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CQIS DETAIL REPORT

09/19/24 09:01:12

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/29/2022

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

VEHICLE: 2021 F150 4X4, SUP CRW, STYSD VIN: [REDACTED]  
Engine : 3.5L V6 GTDI Odometer: 22,373 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 39 START/RUN/MOVE STARTING  
HARD START/LONG CRANK INTERMITTENT  
Additional Symptom: CEL, long crank  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 12/29/2022 04:38PM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG  
Web Form Data(119782879) Description of Vehicle Concern: Check engine  
light comes on and engine has excessive crank prior to starting Please  
list any diagnostics already performed: PPT DD an HP manual fuel  
pressure test removal of all spark plugs for cylinder inspection with  
micro camera removal of high pressure fuel pump for inspection Parts  
Replaced: Low pressure fuel pump Your Question: Customer concern is  
intermittent but becoming more pronounced during service visit.  
Extended crank time is not more duplicated than when vehicle first  
arrive. Initial diagnosis identified excessive low fuel pressure bleed  
back during cold soak period with pressure dropping to less than 10  
psi after siting several hours. Low fuel pressure system was blocked  
at high pressure pump to isolate concern to low side pressure loss.  
Low pressure fuel pump was replaced and low pressure leak down was  
resolved. Long crank condition continued with check engine light  
illumination after several start attempts with DTC P0087. PPT DD and  
HP lead to loss of high fuel system pressure after engine shut down as  
FRP sensor pressure can be seen bleeding off once engine is shut down.  
No engine misfire activity was noted and fuel trims appear to be  
within normal range. Removal of all spark plugs for inspection found  
no abnormal fouling and inspection camera use within combustion  
chamber revealed no excessive fuel pooling or atomized fuel remaining  
once engine was shut down. High pressure fuel pump was removed for  
inspection and fuel leak was not identified. At this time I believe a  
fuel injector to be at fault but cannot determine as to which one.  
Would replacement of all DI and Port fuel injectors be recommended at  
this time? IF not any additional recommendations would be appreciated.  
Thanks in advance, Chris

RECOMM 12/29/2022 04:38PM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG  
Good afternoon [REDACTED], The high pressure fuel system bleed down  
must be from a leaking injector or high pressure fuel pump (HPFP).  
Since you see no fuel in the cylinders, the HPFP may be leaking fuel.  
Replace the HPFP and tappet and re-evaluate. Inspect the oil for fuel  
dilution and change the oil and filter if needed. If the long crank

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

and high pressure system bleed down is still present, cold soak the and high pressure system bleed down is still present, cold soak the vehicle and boroscope the cylinder once more to look for leaking injectors. Replace any direct injectors for the cylinder(s) with fuel in them. If no fuel is seen, perform a relative injector flow test and replace any injectors that fail or are close to failing and re-evaluate. If the concern returns, replace all direct injectors and re-evaluate the concern. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click <A target= blank href=https://outlook.office365.com/owa/calendar/[REDACTED]/bookings/s/[REDACTED]> with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:<ul><li>Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.</li><li>Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)</li><li>The vehicle you are working on is in a bay with good Wi-Fi connectivity</li></ul><br><span style=font-weight: bold font-style: italic>If the bullet points above are met the TAC can be reached at ([REDACTED], from 9am to 6pm Monday thru Friday Eastern Time to p [REDACTED] call.</span> <br><BR><A target= blank href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfaq.faces?LANG=EN-US&GEO=[REDACTED]> [REDACTED] -setup>initial headset setup</A> Ford Technical Assistance Team Member- David H.

ADD-ON 12/29/2022 04:38PM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : N/A

CONCER 12/29/2022 06:59PM GTCGCQIS High pressure injection pump was previously removed and inspected as stated on initial update. FDRS only has options for Port injection fuel system test and low pressure Direct injection test. High pressure and or injector flow test are not available for VIN as listed. Visual inspection was again performed with use of 2 different inspection cameras with no definitive results as far as leaks are concerned within the combustion chamber. All cylinder appear to be wetter than normal and high side system pressure was still noted during PID monitor of FRP sensor. At this time I will continue replacement of all direct fuel injectors as it is more cost effective than replacing one at a time in attempt to repair the concern. I will update the contact form once repair is compete and concern correction is confirmed. Thanks for the recommendations. [REDACTED]

RECOMM 01/03/2023 11:35AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG Good morning, [REDACTED], Thank you for this update. If the concern returns after replacing the direct injectors, please update this form, give us

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

--TYPE-- COMMENT TEXT  
a call, or schedule a SWIS session and we will be happy to assist.  
a call, or schedule a SWIS session and we will be happy to assist.  
Technical Assistance Center- [REDACTED]  
ADD-ON 01/03/2023 11:35AM DAVID HARRISON(FSE) MSS - FCSD - MID ATLANTIC REG  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact, SWIS Comments : n/a  
CONCER 01/12/2023 01:55PM GTCGCQIS  
Constant monitoring of concern identified intermittent binding of high  
pressure fuel pump shaft and spring resulting in partial articulation  
of fuel pump and lack of high side fuel pressure at start up. Pump  
replacement resolved current 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 : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
UNKNOWN#P0087-00P0230,P06A8-00,P1744-00,P2016-00,P0124-00,PO532-00,POA5B-00,U21  
9-00EC,P0316:00-6C,P193C:00-6C  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/23/2021 Warranty Start Date: 04/28/2021  
Date of Sale: 04/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 705 LBS  
LH/RH Drive:

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

Engine: 3.5L V6 GTDI Tag: ML 3EB AA  
Bld Dt: Calb:  
Serial #: [REDACTED]

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

Trans: 10 SPD AUTO 10R80 Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shft:

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

Tire : 275/60/20 A/T BSW Brand :  
Radio : A/C : AC G-????????????????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD [REDACTED] SOLID C/C

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
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----- A F T E R M A R K E T M O D I F I C A T I O N S -----  
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA [REDACTED] - Holmes Tuttle Ford Lincoln Ph#: [REDACTED]  
City: Tu State : Arizona  
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 12/12/2022

Specialist's Name : DAVID HARRISON (FSE)

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

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA [REDACTED]	04/17/24	398587	[REDACTED]	1		PC3	[REDACTED]	A	23S10B
USA [REDACTED]	04/17/24	398587	[REDACTED]	1		PC3	[REDACTED]	A	
USA [REDACTED]	04/17/24	398587	[REDACTED]	1		PC3	[REDACTED]	A	
USA [REDACTED]	04/17/24	398587	[REDACTED]	2					23S35B

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

VEHICLE: 2018 F150 4X4, SUP CRW, STYSD VIN [REDACTED]  
Engine : 5.0L DOHC NA PFDI GAS - COYOTE Odometer: 30,405 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 1 02 START/RUN/MOVE NOISE  
RUNNING/STANDING ALWAYS

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

Causal Component: 009A SHORT BLOCK  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 4  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

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

CONCER 06/08/2018 03:30PM AHOPPER7  
Web Form Data (113953904) ...Description of Vehicle Concern: engine  
noise, worse cold ... Please list any diagnostics already performed:  
disassembled for inspection ... Parts Replaced: none yet ... Your  
Question: unable to determine source of customer concern

RECOMM 06/08/2018 03:30PM AHOPPER7  
[REDACTED], When submitting a Hotline Assistance Request form, please  
include a detailed description of the concern that is present. There  
are various components within the engine that may be able to make a  
noise, whether hot or cold. Including details of the concern will help  
to prevent incorrect components being replaced as well as help the  
Technical Assistance Center to provide the most accurate diagnostics  
possible. Before disassembly of an engine to find the source of a  
noise, the noise must be isolated to a specific location on the  
engine. If the noise is hard to isolate or does not appear to be  
coming from one location, a stethoscope should be used to help  
pinpoint the exact source of the noise. This will prevent unnecessary  
disassembly of the engine and ensure that the correct repairs are  
performed. To help determine the source of the noise, the FEAD belt  
should be removed and the cylinders cancelled one at a time to see if  
the noise changes. If the noise changes with a cylinder disabled,  
there is a lower end fault. This may also be confirmed by cutting open  
the oil filter following <a  
href='http://www.[REDACTED]  
[REDACTED] target='\_blank'>GSB  
G0000165</a> to inspect for metal. An upper end concern may be  
addressed by performing the Valve train analysis procedure in WSM  
303-00, or by disabling the VCT system to see if the noise changes.  
Within the next&nbsp;4 business days, 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

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

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 --TYPE-- ----- COMMENT TEXT -----  
 information and provide recommendations to assist in resolving the  
 information and provide recommendations to assist in resolving the  
 customer s concern.<BR><BR>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: <UL> <LI>Ensure that all internal published <A  
 href='http://www.fordtechservice.  
 [REDACTED] Technical Assistance\_P  
 rocess.pdf' target= blank>S e Repair and Technical Assistance  
 Process</A> steps have been followed prior to contacting the Technical  
 Assistance Center. <LI>Continue to submit requests to the Technical  
 Assistance Center for support with difficult to resolve technical  
 vehicle issues and repairs requiring Prior Approval. <LI>Confirm that  
 all diagnostics, including testing results completed on the vehicle  
 are thoroughly documented and submitted on the request to the  
 Technical Assistance Center. <LI>Follow all Technical Assistance  
 Center recommendations during the time you may be waiting for follow  
 up from Escalated Handling Team.</LI></UL>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 06/08/2018 03:30PM AHOPPER7  
 Consulted with SME Jake Hoffman who agreed on escalation due to the  
 time down and dealer behavior. Note to EH: This vehicle has an engine  
 noise. It has been down for at least 30 days, and the engine is now  
 disassembled but nothing was found. Possible dealer behavior concern  
 due to the source of the concern not being determined before teardown.  
 ADD-ON 06/08/2018 03:30PM AHOPPER7  
 Reason For Escalation: Time Down  
 CONCER 06/13/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
 Made an outbound phone call and talked to Service Manager Linda. Linda  
 verified the vehicle is at the dealer and has been down for 51 days. I  
 then talked to Technician Doug. Doug indicated there is a  
 ticking/knocking noise at idle. The noise is loudest at the right  
 fender well. The noise does not change when removing the FEAD belt or  
 disconnecting the VCT solenoids. The Noise sounds like it is coming  
 from the timing drive components. The cylinders were not canceled. The  
 engine has been removed and disassembled. There is not any bearing  
 damage or metal in the oil pan. The timing chain tensioner is spongy  
 and there is wear on the timing chain guide.  
 RECOMM 06/13/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
 Doug, As we discussed, since the timing chain tensioner is spongy and  
 there is wear on the timing chain guide, recommend replacing the  
 timing chains, guides and tensioners. We have referred this concern to  
 the Field Service Engineer (FSE) in your market area. The FSE should  
 contact you and/or the Dealership management (Service Manager or

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

Service Director) within one (1) business day to discuss further

Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 06/13/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone call and left a voice mail with FSE Tom Messerly. I notified Tom a TAR is being opened due to time down, dealer behavior and lack of progress. There is an engine noise. The dealer submitted a HAR without any information and the engine is already disassembled. After talking to the technician, there is a ticking/knocking noise at idle only. The noise is loudest at the right fender well. The noise does not change when removing the FEAD belt or disconnecting the VCT solenoids. The cylinders were not canceled. The noise was compared to other 2018 MY vehicles and the like vehicles have the same noise. The engine is currently disassembled. There is not any metal in the oil pan and there is not any bearing damage. The timing chain guide has some wear. The technician has been advised to replace the timing chains, guides and tensioners and reassemble. Could you please follow up with the dealer to see if the noise is still present after the engine is reassembled. If the noise is still present, could you please verify if the noise is normal and if not assist in diagnostics. Talked to: SM Linda and Technician Doug FMC360 cases: Open [REDACTED] Vehicle Concern > Repair Assistance > CCT Criteria GCQIS Check: No updates Days down: 51 Repair attempts/Parts Replaced: None TFOAM Check: No records Vehicle Down: Yes, engine disassembled

ADD-ON 06/13/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION A TAR is being opened due to time down, dealer process and lack of progress.

TAR 06/13/2018 11:31AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF TECHNICAL PROGRESS ON AN ENGINE NOISE. THERE IS AN ENGINE NOISE. THE DEALER SUBMITTED A HAR WITHOUT ANY INFORMATION AND THE ENGINE IS ALREADY DISASSEMBLED. AFTER TALKING TO THE TECHNICIAN, THERE IS A TICKING/KNOCKING NOISE AT IDLE ONLY. THE NOISE IS LOUDEST AT THE RIGHT FENDER WELL. THE NOISE DOES NOT CHANGE WHEN REMOVING THE FEAD BELT OR DISCONNECTING THE VCT SOLENOIDS. THE CYLINDERS WERE NOT CANCELED. THE NOISE WAS COMPARED TO OTHER 2018 MY VEHICLES AND THE LIKE VEHICLES HAVE THE SAME NOISE. THE ENGINE IS CURRENTLY DISASSEMBLED. THERE IS NOT ANY METAL IN THE OIL PAN AND THERE IS NOT ANY BEARING DAMAGE. THE TIMING CHAIN GUIDE HAS SOME WEAR. THE TECHNICIAN HAS BEEN ADVISED TO REPLACE THE TIMING CHAINS, GUIDES AND TENSIONERS AND REASSEMBLE. COULD YOU PLEASE FOLLOW UP WITH THE DEALER TO SEE IF THE NOISE IS STILL PRESENT AFTER THE ENGINE IS REASSEMBLED. IF THE NOISE IS STILL PRESENT, COULD YOU PLEASE VERIFY IF THE NOISE IS NORMAL AND IF NOT ASSIST IN DIAGNOSTICS. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 0 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 51

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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--TYPE-- ----- COMMENT TEXT -----
AUDIT 06/13/2018 11:31AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
AUDIT 06/13/2018 11:31AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON 06/18/2018 04:30PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION
THE FSE LEFT A MESSAGE FOR THE [REDACTED], OR THE SVC MGR. TO
CALL THE FSE BACK. ...
---UPDATED BY---TMESSERL-- [REDACTED] AM-- ...
THE FSE CALLED THE DEALERS [REDACTED] ANOTHER MESSAGE FOR THE
FOREMAN.
ADD-ON 07/23/2018 10:43AM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION
THE FSE HEARD BACK FROM THE [REDACTED], AND THE DEALERSHIP IS IN
THE PROCESS OF REPLACING THE FUEL PUMP DUE TO A NO START CONCERN.
ADD-ON 08/03/2018 10:03AM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION
THE FSE VISITED THE DEALERSHIP AND LISTENED TO THE ENGINE ASSEMBLY.
THE ENGINE HAS A LOUD KNOCKING TYPE OF NOISE FROM THE RIGHT FRONT
CYLINDER. THE FSE ADVISED THE TECH TO PULL THE CYLINDER HEAD AND LOOK
FOR VALVE OR CYLINDER DAMAGE.
ADD-ON 08/10/2018 04:29PM PJACOB45
.PLEASE DESCRIBE CUSTOMERS CONCERN. INCLUDE AS MANY DETAILS AS
POSSIBLE. ... ENGINE NOISE WORSE COLD ... ..2. IF APPLICABLE, PLEASE LIST
ANY PRIOR REPAIR ATTEMPTS (DRIVEABILITY OR TRANSMISSION RELATED) WHICH
MAY HAVE CONTRIBUTED TO THE CUSTOMER SYMPTOM. ... NONE ... ..3. PLEASE
PROVIDE THE DIAGNOSTIC STEPS THAT WERE PERFORMED TO DETERMINE THAT THE
ASSEMBLY NEEDED TO BE REPLACED. PLEASE LIST THE PINPOINT TESTS
COMPLETED AND INCLUDE TEST RESULTS (PRESSURE READINGS, ELECTRICAL
MEASUREMENTS, ETC.). ... 1..COMPLETE ENGINE WAS DISASSEMBLED AND
INSPECTED TIMING CHAIN REPLACED 2..RIGHT BANK TOP END ENGINE
DISASSEMBLED AND INSPECTED CAM PHAZER REPLACE ... ..4. PLEASE LIST PART
(BY NAME, NOT PART#) THAT WAS ROOT CAUSE OF FAILURE: ... ENGINE BLOCK..
BORE ... ..5. LIST MAJOR COMPONENTS (BY NAME, NOT PART#) NEEDED FOR
REPAIR: ... NO SHORT BLOCK SERVICED LONG BLOCK ONLY ... ..6. PROVIDE ANY
ADDITIONAL DETAILS NECESSARY. PLEASE INCLUDE ANY TECHNICAL INFORMATION
THAT YOU FEEL WILL HELP THE HOTLINE PROCESS YOUR PRIOR APPROVAL
REQUEST. ... THE ENGINE BLOCK #2 HOLE IS OUT OF ROUND AND HAS CYLINDER
TAMPER EXCEEDING THE SERVICE MAX ALLOWABILE PISTON TIPPING CAUSING
NOISE ... ..SECONDARY PA CODE: [REDACTED] PRIMARY PA CODE: [REDACTED] ...CONTACT
ID: 114375127 CREATED ON: AU [REDACTED] 2018 14:21:23 ...TECH [REDACTED] : WILLIE
SANDERS TITLE: T - TECHNICIAN ..EMAIL: DEALER PHONE: [REDACTED]
...VIN: [REDACTED] VEHICLE: 2018 F-150 ...ENGINE [REDACTED] E
TRANS: 10 SPEED AUTO TRANSMISSION (10R80) ...VEHICLE USAGE: PERSONAL
UPFIT BODY: ... ..ODOMETER: [REDACTED] RO DATE: JUL 03 2018 ...RO#:
931117 RO LINE #: 01 ... ..CLAIM [REDACTED] : FACTORY WARRANTY REQUEST
WARRANTY START DATE: NOV 04 2017 ...SPW INSTALL DATE: SPW INSTALL
MILEAGE: ...PART #: ...6006 LONG BLOCK ...
ADD-ON 08/10/2018 04:29PM PJACOB45
WEB (EXT) COMMENT BY: JPASAKAR - AUG 10 2018
15:29:26 ...WILLIE, ... ..BEFORE THE 6006 LONG BLOCK CAN BE APPROVED, THE
PARTS BACK ORDER ESCALATION PROCESS NEEDS TO BE FOLLOWED TO HELP
PREVENT ANY WARRANTY CONCERNS. IN ORDER TO COMPLETE THE PARTS
BACKORDER ESCALATION PROCESS THE ORDER SHOULD BE MOVED TO EMERGENCY

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

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--TYPE-- COMMENT TEXT
(EMR) STATUS, THE PARTS ASSISTANCE CENTER ONLINE (PACO) CONTACTED, AND
(EMR) STATUS, THE PARTS ASSISTANCE CENTER ONLINE (PACO) CONTACTED, AND
AN FMC360 CASE OPENED BY THE DEALERSHIP. THE PARTS BACKORDER
ESCALATION WILL ALLOW THE INVOLVEMENT OF OTHER FORD DEPARTMENTS TO
ENSURE CUSTOMER SATISFACTION WITH THE REPAIR PROCESS. FOR MORE
INFORMATION ON THE PARTS BACKORDER ESCALATION PROCESS REFER TO THE
FCSD PARTS ORDERING QUICK REFERENCE GUIDE FOUND IN FMCDEALER AND ON
PAGES 89-90 OF SECTION 3 OF THE ONLINE 2017 WARRANTY AND POLICY MANUAL
V2.6. ...ONCE THERE HAS BEEN AN INDICATION FROM THE CRC THAT THE SHORT
BLOCK CANNOT BE OBTAINED, PLEASE UPDATE THIS FORM AND THE PRIOR
APPROVAL PROCESS CAN CONTINUE.
AUDIT 08/10/2018 04:30PM PJACOB45
ATTCH ID:17879505 MOVED FROM RPT:J8JD7016 TO J6HGL008 BY PJACOB45
AUDIT 08/10/2018 04:30PM PJACOB45
ATTCH ID:17879504 MOVED FROM RPT:J8JD7016 TO J6HGL008 BY PJACOB45
AUDIT 08/10/2018 04:30PM PJACOB45
ATTCH ID:17879503 MOVED FROM RPT:J8JD7016 TO J6HGL008 BY PJACOB45
AUDIT 08/10/2018 04:30PM PJACOB45
ATTCH ID:17879502 MOVED FROM RPT:J8JD7016 TO J6HGL008 BY PJACOB45
CONCER 08/10/2018 04:38PM PJACOB45
RO#: 931117 RO Date: [REDACTED] AM Warranty Type:Factory
Warranty Request SPW SPW Install Date: 1. Please
describe customers concern. Include as many details as
possible. ...ENGINE NOISE WORSE COLD ...2. If applicable, please list
any prior repair attempts (driveability or transmission related) which
may have contributed to the customer symptom. ...NONE ...3. Please
provide the diagnostic steps that were performed to determine that the
assembly needed to be replaced. Please list the pinpoint tests
completed and include test results (pressure readings, electrical
measurements, etc.). ...1..COMPLETE ENGINE WAS DISASSEMBLED AND
INSPECTED TIMING CHAIN REPLACED ...2..RIGHT BANK TOP END ENGINE
DISASSEMBLED AND INSPECTED CAM PHAZER REPLACE ...4. Please list part
(by name, not part#) that was root cause of failure: ...ENGINE BLOCK..
BORE ...5. List major components (by name, not part#) needed for
repair: ...NO SHORT BLOCK SERVICED LONG BLOCK ONLY ...6. Provide any
additional details necessary. Please include any technical information
that you feel will help the Hotline process your prior approval
request. ...THE ENGINE BLOCK #2 HOLE IS OUT OF ROUND AND HAS CYLINDER
TAMPER EXCEEDING ...THE SERVICE MAX ALLOWABILE PISTON TIPPING CAUSING
NOISE ... WEB-Ford-EXT-jpasakar-Aug 10 2018 15:29:26: [REDACTED], Before
the 6006 long block can be approved, the parts back order escalation
process needs to be followed to help prevent any warranty concerns. In
order to complete the Parts Backorder Escalation Process the order
should be moved to Emergency (EMR) Status, the Parts Assistance Center
Online (PACO) contacted, and an FMC360 case opened by the dealership.
The Parts Backorder Escalation will allow the involvement of other
Ford departments to ensure customer satisfaction with the repair
process. For more information on the Parts Backorder Escalation
Process refer to the <A
href='https://www.fmcdealer.dealerconnection.com/sites/ford_lm/parts_s

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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

--TYPE-- ----- COMMENT TEXT -----  
 ervice/pdt/Pages/FCSD\_PartsBackorder\_Dealer\_Guide.pdf'  
 ervice/pdt/Pages/FCSD PartsBackorder Dealer Guide.pdf'  
 target= blank>FCSD Parts Ordering Quick Reference Guide</A> found in  
 FMCDealer and on pages 89-90 of section 3 of the online <A  
 href='https://www.[REDACTED].asp? target= blank>2017  
 warranty and Policy Manual v2.6</A>. Once there has been an indication  
 from the CRC that the short block cannot be obtained, please update  
 this form and the prior approval process can continue. ...  
 WEB-DEALER-EXT-d-sand47-Aug 10 2018 16:21:13: forgot FEILD SEVICE  
 ENGINEER WAS INVOLDED.. I CONTACTED OUR PARTS MANAGER ABOUT PARTS  
 BACKORDER PERVENTION. THERE IS 6 IN THE MEMPHIS HIGH CUBE CENTER.  
 APPROX 120 MILES FROM HERE. IS THERE SOMETHING ELEASE WE NEED TO DO??  
 ADVISE PLEASE-THANKS  
 RECOMM 08/10/2018 04:38PM PJACOB45  
 Willie, The notes made by the FSE state to follow the necessary  
 procedures and did not state to bypass the procedures to replace the  
 engine long block. Please proceed following the Parts Backorder  
 Escalation Process listed previously. As part of the process, if the  
 engine short block is not available in a reasonable amount of time,  
 PACO or CRC(Customer Relations Center) will update FMC360 with this  
 information. Once this information is in FMC360, update this form.  
 GASPA Additional Information Required  
 ADD-ON 08/13/2018 12:15PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION  
 THE FSE CALLED THE TECH AND HE SAID HE WAS IN THE PROCESS OF REPLACING  
 THE ENGINE DUE TO AN OUT-OF-ROUND CYLINDER. THE TECH ASKED ABOUT THE  
 PARTS ORDERING PROCESS ABOVE. THE FSE ADVISED THE TECH IF A SHORT  
 BLOCK IS NOT AVAILABLE THEY WOULD HAVE TO EMERGENCY ORDER THE PART, DO  
 A PACO REQUEST FOR THE "OFF BACK ORDER STATUS" THEN EMAIL THE ZM  
 THROUGH FMCDEALER TO HAVE THE PART ESCALATED AND IF THERE IS A MAJOR  
 PART DELAY, THEY COULD REQUEST A LONG BLOCK ASSEMBLY VERSES A SHORT  
 BLOCK.  
 CONCER 08/14/2018 04:36PM TECHHOT  
 THE LONG BLOCK HAS BEEN ORDERED ON EMERGENCY STATUS AND HAS ALREADY  
 BEEN ALLOCATED AND PROCESSED FOR SHIPMENT. SUBMITTED A PACO TICKET FOR  
 TRACKING INFO. PART NUMBER JL3Z-6006-A. PACO TICKET NUMBER IS [REDACTED]  
 LONG BLOCK IS SHIPPING FROM X04 PDC, ON SHIPPER NUMBER VP7333,  
 FCSD#N22425, COR#[REDACTED]. ...PLEASE ADVISE IN STATUS OF APPROVAL.  
 CONCER 08/14/2018 06:30P [REDACTED] DLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 RO#: 931117 RO Date:[REDACTED] AM Warranty Type:Factory  
 Warranty Request SPW SPW Install Date: 1. Please  
 describe customers concern. Include as many details as  
 possible. ...ENGINE NOISE WORSE COLD ... ..2. If applicable, please list  
 any prior repair attempts (driveability or transmission related) which  
 may have contributed to the customer symptom. ...NONE ... ..3. Please  
 provide the diagnostic steps that were performed to determine that the  
 assembly needed to be replaced. Please list the pinpoint tests  
 completed and include test results (pressure readings, electrical  
 measurements, etc.). ...1..COMPLETE ENGINE WAS DISASSEMBLED AND  
 INSPECTED TIMING CHAIN REPLACED ...2..RIGHT BANK TOP END ENGINE

CQIS Report Number: ██████████ Program Type: H Orig Rpt #: ██████████  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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DISASSEMBLED AND INSPECTED CAM PHAZER REPLACE ... ..4. Please list part  
 DISASSEMBLED AND INSPECTED CAM PHAZER REPLACE ... ..4. Please list part  
 (by name, not part#) that was root cause of failure: ...ENGINE BLOCK..  
 BORE ... ..5. List major components (by name, not part#) needed for  
 repair: ...NO SHORT BLOCK SERVICED LONG BLOCK ONLY ... ..6. Provide any  
 additional details necessary. Please include any technical information  
 that you feel will help the Hotline process your prior approval  
 request. ...THE ENGINE BLOCK #2 HOLE IS OUT OF ROUND AND HAS CYLINDER  
 TAMPER EXCEEDING ...THE SERVICE MAX ALLOWABLE PISTON TIPPING CAUSING  
 NOISE ... WEB-Ford-EXT-jpasakar-Aug 10 2018 15:29:26: Willie, Before  
 the 6006 long block can be approved, the parts back order escalation  
 process needs to be followed to help prevent any warranty concerns. In  
 order to complete the Parts Backorder Escalation Process the order  
 should be moved to Emergency (EMR) Status, the Parts Assistance Center  
 Online (PACO) contacted, and an FMC360 case opened by the dealership.  
 The Parts Backorder Escalation will allow the involvement of other  
 Ford departments to ensure customer satisfaction with the repair  
 process. For more information on the Parts Backorder Escalation  
 Process refer to the <A  
 href='https://www.██████████  
 ██████████ PartsBackorder Dealer Guide.pdf'  
 target= blank>FCSD Parts Ordering Quick Reference Guide</A> found in  
 FMCDealer and on pages 89-90 of section 3 of the online <A  
 href='https://www.██████████  
 ██████████ v2.6</A>. Once there has been an indication  
 from the CRC that the short block cannot be obtained, please update  
 this form and the prior approval process can continue. ...  
 WEB-DEALER-EXT-d-sand47-Aug 10 2018 16:21:13: forgot FEILD SEVICE  
 ENGINEER WAS INVOLDED.. I CONTACTED OUR PARTS MANAGER ABOUT PARTS  
 BACKORDER PERVENTION. THERE IS 6 IN THE MEMPHIS HIGH CUBE CENTER.  
 APPROX 120 MILES FROM HERE. IS THERE SOMETHING ELSE WE NEED TO DO??  
 ADVISE PLEASE-THANKS ... WEB-Ford-EXT-pjacob45-Aug 10 2018 16:38:56:  
 Willie, The notes made by the FSE state to follow the necessary  
 procedures and did not state to bypass the procedures to replace the  
 engine long block. Please proceed following the Parts Backorder  
 Escalation Process listed previously. As part of the process, if the  
 engine short block is not available in a reasonable amount of time,  
 PACO or CRC(Customer Relations Center) will update FMC360 with this  
 information. Once this information is in FMC360, update this form. ...  
 WEB-DEALER-EXT-j-elrod1-Aug 14 2018 16:36:36: THE LONG BLOCK HAS BEEN  
 ORDERED ON EMERGENCY STATUS AND HAS ALREADY BEEN ALLOCATED AND  
 PROCESSED FOR SHIPMENT. SUBMITTED A PACO TICKET FOR TRACKING INFO.  
 PART NUMBER JL3Z-6006-A. PACO TICKET NUMBER IS 5956839. LONG BLOCK IS  
 SHIPPING FROM X04 PDC, ON SHIPPER NUMBER ██████████,  
 COR# ██████████. PLEASE ADVISE IN STATUS OF APPROVAL. ...  
 WEB-██████████ EXT-ahydorn-Aug 14 2018 16:48:04: ██████████ The Ford Technical  
 Assistance Center has reviewed your request and has determined that it  
 is necessary to discuss this matter verbally over the telephone. You  
 will be contacted shortly by a Ford Technical Assistance Center

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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representative. ... PHONE-DEALER-EXT-ahydorn-Aug 14 2018 17:12:09:

representative. ... PHONE-DEALER-EXT-ahydorn-Aug 14 2018 17:12:09:  
Attempted to contact Willie through the dealership and spoke with Nicole in service. Nicole advised me that he is not available to talk too and stated no one can be found to discuss the prior approval form for this vehicle, so we advised him to call into the TAC to discuss the matter. ... PHONE-Ford-EXT-ahydorn-Aug 14 2018 17:12:09: Willie, We have attempted to contact you over the phone to discuss this prior approval form for further information so an accurate direction can be determined regarding this engine. It is not understood why a long block is being placed on emergency order through PACO and you are declaring the short block not obtainable but no PACO tickets regarding a short block part number (6009) and the parts catalog shows a listed part number to obtain a short block. It seems like some confusion has occurred when mentioning the parts back order escalation process from your FSE since this does not show it has been followed to determine if a long block should be replaced if the short block is obsolete or on excessive back order. Listed below is the parts back order escalation process and needs to be followed if PACO has confirmed the short block needing to be replaced is obsolete or on excessive back order when comparing to the RO date. If you have any question or parts back order escalation is not be followed it will be necessary to call into the Ford technical assistance center ([REDACTED]) to discuss this matter over the phone. This direction ne [REDACTED] ermined before obtaining the long block (should have been done before ordering long block) since, no evidence in the form shows long block replacement is necessary. In&nbsp;the&nbsp;event that the part needed to repair this vehicle is not available, the Parts Backorder Escalation Process should be followed. In order to complete the Parts Backorder Escalation Process the order should be moved to Emergency (EMR) Status, the Parts Assistance Center Online (PACO) contacted, and an FMC360 case opened. The Parts Backorder Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information on the Parts Backorder Escalation Process refer to the <A

href=[REDACTED]  
/FCSD PartsBackorder Dealer Guide.pdf'  
target= blank>FCSD Parts Ordering Quick Reference Guide</A> found in FMCDealer and on pages 89-90 of section 3 of the online <A href='https://[REDACTED]

v2.6</A>. ... PHONE-Ford-INT-ahydorn-Aug 14 2018 17:12:09: !!!!!IMPORTANT!!!!!! If you receive this contact, it is not certain what direction the tech is trying to perform for the short block showing to need replacement. First he stated the FSE said to replace long block but in his notes he only states to inspect and follow normal process. He also states the short block is obsolete, but no evidence in the parts catalog nor PACO ticket declaring the short block is not obtainable or on back order. It seems like he is trying to perform the parts back order escalation process but none of the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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steps are performed to start this process and has now sent a emergency

steps are performed to start this process and has now sent a emergency order for a long block to PACO. If you need any other information let me know since if have read through all hte of the reports trying to figure out what the tech was doing and why he is declaring long block replacement. ... Inbound call from [REDACTED], 114375127 ... ..Called to discuss the cost cap and prior approval. All that is needed is a short block at this time. The cylinder heads will be further inspected just to ensure no damage is present. Cylinder bore was affecting a knocking noise.

RECOMM 08/14/2018 06:30PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER [REDACTED], The only time prior approval is required is for a long block to be installed. If only the short block or a lower level repair is being performed no prior approval is required. At this time continue with the repair if no other damage is found. If any damage is present to the cylinder heads complete a new cost cap listing what is found to be damaged/cannot be reused.Use GSB G0000184 to help with damage inspections. On prior approvals just document what damage was found to each compoennt listed on the cost cap. If no damage is found continue with the short block replacement as needed since prior approval is not required. As a FYI refer to <a href=[REDACTED] pdf' target=' blank'>2018 Prior Approval Job Aid</a>. This has a lot of good information on the cost cap and prior approval process GASPA Additional Information Required

ADD-ON 09/04/2018 03:59PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION THE FSE CONTACTED THE DEALERSHIP, MARK IS CURRENTLY OUT ON MEDICAL LEAVE, SPOKE TO [REDACTED] AND THE DEALERSHIP WAS IN THE PROCESS OF REPLACING THE SHORT BLOCK ASSEMBLY.

ADD-ON 09/19/2018 10:03AM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION THE FSE IS REACHING OUT TO THE DEALERSHIP TO GET AN UPDATE ON THE VEHICLE.

ADD-ON 09/26/2018 12:15PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION THE DEALERSHIP HAS REPLACED THE SHORT BLOCK ASSEMBLY TO CORRECT THE CONCERN.

AUDIT 09/26/2018 12:15PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION TECH ASSIST REFERRAL HAS BEEN CLOSED

CONCER 10/05/2018 11:33AM JOSEPH PASAKARNIS(FS MSS - FCSD - CENTRAL REGION ...  
10/05/2018 10:06AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER ...  
WEB FORM DATA(116353583) DESCRIPTION OF VEHICLE CONCERN: NOISE IN ENGINE ...PLEASE LIST ANY DIAGNOSTICS ALREADY PERFORMED: NO CODES , POWER BAL , UNABLE ...TO ISOLATE TO A CYLINDER , NOISE IS UPPER MID BLOCK TO HEAD AREA , WORSE OFF ...IDLE PARTS REPLACED: NONE YOUR QUESTION: INHERITED FROM ANOTHER DEALER , ...WARRANTY HISTORY SHOWS 2 MAJOR REPAIR ATTEMPTS WITHOUT SUCCESS , I AM UNABLE ...TO PINPOINT SOURCE OF NOISE AND WOULD LIKE TO REQUEST A CONTACT FROM AN FSE ...

RECOMM 10/05/2018 11:33AM JOSEPH PASAKARNIS(FS MSS - FCSD - CENTRAL REGION ...  
10/05/2018 10:06AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER ...  
ANTHONY, WITHIN THE NEXT 4 BUSINESS DAYS, THE ASSISTANCE REQUEST ON THIS ...VEHICLE WILL BE REVIEWED. TO FURTHER EXPEDITE THIS PROCESS,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

C O M M E N T S

--TYPE-- COMMENT TEXT
PLEASE UPDATE ...THE FORM WITH THE ADDITIONAL INFORMATION LISTED WHEN
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 SERVICE REPAIR AND
TECHNICAL ASSISTANCE ...PROCESS STEPS HAVE BEEN FOLLOWED PRIOR TO
CONTACTING THE TECHNICAL ...ASSISTANCE CENTER. ...CONTINUE TO SUBMIT
REQUESTS TO THE TECHNICAL ASSISTANCE CENTER 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 ...TECHNICAL ASSISTANCE CENTER.
...FOLLOW ALL TECHNICAL ASSISTANCE CENTER RECOMMENDATIONS DURING THE
TIME YOU ...MAY BE WAITING FOR FOLLOW UP FROM ESCALATED 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 10/05/2018 11:33AM JOSEPH PASAKARNIS(FS MSS - FCSD - CENTRAL REGION
10/05/2018 10:06AM JOSEPH PASAKARNIS MSS - FCSD - TECH ASSIT CENTER ...
CONSULTED SME JAKE HOFFMAN ABOUT ESCALATION. WE AGREED DUE TO DOWN
TIME AND ...THIS VEHICLE BEING PREVIOUSLY ESCALATED. NOTE TO EH, SHORT
BLOCK REPLACED ...DUE TO KNOCKING CONCERN. CONCERN UNABLE TO BE
LOCATED. ...
CONCER 10/05/2018 11:35AM JOSEPH PASAKARNIS(FS MSS - FCSD - CENTRAL REGION
10/05/2018 10:14AM G TCGCQSP MSS - FCSD - TECH ASSIT CENTER ... CAN
MAKE VEHICLE AVAILABLE ON SHORT
...NOTICE.FR
FR R ...
CONCER 11/09/2018 11:25AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(116353583) Description of Vehicle Concern: NOISE IN
ENGINE Please list any diagnostics already performed: NO CODES , POWER
BAL , UNABLE TO ISOLATE TO A CYLINDER , NOISE IS UPPER MID BLOCK TO
HEAD AREA , WORSE OFF IDLE Parts Replaced: NONE Your Question:
INHERITED FROM ANOTHER DEALER , WARRANTY HISTORY SHOWS 2 MAJOR REPAIR
ATTEMPTS WITHOUT SUCCESS , I AM UNABLE TO PINPOINT SOURCE OF NOISE AND
WOULD LIKE TO REQUEST A CONTACT FROM AN FSE WEB-Ford-EXT-Oct 05 2018
10:06:47-jpasakar: Anthony, ... Within the next&nbsp;4 business days,
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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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and reevaluate the noise. ... Please update this form with the test and reevaluate the noise. ... Please update this form with the test results and I will call you back. If the form is not updated by Monday, I will call you Monday to check the status.

.....PHONE-Ford-INT-Oct 15 2018 13:57:54-ksande51: Verify Diagnostics: Vehicle not at Dealer - Technician Anthony phone: [REDACTED] ... Engine noise. Vehicle not at dealer. Getting vehicle shop and performing noise diagnostics.

...PHONE-DEALER-EXT-Oct 15 2018 13:57:54-DEALER: Made an outbound phone call and talked to Technician Anthony. Anthony verified the vehicle is not at the dealer and was down for about 2 days. There is a piston slap/marble rattle type noise that sounds like it is coming from the upper block/cylinder head area. The noise occurs around 1800-2100 rpm and is louder as the engine heats up. The noise does get faster and louder with rpm. ...PHONE-Ford-INT-Oct 15 2018 13:57:54-ksande51: Talked to: Technician Anthony ...FMC360 cases: Open [REDACTED] Vehicle Concern > Repair Assistance > CCT Criteria ...GCQIS Check: Updated by FSE Tom Messerly ...Days down: 2 estimated. Vehicle is not at dealer ...Repair attempts/Parts Replaced: Replaced short block ...TFOAM Check: Tracking number 20223728 ...Vehicle Down: No .....WEB-DEALER-EXT-Oct 22 2018 10:42:00-a-lind25: Customer has yet to return with vehicle . 10/22/2018...WEB-Ford-INT-Oct 22 2018 12:34:57-ksande51: Closed: Vehicle not at Dealer - Technician Anthony phone: [REDACTED] Engine noise. Vehicle not at dealer. Getting vehicle back [REDACTED] p and performing noise diagnostics. ... This escalation is being closed due to the vehicle is not at the dealer. ...WEB-Ford-EXT-Oct 22 2018 12:34:57-ksande51: Anthony, ...Thank you for the update that the customer has not returned with the vehicle. ... Since the vehicle is not at the dealer, I will not set a follow up call. Once the vehicle returns and you have performed the recommended diagnostics, please update this form with the diagnostics results and I will call you back at that time. ....WEB-Ford-INT-Oct 22 2018 12:34:57-ksande51: Talked to: Updated web FMC360 cases: Open [REDACTED] Vehicle Concern > Repair Assistance > CCT Criteria GCQIS Check: Updated by FSE Tom Messerly Days down: 2 estimated. Vehicle is not at dealer Repair attempts/Parts Replaced: Replaced short block TFOAM Check: Tracking number 20223728 Vehicle Down: No ...WEB-DEALER-EXT-Nov 08 2018 08:29:01-a-lind25: As per instruction , oil level is correct , manual op test showed 11 psi hot idle , 32 psi @ 2000 rpm hot , listening with stethoscope and canceling cylinders did not isolate sound , louder on rt bank , also found a light knock at crank level that almost goes away when cancelling #6 , disconnecting vct solenoids , and restarting had no effect on sound , reconnect and activated solenoids with ids had no effect . Removed belt , started and let rpm stabilize , had no effect on sound ...PHONE-Ford-EXT-Nov 09 2018 11:25:11-ksande51: Anthony, ... Due to the history of this vehicle, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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

contact you directly, please consult with your Dealership management

contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern...PHONE-DEALER-EXT-Nov 09 2018

11:25:11-DEALER: Made an outbound phone call and talked to Anthony. Anthony verified the vehicle is not at the dealer but can the vehicle in the dealer over night. There is a knocking noise coming from the engine. The noise does change when canceling cylinder 6 but Anthony cannot determine a root cause...PHONE-Ford-INT-Nov 09 2018

11:25:11-ksande51: Made an outbound phone call and left a message with FSE Wesley Triplette. I notified Wesley a TAR is being opened. There is an engine knocking noise. The technician indicated the noise appears to be coming from the lower end and changes when canceling cylinder 6 but cannot determine a root cause. This vehicle was at a different dealer where the engine was disassembled and reassembled several times. There was a TAR opened at the other dealer and the FSE notes indicate the short block was replaced but OASIS is not showing the short block replaced. Technician Anthony is working on the vehicle and indicated you know who he is and asked if you could contact him directly. The vehicle is not at the dealer but Anthony indicated he can have the vehicle in the dealer overnight. ... ..Talked to:

Technician Anthony ...FMC360 cases: Open [REDACTED] Vehicle Concern > Repair Assistance > CCT Criteria ...GCQIS Check: Updated by FSE Tom Messerly ...Days down: Not verified ...Repair attempts/parts replaced: Replaced short block, timing drive components ...TFOAM Check: Tracking number 20223728 ...Vehicle Down: No .....PHONE-Ford-INT-Nov 09 2018 11:25:11-ksande51: Closed: Technical Progress - A TAR is being opened due to lack of technical progress. ... Made an outbound phone call and talked to Anthony. Anthony verified the vehicle is not at the dealer but can the vehicle in the dealer over night. There is a knocking noise coming from the engine. The noise does change when canceling cylinder 6 but Anthony cannot determine a root cause.

RECOMM 11/09/2018 11:25AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Anthony, ... ..Due to the history of this vehicle, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 11/09/2018 11:25AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone call and left a message with FSE Wesley Triplette. I notified Wesley a TAR is being opened. There is an engine knocking noise. The technician indicated the noise appears to be coming from the lower end and changes when canceling cylinder 6 but cannot determine a root cause. This vehicle was at a different dealer where the engine was disassembled and reassembled several times. There was a TAR opened at the other dealer and the FSE notes indicate the short block was replaced but OASIS is not showing the short block

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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replaced. Technician Anthony is working on the vehicle and indicated replaced. Technician Anthony is working on the vehicle and indicated you know who he is and asked if you could contact him directly. The vehicle is not at the dealer but Anthony indicated he can have the vehicle in the dealer overnight. ... ..Talked to: Technician Anthony ...FMC360 cases: Open [REDACTED] Vehicle Concern > Repair Assistance > CCT Criteria ...GCQIS Check: Updated by FSE Tom Messerly ...Days down: Not verified ...Repair attempts/parts replaced: Replaced short block, timing drive components ...TFOAM Check: Tracking number 20223728 ...Vehicle Down: No ...

ADD-ON 11/09/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO LACK OF TECHNICAL PROGRESS ON AN ENGINE KNOCK. THE TECHNICIAN INDICATED THE NOISE APPEARS TO BE COMING FROM THE LOWER END AND CHANGES WHEN CANCELING CYLINDER 6 BUT CANNOT DETERMINE A ROOT CAUSE. THIS VEHICLE WAS AT A DIFFERENT DEALER WHERE THE ENGINE WAS DISASSEMBLED AND REASSEMBLED SEVERAL TIMES. THERE WAS A TAR OPENED AT THE OTHER DEALER AND THE FSE NOTES INDICATE THE SHORT BLOCK WAS REPLACED BUT OASIS IS NOT SHOWING THE SHORT BLOCK REPLACED. TECHNICIAN ANTHONY IS WORKING ON THE VEHICLE AND INDICATED YOU KNOW WHO HE IS AND ASKED IF YOU COULD CONTACT HIM DIRECTLY. THE VEHICLE IS NOT AT THE DEALER BUT ANTHONY INDICATED HE CAN HAVE THE VEHICLE IN THE DEALER OVERNIGHT. THE VEHICLE IS NOT AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 3 ESTIMATED NUMBER OF DAYS OUT OF SERVICE: 20

AUDIT 11/09/2018 11:29AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
TECH ASSIST REFERRAL HAS BEEN REOPENED

ADD-ON 12/07/2018 02:31PM WESLEY TRIPLETTE(FSE MSS - FCSD - SOUTHEAST REGION  
12-6-18 INSPECTED AND TEST DROVE VEHICLE. THERE IS A KNOCKING NOISE AT IDLE AND SEEMS TO BE MORE NOTICEABLE AS THE ENGINE WARMS TO FULL OPERATING TEMPERATURE. THE NOISE IS HEARD THE LOUDEST ON THE RIGHT SIDE OF THE ENGINE ON THE BLOCK SKIRT BUT CAN BE HEARD ON BOTH SIDES AND ALSO IN THE BELL HOUSING. NOISE IS HEARD 10-15 FEET AWAY FROM THE TRUCK AND ALSO INSIDE WHILE SITTING AT A STOP WITH THE WINDOWS CLOSED. CANCELING CYLINDERS MAKES NO CHANGE, AND REMOVING THE SERPENTINE BELT HAS NO EFFECT ON IT EITHER. CRANK END PLAY WAS MEASURED AT .010". UNPLUGGING THE VCT'S HAS NO EFFECT AND ENERGIZING THE VCT 'S (SPECIFICALLY THE EXHAUST) THE ENGINE SOUND CHANGES SO MUCH ITS HARD TO TELL. COMPARED TO A LIKE UNIT AND THIS PARTICULAR ENGINE IS LOUDER. ADVISED TECH TO REMOVE ENGINE AND REMOVE MAIN BEARING CAPS TO INSPECT BEARING MARKINGS. ADVISED TO REPLACE THE SHORT BLOCK BASED ON THE OUR FINDINGS WHILE ATTEMPTING TO ISOLATE THE SOURCE OF THE NOISE.

CONCER 12/12/2018 09:19AM GTCGCQSP  
See FSE report , replaced short block to correct . Thanks .<br/> Dealership selected "No Reply Required" when submitting these comments.

ADD-ON 12/12/2018 04:03PM WESLEY TRIPLETTE(FSE MSS - FCSD - SOUTHEAST REGION  
12-12-18 TECHNICIAN REPORTED REPLACING THE SHORT BLOCK CORRECTED THE NOISE.

AUDIT 12/12/2018 04:03PM WESLEY TRIPLETTE(FSE MSS - FCSD - SOUTHEAST REGION  
TECH ASSIST REFERRAL HAS BEEN CLOSED

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
CB#NOWN#P0087-00P0230,P06A8-00,P1744-00,P2016-00,PO124-00,PO532-00,POA5B-00,U21  
9-00EC,P0316:00-6C,P193C:00-6C  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	009A	SERVICE	SHORT BLOCK	YES

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

Vehicle Build Date: 10/12/2017 Warranty Start Date: 11/04/2017  
Date of Sale: 11/04/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 700 LBS  
LH/RH Drive:

----- ENGINE -----

Engine: 5.0L DOHC NA PFDI GAS - COYOTE Tag: JA 340 AA  
Bld Dt: Calb: JTFCAVN N  
Serial #: [REDACTED]

----- TRANSMISSION -----

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

Model: [REDACTED] Shft:

----- ADDITIONAL -----

Tire : 275/55R20 A/T BSW Brand :  
Radio : A/C : AC B-????????????????????????????????  
Paint : PN4-?? MAGNETIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA [REDACTED] - Long-Lewis Ford Lincoln Ph#: [REDACTED]  
City: Mu Shoals State : Alabama  
Country: United States Region : Atlanta

Claim #/Date : 160922 10/04/2018

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/08/2018

Specialist's Name : AHOPPER7 -????????????????????????????????

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
06/06/2018	[REDACTED]	CACVOC	ST/RN/MV		USA [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2019

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

VEHICLE: 2018 F150 4X4,SUP CRW,STYSD VIN: [REDACTED]  
Engine : 5.0L DOHC NA PFDI GAS - COYOTE Odometer: 1,654 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 12 START/RUN/MOVE STARTING  
HARD START/LONG CRANK COLD

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

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

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

CONCER 01/25/2019 04:23PM AHOPPER7  
Web Form Data(116480241) Description of Vehicle Concern: after vehicle sets for atleast 4 hours has long crank before starting Please list any diagnostics already performed: verified concern, ran koeo and koer, no codes. installed manual fuel gauge inline at low pressure fuel rail. let truck set for 4 hours. ...checked fuel pressure when opening door, 10psi. turn key on, 25 psi. crank engine to start, fuel pressure quickly went up to 50psi. workshop manual spec. is 50 to 80 psi engine running. reference values in pc/ed show KOEO 70 psi. ...I let truck set again over night. KOEO manual gauge compared to FLP pid. manual gauge shows 10psi. FP pid shows 8 psi. ...engine had long crank fuel pressure ramped up when cranking and engine started. ...I feel like its building pressure fast enough for the engine to start but the engine still cranks a little bit longer before it starts. ...but from the tests that I've ran the information points at a check valve in the fuel pump assembly or a fuel pump. ...the main thing im stuck on is the fact that I only have about 10 psi with KOEO. pc/ed says I should have 70 psi. the workshop manual only gives me a spec. for engine running. 50 to 80psi. Parts Replaced: none Your Question: Am I on the right track or do you feel like it is something else causing the concern?

RECOMM 01/25/2019 04:23PM AHOPPER7  
[REDACTED], <P> ...Vehicles equipped with direct injection fuel systems will turn on the low pressure fuel pump when the front doors are open. This is done to prime the fuel system and provide fuel to the high pressure fuel pump prior to the engine starting. The fuel pressure seen should be around the same amount seen with the engine running, as indicated by the reference values that were seen. Since fuel pressure has been measured at only 10 psi at KOEO, the fuel pump is not providing the proper fuel pressure and it should be replaced. ...

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2019

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

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

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 05/24/2018 Warranty Start Date: 12/28/2018  
Date of Sale: 12/28/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 700 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 5.0L DOHC NA PFDI GAS - COYOTE Tag: JA 340 AA  
Bld Dt: Calb: JTFCAVN N  
Serial #: E1521 [REDACTED] JA 340 AA

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

Model: Shft:

----- A D D I T I O N A L -----  
Tire : 275/65R 18 A/T OWL Brand :  
Radio : A/C : AC B-????????????????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE [REDACTED]

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----  
Orig/Caller : [REDACTED] Title: TECHNICIAN  
Phone :

Rpr Dlr:USA [REDACTED] - Joe Machens Capital City Ford Ph#: [REDACTED]  
City: Je on City State : Missouri  
Country: United States Region : Kansas City

Claim #/Date : [REDACTED] 01/21/2019

Specialist's Name : AHOPPER7 -????????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/25/2019

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/27/2022	[REDACTED]	CACVOC	ST/RN/MV		USA [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

VEHICLE: 2020 F350 4X4, CRWCAB , CHASCAB VIN: [REDACTED]  
Engine : 7.3L 2V DEVCT NA PFI V8 GAS Odometer: 27,948 MILES  
Operating Environ: WCC : 2B03  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 Z 00 START/RUN/MOVE RUNNING  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: P0300  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 09/01/2022 03:51PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION  
Web Form Data(119606014) Description of Vehicle Concern: runs rough at  
times Please list any diagnostics already performed: -ppt HD -remove  
valve covers and inspect for broken valve spring, found no broken  
valve springs -remove crankshaft position sensor and insect crankshaft  
pulse wheel for damage, found no damage Parts Replaced: crankshaft  
position sensor, all spark plugs/wires, fuel pump Your Question: what  
to do?

RECOMM 09/01/2022 03:51PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION  
[REDACTED], If no done already perform a compression test and fuel quality  
test to verify the base engine and fuel quality are not the cause of  
the concern. To further check for a valve issue a running compression  
test can be performed. To find the test refer to the WSM for a 2022  
Bronco - section 303-00 - General Procedures. If an issue is found as  
per the running compression test then replace the cylinder head for  
the affected cylinders. If no concern is found disconnect the purge  
valve to determine if the misfire disappears. If the misfire is no  
longer present then replace the purge valve. Also inspect the EVAP  
canister for contamination which may have caused the failure of the  
purge valve. If no concern is found monitor the cylinder acceleration  
PIDs to isolate which cylinders are misfiring. If the the misfire is  
isolated to a particular cylinder then replace the injector for the  
missing cylinder. Tyler B. Ford Motor Company

ADD-ON 09/01/2022 03:51PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact

CONCER 09/08/2022 10:16AM GTCGCQIS  
-remove purge valve and check valve for flow, no flow through valve  
-fuel quality good -preformed compression test cylinders 1,7,6 160psi  
cylinders 2,3,5 180 psi cylinders 4,8 170 psi - check mode 6 found  
cylinder 3 miss 24 times at idle within 10 min of running -monitor  
acceleration PIDs, unable to isolate which cylinders and missing

RECOMM 09/09/2022 03:19PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION  
[REDACTED] Thank you for the update, with the concern remaining after

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

--TYPE-- ----- COMMENT TEXT -----  
pulling and capping the purge valve with fuel quality good and  
pulling and capping the purge valve with fuel quality good and  
compression good, please continue to remove and cap the PCV valve  
checking for a change in the concern. It would also be recommended to  
inspect for oil pooling in the PCV as this would indicate a faulted  
PCV Valve. If there is no change when unplugging and capping the purge  
valve please continue to monitor cylinder acceleration data once more  
when the fault occurs. If a cylinder is sitting at +/-1 this would  
indicate a misfire that should be felt. If sitting at +/- 0.5 this  
would be a soft misfire not likely felt and if cylinders are sitting  
at 0 roughly and less than 0.5 a misfire would likely not be present  
on that cylinder. With mode 6 showing the most misfires on cylinder 3  
it would be recommended to swap the injector, from that cylinder with  
a known good cylinder and determine if the concern follows the  
injector. If multiple cylinders show concerns and the misfire does not  
follow the injector please continue to monitor fuel trims when the  
concern occurs. If fuel trims show lean please continue to inspect  
for intake air leaks after the MAF sensor and exhaust leaks using a  
smoke tester. It would also be recommended to monitor the MAF readings  
and swap the MAF with a like unit reevaluating the concern. IF no  
concerns are seen with the above please continue to utilize chart 1 in  
the PC/ED to further isolate the concern. If further assistance is  
needed please update this form with the results from above and we will  
be happy to assist. Thank you for your time, Grant R. Ford Technical  
Assistance Center

ADD-ON 09/09/2022 03:19PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
Technical, SWIS Comments : not needed at this time

CONCER 09/13/2022 03:04PM GTCGCQIS  
-capped off PCV nothing changed -swap cylinder 3 injector with  
cylinder 1 injector -follow PC/ED chart 1 everything passed

RECOMM 09/15/2022 12:07PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION  
[REDACTED], Thank you for the update with the PCV not changing the concern  
and swapping the cylinder 3 injector not chaining anything and chart  
one testing passing please continue to duplicate the concern and  
monitor fuel trims. If a rich condition is occurring please continue  
to inspect for restrictions in the exhaust system utilizing PPT HF  
steps 7 through 10. If no exhaust restrictions are seen please  
continue to prime the system multiple times and inspect for leaking  
injectors with the plugs removed. If a concern is found please replace  
suspected injectors reevaluating the concern. If a lean condition is  
occurring please continue to smoke test the intake and exhaust systems  
inspecting for leaks. If a leak is found please correct the leak  
reevaluating the running rough concern. If fuel trims remain steady  
when the concern occurs please monitor RPM determining if it reads  
erratically or incorrectly. If so please perform PPT JD in the PC/ED  
to aid in isolating any CKP sensor concerns. If no concerns are seen  
with the above and the random misfire and running rough continues  
please perform a running compression test following the procedure in  
the WSM for a 2022 Bronco. This test can be found in WSM section

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

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

---TYPE--- COMMENT TEXT

303-00 General Procedures> Running Compression Testing. If a cylinder shows lower than the rest during running compression this would likely indicate a valve sealing concern. Due to the down time of the vehicle and repair attempts, we have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Thank you for your time, Grant R. Ford Technical Assistance Center

ADD-ON 09/15/2022 12:07PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments : not needed at this time

TAR 09/15/2022 12:11PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION NOTE TO FSE: THIS TAR IS BEING OPENED DUE TO THE NUMBER OF TIMES THE ...VEHICLE HAS BEEN IN FOR THE CONCERN AND THE TESTING DONE WITH NO FAULTS ...FOUND. THE VEHICLE WILL INTERMITTENTLY RUN ROUGH AND SETS P0300. THE ...PLUGS, WIRES, CKP SENSOR AND FUEL PUMP HAVE BEEN REPLACED WITH THE CONCERN ...REMAINING. THE REPAIR IS BEING OVERSEEN BY [REDACTED], WITH THE ...CONCERN REMAINING AFTER COMPONENTS REPLACED AND TESTING DONE THE DEALER IS ...LOOKING FOR AID IN ISOLATING THE CAUSE FOR THE CONCERN. THE VEHICLE HAS ...BEEN IN AN ESTIMATED 4 TIMES FOR THE CONCERN AND CURRENTLY HAS BEEN DOWN ...AN ESTIMATED 18 DAYS THIS MOST RECENT VISIT. THANK YOU FOR YOUR TIME, ...GRANT R.

AUDIT 09/15/2022 12:11PM GRANT RATERMAN(FSE) MSS - FCSD - MIDWEST REGION TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 09/15/2022 01:52PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION SPOKE WITH SM ROD. ROD CONFIRMED THAT THE VEHICLE IS AT THE DEALER AND DTC P0300 IS SET WITH A MISFIRE AT IDLE. ROD ADVISED HE NOTICED SSM [REDACTED] CAME OUT THIS MORNING FOR A P0339 OR A RUN ROUGH CONCERN. ROD [REDACTED] LREADY ORDERED THE CKP SENSOR RECOMMENDED IN THE SSM. ADVISED ROD THAT SINCE CYLINDERS 3 AND 5 ARE COMPANION CYLINDERS THE CKP SENSOR, TONE WHEEL, OR PCM POWER/GROUND CIRCUITS ARE LIKELY POSSIBLE CAUSES. ADVISED A TOP END OILING CONCERN IS POSSIBLE AND TO HAVE TECHNICIAN RON REMOVE ONE OF THE VALVE COVERS. FSE VISIT SCHEDULED FOR TOMORROW 09/16.

ADD-ON 09/16/2022 03:21PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION VISITED DEALER 09/16, WITH BANK 2 VALVE COVER REMOVED AND THE ENGINE RUNNING ENGINE OIL CAN BE SEEN RUNNING OUT OF ALL ROCKER ARMS. DEALER HAD NOTICED SSM [REDACTED] WHICH WAS RELEASED TWO DAYS AGO AND HAD INSTALLED THE UP [REDACTED] CKP SENSOR BEFORE I ARRIVED AT THE DEALER. PERFORMED MISFIRE NEUTRAL CORRECTION AND PERFORMED AN EXTENSIVE TEST DRIVE BUT CONCERN COULD NOT BE DUPLICATED. MONITORED CYL ACCL PIDS WITH ENGINE AT IDLE AND COMPARED TO A LIKE UNIT WITH THE SAME ENGINE AND FOUND ENGINE IDLES NORMALLY COMPARED TO LIKE UNIT. MISFIRE COUNT ON CUSTOMERS VEHICLE AND A NEW LIKE UNIT COUNT A FEW MISFIRES AT IDLE. PERFORMED KOER AND NO DTCS SET, VERIFIED EQ RAT PIDS ARE ERING NEAR LAMBDA. DEALER ADVISED CONCERN IS INTERMITTENT. ADVISED DE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

COMMENTS

- TYPE-- COMMENT TEXT
LER TO TEST THE VEHICLE FOR THE NEXT WEEK AND ENSURE THAT A MIS
LER TO TEST THE VEHICLE FOR THE NEXT WEEK AND ENSURE THAT A MIS
FIRE DOES NOT RETURN BEFORE VEHICLE IS RELEASED TO THE CUSTOMER.
ADD-ON 09/16/2022 04:19PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
RECEIVED CALL FROM DEALER, CONCERN STILL PRESENT WITH P0300 AND
P0316. ADVISED TO SUBMIT THE FREEZE FRAME DATA IN FDRS, MEASURE THE
ETHANOL CONTENT OF THE FUEL (SHOULD BE LESS THAN 25%), USE A SMOKE
MACHINE TO CHECK FOR LEAKS IN THE VACUUM LINES, AND THEN LOAD TEST
THE PCM POWER AND GROUND CIRCUITS IN WIRING DIAGRAM CELL 25-1. IF ALL
TESTS PASS WILL USE OSCILLOSCOPE TO MONITOR THE CKP SIGNAL TO
DETERMINE IF THE TONE WHEEL IS FAULTY OR THE PCM IS FAULTY.
ADD-ON 09/19/2022 11:28AM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
REVIEWED FREEZE FRAME DATA FROM DTCS P0300 AND P0316, ENGINE IS RICH W
HEN MISFIRE OCCURS. SPOKE WITH RON AND ADVISED CHECKING FOR VACUUM L
EAKS IS NO LONGER NEEDED, BUT A FUEL SAMPLE SHOULD BE TAKEN TO M
EASURE ETHANOL CONTENT AND OSCILLOSCOPE USED TO COMPARE THE CKP AND C
MP SIGNAL. REQUEST CALL BACK ONCE TESTING IS COMPLETE.
ADD-ON 09/21/2022 02:44PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
CALLED DEALER AND SPOKE WITH TECHNICIAN RON. RON HAS VERIFIED THE
ETHANOL CONTENT IN THE FUEL IS LESS THAN 25% BUT HAS NOT MONITORED
CMP AND CKP SIGNALS WITH AN OSCILLOSCOPE. SCHEDULED AN IN-PERSON
VISIT TO PERFORM THE OSCILLOSCOPE READINGS WITH RON ON FRIDAY 09/23.
ADD-ON 09/23/2022 05:43PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
INSPECTED VEHICLE 09/23. CONNECTED OSCILLOSCOPE TO CKP SIGNAL, CMP
SIGNAL, AND AMP CLAMP TO COIL 1 GROUND SIGNAL CIRCUIT. MONITORED
OSCILLOSCOPE WHILE ATTEMPTING TO DUPLICATE CONCERN. CONCERN WAS NOT
ABLE TO BE DUPLICATED. DIRECTED TECHNICIAN TO CONTINUE TO TEST THE
VEHICLE IN ORDER TO DUPLICATE THE CONCERN WHILE MONITORING THE
OSCILLOSCOPE PATTERN.
ADD-ON 09/26/2022 12:55PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
Have not received update from technician. If an update is not received
during the week, follow up call planned for 09/30.
ADD-ON 09/27/2022 04:45PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
Received call from SM asking what the dealer needed to do. I informed
him that Ron should be duplicating the concern with the oscilloscope m
onitoring the CKP and CMP signals. SM advised vehicle needs to be driv
en for concern to occur. Advised him to drive vehicle and submit FDRS
recordings. Recordings to be attached to GCQIS. CYL\_ACCEL PID's air fu
el ratio related PID's (EQ\_RAT, fuel trims) do not change when misfire
occurs. Texted Technician Ron and asked for a picture of the end of t
he CKP sensor, and to not wipe off any debris if present when he remov
es it.
ADD-ON 09/28/2022 08:59AM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
Received image of CKP sensor from technician and will attach to GCQIS
report. No debris present. Recommended to replace the PCM, spark plugs
, ignition coils, and spark plug wires.
ADD-ON 09/30/2022 09:26AM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION
Spoke with SM Rod. Rod advised that all parts except for the coils hav
e arrived. Coils are expected within the next few days.
ADD-ON 10/06/2022 08:49AM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIST CENTER Report Date: 09/01/2022

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

--TYPE-- ----- COMMENT TEXT -----  
Called and spoke with Technician Ron. The dealer installed all parts t  
Called and spoke with Technician Ron. The dealer installed all parts t  
hat were recommended on Tuesday and tested the vehicle extensively, bu  
t could not get the concern to occur. The dealer has returned the vehi  
cle to the customer and they are going to call the dealer back if the  
concern occurs. A follow up call will be placed towards the end of the  
day Friday 10/07 to check if the customer has called the dealer back.  
ADD-ON 10/07/2022 03:01PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION  
SPOKE WITH TECHNICIAN RON. THE CUSTOMER HAS NOT RETURNED TO THE DEALER  
OR CALLED BACK WITH THE CONCERN. ADVISED RON THAT I WILL BE CLOSING  
THIS TAR AND IF THE CUSTOMER RETURNS WITH THE SAME ISSUE TO CONTACT ME  
DIRECTLY.  
AUDIT 10/07/2022 03:01PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION  
TECH ASSIST REFERRAL HAS BEEN CLOSED

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
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#P0300:00-E80P0230,P06A8-00,P1744-00,P2016-00,PO124-00,PO532-00,POA5B-00,U21  
9-00EC,P0316:00-6C,P193C:00-6C  
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	[REDACTED]	SERVICE	SPARK PLUGS	YES
RPL	[REDACTED]	SERVICE	WIRE SET-SPARK PLUGS	
RPL	[REDACTED]	SERVICE	COIL ASY-IGNITION	
RPL	1	SERVICE	PROCESSOR ASSY	

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

Vehicle Build Date: 02/10/2020 Warranty Start Date: 04/27/2020  
Date of Sale: 04/27/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 1400 LBS  
LH/RH Drive:

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

Engine: 7.3L 2V DEVCT NA PFI V8 GAS Tag: LC 3E KA  
Bld Dt: Calb:  
Serial #:  
[REDACTED]

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

Trans: 10 SPD AUTO 10R140 Part #:  
Bld Dt:  
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2022

[REDACTED]

Model: [REDACTED] Shft: [REDACTED]

- - - A D D I T I O N A L - - -  
Tire : LT245/75R17E A/S BSW PLUS Brand :  
Radio : ELECTRONIC FM STEREO RADIO A/C : AC B-????????????????????  
Paint : PN4-?????????????????????----- RACE RED

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

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

Rpr Dlr:USA [REDACTED] - Mark Porter Ford Ph#: [REDACTED]  
City: Ja [REDACTED] State : Ohio  
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 08/29/2022

Specialist's Name : TYLER BISHOP (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/14/2021	[REDACTED]	NHL	ST/RN/MV			USA [REDACTED]

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Report Number [REDACTED]

Print

Close



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2022

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

VEHICLE: 2021 NAVIGATOR 4X4,RESERVE,MPV VIN:[REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 9,698 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 56 C 74 DRIVING PERFORMANCE POOR FUEL ECONOMY
COMBINED UNLOADED
Additional Symptom: Fuel gauge inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 09/20/2022 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119636359) Description of Vehicle Concern: C/S THE FUEL
GAUGE WILL START COUNTING DOWN TO ZERO WHILE VEH IS IN FLIGHT BEFORE
DISPLAYING EMPTY SEE RO 592336 C/S ITS ALL OVER THE PLACE AND FUEL IS
STILL NOT SHOWING CORRECTLY,WHEN FILLED IT SHOWS 3/4S OF A TANK Please
list any diagnostics already performed: PERFORMED PINPOINT TEST C.
Parts Replaced: FUEL PUMP CONNECTOR DUE TO WIRE MAKING CONTACT TO
METAL PUMP COVER. Your Question: CUSTOMER HAS LINCOLN CASE OPEN
LINCOLN REQUEST HOTLINE CONTACT DUE TO ON GOING CONCERN. THIS VISIT
SPW FUEL PUMP DUE TO PINPOINT TEST C. IS THEIR ANY KNOWN CONCERNS?
RECOMM 09/20/2022 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
Juan, To confirm if the IPC is receiving the correct fuel level input,
take a resistance reading across cavitys 1 and 2 of the component side
of connector C4330(reference cell 60 page 2 of the on-line wiring
diagrams) with connector C4330 removed. Once the resistance reading is
obtained, reconnect C4430, remove IPC connector C220 then take a
resistance reading across cavitys 2 and 10 of IPC connector C220 then
note if the resistance readings are approx. the same(within .5 OHMS).
If the resistance readings are not approx. the same and having already
replaced the fuel pump/sending unit and the related connector, there
is a circuit and/or connection concern between the IPC and connector
C4330. If the resistance readings are approx. the same, the
replacement of the IPC is recommended as the IPC uses the fuel level
input in-conjunction with other inputs to determine DTE(distance to
empty). Rob G. Lincoln Escalated Support
ADD-ON 09/20/2022 02:15PM ROBERT GARY MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : n/a

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

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2022

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
07/12/2022	[REDACTED]	CACVOC	AID/INFO		USA [REDACTED]
10/17/2023	[REDACTED]	CACVOC	ST/RN/MV		USA [REDACTED]
05/22/2024	[REDACTED]	CACVOC	AID/INFO		USA [REDACTED]

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA [REDACTED]	10/02/23	674969	[REDACTED]	1	42	JU5	17D547	C	12651D
USA [REDACTED]	10/02/23	674969	[REDACTED]	1	42				12651DX1
USA [REDACTED]	10/02/23	674969	[REDACTED]	1	42				12651D45
USA [REDACTED]	10/02/23	674969	[REDACTED]	1	42				MT17D547
USA [REDACTED]	10/02/23	674969	[REDACTED]	2	82		DELIVERY		
USA [REDACTED]	10/16/23	677565	[REDACTED]	1	42		14G371		MT12651D
USA [REDACTED]	10/16/23	677565	[REDACTED]	1	42				12651DX1
USA [REDACTED]	10/16/23	677565	[REDACTED]	1	42				12652D17M
USA [REDACTED]	10/16/23	677565	[REDACTED]	1	42				12652D45
USA [REDACTED]	10/16/23	677565	[REDACTED]	1	42				12652D46M
USA [REDACTED]	10/16/23	677565	[REDACTED]	2	82		DELIVERY		
USA [REDACTED]	10/16/23	677565	[REDACTED]	3	42	BAG	49H8		10654C
USA [REDACTED]	10/16/23	677565	[REDACTED]	3	42				10654C1
USA [REDACTED]	01/08/24	690810	[REDACTED]	1	82		DELIVERY		
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04	FL3	3F840	D	232366A
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04	FL3	3F840	E	
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04		W717218	S442	
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04		W716538	S450B	
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04		W712250	S437	
USA [REDACTED]	01/08/24	690810	[REDACTED]	2	04		14B561		
USA [REDACTED]	02/06/24	695612	[REDACTED]	1	82	AA5	6714	B	MBASIC
USA [REDACTED]	02/06/24	695612	[REDACTED]	1	82	X	5W30	QSP	MBASICZX
USA [REDACTED]	02/06/24	695612	[REDACTED]	1	82		MAINT		MBASIC1
USA [REDACTED]	02/06/24	695612	[REDACTED]	1	82				MULTI
USA [REDACTED]	02/06/24	695612	[REDACTED]	2	42	MU5	19G317	A	MT19G317
USA [REDACTED]	02/06/24	695612	[REDACTED]	2	42	LC3	19A495	AA	
USA [REDACTED]	02/06/24	695612	[REDACTED]	3	82		DELIVERY		
USA [REDACTED]	05/06/24	710872	[REDACTED]	1	04		14D212		12652D
USA [REDACTED]	05/06/24	710872	[REDACTED]	2	42	JL1	[REDACTED]	E	46404B
USA [REDACTED]	05/06/24	710872	[REDACTED]	2	42	JL1	78	AB	MT17508
USA [REDACTED]	05/06/24	710872	[REDACTED]	2	42		W707013	S300	
USA [REDACTED]	05/06/24	710872	[REDACTED]	3		JL7	19G490	F	23S48D
USA [REDACTED]	05/06/24	710872	[REDACTED]	4	82		DELIVERY		
USA [REDACTED]	05/06/24	710872	[REDACTED]	5	82	AA5	6714	B	MBASIC
USA [REDACTED]	05/06/24	710872	[REDACTED]	5	82	X	5W30	QSP	MBASIC1
USA [REDACTED]	05/06/24	710872	[REDACTED]	5	82	7C3	9601	A	MBASIC2
USA [REDACTED]	05/06/24	710872	[REDACTED]	5	82	KL3	19N619	AA	MBASIC4
USA [REDACTED]	05/06/24	710872	[REDACTED]	5	82		MAINT		MULTI
USA [REDACTED]	09/15/23	589275	[REDACTED]	1	82	AA5	6714	B	MBASIC
USA [REDACTED]	09/15/23	589275	[REDACTED]	1	82	X	5W30	BSP	MBASIC1

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/20/2022

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA [REDACTED]	09/15/23	589275	[REDACTED]	1	82	7C3	9601	C	MBASIC2
USA [REDACTED]	09/15/23	589275	[REDACTED]	1	82	KL3	19N619	AA	MBASIC4
USA [REDACTED]	09/15/23	589275	[REDACTED]	1	82		MAINT		MULTI
USA [REDACTED]	10/03/23	716801	[REDACTED]	1	42	NU5	14G371	CAG	
USA [REDACTED]	10/03/23	716801	[REDACTED]	1	42		USG3N		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

VEHICLE: 2018 F150 4X2,REG CAB,STYSD VIN: [REDACTED]  
Engine : 5.0L DOHC NA PFDI GAS - COYOTE Odometer: 13,613 MILES  
Operating Environ: WCC : 2E03  
Vehicle Use : Rsp. Act:

SYMPTOM: 5 57 2 02 DRIVING PERFORMANCE HESITATES/STUMBLE  
ACCELERATION ALWAYS  
Additional Symptom: CEL ON AND MISFIRES  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 9G756 SNS ASY-FUL PRESS/TEMP  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

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

CONCER 01/29/2021 10:50AM SMASCOTE  
Web Form Data(117892030) Description of Vehicle Concern: CHECK ENGINE  
LIGHT AND RUNS ROUGH Please list any diagnostics already performed:  
ROADTESTED TO VERIFY CONCERN. RETRIEVED CODES FROM PCM. COMPLETED  
POWER BALANCE AND MISFIRE TESTS. VEHICLE HAS A RANDOM MISFIRE  
AFFECTING ALL CYLINDERS. TOOK FUEL SAMPLE, CHECKED FUEL PRESSUREFLP  
KOE0 75.4 PSI. KOER FLP 72.5 AND FRP 961.4. FUEL TRIMS LOOK GOOD Parts  
Replaced: NONE Your Question: VEHICLE WOULD HARDLY GET UP TO SPEED  
YESTERDAY, MISSING ON ALL CYLINDERS. ROADTESTED THIS MORNING AND RAN  
GREAT FOR FIRST 5 MILES AND THEN STARTED TO GRADUALLY REPEAT SYMPTOMS  
FROM YESYERDAY. SEEMS LIKE A FUEL ISSUE, HOWEVER FUEL SAMPLE SMELLS  
AND LOOKS GREAT. ANY SUGGESTIONS FOR FURTHER DIAG?

RECOMM 01/29/2021 10:50AM SMASCOTE  
Rick, Start off with testing the FRP sensor for a possible biased  
reading. To test this disconnect the High pressure fuel pump with the  
vehicle off and start the vehicle allow the pressure to stabilize.  
Once stabilized compare the FLP to the FRP as these should be  
matching, if they are not compare the reading to a mechanical gauge  
which the FRP PID reading should be within 40 PSI of gauge. If it isnt  
replace the FRP sensor for reading biased. Since the vehicle will run  
fine for a couple of minutes but then start to misfire across all  
cylinders start off with duplicating the concern. Once the concern is  
duplicated, turn the vehicle off and disconnect the VCT solenoids and  
see if the concern is still occurring once restarting. This is being  
done as this locks the VCT units on base timing so they cant adjust.  
If the misfire is no longer present it would be recommended to replace  
the VCT units after attempting to duplicate again. If the misfire is  
still occurring after disconnecting the solenoids monitor the VCT\_DIFF  
PIDs to see if the reading is hovering around 0 degrees (+/-1). If  
hovering around 0 degrees this would rule out base timing.

CONCER 02/01/2021 02:22PM GTCGCQSP  
FLP AND FRP DO MATCH, ALSO HAD MANUAL GAUGE INSTALLED AND ALL READING  
APROX 78 PSI. SYMPTOM DID NOT CHANGE WITH VCTS DISABLED. VCT DIFF PIDS  
ALL READ AT OR NEAR ZERO.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

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--TYPE-- ----- COMMENT TEXT -----
RECOMM 02/02/2021 02:34PM WYATT KAHLEY(FSE) MSS - FCSD - KEYSTONE REGION

RECOMM 02/02/2021 02:34PM WYATT KAHLEY(FSE) MSS - FCSD - KEYSTONE REGION
Hello Rick, Thank you for the update, with the misfires across all
cylinder s review <A target= blank
href=https://www.fordtechservice.dealerconnection.com/Transport?link=0
01&ampparam=[REDACTED]>SSM [REDACTED]</A>. If the line is installed correctly
continue to on 5 e PC/ED and perform PPT HD to continue with
normal diagnostics. Although the fuel pressures are good, this could
still be due to excessive ethanol etc.

CONCER 02/02/2021 03:50PM GTCGCQSP
THE LINE IS INSTALLED CORRECTLY. DEFINATELY FEEL AS IF IT IS A FUEL
CONCERN. YESTERDAY WHILE DRIVING IT STARTED GETTING WORSE, AS IF
RUNNING OUT OF FUEL. BAD SPARK KNOCK AND BACKFIRE. OF COURSE I WASNT
MONITORING FUEL PRESSURE AND BYTHE TIME I STOPPED AND CHANGED PIDS IT
WAS BETTER. HOWEVER I DID NOTICE THAT FLP DESIRED NEVER CHANGES IT
STAYS AT 64.81 THE WHOLE TIME I WAS MONITORING IT, EVEN UNDER HARD
ACCELL IT STAYED THE SAME. FRP DESIRED AND ACTUAL INCREASED AS
EXPECTED, FLP ALSO INCREASED, BUT DESIRED STAYED THE SAME. NOT SURE IF
THAT IS AN ISSUE OR NOT. I WILL CONTINUE WITH PPT HD

RECOMM 02/03/2021 05:07PM THEODORE MULDER(FSE) MSS - FCSD - PHOENIX REGION
Rick, Low-Pressure fuel system pressure generally stays consistent and
doesn t change as much as the FRP does. Refer to the Section 6
Reference Chart for this vehicle in the PC/ED. As long as the FLP
stays within the proper operating range, there is no need to worry
about the FLP desired PID not fluctuating. Proceed with diagnosis by
following the PPT HD in the PC/ED as mentioned previously. If no
concerns are found, then determine the amount of ethanol content in
the fuel system by taking a fuel sample and following the procedures
found on page 5 of GSB G0000079. The Ethanol content should not exceed
15%. If no concerns are found and you still believe the issue is
attributed to the fuel system, then disable the High-Pressure fuel
system and determine if the concern is still present. Then perform a
relative injector flow test on the High-Pressure fuel system. If any
concerns are found with any of the injectors, remove the High-Pressure
fuel rail and inspect for any signs of metal debris. If present,
remove and inspect the High-Pressure fuel pump for damage. If found,
replace all High-Pressure fuel system components which cannot be
cleaned effectively to prevent future failures.

ADD-ON 02/03/2021 05:07PM THEODORE MULDER(FSE) MSS - FCSD - PHOENIX REGION
Consulted with SME Tim Rowlands. He confirmed that the low-Pressure
fuel system pressure generally stays consistent and doesn t change as
much as the FRP does, and that as long as the FLP stays within the
proper operating range, there is no need to worry about the FLP
desired PID not fluctuating.

CONCER 02/04/2021 01:31PM GTCGCQSP
UNBLE TO COMPLETED INECTOR FLOWTEST. STARTS TEST AND STOPS AFTER A FEW
SECONDS STATING TESTING CONDITIONS HAVE CAUSED THE SYSTEM TO ABORT.
STARTS THE CRANKING TEST, BUT STOPS AFTER A COUPLE OF SECONDS.

RECOMM 02/05/2021 02:43PM SMASCOTE
Rick, Since the scan tool wasnt able to carry out the tests wanting to

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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

C O M M E N T S

--TYPE-- COMMENT TEXT

be performed attempt with another scan tool if one is available. If

be performed attempt with another scan tool if one is available. If able to, proceed with testing mentioned above. If the test is still unable to be performed we going to test the port fuel injectors and Direct injectors individually. The port fuel injectors are used at idle and low speed conditions, the direct injectors are used at start up and higher speed applications. It would be recommended to have the vehicle running with the concern present and using the FUEL\_MASS\_DI PID, command it to 0% which means that only the port fuel injectors will be used. Test drive the vehicle and see if the concern is still present. If the concern is still present the DI injectors can be used by commanding the PID to 100% (Direct injectors only) and see if the concern is still present. If the concern goes away after commanding a certain set of injectors on, it would be necessary to replace the suspected injectors at fault.

CONCER 02/10/2021 10:00AM GTCGCQSP
I have found a stock unit with same engine to compare injector test and it did the same as this vehicle, tried two IDSS. So I am not sure if there may be a issue with the test. Tested fuel for ethanol content and passed. Have road tested for miles trying to determine a difference in driveability between DI and PFI injectors being disabled and I honestly cannot determine 1 being worse than the other. I have leaned a couple of times to it being the DI injectors at fault. Should I proceed with removing DI injectors and inspecting for metal contamination as previously discussed?

RECOMM 02/10/2021 06:26PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Rick, At this time use the cylinder acceleration PIDs to help isolate if one cylinder misses more. A reading of +/-0.5 is a misfire that the PCM will see and a reading of +/-1 or more is a misfire that can be felt. Now if the reading is over +/-1 and no misfire is felt a CKP input concern would be suspect. To misfire on every cylinder a fault with the MAP sensor, oil pressure/VCT system, ignition coil power or a fuel system concern. Fuel can pass inspection and still be bad fuel. If draining the fuel tank and adding fresh fuel does not resolve the concern a fault with the fuel injector is suspect. If the fault cannot be isolated to one cylinder or fuel system replace all the fuel injectors. Use the WSM 303-00 Engine > General Procedures . Spark Plug Inspection to help isolate a fuel concern. <p>The Technical Assistance Center has determined that additional dealership outreach is necessary to further assist in resolving this vehicle s concern(s). One of the Technical Assistance Center <strong>Vehicle Off Road Specialists</strong> will contact you and/or the Service Manager within 1 business day to obtain additional information and provide recommendations to assist in successfully repairing the vehicle.</p><p><br></p><p>If you have not been contacted or provided additional information from your service team within 1 business day, please contact the Technical Assistance Center Hotline <strong>(800) 826-4694</strong> and request to speak with your designated Vehicle Off Road Specialist.</p>

ADD-ON 02/10/2021 06:26PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

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--TYPE-- ----- COMMENT TEXT -----
VOR [REDACTED]
VOR [REDACTED]
ADD-ON 02/10/2021 06:26PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Reason For Escalation : Technical Progress
CONCER 02/11/2021 11:05AM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
OBC to Rick, Called to discuss the lack of power/misfire. On cold
start the Map voltage reading was erratic and the cylinder
acceleration PIDs show -1 on all the cylinders. As the engine warms
the misfire stops and the engine runs ok.
RECOMM 02/11/2021 11:05AM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Rick, Thank you for taking the time to discuss the contact today. At
this time it is recommended to continue to use the WSM 303-00 Engine >
General Procedures > Spark Plug Inspection. If any signs of bad fuel
burning is seen continue to drain the fuel tank and re-test. If all
checks out replace the MAP sensor and inspect the IMRC runners and
rods for any concerns. If no faults can be drain the fuel tank and
replace all the fuel injectors to see if the fault is resolved. A
follow up call will be made 2-17 if no update is seen.
CONCER 02/12/2021 01:05PM GTCGCQSP
Per our discussion yesterday the spark plugs were removed and
inspected, they looked normal. Removed the intake manifold and
inspected IMRCs for normal operation and they were good. Replaced MAP
sensor and reinstalled. Ran perfect and thought maybe it was fixed,
but the symptom came back after driving a few miles, with random
misfire codes
CONCER 02/12/2021 02:03PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
OBC to Rick, Called to discuss the engine still running rough after
MAP sensor was replaced and IMRC was inspected. Still shows random
misfires on all cylinders.
RECOMM 02/12/2021 02:03PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Rick, Thank you for taking the time to discuss the contact today, With
the engine still running rough it is recommended to replace all the
fuel injectors and drain the fuel tank and use new fuel. A follow up
call will be made 2/19 if no update is seen in the hotline assistance
request.
RECOMM 02/19/2021 11:15AM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
OBC to rick, Engine is apart but waiting on 6 fuel injectors. Will
keep an eye out of a update in the hotline assistance request. If none
is seen a follow up call will be made 2-26.
CONCER 02/25/2021 12:36PM GTCGCQSP
Injectors cam in and were replaced, dropped fuel tank and drained and
cleaned. Added fresh gas and roadtested and seemed to be ok. Parked
for about a half hour {was sitting in sun, hot} went to restart and
would hardly run, like out of fuel and backfiring. Checked fuel
pressure with IDS FLP was at 100 psi and FRP was near 1000 psi. Acted
like it was vapor locked. pulled fuel line off and blew alot of what
seemed like hot air out of line.
CONCER 02/25/2021 01:14PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
OBC to Rick, Vehicle was put together and ran fine. After a some soak
time the engine started and ran rough. Ended up finding air in the

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CQIS Report Number: ██████████ Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

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 --TYPE-- COMMENT TEXT -----  
 fuel system. Once purged the engine ran ok. Letting sit now to see if  
 fuel system. Once purged the engine ran ok. Letting sit now to see if  
 the concern occurs again.  
 RECOMM 02/25/2021 01:14PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 Rick, Thank you for taking the time to discuss the concern. At this  
 time continue to try and duplicate the concern. Monitor the fuel  
 pressures and the manual fuel pressure gauge. If finding air in the  
 fuel system a low side fuel pump concern would be suspect. The system  
 may pull a vacuum after a cold soak but should not be getting air in  
 the system. A follow up call will be made 3-2 if no update is seen in  
 the TSR request.  
 CONCER 02/25/2021 02:20PM GTCGCQSP  
 HAD THE TRUCK SITTING IN THE SUN FOR BOUT AN HOUR, WENT OUT TO CHECK  
 FUEL SYSTEM PER CONVERSATION AND HEARD A LOUD WHISTLE NOISE UNDER  
 HOOD. AFTER RELIEVING FUEL PRESSURE NOISE WENT AWAY, ALOT OF AIR IN  
 SYSTEM. INSTALLED MANUAL GAUGE AND WITH VEHICLE RUNNING CAN SEE THE  
 AIR IN THE VENT. GAUGE READS 70 PSI BUT SYSTEM HAS NO VOLUME, ALOT OF  
 AIR.  
 RECOMM 02/25/2021 04:29PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 OBC to Rick, Called to discuss the air in the fuel system, Planning to  
 drop the fuel tank and inspect the fuel pump further tomorrow and if  
 no concerns are found the fuel pump will be replaced.  
 CONCER 03/02/2021 12:57PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 OBC to Rick, Fuel pump has been replaced but the engine still runs  
 rough when hot started. Fuel pump and injectors have been replaced but  
 still shows misfires and has set a P0301. Cannot find the root cause  
 as it is intermittent and no PIDs are showing any specific concerns.  
 If the fuel pressure release is pressed the pressure drops to around  
 20 PSI and runs rough. Have not yet had time to look into the concern  
 further as the dealership is backed.  
 RECOMM 03/02/2021 12:57PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 Rick, Thank you for taking the time to discuss the concern today. At  
 this time continue to try and monitor the engine PIDs, flex fuel and  
 transmission inputs to help isolate a erratic/bias reading. Use <a  
 href=http://www.██████████G0000079 target= blank>GSB G0000079</a>  
 (Flex Fuel) for information on the flex fuel system. With the fault  
 still occurring and no main suspects, We have referred this concern to  
 the Field Service Engineer (FSE) in your market area. The FSE should  
 contact you and/or the Dealership management (Service Manager or  
 Service Director) within one (1) business day to discuss further  
 recommendations. If the FSE does not contact you directly, please  
 consult with your Dealership management to discuss further  
 recommendations and steps to assist in the resolution of this vehicle  
 concern.  
 TARVOR 03/02/2021 12:58PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER  
 OPENING TAR FOR 2018 F 150 AT ALAN JAY FORD LINCOLN MERCURY BEING  
 WORKED ON BY RICK JONES. VEHICLE HAS NEW FUEL, FUEL INJECTORS AND LOW  
 SIDE FUEL PUMP BUT STILL RUNS ROUGH OR HARD STARTS COLD.  
 ADD-ON 03/03/2021 09:49AM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION

CQIS Report Number: ██████████ Program Type: H Orig Rpt #: ██████████  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

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

CONTACTED BY DEALER ON 3/2 ASKING ABOUT THIS VEHICLE. REVIEWED REPORT  
 CONTACTED BY DEALER ON 3/2 ASKING ABOUT THIS VEHICLE. REVIEWED REPORT  
 AND FOUND THAT THE TAR WAS NOT OPENED BY TAC. OPENING TAR AND WILL  
 CONTACT DEALER SHORTLY.

AUDIT 03/03/2021 09:49AM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION  
 TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 03/04/2021 05:08PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION  
 SPOKE WITH TECHNICIAN RICK ON 3/3 AND HE STATED THAT THE FUEL PRESSURE  
 LOSS/AERATION ONLY OCCURS AFTER A HOT SOAK ON A HOT DAY. HE VERIFIED  
 THAT THE HIGH PRESSURE FUEL LINE WAS INSTALLED CORRECTLY (CLAMP ON THE  
 FUEL RAIL END) PER SSM ██████████. HE STATED THAT HE RESET KAM AND FOUND  
 THAT FF INF STILL READS ██████████ T 22% BUT THERE IS NO ETHANOL IN THE FUEL.  
 ADVISED TO CHECK THE FOLLOWING ITEMS PER SSM ██████████. VERIFY THAT THE  
 FPCM IS PLUGGED IN TIGHTLY AND THERE IS NO PI ██████████ AGE ON ANY CONNECTOR  
 USING A FLEXPROBE KIT. ALSO ADVISED TO LOAD TEST THE FPCM POWER AND  
 GROUND CIRCUITS. IF ALL CHECKS OUT, ADVISED TO BYPASS THE FPCM BY  
 JUMPING PINS AT C4330 SO THE PUMP WOULD RECEIVE DIRECT POWER AND  
 GROUND. SPOKE WITH TECHNICIAN RICK AGAIN ON 3/4 AND HE STATED THAT HE  
 LOAD TESTED THE POWER AND GROUND CIRCUITS AND VERIFIED THAT THE PINS  
 ARE CLEAN AND TIGHT. HE ALSO BYPASSED THE FPCM BUT CONCERN STILL  
 OCCURRED. ADVISED TO CHECK THE FP AND FPM DUTY CYCLES WHEN THE CONCERN  
 OCCURS AGAIN AND SEE IF THEY INDICATE THAT THE PCM OR FPCM IS SEEING A  
 FAILURE.

ADD-ON 03/05/2021 02:14PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION  
 SPOKE WITH TECHNICIAN RICK ON 3/5 AND HE STATED THAT FP IS 18% AND FPM  
 IS 41%. HE ALSO STATED THAT UPSTREAM O2 SENSORS ARE READING -20% ON  
 BOTH BANKS. ADVISED THAT PC/ED DOESN'T SHOW 40% AS A DUTY CYCLE THAT  
 THE FPCM WOULD USE, BUT IT DOES INDICATE AN ENS FAILURE ON OTHER  
 VEHICLES. WHILE ON THE PHONE, HE CHECKED FOR RCM AND BCM DTCS AND  
 FOUND SEVERAL DTCS IN THE RCM (INCLUDING U0100 FOR LOSS OF  
 COMMUNICATION WITH PCM) AND A FEW OTHERS THAT AREN'T RELATED TO THE  
 PCM. NO DTCS WERE RETRIEVED FROM THE BCM. ADVISED TO CHECK THE BCM TO  
 SEE IF AN EVENT NOTIFICATION PID IS PRESENT, AND IF SO, MONITOR IT  
 DURING THE CONCERN TO SEE IF IT INDICATES AN ENS EVENT. ALSO ADVISED  
 TO CLEAR THE DTCS FROM THE RCM AND ROAD TEST AND MAKE 2 RECORDINGS,  
 ONE WHEN THE VEHICLE IS RUNNING SMOOTHLY AND THE OTHER WHEN THE  
 MISFIRE IS PRESENT, AND CHECK FOR RCM DTCS UPON RETURN. RICK STATED HE  
 WILL PERFORM THE TESTS MONDAY AND UPDATE ME WITH THE RESULTS.

ADD-ON 03/08/2021 07:07PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION  
 SPOKE WITH TECHNICIAN RICK ON 3/8 AND HE STATED THAT HE CHECKED FOR  
 DTCS IN THE RCM, BCM, AND PCM AND NONE OF THEM HAD ANY DTCS. A LIKE  
 VEHICLE CAME IN TODAY FOR AN OIL CHANGE SO HE MONITORED THE FF INF,  
 UPSTREAM/DOWNSTREAM O2 SENSORS, FP, AND FPM PIDS TO COMPARE TO THE  
 CUSTOMER VEHICLE. HE FOUND THAT FF INF READ 66%, UPSTREAM O2 SENSORS  
 READ ROUGHLY -16 MILLIAMPS (CURRENT), AND DOWNSTREAM O2 SENSORS  
 ROUGHLY .76 VOLTS. FP WAS 17% AND FPM WAS 39%. ALL PIDS MATCH THE  
 CUSTOMER VEHICLE READINGS EXCEPT FOR FF INF BUT HE DIDN'T PERFORM AN  
 ETHANOL TEST ON THE LIKE VEHICLE SO THE FF INF PID READING WAS  
 INCONCLUSIVE. HE STATED THAT SINCE THE WEATHER HAS COOLED, THE CONCERN  
 HAS NOT RETURNED. THE NEXT DAY THAT SHOULD BE HOT ENOUGH TO MAKE THE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/29/2021

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

--TYPE-- ----- COMMENT TEXT -----  
CONCERN OCCUR (AT LEAST 80 DEGREES) IS FRIDAY 3/12. ADVISED TO ENSURE CONCERN OCCUR (AT LEAST 80 DEGREES) IS FRIDAY 3/12. ADVISED TO ENSURE THAT THE VEHICLE IS DRIVEN FRIDAY MORNING AND ALLOWED TO HOT SOAK FOR A COUPLE HOURS DURING THE HEAT HOURS OF THE DAY TO SEE IF THE LOSS OF FUEL PRESSURE WILL RETURN.  
ADD-ON 03/09/2021 03:35PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION SPOKE WITH SERVICE MANAGER JORGE ON 3/9 AND HE STATED THAT THE VEHICLE WAS DRIVEN FOR ANOTHER 50 MILES TODAY WITH NO ISSUES. THE VEHICLE IS BEING RETURNED TO THE CUSTOMER AND HE ADVISED THE CUSTOMER THAT IF ANY ISSUES ARISE TO LET HIM KNOW AS SOON AS POSSIBLE. ADVISED THAT I WILL KEEP THE REPORT OPEN FOR A FEW MORE DAYS UNTIL WE CAN BE SURE NO FURTHER SUPPORT IS NEEDED.  
ADD-ON 03/16/2021 03:16PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION CONTACTED SERVICE MANAGER JORGE ON 3/16 AND HE STATED THAT THE VEHICLE HAS NOT RETURNED AND HE HAS NOT HEARD FROM THE CUSTOMER. NO FURTHER ASSISTANCE IS NEEDED.  
AUDIT 03/16/2021 03:16PM MATTHEW HILL(FSE) MSS - FCSD - SOUTHEAST REGION TECH ASSIT REFERRAL HAS BEEN CLOSED

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
PCM#P0300,P0316P0230,P06A8-00,P1744-00,P2016-00,PO124-00,PO532-00,POA5B-00,U219-00EC,P0316:00-6C,P193C:00-6C  
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	[REDACTED]	SERVICE	SNS ASY-FUL PRESS/TEMP	YES

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

Vehicle Build Date: 04/20/2018 Warranty Start Date: 12/22/2018  
Date of Sale: 12/22/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 675 LBS  
LH/RH Drive:

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

Engine: 5.0L DOHC NA PFDI GAS - COYOTE Tag: JA 340 AA  
Bld Dt: Calb: JTFCAVN A  
Serial #: [REDACTED]

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

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/29/2023

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

VEHICLE: 2022 EXPLORER 4X4 (2020 - ),SPORT,4 DOOR ,MPV VIN:[REDACTED]
Engine : 3.0L GTDI TC V6 GAS Odometer: 10,154 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 39 START/RUN/MOVE STARTING
CRANKS WON'T START INTERMITTENT

Additional Symptom: No start on incline
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 12/29/2023 10:56AM BRIAN REEVES(TOC) MSS - FCSD - SOUTHEAST REGION
Web Form Data(120299153) Description of Vehicle Concern: will not
start when on an incline with less than 1/4 tank of fuel Please list
any diagnostics already performed: eec test and pinpoint test for dtc
p00c6. pinpoint test hp1 yes, hp4 yes, hp5 no reads 3.6 ohms. ck fuel
level pid. reads 20% on level ground and 13% on a slight incline.
Parts Replaced: fuel injection pump. Do you have a module programming
concern? No Your Question: car towed in due to no start. car started
fine and drove into shop with no problem . could not duplicate the
concern in the shop fuel level pid reads 20% in shop on level ground.
when customer came to pick up car in the parking lot it would crank
but not start. it was on a slight incline with the front end facing
down and fuel level pid reads 13%. cust said he only has this concern
with less than 1/4 tank of fuel. he does not think it is a normal
condition. should we replace the fuel tank or tank pump and sending
unit?

RECOMM 12/29/2023 10:56AM BRIAN REEVES(TOC) MSS - FCSD - SOUTHEAST REGION
Good morning. The first thing I would do is to see if this is a
characteristic even though it doesn t seem to be. Since you have an
area to recreate this concern I would see if you can get another like
vehicle with less than 1/4 tank verified with FDRS and try it out. I
would also see if the fuel level changes as drastic as the suspect
vehicle. If the test vehicle doesn t exhibit the same condition then I
would lower the tank and inspect to see if there is concern as to
foreign debris. If nothing is found the next step would be to replace
the tank and pump assembly. If further assistance is needed please
update the form. If a repair corrects the concern please complete the
survey. Thanks. Brian R.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/29/2023

Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/20/2022 Warranty Start Date: 11/12/2022  
Date of Sale: 11/12/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 615 LBS  
LH/RH Drive:

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

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

Model: Shft:

----- A D D I T I O N A L -----  
Tire : 275/45 R21 A/S TYRE Brand :  
Radio : A/C : AC G-????????????????????????????????  
Paint : PN4-?? CARBONIZED GRAY/ASHER GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- 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:USA [REDACTED] - Ted Russell Ford Lincoln Ph#: [REDACTED]  
City: Knoxville State : Tennessee  
Country: United States Region : Atlanta

Claim #/Date : [REDACTED] 12/29/2023

Specialist's Name : BRIAN REEVES (TOC)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
02/02/2024	[REDACTED]	CACVOC	ST/RN/MV			USA [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/29/2023

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA	11/28/23	[REDACTED]	8372	1	42	L1M	9J279	M	12650D
USA	11/28/23	[REDACTED]	8372	1	42				MTDIAG
USA	11/28/23	[REDACTED]	8372	1	42				9350B
USA	11/28/23	[REDACTED]	8372	1	42				12650DX1
USA	11/28/23	[REDACTED]	8372	1	42				MTACCESS
USA	11/28/23	[REDACTED]	8372	1	42				MT9J279
USA	11/28/23	[REDACTED]	8372	2	42		7000		MTDIAG
USA	11/28/23	[REDACTED]	8372	3	82		RENTAL		
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	N2D	9350	A	12650D
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	L1M	8527	A	12650D45
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	JT4	9E583	A	9350B
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	FT4	9J323	B	9543A
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	L1M	9J323	A	12650DX1
USA	12/26/23	[REDACTED]	[REDACTED]	1	42	FL3	9439	A	
USA	12/26/23	[REDACTED]	[REDACTED]	2	82		RENTAL		
USA	08/21/24	[REDACTED] 0	[REDACTED]	1		PB5	[REDACTED]	B	23S23B
USA	08/21/24	104200	[REDACTED]	1		JL7	1	F	23S23E

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/12/2022

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

VEHICLE: 2021 F150 4X2,REG CAB,STYSD VIN: [REDACTED]  
Engine : 5.0L DOHC NA PFDI GAS - COYOTE Odometer: 12,177 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 02 START/RUN/MOVE STARTING  
CRANKS WON'T START ALWAYS

Additional Symptom: P00C6, P0230, P0627  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 07/12/2022 06:02PM CHARLES FLEMING(FSE) MSS - FCSD - KEYSTONE REGION  
Web Form Data(119532521) Description of Vehicle Concern: crank no  
start Please list any diagnostics already performed: eec test, monitor  
data logger, load test, inspect the harness and connections. check  
power and ground circuits going to the fuel pump, also used a known  
good fuel pump control module as a tester to verify fuel pump  
operation. still fuel pump does not turn on. Parts Replaced: none Your  
Question: trying to follow p0627. p0627 states fuel pump A control  
circuit/open: which is the actual circuit on the wiring diagram. have  
there been other vehicles with this same concern? and if so is 22s15  
recall program related to this concern.

RECOMM 07/12/2022 06:02PM CHARLES FLEMING(FSE) MSS - FCSD - KEYSTONE REGION  
Edward, FSA 22S15 does not appear to be related to this concern and  
there do not appear to be any service messages for this vehicle  
regarding these DTCs. P0627 sets when the PCM detects the fuel pump  
control module is reporting a concern with the fuel pump module or  
secondary circuits. The secondary circuits would be the fuel pump  
power (FP PWR) and fuel pump ground (FP RTN) circuits. Continue with  
PPT KC as it will provide additional testing for these circuits. Make  
any repairs as needed. As your dealership is equipped with the See  
What I See (SWIS) headset, if additional technical assistance is  
required and a SWIS session would be beneficial (live video or picture  
would help), click <A target= blank  
href=https://[REDACTED]

>Schedule</A>  
with the TAC. After booking an appointment a TAC representative will  
reach out to you at the appropriate time. Verify the following prior  
to your appointment:<ul><li>Your See What I See (SWIS) headset is  
charged, the headset is turned on, and is updated with the latest  
software level.</li><li>Ensure TeamViewer login card is ready to scan  
(Contains unique dealer code & dealership name)</li><li>The vehicle  
you are working on is in a bay with good Wi-Fi  
connectivity</li></ul><br><span style=font-weight: bold font-style:  
italic>If the bullet points above are met the TAC can be reached at

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/12/2022

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

---TYPE--- COMMENT TEXT  
( [REDACTED] , from 9am to 6pm Monday thru Friday Eastern Time to  
( [REDACTED] , from 9am to 6pm Monday thru Friday Eastern Time to  
p call.</span> <br><BR><A target= blank  
href=https://www.[REDACTED]  
[REDACTED]><A target= blank  
href=http://site-307934.bcvportal.com/detail/videos/tools-equipment/vi  
deo/6290958058001/swis-initial-setup>Initial headset setup</A> Charles  
F. Ford Technical Assistance Center  
ADD-ON 07/12/2022 06:02PM CHARLES FLEMING(FSE) MSS - FCSD - KEYSTONE REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact, SWIS Comments : 1st contact

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
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#P00C6:00-AE,P0230:00-26,P0627:00-ED,P2016-00,PO124-00,PO532-00,POA5B-00,U21  
9-00EC,P0316:00-6C,P193C:00-6C  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/24/2021 Warranty Start Date: 12/22/2021  
Date of Sale: 12/22/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 675 LBS  
LH/RH Drive:

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

Engine: 5.0L DOHC NA PFDI GAS - COYOTE Tag: ML 3EA BE  
Bld Dt: Calb: MTFDAVN A  
Serial #: [REDACTED]

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

Trans: 10 SPD AUTO 10R80 Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shft:

- - - A X L E - - -

Axle: 3.15 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/12/2022

----- A D D I T I O N A L -----  
Tire : 245/70R 17 A/S Brand :  
Radio : A/C : AC B-?????????????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD [REDACTED] 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: SHOP FOREMAN  
Phone : [REDACTED]

Rpr Dlr:USA [REDACTED] - Mac Haik's Southway Ford Ph#: [REDACTED]  
City: Sa onio State : Texas  
Country: United States Region : Houston

Claim #/Date : [REDACTED] 07/11/2022

Specialist's Name : CHARLES FLEMING (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA [REDACTED]	10/20/23	824749	[REDACTED]	1					23S35B
USA [REDACTED]	12/07/23	828933	[REDACTED]	1	42		14G371		12652D
USA [REDACTED]	12/07/23	828933	[REDACTED]	1	42				12652D45
USA [REDACTED]	12/07/23	828933	[REDACTED]	1	42				12652D17M
USA [REDACTED]	12/07/23	828933	[REDACTED]	1	42				12652D1
USA [REDACTED]	12/07/23	828933	[REDACTED]	2	46	ML3	17K707	G	12651D45
USA [REDACTED]	12/07/23	828933	[REDACTED]	2	46				17707B
USA [REDACTED]	12/07/23	793715	[REDACTED]	1	42	PU5	14G670	FPN	
USA [REDACTED]	12/07/23	793715	[REDACTED]	1	42		USG4N		

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/12/2020

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

VEHICLE: 2020 F450 4X2 SD,REG CAB,CHASCAB VIN: [REDACTED]
Engine : 7.3L 2V DEVCT NA PFI V8 GAS Odometer: 32,999 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 51 9 02 DRIVING PERFORMANCE IDLE QUALITY
ROUGH ALWAYS
Additional Symptom: Misfires at low RPM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
CONCER 08/12/2020 11:21AM WSMITH46
Web Form Data(117489603) Description of Vehicle Concern: C/S CEL is on
and runs rough at idle, bucks and jerks. Please list any diagnostics
already performed: Retrieved DTCs, fuel sample, test drive. Parts
Replaced: None Your Question: First of all, this vehicle rides like an
absolute brick and I cant feel anything in regards to a miss while
driving due to the suspension on the truck. I allowed the vehicle to
come up to operating temp and test drove it while monitoring power
balance. No noticeable concerns on the power balance. This truck has
been in the shop once before for this exact concern and did not find
anything wrong with it beside these exact symptoms. Cleared DTCs and
sent it out. The fuel sample looked good then and does now. Mode 6
data showed that every cylinder has missed at least 3 times and some
as many as 9 times. Any known concerns? With all the cylinders having
missed, im leaning towards what all cylinder would share. Fuel, air,
exhaust, pcm. Any suggestions? No busy work.
RECOMM 08/12/2020 11:21AM WSMITH46
Nick, vehicles with a 7.3L engine built before June 2,2020 like this
one could have misfires caused by damaged spark plugs and/or wires. If
the vehicle is experiencing misfires on one or more cylinders replace
the spark plug wires in the affected cylinders and inspect the spark
plugs for damage such as cracks, carbon tracking on the ceramic. If
any spark plug concerns are found they should be replaced along with
the plug wire.
ADD-ON 08/12/2020 11:21AM WSMITH46
Article ISM I2007014 Multiple Vehicle Lines equipped with 7.3L built
on or before 06-02-2020 - Misfir es Caused by Damaged Spark Plugs
and/or Plug Wires
CONCER 03/01/2021 02:19PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117957705) Description of Vehicle Concern: Customer
states engine misses at low RPM. Please list any diagnostics already
performed: This is the third time this vehicle has been here for the
same complaint. The last time it was here (R06163776), the tech found
the same two codes present. He made a hotline contact and was advised

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