

From: [REDACTED] (B.) [b [REDACTED]
Sent: [REDACTED]
To: [REDACTED] (S.T.) [REDACTED]; [REDACTED] Z.) [REDACTED]
CC: [REDACTED] ([REDACTED]); [REDACTED] S.) [REDACTED]; [REDACTED] (B.)
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED] B

Hi [REDACTED]

I have checked with the dealer and unfortunately they do not have this part. They scrapped the part.

[REDACTED] I think the reason why part is not get tagged is that the Model Year. The Model Year you have selected is [REDACTED] but the Model Year in [REDACTED] R claim is [REDACTED]. So it might be a reason that the part is not get tagged.

Regards,

[REDACTED]
Warranty Parts Expeditor

Email: [REDACTED]

Phone: [REDACTED]



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From: [REDACTED] a (B.)
Sent: [REDACTED]
To: [REDACTED] (S.T.) <[REDACTED]>; [REDACTED] Z.) <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.)
<[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED] B

Hi [REDACTED],

[REDACTED] has entered all the details correctly in [REDACTED] request and has raised it within our [REDACTED] timeline, but I am wondering why it is not get tagged. I will research on this lately. In the meantime, I will check the dealer on part availability and update you ASAP.

Thank You,

[REDACTED]
Warranty Parts Expeditor

Email: [REDACTED]

Phone: [REDACTED]



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From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] (Z.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Okay great you got the link for it. thank you, [REDACTED]. [REDACTED] hopefully will be able to track it down for us.

From: [REDACTED] (Z.) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Yes, I submitted by [REDACTED]. The request was approved in [REDACTED], please see attached fyi.

Regards,

[REDACTED]
Ford Motor Company
Fuel Systems D&R

Cell: [REDACTED]
[REDACTED]

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] (Z.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Hi [REDACTED],

I looked up the part using the info you submitted below I didn't see then did another search using tag issue feature and still didn't see any info about it, Did you do it by specific [REDACTED]? so it didn't go through all the way to the end when you submitted. If it went thru usually [REDACTED] system sent you link for it. did you get a link after submitted the request.

[REDACTED] will you check into that request for us and see what happened to it? Also is too late to call the dealer and have them ship part back to RAC ID info showing below. [REDACTED] of thanks!

From: [REDACTED] (Z.) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] ([REDACTED]) <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Hi [REDACTED],

I submitted request but haven't received any tag info from [REDACTED]. I will let you know when get any update.
Thanks.

Regards,

[REDACTED]
Fuel Systems D&R
[REDACTED]
Cell: [REDACTED]
[REDACTED]

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] (Z.) <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Hi [REDACTED] and [REDACTED],
Any update on this part return and analysis?

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] (Z.) <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>; [REDACTED] (B.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Thank you [REDACTED] for requesting part back.

From: [REDACTED] (Z.) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] (.) <[REDACTED]>
Subject: RE: [REDACTED] (Diesel) found water in fuel (WIF) - Service P/N [REDACTED]

Hi [REDACTED],

I submitted a request to get this WIF sensor to [REDACTED] for analysis. Please see attached fyi.

Hi [REDACTED],

Please perform the analysis and provide us the report when you receive the part. Thank you for your support.

Request summary

PEARS Req# OPEN
Source VIN Specific
Request Expiration Date [REDACTED]
RAC Code PT
Ship to [REDACTED]
Address [REDACTED]
Special instructions [REDACTED]
Method of shipping UPS

Web [REDACTED]
Failure Mode/ Reason Warranty
QB commodity Powertrain as Installed
RAC Loc CH
Company Name [REDACTED] FILTRATION
Attention [REDACTED]
Phone [REDACTED]

Parts

Vehicle

Frequency

Monthly

All Vehicles Selected

Prefix	Base	Suffix	Qty	Description	Causal Ind
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
VIN sequence number			Start		End
[REDACTED]			[REDACTED]		[REDACTED]

P&A Codes

Model Year

Vehicle Type

Light Truck - [REDACTED]

Regards,

Julie Meng

Fuel [REDACTED] D&R

Cell: [REDACTED]

From [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: [REDACTED] (Diesel) found water in fuel (WIF) - Service [REDACTED]

Hi [REDACTED],

Not sure if this goes to you or someone else but feel free to add them on the email.

See recent claim for [REDACTED] (Diesel) found water in fuel (WIF). Followed [REDACTED] found water in connector [REDACTED], wif connector pins corroded. replaced wif fuel sensor and connector, cleared codes. Service [REDACTED]
This is AFT-OF-AXLE FUEL TANK. Can you send part back for analysis?

Claim Detail

PROD Claims Loaded Through: [REDACTED]

END USER AGREEMENT:

This data is CONFIDENTIAL or SECRET. You are responsible for maintaining the security and confidentiality of the data contained within and shall use it only for product improvement, research and development, product safety, and security purposes authorized by [REDACTED] ("Authorized Purposes"). Data contained in this file may be shared within [REDACTED] internally only where required for Authorized Purposes. Only data in this file, that is specific to a Supplier Goods provide under [REDACTED] Production Terms and Conditions, may be shared with that Supplier and only where required for Authorized Purposes. Where possible, links to the files should be used in lieu of directly sending the files and/or the data contained. If data sent it should

be encrypted. For questions, refer to the [Corporate Privacy policy](#) . Please note - this data may reveal and require notification to the appropriate [REDACTED] personnel of any potential TREAD and/or CCRG concerns.

Attachments: 0

VIN Model Year:2023 Fixed Model Year:2024 [REDACTED]

Note: All costs are in US

dollars

Vehicle Information		Claim Information	
Model Year:	[REDACTED]	Document Number:	[REDACTED]
Market Derived:	F - [REDACTED]	Repair Date:	[REDACTED]
Body/Cab Type:	[REDACTED] CAB (REGULAR CAB)	Distance:	[REDACTED]
Version/Series:	[REDACTED]	TIS:	1
Drive Type:	[REDACTED] L/H PART TIME DRIVE	[REDACTED] Auth:	1
Vehicle Line:	[REDACTED] [REDACTED] 24]	GSAR Load Date:	[REDACTED]
WERS Engine Code:	T/TR-6.7L 4V HPCR V8 T/C DSL	Transaction Code:	1
WERS Transmission Code:	[REDACTED]		
Warranty Start Date:	[REDACTED]		
Production Date:	[REDACTED]		
VIN:	[REDACTED]	Expense Information	
Dealer Information		Customer Paid Amount:	[REDACTED]
		Deductible Amount:	[REDACTED]
Dealer Name:	[REDACTED]	Dealer Paid Amount:	[REDACTED]
Dealer Code:	[REDACTED] - *	Labor Cost:	214.55
Address:	1077 ROUTE 5 & 20	VAT:	[REDACTED]
City:	[REDACTED]	Misc. Expense Amount:	[REDACTED]
State:	NY Zip Code: [REDACTED]	Part Markup Amount:	[REDACTED]
Country:	[REDACTED] Region Code: [REDACTED]	Material Cost:	[REDACTED]
Phone:	[REDACTED]	Total Cost Gross:	[REDACTED]

CONCERN INFORMATION:

Cust. Concern Code:	[REDACTED] - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	[REDACTED] - DOES NOT OPERATE PROPERLY
Technician Comment:	verified concern, ran oasis and checked for tsbs and ssms and none present. went to wsm [REDACTED] directed to [REDACTED] yes, 02 no, 04 yes when unplugging the wif sensor found water in connector [REDACTED], wif connector pins corroded. replaced wif fuel sensor and connector, cleared codes and test drove to verify repairs
Customer Comment:	[REDACTED] OP CODE customer states water in fuel light on, install sop part

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
[REDACTED]	EEC SYSTEM DIAGNOSIS - (QUICK TEST)	26.82
[REDACTED]	EXTRA TIME TO REPEAT FINAL QUICK TEST	13.41
[REDACTED]	EEC SYSTEM - DIAGNOSTIC PIN POINT TEST	40.23
[REDACTED]		134.09

PART INFORMATION: Note: All costs are in US dollars

Reported Part Number	Engineering Part Number	CPSC				
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Causal Flag	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description		Part Quantity	Part Type Code	Replaced Indicator	Ext Ar
Y	HC3Z			SNS WTR IN FUL	HC3Z			SNS WTR IN FUL	1001XX			Y	
N	CU2Z			KIT-WIRING PIGTAIL	CU2Z			KIT-WIRING PIGTAIL	*			Y	

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Sophie King

IPTSE / Underbody PVT Engineer - OHAP

Master Black Belt

