIEWED ON [REDACTED] OF [REDACTED] THE VCV AND PCV [REDACTED] HAVE RUST IN
[REDACTED] PICTURES AND WE FELT WE DIDNT SEE THAT COMPARED TO THIS PCV AND
VCV. WE HAVE REVIEWED HISTORY AND HAVE PERFORMED THE LAST [REDACTED]
[REDACTED] INTERVALS ON VEHICLE AND WE HAVE DRAINED FUEL WATER SEPERATOR
[REDACTED] AND NOT SEEN ANY WATER IN SEPERATOR AT ANY OF THE SERVICES.
CUSTOMER HAS ALSO ASKED IF WATER COULD HAVE ENTERED FUEL SYSTEM DURING
FUEL LEAK OCCURANCE WHEN FUEL PRESSURE DROPPED WITH IGNITION OFF?
RECOMM [REDACTED]
[REDACTED] Your photo of the PCV provided still appears to have rust
contamination. As noted in the job aid, fuel system failures due to
fuel contamination are not covered by warranty. Even though the
vehicle had a past failure of the fuel filter housing, this is not
likely to allow water to enter the fuel system on this vehicle. If you
feel the photos are not showing the PCV correctly, it would be
recommended to wipe the PCV with a clean rag and clean diesel as
sometimes fuel staining can appear at rust in the system. If you feel
the repair should be covered, update this form with more information
on the condition of the PCV after cleaning and include updated photos
for review. DCPA Not 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 : [REDACTED] Number:
Prior Repair Attempts: Repair Prior to Call: NO

[REDACTED] SUBJECT GCQIS

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]
CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: [REDACTED] CENTER Report Date: [REDACTED]
PCM#P [REDACTED] P03
008A: [REDACTED] P02DB [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]

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

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

- - - A D D I T I O N A L - - -
Tire : [REDACTED] PREMIUM Brand : [REDACTED]
Radio : ELETR PREM AM/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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: TECHNICIAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]
Claim #/Date : [REDACTED]
Specialist's Name : [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



○ Attachment Id : [REDACTED] [Top](#)



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

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

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

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

VIN: [REDACTED]
Odometer: [REDACTED]
[REDACTED]: [REDACTED]
[REDACTED]: [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE
FUEL

FLUIDS
VISIBLE LEAK

Additional Symptom:

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

Causal Comp [REDACTED] t: [REDACTED] [REDACTED] WATER-FUEL SEP ELEM
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: NO Atchmnts: 0
Comp [REDACTED] t Test Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fixed?: [REDACTED] Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

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

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

TECH/C [REDACTED]

[REDACTED] fuel leak after secondary fuel filter is replaced

[REDACTED] we have had multiple concerns with replacement motorcraft secondary fuel filters leaking after [REDACTED] of driving. I [REDACTED] contacted [REDACTED] hotline, [REDACTED] and are motorcraft distributor and have not gained any interest or answers from them. [REDACTED] I had [REDACTED] towed back to dealership and another [REDACTED] I had to go and replace the filter on the side of the road. I'm frustrated because the customers are [REDACTED] the techs look bad I have half to spend [REDACTED] cleaning the vehicles of diesel fuel. The replacement filters blow off at the seem where the upper and lower sections are bonded together. At this point I cant replace the fuel filters with any confidence and will not recommend [REDACTED]. The technical hot line directed me to report the concern through this channel so hopefully this will result in some progress. Thank you for your assistance. note we have had a total of [REDACTED]

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

Intermittent?: [REDACTED] Come Back? [REDACTED] Air Temp. : 3 Grid Location: [REDACTED]
Towed In? [REDACTED] : Quits On Road?: [REDACTED] Unit Down?: [REDACTED] Verification : [REDACTED]

----- 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] 8D Number: [REDACTED]
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
Equipment/Procedure Used [REDACTED] Effective? Equipment/Procedure Used [REDACTED] Effective [REDACTED]

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	[REDACTED]	SERVICE	WATER-FUEL SEP ELEM	YES

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

- - - E N G I N E - - -
Engine: [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]

Model: [REDACTED] Shift: [REDACTED]
- - - A D D I T I O N A L - - -
Tire : [REDACTED] A/T BSW Brand : [REDACTED]
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-?? TUXEDO BLACK

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title: SHOP FOREMAN
Phone : [REDACTED]
Rpr Dlr [REDACTED] Ph#: [REDACTED]
City: [REDACTED] State : [REDACTED]
Country: [REDACTED] Region : [REDACTED]

----- 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]	[REDACTED]		DRV PERF	[REDACTED]

--- S U P P L E M E N T A L S U R V E Y : NONE ---
----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ([REDACTED] only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE