

Page: [REDACTED] CQIS DETAIL REPORT [REDACTED]

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

VEHICLE: [REDACTED] CRW CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] DEVCT NA PFI [REDACTED] GAS Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] START/RUN/MOVE STARTING
HARD START/LONG CRANK HOT
Additional Symptom: long crank hot soak
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

--TYPE--
CONCER [REDACTED] ([REDACTED]) - [REDACTED]
a [REDACTED] p n of icl [REDACTED]
STATES VEHICLE NG CRANK AFTER A HOT SOAK. VEHICLE IS RUN TO
OPERATING TEMPERATURE AND THEN SITS FOR [REDACTED] THEN HAS A LONG
CRANK Please list any diagnostics already done: FUEL PRESSURE AND
EVAP EMISSIONS TESTING Parts Replaced: PURGE VALVE. VAPOR BLOCKING
VALVE Do you have a module programming concern? No Your Question:
NOTICED WHEN VEHILCE HAS HOT SOAKED FOR [REDACTED], WHEN THE
DRIVER DOOR IS OPENED, YOU DO NOT HEAR T [REDACTED] ME LIKE WHEN
IT IS COLD. WITH MECHANICAL FUEL GAUGE CONNECTED, CAN SEE FUEL PRESSURE
JUMP UP TO ABOUT [REDACTED] WHEN VEHICLE IS COLD. WHEN MONITORING AFTER A
HOT SOA [REDACTED] ND FUEL PUMP WILL NOT PRIME. IS THIS NORMAL
? OR SHOULD THE FUEL PUMP PRIME [REDACTED]. AND COULD THIS
CONCERN BE A POSSIBLE FUEL PUMP CONCERN

RECOMM [REDACTED] ([REDACTED]) - [REDACTED]
f p i y of aul [REDACTED]
to occur. With the manual gauge still attached at the concern present
what does the mechanical gauge read during the long crank? When it
comes to the concern is it also present after a cold soak? PPT HC in
the PC/ED manual is a good resource to go through for this concern as
well. Please go through and record your results and reevaluate. [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) - [REDACTED]
CONCER [REDACTED] GTCGCQIS
SENT AT THE TIME OF COLD SOAK. AND WITH FUEL GAUGE
RECOMM ATTACHED AFTER SITTING HOT FOR [REDACTED], DROPS DOWN TO ABOUT [REDACTED]
r a recor our [REDACTED]

Symp. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Test Stand : Road Test : [REDACTED] Number:
Prior Repair Attempts: R air Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Engine: [REDACTED] DEVCT NA PF [REDACTED] g: LC 3E JA
Bld Dt: [REDACTED] Calb: L EJON A
Serial #: [REDACTED]

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

Shft:

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Claim #/Date : [REDACTED]

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] REG CAB, PICKUP VIN: [REDACTED]
Engine : [REDACTED] SFI OHC VCT NA V8 GAS Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

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

Additional Symptom: crank no start

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

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

--TYPE--
CONCER

[REDACTED] ([REDACTED]) [REDACTED] ATLANTIC REG
i on of e vehicle does
not start Plea ny diagnostics already performed: checked Oasis
for TSBs fuel and messages, none found, replaced battery (bad cell),
checked workshop by symptom, checked fuel rail for pressure none
found, performed PPT HC, no power to fuel pump, directed to PPT KC,
[REDACTED] said to replace fuel pump control module, retested still no
to fuel pump or pressure on fuel rail, PID for fuel pump turns
green when commanded on but still shows off, Parts Replaced: fuel pump
control module, battery Your Question: suspect PCM, any suggestions

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] ATLANTIC REG
i n ics th e rformed before
replacement. Perform a load test on the FPCM and the PCM power and
ground circuits. For the FPCM circuits, use a [REDACTED]. For the PCM,
use a [REDACTED]. If voltage is not within [REDACTED] ry voltage,
repair ected circuit. If no faults found during load
testing, continue with PCM replacement. An RVC code will need to be
obtained by filling out the RVC Assistance Form under the Diagnostics
tab. As your dealership is equipped with the See What I See ([REDACTED])
headset, if additional technical assistance is required and a [REDACTED]
session would be beneficial (live video or picture would help ick
<A target=
href=

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

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

-----TYPE----- COMMENT TEXT -----
perform a [REDACTED] call.

<A target=[REDACTED]
perform a [REDACTED] call.

<A target=[REDACTED]
href=[REDACTED]
g.fac
Concerns

<A get=[REDACTED]
href=[REDACTED]

[REDACTED] er- [REDACTED] - MID ATLANTIC REG
[REDACTED] s [REDACTED] essary [REDACTED] sion Sub Status :
[REDACTED] Comm : [REDACTED]
[REDACTED] GTCGCQIS
[REDACTED] M [REDACTED] tor pins 1, 2 and [REDACTED], no power, checked BJB fuses 14
and [REDACTED], power to [REDACTED], checked resis nce from BJB connector [REDACTED]
pin [REDACTED] to PCM con [REDACTED] or [REDACTED] pins 1, 2 and [REDACTED], good, checked [REDACTED] use
[REDACTED] t BJB connector [REDACTED] ound open circu [REDACTED], do we need RVC for BJB

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] i g epa [REDACTED] (RVC)
for Wa nty chart located in PTS > Home > Techni [REDACTED] only
the APIM, [REDACTED] Display Screen, PSCM, and PCM require an RVC for
the [REDACTED] M e cement of the BJB does not require an RVC. [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] s [REDACTED] e ry [REDACTED] sio [REDACTED] atus :
[REDACTED] Technical. [REDACTED] Co ts : Asking about C for BJB replacement
[REDACTED] GTCGCQIS
[REDACTED] J cle now starts and runs, thank you for your
[REDACTED] assistance [REDACTED] GTCGCQIS
[REDACTED] J

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] a ha to r t [REDACTED] rn has
[REDACTED] n resolved. Have a great week! [REDACTED]

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION
[REDACTED] s [REDACTED] e ry [REDACTED] sio [REDACTED] atus :
[REDACTED] Technical. [REDACTED] Co ts : fixed
[REDACTED] RATERMAN ([REDACTED]) [REDACTED] - [REDACTED] - MIDWEST REGION
[REDACTED] Descripti of icl ncern: vehicle does
not start Plea ny diagnostics already performed: checked
fuses, good, checked power to fuel pump module, good, checked power to
fuel pump, no power, checked continuity between module and pump, good,
checked continuity from PCM to fuel pump module, good, PPT HC to step
HC6 replaced fuel pump module, no apparent shorts to ground or power
Parts Replac: fuel pump module Your Question: with continuity
between PCM, fuel pump module and fuel pump, what do you recommend
WEB- [REDACTED] -EXT- [REDACTED] - [REDACTED] : [REDACTED], With the fuel pump
modu eplac e af it is suspected a
circuit fault would be present causing the concern. If not done it

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

Program Type: H
- ASSIT CENTER

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

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

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

would be recommended to verify there is no fuel pressure while cranking to confirm a lack of fuel pressure is causing the vehicle to not start. If it is confirmed a lack of fuel pressure is present causing the vehicle to not start while cranking with [REDACTED] HC performed and the concern remaining it would be recommended to continue with performing [REDACTED] in [REDACTED] Diagnosis and Testing> Fuel Tank and Lin [REDACTED] f [REDACTED] t [REDACTED] pump module once more, please continue to utilize [REDACTED] g cell [REDACTED] and manually supply power and ground to the fuel pump. If [REDACTED] ure builds and the vehicle starts with power and ground manually supplied to the fuel pump it would be suspected a fuel pump control module circuit fault, connector fault, pin fault or PCM fault is present causing the concern. To continue if the vehicle starts with power and ground manually supplied to the fuel pump, please verify power at the [REDACTED] once more and ensure fuse [REDACTED] is not damaged, and the FP relay ope [REDACTED] s correctly. If it is found [REDACTED] ere is power present to the [REDACTED] when the concern occurs, please continue to verify [REDACTED] is se [REDACTED] and making good connection. If there is power and grou [REDACTED] t the [REDACTED] with the fault present please continue inspect connector [REDACTED] and [REDACTED] ensuring connectors seat and latch correctly with no [REDACTED] ad, b [REDACTED] r damaged pins. If no [REDACTED] concerns are visually seen please continue to isolate circuits [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED]. With the [REDACTED] circuits i [REDACTED] ed [REDACTED] ul [REDACTED] re [REDACTED] nd [REDACTED] load [REDACTED] tage drop t [REDACTED] the circuits. When loaded volage drop testing please utilize [REDACTED] of a 9004 bulb for testing circuits aside for circuit [REDACTED] which would need [REDACTED] of a [REDACTED]. If [REDACTED] cuit [REDACTED] or more from s [REDACTED] this w [REDACTED] cate a circuit fault present. If no faults are found with the above and the concern remains it would be recommended to replace the PCM reevaluating the concern once more. Thank you for your time. [REDACTED] Technical Assistance Center ...WEB-[REDACTED]-INT-[REDACTED]: Callback Done...SWIS-[REDACTED] NT-[REDACTED] SWIS Session Status : SWIS Not [REDACTED] essar [REDACTED] S [REDACTED], SWIS Comments : [REDACTED]

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] REGION [REDACTED] p [REDACTED] ed [REDACTED] th [REDACTED] nce [REDACTED] ining [REDACTED] er it is suspected a circuit fault would be present causing the concern. If not done it would be recommended to verify there is no fuel pressure while cranking to confirm a lack of fuel pressure is causing the vehicle to not start. If it is confirmed a lack of fuel pressure is present causing the vehicle to not start while cranking with [REDACTED] HC performed and the concern remaining it would be recom [REDACTED] ded to continue with performing [REDACTED] in [REDACTED] Diagnosis and Testing> Fuel Tank and Lin [REDACTED] pump module once more, please continue to utili [REDACTED] ing cell [REDACTED] and manually supply power and ground to the fuel pump. If [REDACTED] essure builds and the vehicle starts with power and ground manually supplied to the fuel pump it would be suspected a fuel pump control module circuit fault, connector fault, pin fault or PCM fault is

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

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

---TYPE--- COMMENT TEXT
present causing the concern. To continue if the vehicle starts with
present causing the concern. To continue if the vehicle starts with
power and ground manually supplied to the fuel pump, please verify
power at the FPCM once more and ensure fuse [REDACTED] is not damaged, and
the FP relay operates correctly. If it is fo [REDACTED] there is power present
to the FPCM when the concern occurs, please continue to verify [REDACTED] is
secure and making good connection. If there is power and ground [REDACTED] the
FPCM with the fault present please continue inspect connector [REDACTED]
and [REDACTED] ensuring connectors seat and latch correctly with n [REDACTED] ad,
bent [REDACTED] amaged pins. If no concerns are visually seen please continue
to isolate circuits [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED]. With
the FPCM circuits is [REDACTED] d [REDACTED] ul [REDACTED] re [REDACTED] nd [REDACTED] loade [REDACTED] tage
drop test the circuits. When loaded volage drop testing please utilize
[REDACTED] of a [REDACTED] for testing circuits aside for circuits
[REDACTED] which [REDACTED] eed [REDACTED] of a [REDACTED]. If a
it dr [REDACTED] or more from s [REDACTED] this w [REDACTED] cate a
circuit fault [REDACTED] resent. If no faults are found with the above and
the concern remains it would be recommended to replace the PCM
reevaluating the concern once more. Thank you for your time, [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REGION
s [REDACTED] c ary [REDACTED] sio [REDACTED] tatus :

CONCER [REDACTED] SWIS Comments : [REDACTED] GTCGCQIS
uit test you recommended, went to [REDACTED], on [REDACTED]
when checking start PID vehicle started, ran network [REDACTED] aga
issue, checked for intermittent starting, no issue found at this time,
thank you for your assistance

RECOMM [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REGION
t [REDACTED] d a [REDACTED] vehicle
rting at [REDACTED], and no issues f [REDACTED] at this time it is suspected
the circuit [REDACTED] led to correcting a possible circuit or pin fit
concern. If the concern returns, please inspect the circuits
previously tested for pin fit and drag concerns using the appropriate
flex probe connectors. If the concern occurs once more and the vehicle
is a no crank no start when the concern occurs please perform PPT A in
[REDACTED] Diagnosis and Testing> Starting System X1/XLT as the vehicle
t have push button start. Thank you for your time, [REDACTED]

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] REGION
s [REDACTED] c ary [REDACTED] sio [REDACTED] tatus :
Technical, SWIS Comments : not needed at this time

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

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Engine: [REDACTED] SFI OHC VCT NA V E - - - Tag: LC 3E AA
Bld Dt: [REDACTED] Calb: NTFER4N A
Serial #: [REDACTED]

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

Shft:

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Claim #/Date : [REDACTED]

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

[REDACTED] HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

VEHICLE: [REDACTED] EXPLORER [REDACTED] ([REDACTED] -), POLICE ,4 [REDACTED] ,MPV VIN: [REDACTED]
Engine : [REDACTED] DI V6 GAS odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE RUNS ROUGH
ACCELERATION INTERMITTENT
Additional Symptom: MISFIRE WITH ENGINE LOAD
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER [REDACTED] Description of Vehicle Concern: RUNS GOOD AT
NORMAL SPEEDS, [REDACTED] NG HARD TO A SHOTS FIRED CHASE AND STARTED
MISSFIRING, REFLASHED PCM AND RESET MISSFIRE CORRECTION LEARN AND TOLD
HIM TO TRY IT. SAID IT DID NOT FEEL RIGHT AND BROUGHT IT BACK [REDACTED], CAN
VERIFY [REDACTED] AT [REDACTED] WILL MISSFIRE AND CK [REDACTED]
FLASHES [REDACTED] lis [REDACTED] already performed: RE [REDACTED] CES [REDACTED]
AND SWAPPED COIL WITH [REDACTED], ROAD ROAD TESTED AGAIN AND AT [REDACTED]
LIGHT STARTED FLASHING [REDACTED] 6 DATA SHOWS [REDACTED] ON [REDACTED]
[REDACTED] ON [REDACTED] ON 2, AND [REDACTED] ON [REDACTED] aced [REDACTED] PLUG
ion: ESTION 1 W [REDACTED] N I [REDACTED] EEZE FRAME DATA IN
FDRS, 2: COULD THE MISSFIRE ON 6 THROW OFF THE OTHER CYLINDERS AS
WELL, BEING I CHANGED PLUG AND SWAPPED COIL IT HAS TO BE BASE [REDACTED] OR
FUEL AND /OR FUEL INJ , I HAVE NO WAY OF TESTING FUEL WOULD YOU [REDACTED] KE ME
TO MAKE A CFR OF THE PROBLEM WHEN IT OCCURS AND WONDERING IF YOU HAVE
SEEN THIS BEFORE

RECOMM [REDACTED] r of misfires on cylinder 6 and the fact that
[REDACTED] are needing to reach a high speed in order to recreate the
concern, then the other cylinders should not be worried about at this
time. At this time carry out pinpoint test HD as found under [REDACTED] in
[REDACTED] of the [REDACTED]. If no concern is found during the pin
n procee [REDACTED] h carrying a manual compression test. Ensure
that cylinder 6 is within 75% of the highest reading cylinder during
your test. If it is not within 75% of highest reading cylinder, then
compression is considered low and a cylinder leakage test will need to
be performed to determine where the compression is going. If cylinder
leakage is [REDACTED], then listen for air escaping out of the
throttle bo [REDACTED] PCV connection, and oil fill cap. If air is
heard coming out of the throttle body or tailpipe, then replace
cylinder head for bank 2 as the valves are not seating correctly. If
air is heard coming out of the PCV connection or the oil fill cap,
then replace the short block since the piston rings are leaking or the
cylinder is out of round. If no concern is found during the manual

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

Program Type: H

Orig Rpt #: [REDACTED]
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----- C O M M E N T S -----

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

compression test, then carry out a running compression test. To do
compression test, then carry out a running compression test. To do
this test, remove the Schrader valve from the compression tester and
disable the injector for the [REDACTED] you are testing. Compare
[REDACTED] 6 to a known good [REDACTED] and if [REDACTED] 6 does not read
[REDACTED] of the known go [REDACTED], then [REDACTED] is sticking on
[REDACTED] and the [REDACTED] he [REDACTED] ank 2 will need to be replaced.

ADD-ON [REDACTED] - VSP PVT SVC ENG
[REDACTED] AT [REDACTED] IF CYLINDER HEAD
ENDS UP BEING REPLA [REDACTED] RING [REDACTED] NOTIFIED SO THEY
CAN CALL PART BACK FOR INSPECTION.

CONCER [REDACTED] GTCGCQSP
[REDACTED] O AND LOOK AT THE FDRS I HAVE DONE [REDACTED], I
GAVE THIS TO AN ENGINE GUY WHO PROCEEDED TO REPLACE 6 [REDACTED] D,
RETURN TO SHERIFF DEPT ONLY TO COME BACK AGAIN, STILL HAS MISSFIRE ON 6
AS WELL AS OTHER CYKLINDERS NOW, ONLY OCCURS ABOVE [REDACTED], IF I SHIFT
TO LOW I CAN MAKE IT HAPPEN WITHOUT EXCESSIVE SPEE [REDACTED] LOOK AT
FREEZE FRAME DATA ALMOST ACTS LINKE LIFTERS PUMPING UP AND IT DOESNT
DO IT AS SOON AS YOU HITS RPM BUT SUSTAINED RPM

CONCER [REDACTED]
[REDACTED] and spark plug have been
replaced, and the [REDACTED] ition [REDACTED] d. The concern has been
duplicated, and will occur at [REDACTED] in multiple gears. However,
the misfires are occurring wit [REDACTED] s.

RECOMM [REDACTED]
[REDACTED] the FLP, FLP DSD, FRP and FRP DSD PIDs when
random misfires are present. If the FLP PID drops below FLP DSD,
suspect the low pressure fuel pump. If the FLP PID reading is greater
than FLP DSD, replace the FLP sensor. When a faulty FLP sensor is
biased to a high reading, the PCM reduces the duty cycle of the low
pressure fuel pump in an attempt to match the FLP PID reading to
FLP DSD. The result is that the actual fuel pressure drops too low. If
the FLP and FLP DSD PIDs match [REDACTED] other, but FRP is less than
FRP DSD, the high pressure fuel [REDACTED] p would be suspect. If no problem
is found with the fuel delivery system, also monitor the MAP and TCBP
PIDs when the misfires are present as well. If a PID reading spikes or
is erratic (such as a saw tooth pattern), replace that sensor(s) and
then retest.

CONCER [REDACTED] ([REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] s [REDACTED] u [REDACTED] ve [REDACTED] e s [REDACTED] Vehicle
is having a misfire with all [REDACTED] s at higher RPM with relative
compression, high pressure fu [REDACTED] m test, low fuel system test, and
fuel pressure leak down test passing. Have replaced the fuel injector
for [REDACTED] 6 with swapping the ignition coil and spark plug. When
driv [REDACTED] FLP actual and desired stay relatively close with FLP
actual just below the desired. The FRP actual and desired do have a
[REDACTED] difference the higher the FRP demand grows. At idle the
[REDACTED] with desired are relatively close or within [REDACTED] of [REDACTED]
other.

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

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

Program Type: H [REDACTED]

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

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

--TYPE--

COMMENT TEXT

[REDACTED], It was a pleasure to speak with you on the phone [REDACTED]. As we

[REDACTED], It was a pleasure to speak with you on the phone [REDACTED]. As we discussed with the FRP actual falling further behind together the demand or desired increases then a concern with the high-pressure pump is suspected. Also, this can be further verified by monitoring the low system fuel pressure with a manual gauge and with the engine running disconnect the electrical connector to the high-pressure fuel pump. The engine should still run and the FLP PID should be within [REDACTED] of the manual fuel gauge and if not, then the sensor is bias. If [REDACTED] RP actual should be within [REDACTED] of the manual fuel gauge and if not, then the sensor is bias. There are no bias sensors, then this further indicates a concern with the high-pressure fuel pump and proceed to replace the fuel pressure pump with [REDACTED] use components then reevaluate the concern.

ADD-ON

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED] REG
[REDACTED] t F PIF ues determine
if the high pressure fuel pump is the cause. Was informed that it is suspected and that this can be verified by verifying fuel low pressure and verifying for a bias fuel rail pressure sensor.

CONCER

[REDACTED] GTCGCOSP
H PRESSURE PUMP TEST DROVE TO [REDACTED] AND WAS ALL
GOOD, WAS USED IN A PURSUIT THIS [REDACTED] AND LI [REDACTED] ME ON AGAIN AND
NO HAS MISFIRES AGAIN

RECOMM

[REDACTED]
under acceleration PIDS. At this time if the valve train passes inspection a cylinder head fault would be suspect. If compression, ignition and the fuel injector is not at fault a sticking valve or valve train fault is occurring. If all checks out replace the cylinder head and re-test.

CONCER

[REDACTED] GTCGCOSP

RECOMM

[REDACTED] The specific information added to a contact ensures the best direction can be provided in a response. With no question listed in the form it is not clear what assistance is being requested. Use the cylinder acceleration PIDS to isolate what cylinder misses most. Cylinder 2 and 6 are companion cylinders and so is cylinder 1 and 5. A misfire affecting crankshaft speed will affect other cylinders showing a miss. Continue to duplicate the fault and make and repair as needed. A cylinder head fault on cylinder 6 is still suspect but any final repair decision is up to the dealership to make based on testing/inspection results. If further assistance is required update with more information on what is seen as the dealership duplicates the fault.

CONCER

[REDACTED] GTCGCOSP

RECOMM

[REDACTED] s a quart low on oil in [REDACTED] REGION
[REDACTED] a [REDACTED] ([REDACTED]) se [REDACTED] isf and [REDACTED] e

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

result of a PCV, poor sealing valve guide, or poor sealing piston ring
result of a PCV, poor sealing valve guide, or poor sealing piston ring
fault. Tests for oil consumption can be found in [REDACTED], Diagnosis
and Testing, Oil Consumption Post Test.

CONCER

[REDACTED] ([REDACTED])
[REDACTED] i on of
DURING PUSUITS [REDACTED] ist any diagnostics already performed: ALREADY
REPLACED HIGH PRESSURE FUEL PUMP PER HOTLINE, THERE IS STILL OPEN
HOTLINE REQUEST BUT ID IS TOO OLD Parts Replaced: HIGH PRESSURE PUMP, 6
INJECTOR AND PLUG Your Question: I NEED HELP, MONITORED FUEL RAIL
PRESSURE AND IS WITHIN DESIRED PLUG INJECTOR REPLACED AND COIL SWAPPED
ON [REDACTED] WEB- [REDACTED] -EXT- [REDACTED] -HPAUL12: [REDACTED], Since this
veh has a vious [REDACTED], perform [REDACTED] isfire monitor
neutral profile correction using the scan tool. Perform a road test to
duplicate the concern observing cylinder acceleration PIDs to verify
all cylinders are contributing. If all cylinders are contributing,
check for vacuum leaks using a vacuum pressure gauge. Inspect vacuum
hoses for a collapsed condition or cracks. If no vacuum leaks are
present, refer to [REDACTED] for [REDACTED] sensor location. Inspect [REDACTED]
sensor ([REDACTED]) for [REDACTED] t. In [REDACTED] ct the pulse wheel for dam
to teeth [REDACTED] tightness. The [REDACTED] sensor s signal indicates crankshaft
position and speed informati [REDACTED] to the PCM and determines if a misfire
has occurred. If damage has been found, replace the [REDACTED] sensor or
pulse wheel. ...PHONE- [REDACTED] -EXT- [REDACTED] -CV [REDACTED], Ruling
out the spark and fu [REDACTED] or cy [REDACTED] eceiving [REDACTED] sfires
indicates a further valve timing concern, and because of the
conditions in which this issue is present either the hydraulic lash
adjusters arent operating properly at high rpms or the valve springs
are floating. But the valve seals may also be leaking since theres
some oil consumption noted since the last oil change. You can check
for oil draining down from the valve seals after a cold soak, but to
fix the misfires please begin removing the camshafts to closely
inspect the hydraulic lash adjusters and if you find them soft or
damaged then replace all hydraulic lash adjusters and retest. But if
you dont find any issues, then replace [REDACTED] heads with
hydraulic lash adjusters....PHONE-DEALER- [REDACTED]
[REDACTED]-DEALER: Inbound call from [REDACTED]: int [REDACTED]
[REDACTED] k misfires on all cylinders [REDACTED] d if he comes to [REDACTED]
the engine will still misfire four [REDACTED] to [REDACTED]. But
if you bring the truck to a slower [REDACTED] ngin [REDACTED] tinue
to misfire, and the engine doesnt always misfire at higher rpms. [REDACTED]
uploaded some recordings with cylinder contribution graphs and mi [REDACTED] re
monitors. With the VCT solenoids unplugged, the same concern occurred.
The FRP is steady and slightly above FRP DSD when the concern occurs.
Oil pressure didnt spike high either, the EOP was at [REDACTED] before and
during the misfires. MAP, [REDACTED], and [REDACTED] were all [REDACTED] EO so the
intake air sensors agree w [REDACTED] one an [REDACTED] r. Also [REDACTED] d [REDACTED] of
oil was used since the oil change [REDACTED] pri [REDACTED] ... Inbou [REDACTED] from
[REDACTED]: intermittently [REDACTED] k misfires on all
inders and if he [REDACTED] k stop the engine will still

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

misfire four [REDACTED] to [REDACTED]. But if you bring the
 misfire four [REDACTED] to [REDACTED]. But if you bring the
 truck to a sl [REDACTED] the [REDACTED] t continue to misfire, and
 the engine doesnt always misfire at higher rpms. [REDACTED] uploaded some
 recordings with cylinder contribution graphs and [REDACTED] fire monitors.
 With the VCT solenoids unplugged, the same concern occurred. The FRP
 is steady and slightly above FRP DSD when the concern occurs. Oil
 pressure didnt spike high either, the EOP was at [REDACTED] before and
 during the misfires. MAP, [REDACTED], and [REDACTED] were all [REDACTED] KOEO so the
 intake air sensors agree w [REDACTED] one an [REDACTED] r. Also [REDACTED] d [REDACTED]
 [REDACTED] was used since the oil change [REDACTED] pri [REDACTED]
 [REDACTED] ([REDACTED] [REDACTED]
 [REDACTED] e [REDACTED] f [REDACTED] for c [REDACTED] ng
 fires indicates a further valve timing concern, and because of the
 conditions in which this issue is present either the hydraulic lash
 adjusters arent operating properly at high rpms or the valve springs
 are floating. But the valve seals may also be leaking since theres
 some oil consumption noted since the last oil change. You can check
 for oil draining down from the valve seals after a cold soak, but to
 fix the misfires please begin removing the camshafts to closely
 inspect the hydraulic lash adjusters and if you find them soft or
 damaged then replace all hydraulic lash adjusters and retest. But if
 you dont find any issues, then replace [REDACTED] with
 hydraulic lash adjusters.

CONCER [REDACTED] GTCGCQSP
 [REDACTED] ERS REPLACED BACK AGAIN WITH [REDACTED], [REDACTED], [REDACTED] I
 GIVE UP COME GET THIS CAR

RECOMM [REDACTED] [REDACTED]
 [REDACTED] to identify a concern by inspecting the
 engine ring harness near the low side A/C line. Some other
 technicians with similar concerns have reported chafing on the harness
 against the A/C line. If this is the case the related engine harness
 should be replaced. If no issues are found with the harness update
 this form and we will continue diagnosis.

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

CONCER [REDACTED] G
 [REDACTED] NSPECTED [REDACTED] AND LOOKS OK, FUEL PRESSURE IS
 GOOD AND NOW IT IS MOSTLY C [REDACTED] ATS BETWEEN 4, 5, AND SOMETIMES
 6, I MADE A RECODING WATCHING HEGOS [REDACTED] AND WHEN THIS HAPPENS
 BANK [REDACTED] TO [REDACTED] IS FUNCTIONING NORMAL

RECOMM [REDACTED] ([REDACTED] [REDACTED] - SOUTHEAST REGION
 [REDACTED] i [REDACTED] [REDACTED] d the concern
 pening intermittently, a circ [REDACTED] spected to be
 occurring. Typically intermittent faults are caused by wiring concerns
 (pin fit, not fully latched connectors, corrosion, and shorts). While
 a [REDACTED] could cause misfire concerns, it would not be suspected to
 ca [REDACTED] fire on [REDACTED] of cylinders. [REDACTED] stream [REDACTED]
 should only affect [REDACTED] g on that speci [REDACTED] k of cyl [REDACTED] d
 not [REDACTED]. Additionally if [REDACTED] [REDACTED] and [REDACTED] were checked,

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

Program Type: H
- [REDACTED] CENTER

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

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

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

these would be the downstream [REDACTED] sensors that monitor the catalytic

these would be the downstream [REDACTED] sensors that monitor the catalytic converter efficiency and will not affect fueling strategy. Since [REDACTED] banks of cylinders appear to be misfiring, then a turbocharger or boost pressure sensor concern could be occurring. To determine if a fault is occurring, monitor the [REDACTED] pressure PID and compare it to [REDACTED] if available. While monitoring these PIDs, induce the concern [REDACTED] re the DSD matches the pressure reported. If the DSD PID is not available, use PPT HN [REDACTED] and [REDACTED] to test the turbocharger.

CONCERN [REDACTED] GTCCGQS
[REDACTED] CTUAL ARE READING THE SAME I SENT RECORDINGS FOR YOU
[REDACTED] EVIEW IS THERE ANYTHING ELSE I SHOULD BE LOOKING AT LIKE
INDIVIDUAL [REDACTED]

RECOMM [REDACTED]
[REDACTED] n that the misfire monitor can struggle to
[REDACTED] late the source of the misfire at a higher RPM, and we will need to simulate the higher load for [REDACTED] to ensure that they are not at fault. This is recommended due to [REDACTED] statement that the other cylinders are showing misfires as well. To test out the coils under the same condition, refer to pinpoint test step [REDACTED]. This will have you use the adjustable spark tester at varying rates of the spark load by changing the kV which simulates the gap of the spark plug. This will simulate driving at a higher rpm and load, if any of the coils fail this test then they will need to be replaced. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealership management (Service Manager or Service Director) within [REDACTED] (1) [REDACTED] day to discuss further recommendations. If the [REDACTED] does not [REDACTED] you directly, please consult with your Dealership management to discuss further recommendations and [REDACTED] to assist in the resolution of this vehicle concern.

ADD-ON [REDACTED]
[REDACTED] test [REDACTED] to verify [REDACTED] he ignition coils are at fault due to the misfire monitor struggling to isolate misfires under higher RPM.

REPAIR [REDACTED]
[REDACTED] VEHICLE IS BEING TAR'D DUE TO MULTIPLE REPAIR ATTEMPTS WITH NO FORWARD TECHNICAL PROGRESS. UNKNOW HOW MANY SPECIFIC DAYS DOWN DUE TO BEING RETURNED TO CUSTOMER AND THEN VEHICLE RETURNING WITH SAME CONCERN. HOWEVER THE VEHICLE HAS BEEN BEING WORKED ON [REDACTED] [REDACTED] HEADS, [REDACTED] 6 FUEL INJECTOR AND SPARK PL [REDACTED] R ALONG WITH [REDACTED] IFTERS. COIL HAS BEEN SWAPPED FROM [REDACTED] 6 TO 5. CONCERN IS NO A MISFIRE ON ALL [REDACTED] AS STATED IN [REDACTED] FROM THE TECH. INSTRUC [REDACTED] TO CARRY OUT [REDACTED] OILS TO CHECK FOR INTERNAL DAMAGE.

AUDIT [REDACTED]
[REDACTED] A [REDACTED] BEEN OPENED

ADD-ON [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED]
[REDACTED] N [REDACTED] I N [REDACTED] RE [REDACTED] ING [REDACTED] E [REDACTED] RN
[REDACTED] T PRIOR TO TAR BEING OPENED. DISCUSSE [REDACTED] ITH [REDACTED] ON [REDACTED] REGARDING

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

Program Type: H
- TECH [REDACTED] CENTER

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

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

--TYPE-- ----- COMMENT TEXT -----
WHETHER THERE MAY BE A CONCERN WITH AN EXHAUST RESTRICTION DUE TO CAT

WHETHER THERE MAY BE A CONCERN WITH AN EXHAUST RESTRICTION DUE TO CAT DAMAGE FROM THE MISFIRE REOCCURRING AT HIGH ENGINE LOADS. HE SAID THAT THE FAULT ONLY OCCURS FROM SUSTAINED HIGHER RPMS. NO LACK OF POWER OCCURS. HE UPLOADED SESSIONS WITH RECORDINGS FROM FDRS. CONTACTED TECHNICIAN [REDACTED] ON [REDACTED] REGARDING THERE BEING A POSSIBLE [REDACTED] ISS REC CALL ON [REDACTED] FROM TECHNICIAN [REDACTED], [REDACTED] HERE WAS NO VISUAL CONCER [REDACTED] LOOSENESS FOUND W [REDACTED] THE [REDACTED]. ADVISED HIM TO DE [REDACTED] INE IF A REPLACEMENT COULD BE QUIC [REDACTED] TAINED. HE CHECKED [REDACTED] PARTS AND IT WAS NOT IMMEDIATELY AVAILABLE. WE DISCUSSED THAT BASED ON THE TIME DOWN AND THE POSSIBILITY OF [REDACTED] LAW QUALIFICATION. [REDACTED] DE [REDACTED] INED THAT DUE TO THE MULTIPLE [REDACTED] ATTEMPTS ALREADY PER [REDACTED] MED [REDACTED] TOTAL TIME DOWN THAT LONG BLO [REDACTED] LACEMENT WAS THE ONLY WAY TO PREVENT VEHICLE BUYBACK AND ENSURE THAT CONCERN WAS RESOLVED. ADVISED TECHNICIAN [REDACTED] TO PROCEED WITH [REDACTED] BLOCK REPLACEMENT AND REPLACING THE TON WHEEL/ [REDACTED] TO MAKE CERTAINTY THAT ALL REMAINING LIKELY CAUSES [REDACTED] RESSESSED IN FINAL [REDACTED] ATTEMPT.

ADD-ON [REDACTED] H [REDACTED] H T STA OF [REDACTED] D
WHETHER PARTS HAD BEEN REC [REDACTED] ED. HE SAID THAT THEY STILL HAVE NOT RECEIVED THE ENGINE FOR THE VEHICLE. [REDACTED] TO FOLLOW-UP AROUND [REDACTED] TO CHECK PROGRESS SINCE PARTS WILL NOT L [REDACTED] LY ARRIVE UNTIL [REDACTED] DUE TO THE HOLIDAY PERIOD.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
L [REDACTED] R G ST OF [REDACTED] OR
THE VEHICLE. SPOKE WITH [REDACTED] AND HE ADVISED THAT THE VEH [REDACTED] HOULD BE COMPLETED BY THE [REDACTED]. THEY ALSO STILL NEEDED TO CONFIRM THAT THE CONCERN WAS [REDACTED] SENT AFTER LONG BLOCK REPLACEMENT.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
R RD TH STI
MISFIRE CONCERN AFTER LONG BLO [REDACTED] REPLACEMENT WAS COMPLETED. HE CONFIRMED THAT THE TONE WHEEL AND [REDACTED] POSITION SENSOR WERE REPLACED WITH THE LONG BLOCK. HE S [REDACTED] HERE WAS A [REDACTED], [REDACTED], AND [REDACTED] SETTING IN THE PCM. HE CHECKED WITH THE TECHN [REDACTED] PERF [REDACTED] THE ENGINE REPLACEMENT WORK AND IDENTIFIED THE IGNITION COILS WERE REUSED AND NOT INSTALLED IN THE SAME CYLINDERS AS BEFORE. ADVISED THAT IT WOULD BE BENEFICIAL TO DE [REDACTED] INE IF COIL SWAPPING CAUSES ANY CHANGE. [REDACTED] ALSO REVIEWED PID [REDACTED] RMATION PROVIDED BY [REDACTED] THAT SHOWED EXCESSI [REDACTED] CAT TEMPERATURE. NORMAL POST CATALYST EXHAU SENSOR READINGS, 6% LONGFT1 AND [REDACTED], WHILE SHORT [REDACTED] 1 WAS [REDACTED] AND SHORT [REDACTED] 2 WAS [REDACTED] AN [REDACTED] IS GOIN [REDACTED] HAVE [REDACTED] [REDACTED] INSTALLED [REDACTED] COMPLETELY RU [REDACTED] OUT AN IGNITION CO

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED]
O [REDACTED] EGA G T
IGNITION COIL REPLACEMENT. HE [REDACTED] ISED [REDACTED] T THERE WAS STILL A MISFIRE ON CYLINDERS 1 AND 5. [REDACTED] ADVISED THAT BASED ON AN IGNITION CONCERN BEING RULED OUT, THIS [REDACTED] LD LEAVE AN ISSUE WITH [REDACTED] SIGNAL TO BE THE ONLY REMAINING LIKELY CAUSE. ADVISED TO REMOVE B [REDACTED] ONNECTION FROM THE

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

Program Type: H
- [REDACTED] CENTER

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

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

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

GENERATOR TO DETERMINE IF THIS MAY BE A SOURCE OF SIGNAL

GENERATOR TO DETERMINE IF THIS MAY BE A SOURCE OF SIGNAL INTERFERENCE. RECEIVED CALL ON [REDACTED] ADVISING THAT THERE WAS NO CHANGE AFTER DISCONNECTING THE [REDACTED] ATOR. THE POLICE EQUIPMENT WAS ALSO DEPOWERED DURING THE TEST WITH NO CHANGE. THE PCM WAS ALSO SWAPPED FROM ANOTHER VEHICLE WITH NO CHANGE. ADVISED TO PERFORM AN OSCILLOSCOPE MEASUREMENT OF THE [REDACTED] SIGNAL TO DETERMINE IF THERE WAS A DISTORTED SIGNAL PRESENT. RECEIVED MESSAGE FROM TECHNICIAN [REDACTED] ON [REDACTED] WITH A RECORDING FROM THE SCOPE. IDENTIFIED THAT THERE WAS A [REDACTED] L INTERFERENCE ISSUE PRESENT. BASED ON WHAT WAS SEEN FROM THE RECORDING, A TONE [REDACTED] ISSUE IS LIKELY PRESENT. [REDACTED] TO FOLLOW UP ON [REDACTED] TO ADVISE TECHNICIAN TO RE-REPLACE THE TONE [REDACTED] AND CHECK [REDACTED] END PLAY AS A PRECAUTION SINCE [REDACTED] R [REDACTED] L WILL LIKELY [REDACTED] D.

ADD-ON

[REDACTED] ([REDACTED])
ADVISED THAT HE [REDACTED] ATT [REDACTED] TO ADD FOI [REDACTED] HIELDING TO THE H [REDACTED] ESS CONTAINING THE [REDACTED] POSITION CIRCUITS TO DETERMINE IF THERE MIGHT BE INTERF [REDACTED] UCED ON THE CIRCUIT FROM AN UNIDENTIFIED SOURCE. IF THERE WAS NO CHANGE TO THE [REDACTED], THEN TECHNICIAN [REDACTED] WAS ADVISED TO PROCEED WITH RE-REPLACI [REDACTED] TONE [REDACTED] FOR THE [REDACTED] POSITION SENSOR. WHILE THE [REDACTED] WAS R [REDACTED] D FOR THIS [REDACTED] HE WAS ALSO ADVISED TO CHEC [REDACTED] ANY [REDACTED] END PLAY AT THE SAME TIME TO ALSO RULE OUT ANY ISSUE WITH [REDACTED] THAT WAS INSTALLED. BASED ON THERE BEING A [REDACTED] SIGNAL [REDACTED], A TONE [REDACTED] ISSUE WAS THE ONLY REMAININ [REDACTED] AUSE. AD [REDACTED] HAT THE T [REDACTED] S ARE VERY SENSITIVE TO ANY IMPACT DAMAGE AND THAT IT CAN OCCUR [REDACTED] OUT ANY VISUAL APPEARANCE TO THE [REDACTED]. EXTRA CAUTION SHOULD BE TAKEN DURING INSTALLATION TO AVOID DA [REDACTED] WAITING FOR TONE [REDACTED] INSTALLATION.

ADD-ON

[REDACTED] ([REDACTED])
STATUS OF THE TONE [REDACTED] AND INSTALLATI [REDACTED] ITING FOR DEALER

ADD-ON

[REDACTED] ([REDACTED])
STATUS OF THE VEHICLE. HE SAI [REDACTED] T PARTS HAVE [REDACTED] M [REDACTED] N AND IT WAS GOING TO BE SCHEDULED TO HAVE THEM INSTALLED ON [REDACTED] TO THE [REDACTED] WAITING FOR DEALER.

ADD-ON

[REDACTED] ([REDACTED])
THE [REDACTED] TONE [REDACTED] SOLV [REDACTED] E MISFIRE [REDACTED] WITH THE [REDACTED] OF VEH [REDACTED] S BEIN [REDACTED] URNED TO THE CUSTOMER [REDACTED]

AUDIT

[REDACTED] ([REDACTED])
[REDACTED] I [REDACTED] R [REDACTED]
A [REDACTED] E [REDACTED]

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] SUP CAB, STYSD

VIN: [REDACTED]

Engine : [REDACTED] NA PFDI GAS - COYOTE

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC : [REDACTED]

Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
ROUGH

IDLE QUALITY
COLD

Additional Symptom: LONG CRANK AT COLD START

Other Veh. With Concern: [REDACTED]

Severity Rating -

Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

INJECTOR ASSY

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: YES

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

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

--TYPE--
CONCER

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

Description of Vehicle Concern: vehicle has extended crank start up and runs rough at cold idle check engine light comes on. smoothes out after operating temp becomes normal Please list any diagnostics already performed: performed ppt for rough idle quality, performed relative compression through ids, injector flow test, injector leak down test. swapped low side injector from cylinder 1 to cylinder 2 and coils for same cylinders. found that high side fuel pressure leaks down after [REDACTED] to [REDACTED] of key on engine off once vehicle runs for [REDACTED] s spark plugs from cylinder 1 to [REDACTED] blocked fuel system to verify leak down of f [REDACTED] ates available for pcm update Parts Replaced: cylinder 1 high pressure side injector high pressure fuel pump, low side fuel pump assembly Your Question: how long is the high side fuel pressure supposed to remain at the correct pressure before it drops down what could be causing the skip at idle only when cold. owner of dealership is requesting a field tech specialist due to longevity of vehicle at dealer and number of repair attempts VERY HOT CASE

RECOMM

d 1 pressure is not supposed to leak down at There are check valves in the low- and high-pressure fuel pump that are meant to hold pressure for the next time the vehicle is started. This allows the vehicle to start more efficiently when cold started. Since you have found the high side fuel pressure to drop after [REDACTED], then this indicates a concern. It is understood that t [REDACTED] low-pressure fuel pumps have been replaced with no change to the concern. However, it was only stated that the cylinder 1 direct injector was replaced. The only way for the high side fuel pressure to leak down is for the direct injectors to be leaking, high pressure fuel pump check valve has failed, or the high-pressure fuel pump is leaking. Since the high-pressure fuel pump has been replaced, then this would rule out [REDACTED] of the [REDACTED]. At this time, proceed with drivin he vehic [REDACTED] operating temperature, let it sit overnight, and then inspect all cylinders the

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

Program Type: H
ASSIT CENTER

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

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

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

[REDACTED] before starting the vehicle. If any cylinder has raw fuel [REDACTED] before starting the vehicle. If any cylinder has raw fuel [REDACTED] replace the direct injector for that cylinder. We have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealership management (Service Manager or Service Director) within [REDACTED] (1) business day to discuss further recommendations. If the [REDACTED] does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.

TAR [REDACTED] CHYER [REDACTED] REQUESTING [REDACTED] TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO T [REDACTED] DOWN AND MULTIPLE R [REDACTED] ATTEMPTS. THE RO DATE IN THE TSR FORM IS FROM [REDACTED], HOWEVER THE [REDACTED] PUT IN THE FORM THAT THE VEHICLE HAS B [REDACTED] R [REDACTED] AND [REDACTED] T IT IS A "VERY HOT CASE" WHEN SPEAKING ABOUT THE ST [REDACTED] HE CUSTOMER. THE CONCERN IS HIGH SIDE FUEL PRESSURE LEAK DOWN AFTER THE ENGINE IS SHUT OFF WHICH IS CAUSING A HARD START/LONG CRANK CONCERN ON COLD START. [REDACTED] HAS REPLACED THE HIGH AND LOW PRESSURE FUEL PUMPS ALONG WITH [REDACTED] E CYLINDER 1 DIRECT INJECTOR DUE TO [REDACTED] SETTING. INSTRUCTED [REDACTED] TO DRIVE VEHICLE TO OPERATING TEMP [REDACTED] RE, LET THE VEHICLE S [REDACTED] VERNIGHT, AND BORESCOPE [REDACTED] THE FOLLOWING [REDACTED] PRIOR TO STARTING THE VEHICLE AN [REDACTED] AW FUEL IF FOUN [REDACTED] Y CYLINDER. IF RAW FUEL IS FOUND, THEN REPLACE THE DIRECT INJECTOR FOR THAT CYLINDER.

AUDIT [REDACTED] CHYER [REDACTED] AL HAS BEEN OPENED

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] N [REDACTED] S [REDACTED] E WIT [REDACTED] T [REDACTED] ABO [REDACTED] E PROGRESS. I SUGGESTE [REDACTED] THE [REDACTED] TO CONT [REDACTED] UE WITH TAC DIRECTION AND START VEHICLE THEN LET IT SIT [REDACTED] A COLD SOAK AND CHECK CYLINDERS FOR FUEL BEFORE STARTING. [REDACTED] TO PERFORM TEST THEN CONTACT [REDACTED] WITH RESULTS.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] N [REDACTED] KE WI [REDACTED] E [REDACTED] VEHICLE PROGRESS. TH [REDACTED] LET THE VEHICLE [REDACTED] SOAK ND TH INSPECTED CYLINDERS AN [REDACTED] UND THAT THERE WAS FUEL IN CYLINDER #4. THE [REDACTED] ORDERED THE [REDACTED] INJECTOR AND IS IN THE PROCESS OF INSTALLING IT. I [REDACTED] ESTED FOR THE [REDACTED] TO DO ANOTHER COLD SOAK AFTER THE REPAIR AND SEE IF THE CYLINDE [REDACTED] ILL HAS FUEL LEAK DOWN. [REDACTED] TO CONTACT [REDACTED] WHEN REPAIR AND TEST IS COMPLETED.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] ICLE [REDACTED] GRE [REDACTED] THE [REDACTED] T INSTALLED [REDACTED] THE [REDACTED] STARTED WITHOUT CONCERN. THE [REDACTED] HICLE SAT OVERNIGHT AND THE [REDACTED] BORESCOPE THE CYLINDER AND DID NOT SEE ANY TRACES OF FUEL. TH [REDACTED] IS GOING TO DRIVE IT FOR ANOTHER DAY TO MAKE SURE THE CONCERN IS [REDACTED] . [REDACTED] TO CONTACT [REDACTED] WHEN ROAD TESTS ARE COMPLETED.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED] - [REDACTED] [REDACTED] T [REDACTED] HICLE [REDACTED] OGR [REDACTED] TH TESTED [REDACTED] HE CONCERN IS GONE. VEHICLE WAS DELIVERED

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

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

--TYPE-- COMMENT TEXT
BACK TO THE CUSTOMER.

AUDIT BACK TO THE CUSTOMER. [REDACTED] (TOC) [REDACTED] - [REDACTED]

A [REDACTED] LOSED [REDACTED] S

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

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

nt/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
[REDACTED]	[REDACTED]	SERVICE	INJECTOR ASSY	YES

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

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

Engine: [REDACTED] DOHC NA PFDI GAS - COYOTE Tag: [REDACTED] AA
Bld Dt: [REDACTED] Calb: LTFCAVN N
Serial #: [REDACTED] AA

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

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

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T [REDACTED] Brand :
Radio : [REDACTED] A/C : AC B-????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- A [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

Title: TECHNICIAN

Rpr Dlr: [REDACTED]
City: [REDACTED]
Country: [REDACTED]

State : [REDACTED]
Region : [REDACTED]
Ph#: [REDACTED]

Claim #/Date : [REDACTED]

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

VEHICLE: [REDACTED] CRW CAB, PICKUP
Engine : [REDACTED] DEVCT NA PFI [REDACTED] GAS
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

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

SYMPTOM: [REDACTED] DRIVING PERFORMANCE
ALL RUNNING MODES

RUNS ROUGH
ALWAYS

Additional Symptom: Misfire number 2

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

Causal Component:

Causal Factor: Feature:

Loc: Attchmnts: 0

Causal Condition: Photo: Return Loc:

Component Test Status: Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

--TYPE--
CONCER

light flashing [REDACTED] Please list any diagnostics already performed: scanned for codes and checked for tsbs worked on this truck before been a problem from the start Parts Replaced: plug, wire, injector all on Cylinder2 Your Question: this will be the [REDACTED] this truck has come in with [REDACTED] misfire. we have re [REDACTED] he plug, wire, injector perform [REDACTED] sion tests always comes back with [REDACTED] misfire. this [REDACTED] motor has been a complete nighm [REDACTED] es the misfire [REDACTED] with this truck its also here for a harsh/no shifting concern, shocker for the [REDACTED]. haha my question for the misfire problem? ive tested all [REDACTED] checked spark, water tested to see if wire is arcing, performed compression test [REDACTED] is constent misfire. compression test was good. what am i missi [REDACTED] is there something we dont know about on this [REDACTED] that is a problem? customer is asking for a new engine. thanks [REDACTED]

RECOMM

misfire conce [REDACTED]. When reviewing vehicle health history, it can be noted the [REDACTED] g replaced in [REDACTED] was replaced with SPN LC3Z-12286-A . This part number has [REDACTED] rseded to [REDACTED]. Due to updated component, it s advised to replace all [REDACTED] ires to prevent any ongoing concerns with [REDACTED]. In addition to replacing the spark plug wires, inspect [REDACTED] or any coolant or oil intrusion faults after letting the ve [REDACTED] operating temperature. Rotate the engine by hand and note if any drips are found coming from the valves. Pressurize the cooling system and note if any coolant is found inside the cylinder. This is important to note as the PCM is currently setting [REDACTED]. In most cases, most misfires that occur on start-up are d [REDACTED] intrusion faults after the vehicle sits. If no issues are found, further inspect the valve train in bank 1 for any concerns. Inspect for any broken or damage valve springs, rocker arm, concerns, or push rod issues. If any damage is found, further inspect the piston, valve, and cylinder head for any

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

Program Type: H [REDACTED]

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

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

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

wear or damage. Complete the cost cap as necessary. If further

wear or damage. Complete the cost cap as necessary. If further assistance is needed on this contact, please call the [REDACTED] by phone. This will allow the [REDACTED] Team to work closely with you [REDACTED] ensure the vehicle issue is resolved as quickly and efficiently as possible. <div>
</div><div>Your [REDACTED] [REDACTED] Contact ID from your initial [REDACTED] contact will be required [REDACTED] ling in. The [REDACTED] can be reached [REDACTED] thru [REDACTED] Time.</div> > [REDACTED] Center

ADD-ON

Runs Rough w [REDACTED] Pos sible Broken Val [REDACTED] pring

CONCER

[REDACTED] e [REDACTED] stions on a [REDACTED] related concern. We also discussed [REDACTED] is vehicle and he stated th [REDACTED] e vehicle has not come back for misfires after replacing the ignition wires but it was having an extended crank only when hot. [REDACTED] tested for fuel pressure with a manual gauge and saw that it drop [REDACTED] ut for [REDACTED] when the concern was occurring. From other technicia [REDACTED] ed similar concerns and resolved with the fuel pump, [REDACTED] is replacing the fuel pump for this concern as well. Called back [REDACTED] ter finding more information about the [REDACTED] concern and left [REDACTED] a voicemail.

RECOMM

[REDACTED] s [REDACTED] l [REDACTED]! As we discussed, if any further assistance is needed for th [REDACTED] hicle then either give us a call or update the form and we are happy to help! After getting off the phone, more information was found in regards to the [REDACTED] concern. Navigate to [REDACTED] Dealer and at the bottom of the home p [REDACTED] select Dealers Ask For [REDACTED] elp. Then select [REDACTED] and under [REDACTED] Troubleshooting, and select the [REDACTED] Course [REDACTED] not Updati [REDACTED] his provides either a link to chat wit [REDACTED] RAC Agent for non-technical training or directions on contacting [REDACTED] for assistance. Likely the right thing to do here is to contact [REDACTED] th an Assistance Request and then call in for assistance if need [REDACTED] To submit a [REDACTED] Assistance Request Form, go to the home page of PTS, hover over [REDACTED] hnical Assistance and then select the [REDACTED] Assistance Request Form and fill it out for assistance. Hope you [REDACTED] e a great weekend! [REDACTED]

----- C O N [REDACTED] S -----

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Engine: [REDACTED] DEVCT NA PF [REDACTED] E - - - Tag: LC 3E JA
Bld Dt: [REDACTED] Calb: L EJON A
Serial #: [REDACTED] JA

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

Shft:

----- A D D I T I O N A L -----
Tire : [REDACTED] A/T OWL PLUS Brand :
Radio : [REDACTED] STEREO RADIO A/C : AC B-????????????????????
Paint : PN4-????????????????????----- VELOCITY BLUE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Claim #/Date : [REDACTED] [REDACTED]

Specialist's Name : [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

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

VEHICLE: [REDACTED] ([REDACTED] -), POLICE ,4 DOOR ,MPV VIN: [REDACTED]
Engine : [REDACTED] G TIVCT ELEC Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

SYMPTOM: [REDACTED] DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES INTERMITTENT

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

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

C O M M E N T S

--TYPE-- [REDACTED] COMMENT TEXT [REDACTED]
CONCER [REDACTED] description of Vehicle Concern: CUSTOMER STATES CHECK [REDACTED] P ON AND VEHICLE RUNS ROUGH Please list any diagnostics a [REDACTED] performed: VERIFY [REDACTED] RANDOMLY RUNS ROUGH AND RUNS RICH. CHECK FUEL PRESSURE AND FOU [REDACTED] WHEN RUNNING AT [REDACTED]. CHECK FUEL QUALITY AND IS CLEAN AND NO ET [REDACTED] PERFORMED WIGGLE [REDACTED] T ON WIRING AROUND A/C LINES AND INTAKE MANIFOLD AND FOUND NO CHANGES NOTED IN RUNNING CONDITION. SPARK PLUGS WERE PREVIOUSLY REPLACED BY ANOTHER TECH AND CONDITION IS UNKNOWN. MONITOR PIDS AND FOUND AT [REDACTED] LONG TERM FUEL TRIMS WILL GO TO - [REDACTED] 1 AND - [REDACTED] 2 AND HIGH PRESSURE FUEL IS COMMANDED TO [REDACTED] D READS [REDACTED] IN [REDACTED] DI COMMANDED THEN SHOR TERM AN [REDACTED] TERM FUEL T [REDACTED] T TO [REDACTED] RUNNING REALLY ROUGH AND UPSTREAM [REDACTED] SENSOR EQ RATIO READS [REDACTED] MMAND DIRECT INJECTION TO 0 AND FOU [REDACTED] RATIO INCREASES TO .95 AND 1 BUT SHORT TERM AND LONG TERM STAYS STUCK AT 0. PERFORM WIGGLE TEST AGAIN WITH NO CHANGE. SHUT VEHICLE OFF AND RESTART. FOUND FUEL TRIMS STAY AROUND 3 TO -3% SHORT AND LONG TERM AND HIGH PRESSURE FUEL COMMANDED TO [REDACTED] AND FUEL RAIL PRESSURE READS [REDACTED] Parts Replaced: NON [REDACTED] N PREVIOUS RO SPARK PLUGS Your [REDACTED] on: WHY WOULD THE [REDACTED] SENSORS SHOW A READING BUT ALL FUEL TRIM STAY AT 0 WITH NO CHAN [REDACTED] ALL SHORT AND LONG TERM? AND WHAT ARE THE INPUTS TO THE COMMANDED HIGH PRESSURE FUEL PRESSURE AS IT SEEMS THE [REDACTED] RUNS WELL WHEN [REDACTED] IS COMMANDED NOT [REDACTED]?

RECOMM [REDACTED] b [REDACTED] ue of leaking fuel injectors or a biased nsor. The fuel injectors can be checked to see if they are leaking. To do this bring the vehicle up to operating temperature then after cooled down enough remove the spark plugs and examine the insides of the cylinder while at [REDACTED] using a borescope. If any raw fuel is found then replace the af [REDACTED] ed cylinders fuel injectors. If this is not a concern check for a biased FRP sensors. Continue by installing a mechanical fuel pressure gauge onto the low pressure side of the fuel system as per [REDACTED] of the workshop manual under general procedures, once t [REDACTED] ed start the vehicle. With the

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

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

--TYPE-- ----- COMMENT TEXT -----
vehicle running unplug the electrical connector from the high pressure
vehicle running unplug the electrical connector from the high pressure
pump. The vehicle will continue to idle on the fuel pressure provided
from the low pressure system. Monitor the FRP PID until the reading
stabilizes. On duel injection vehicles the fuel mass [REDACTED] PID may need
to be commanded to activate the direct injectors. Onc the FRP reading
is steady compare this reading to that on the mechanical gauge. If the
FRP reading is [REDACTED] or greater than that of the mechanical gauge
reading, this w [REDACTED] ndicate that the FRP is biased high and should be
replaced. Thank you, [REDACTED]
ADD-ON [REDACTED] RD
[REDACTED] s : SWIS Not Necessary, SWIS Session Sub Status :
[REDACTED] Contact

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

----- E N G I N E -----
Engine: [REDACTED] D4 G [REDACTED] TIVCT ELEC Tag: [REDACTED]
Bld Dt: [REDACTED] Calb: LCTWBPN A
Serial #: [REDACTED] EA [REDACTED] N - - -
Trans: [REDACTED] [REDACTED] :
Bld Dt: [REDACTED]
Serial #: [REDACTED] [REDACTED]
[REDACTED] Shft:

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Paint : [REDACTED]-?????????????????????????????????----- AGATE BLACK METALLIC

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Claim #/Date : [REDACTED] [REDACTED]

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

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

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

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

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] SUP CAB, STYSD
Engine : [REDACTED] TIVCT DAMB NA GAS
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

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

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

STARTING
HOT

Additional Symptom: long crank

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REG given
[REDACTED] n icl nce
this truck by [REDACTED] ech that had originally diaged as a high
pressure pump issue, I replaced the high pressure fuel pump assembly
and hardware, concern is still present, Found cold start, vehicle
seems to start ok, cranks for [REDACTED] to [REDACTED]. when vehicle warms
up, and let sit for [REDACTED], tr esta take 6 to [REDACTED],
kind of stumbles and [REDACTED] s, no codes stored in any modules, d
fuel systems test, high pressure injectors all pass, low side leak
down test fails [REDACTED] test. Please list any diagnostics already
performed: ecc t [REDACTED] odes, diag by symptom, checked fuel pressure
high and low sides, found low side to fail test drops from [REDACTED] key
on engine off to [REDACTED] within [REDACTED] mark, low side fuel p [REDACTED] s
replaced for same [REDACTED] rn [REDACTED], at [REDACTED]. Parts Replaced: low
side pump replaced [REDACTED] hig [REDACTED] repla [REDACTED] along with
hardware and gasket [REDACTED] eeded for repair Your Que [REDACTED]: what further
testing should be done to isolate what part is causing concern

RECOMM

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REG fuel
[REDACTED] p n e r a
s present, leaking fuel injectors, or a concern is present with
the low-pressure fuel pump. Since the fuel pump was already replaced
and if there are no external fuel leaks then leaking fuel injectors
are suspected. To help verify the fuel injector leaking proceed to
drive the vehicle to operating temperature then let the vehicle cold
soak. After cold soaking when the concern would be present proceed to
remove the spark plugs and inspect the cylinders with a borescope. If
fuel is dripping from a direct fuel injector, then proceed to replace
the direct fuel injector. If fuel is dripping from a valve, then the
port fuel injector is the cause and should be replaced to resolve the
concern. It may be necessary to rotate the engine [REDACTED] to see
fuel drip from a valve depending upon the valve s l [REDACTED] If leaking
fuel injectors are not present, then the low-pressure fuel pump is
suspected and should be replaced to resolve the concern.

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

Program Type: H
- [REDACTED] CENTER

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

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

--TYPE--

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

Web Form Data ([REDACTED]) Description of Vehicle Concern: STARTS COLD

Web Form Data ([REDACTED]) Description of Vehicle Concern: STARTS COLD FINE. AFTER VE [REDACTED] BEEN FULLY WARMED UP (DRIVEN [REDACTED] OR SO). SHUT OFF. WILL RESTART FINE IMMEDIATELY. LET SIT [REDACTED] OR SO AND HAS LONG CRANK TIME TO START. Please list any diag [REDACTED] ready [REDACTED] ed: DID DIAG, . FOR CODES ABOVE DID NOT SEE ANYTHING WITH O2S [REDACTED] NESS SO REPLACED PCM. HAS HAD HIGH PRESSURE PUMP REPLACE [REDACTED] RECENTLY BY ANOTHER TECH. ON GOING ISSUE. NEVER FAILS TO START JUST LONG CRANK TIME ABOUT 3 TO [REDACTED] AND A LITTLE ROUGH ONCE IT CATCHES FOR ABOUT [REDACTED]. LIKE THROTTLE PLATE NOT IN CORRECT POSITION. Parts Re [REDACTED] PCM, HIGH PRESSURE PUMP AND LINE. Your Question: ANY IDEAS WHERE TO GO WITH THIS? NO CODES IN SYSTEM AT PRESENT. CODES RETRIEVED WERE PENDING CODES. WEB-[REDACTED]-EXT-[REDACTED] -CRUGE: [REDACTED], In a previous contact submit to [REDACTED]

[REDACTED] r this vehicle s concern it was noted [REDACTED] u [REDACTED] tem was failing the fuel pressure leakdown test and there has been no mention of this concern being resolved. While duplicating the concern please [REDACTED] HC, [REDACTED] found in the PC/ED. If the low side fuel sys [REDACTED] l he fu [REDACTED] e leakdown test, then it is suspected there are leaking fuel injectors or a failed fuel pump assembly. To determine if the fuel injectors are leaking get the vehicle up to operating temperature and then allow the vehicle to cold soak. After the cold soak, do not start the engine. Remove the spark plugs and [REDACTED] for any signs of fuel. If fuel is present in [REDACTED], it would be recommended you replace the fuel injectors on the suspected cylinders and reevaluate the concern. If no fuel is found [REDACTED], then it would be recommended you rotate the engine over [REDACTED] a [REDACTED] to ensure there is not any fuel puddling behind [REDACTED] he [REDACTED] any fuel is found after rotating the engine, then this would confirm the port fuel injectors are leaking and will need to be replaced on the affected cylinders. If no fuel injectors are found to be leaking, then it would be recommended you replace the fuel pump assembly and reevaluate the concern. [REDACTED] Team Member [REDACTED]

RECOMM

[REDACTED] - [REDACTED] - [REDACTED] CENTER [REDACTED] s [REDACTED] bmitted to [REDACTED] for this vehicle s concern it was n [REDACTED] el [REDACTED] was failing the fuel pressure leakdown test and there has been no mention of this concern being resolved. While duplicating the concern please [REDACTED] HC, [REDACTED] found in the PC/ED. If the low side fuel s [REDACTED] a [REDACTED] the [REDACTED] ure leakdown test, then it is suspected there are leaking fuel injectors or a failed fuel pump assembly. To determine if the fuel injectors are leaking get the vehicle up to operating temperature and then allow the vehicle to cold soak. After the cold soak, do not start the engine. Remove the spark plugs and [REDACTED] for any signs of fuel. If fuel is present in [REDACTED], it would be recommended you replace the fuel injectors on the suspected cylinders and reevaluate the concern. If no fuel is found [REDACTED], then it would be recommended

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

Program Type: H [REDACTED]

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

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

---TYPE--- COMMENT TEXT
you rotate the engine over by hand [REDACTED] to ensure there
you rotate the engine over by hand [REDACTED] to ensure there
is not any fuel puddling behind the [REDACTED] fuel is found after
rotating the engine, then this would confirm the port fuel injectors
are leaking and will need to be replaced on the affected cylinders. If
no fuel injectors are found to be leaking, then it would be
recommended you replace the fuel pump assembly and reevaluate the
concern. [REDACTED] Team Member [REDACTED]

CONCER [REDACTED]
[REDACTED] ASSURE GAUGE AT FUEL RAIL CONNECTING TO LINE TO TANK
PUMP ONLY ISOLATING IT FROM FUEL RAIL AND INJECTORS ETC.. SITTING
OVERNIGHT WENT FROM [REDACTED] DOWN [REDACTED]. THIS PUMP HAS BEEN REPLACED
BEFORE FOR A COLD START ISSUE AT [REDACTED] OF [REDACTED]. SAME THING
LONG CRANK TIME COLD BUT WAS O.K. WARM AT TH [REDACTED] S ISSUE
STARTED ABOUT [REDACTED]. DUE TO THE RESULTS OF THE FUEL PUMP
LEAKING DOWN [REDACTED] BY YOUR COMMENTS BELIEVE I SHOULD REPLACE
TANK PUMP.

CONCER [REDACTED]
[REDACTED]) [REDACTED]
[REDACTED] icle
engine has been [REDACTED] rmed up and the vehicle has sat [REDACTED]
minutes. They installed the fuel pressure gauge be
and fuel pressure sensor on top of the engine and found that the
pressure bleeds down [REDACTED] psi overnight. The low pressure fuel pump
was replaced previous [REDACTED] or a similar starting concern. The high
pressure fuel pump was replaced last time and the PCM was replaced
this visit. The fuel line with the check valve on top of the engine
was replaced and installed correctly. If the key is turned to the ON
position without starting the engine the fuel pressure rises back to
within specification. [REDACTED] said they have not found any fuel leaks or
noticed any fuel smell [REDACTED] they are going to inspect for fuel leaks
inside the tank and also inspect in the tank for grit or debris.

RECOMM [REDACTED]
[REDACTED]) [REDACTED]
[REDACTED] tod
for a hot soak concern. Based on the information provided during our
conversation it is agreed that the low pressure fuel pump is faulted
and is not keeping the low side system pressurized with the engine
shut off. Continue with inspecting for any fuel leaks, grit or debris
within the fuel tank that could cause a repeat low pressure fuel pump
concern and repair as necessary. If no leaks, grit or debris are found
in the fuel tank, replace the low pressure fuel pump and reevaluate
the concern. [REDACTED] Ford TAC

[REDACTED] TCGCQSP
[REDACTED] PRESSURE IN TANK PUMP. LOOKED FOR DEBRIS IN TANK.
NONE SEEN. ALSO CHECKED FILLER TUBE. IS CLEAN. FILTERED ALL FUEL WHEN
RETURNING TO TANK. DROVE VEHICLE TILL FULLY WARM AND LET [REDACTED]
MINUTES. ISSUE STILL THERE. INSTALLED FUEL PRESSURE GAUGE [REDACTED] EL
INLET TO FUEL RAIL DEAD HEAD TO LOW PUMP. HELD PRESSURE [REDACTED] PSI.
THEN T-REED SO VEHICLE COULD RUN. WAS AROUND [REDACTED] PSI WHILE [REDACTED] NG. SHUT
OFF [REDACTED] PSI QUICKLY. DID REPLACE THE FU [REDACTED] RAIL CHECK VALVE BETWEEN
RAIL [REDACTED] GH PRESSURE PUMP WITH VALVE CLAMP NEAREST RAIL. NO CHANGE.

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

Program Type: H

CENTER

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
ALSO WHERE VEHICLE HAD FULL TANK OF FUEL CHECKED THE PURGE VALVE

ALSO WHERE VEHICLE HAD FULL TANK OF FUEL CHECKED THE PURGE VALVE OPERATION. DISCONNECTED VALVE AT TANK SIDE AND MONITORED DUTY CYCLE PID. WARM IDLE AROUND 25% COMMANDED OFF AND NO FLOW THROUGH VALVE. VALVE NOT LEAKING VACUUM. WHERE DO WE GO FROM HERE??

CONCER [REDACTED]
[REDACTED] r [REDACTED]

[REDACTED] was [REDACTED] n [REDACTED] were
ir to be leaking after removing t [REDACTED] manifold.
Based on what [REDACTED] told me, I mentioned that we needed to replace all

RECOMM [REDACTED]

as it [REDACTED] my p [REDACTED] ure to assist you with this vehicle concern. B
on what we talked about and that confirmation has been made regarding
the port injectors leaking, we need to replace all 6 of them and
reevaluate. Regarding repair direction in the future, further evidence
for this concern can be documented in the form by either uploading
photos or videos of this concern, to prevent any [REDACTED] guessing. Be
sure when uploading anything to form, after brows [REDACTED] r what is to be
uploaded, be sure to click the upload button. Ensure that green
checkmark comes up after clicking the upload button, which confirm the
item was uploaded successfully. After all, [REDACTED] have been
replaced, confirm that there is no pressure [REDACTED] on
low-pressure side of the system. If there is no pressure loss present,
then congratulations the vehicles concerns have been addressed! Please
take a moment to complete the repair survey regarding this repair.
This will ensure that other technicians can use the self-service tool
to repair like units. Of course, if further assistance is needed
regarding this concern, please update the form, or give us a call
back. Thanks for all that you do and have a great rest of your day!

[REDACTED] F. [REDACTED]

Sympt. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [REDACTED] Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED], [REDACTED], P00C6 [REDACTED], [REDACTED]

nt/Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

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

Engine: [REDACTED] TIVCT DAMB NA GAS Tag: [REDACTED] AB
Bld Dt: [REDACTED] Calb: KTFCAVN A
Serial #: [REDACTED] AB
[REDACTED] R [REDACTED] N - - -

Trans: 6 SPD AUTO ([REDACTED]) :
Bld Dt: [REDACTED]
Serial #: [REDACTED]
:

Shift:

Axle: [REDACTED] # FORD [REDACTED] CONVE - - - A X L E - - - Bld Dt: [REDACTED]
Serial [REDACTED] Id Tag Code: [REDACTED]

Tire : 265/70R 17 A/T OWL - - - A D [REDACTED] - - -
Radio : [REDACTED] A/C : AC B-????????????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A - - - - - [REDACTED] WHITE SOLID C/C

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Claim #/Date : [REDACTED] [REDACTED]

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R E P O [REDACTED] U [REDACTED] A R Y -----

VEHICLE: [REDACTED] SUP CRW, STYSD

VIN: [REDACTED]

Engine : [REDACTED] NA PFDI GAS - COYOTE

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

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

STARTING
INTERMITTENT

Additional Symptom: cranks no start

Other Veh. With Concern: [REDACTED]

Severity Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

--TYPE--
CONCER [REDACTED]

start but then [REDACTED] . has done this [REDACTED] in the [REDACTED]
vehicle always starts up once vehicle is [REDACTED] to deale [REDACTED] list
any diagnostics already performed: preformed pinpoint test HC for the
concern [REDACTED] and lead to found the fuel pump was not staying
with in [REDACTED] cked and load tested wires from fuel pump and to pcm
. Parts Replaced: fuel pump Your Question: vehicle made it [REDACTED]
and [REDACTED] and now check engine light is back on again and
code [REDACTED] esent has there. where should I go at this point . could
there be a issue with the high pressure pump even tho this is a code
for the low pressure to low ? [REDACTED] the vehicle has had [REDACTED]
[REDACTED] till empty [REDACTED]

s
ure fuel pump unplugged. [REDACTED] will set due to a bias FLP input
or low fuel pressure. Use [REDACTED] > to install a manual fuel
pressure gauge and ensure [REDACTED] not bias. The FLP should be
within [REDACTED] of the manual fuel pressure gauge. If the FLP is bias a
circuit [REDACTED] nsor fault is suspect. If the FLP is not bias continue to
suspect a fuel pump, fuel pump circuit or a FPCM fault. If the fuel
pump works and the circuits test out a FPCM fault would be suspect.

Sym. Verif?: [REDACTED]

of Assistance: [REDACTED]

Comp. Timing: [REDACTED] Base Timing : [REDACTED]

MIL light on? : [REDACTED]

Test Stand : [REDACTED] Road Test : [REDACTED]

8D Number: [REDACTED]

Prior Repair Attempts: [REDACTED]

Repair Prior to Call: NO

PCM# [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED]

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] SUP CRW, STYSD

VIN: [REDACTED]

Engine : [REDACTED] DOHC NA PFDI GAS - COYOTE

Odometer: [REDACTED]

Operating Environ: [REDACTED]

WCC: [REDACTED]

Vehicle Use : [REDACTED]

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

STARTING
ALWAYS

Additional Symptom: Long Crank [REDACTED]

Other Veh. With Concern: [REDACTED]

Priority Rating - Customer: [REDACTED]

Engineering: [REDACTED]

Causal Component: [REDACTED]

Causal Factor: [REDACTED]

Feature: [REDACTED]

Loc: [REDACTED]

Causal Condition: [REDACTED]

Photo: [REDACTED]

Attchmnts: 0

Component Test Status: [REDACTED]

---- Return Loc: [REDACTED]

Vehicle Fixed?: [REDACTED]

Customer satisfied?: [REDACTED]

Repair Effectiveness (%): [REDACTED]

----- C -----

--TYPE--
CONCER

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REG
[REDACTED] n icl nce ates to
start has long [REDACTED] times check engine light on Please list any
diagnostics already performed: Verified customers concern. Check DTCs,
retrieved [REDACTED]. Performed pinpoint test [REDACTED]. Per pinpoint test [REDACTED]
results re [REDACTED] low pressure fuel pump. c ar DTCs and retest.
Customers issue still present. Recheck DTCs, retrieved [REDACTED]. Check
relative compression. Relative compression good. Monitor side
pressure. Low side pressure within spec. Monitor FRP and FRP desired.
PIDs do not always match. Parts Replaced: Fuel pump Your Question: I
suspect I have an issue with the high pressure fuel system as the uses
the high pressure fuel injectors to start and when I try to perform a
high pressure fuel system test it constantly states error and fails
before the test begins. Is it possible to shut off the high pressure
fuel injectors and have the vehicle only use the port injectors to
start to confirm my suspicion of a problem with the high pressure
system?

RECOMM

[REDACTED] ([REDACTED] - [REDACTED] - [REDACTED]) REG
[REDACTED] r b een di port
jection systems if the FUEL MASS DI PID is available. If so,
then and if the PID can be commanded then [REDACTED] is direct fuel
injection only and [REDACTED] is port fuel nly. However,
with a long crank a [REDACTED] present then either low fuel pressure is
occurring, bias FRP se or a concern with a leaking direct fuel
injector is occurring. If the low side fuel pressure is within
specifications and if the PID cannot be used, then proceed to raise
the engine to operating temperature then let it cold soak. After cold
soaking proceed to remove the spark plugs and inspect the direct fuel
injectors with a borescope and if leaking then the leaking fuel
injectors should be replaced. If leaking fuel injectors are not
present, then proceed to verify if a restriction is present in the
high pressure fuel system and if not then the FRP sensor is suspected
and should be replaced.

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Engine: [REDACTED] NA PFDI G [REDACTED] AA
Bld Dt: [REDACTED] Calb: LTFCAVN A
Serial #: [REDACTED] AA

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

Shft: [REDACTED]
Tire : [REDACTED] A/T OWL Brand : [REDACTED]
Radio : [REDACTED] A/C : AC B-????????????????????????????????
Paint : [REDACTED] EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

----- A F [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

Name : [REDACTED] ([REDACTED])

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

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] SUP CRW, STYSD
Engine : [REDACTED] POWERBOOST FULL HYBRID
Operating Environ: [REDACTED]
Vehicle Use : [REDACTED]

VIN: [REDACTED]

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

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

Additional Symptom: LOW FUEL PRESSURE/STALL

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

Causal Component: [REDACTED] SENDER FUEL TANK
Causal Factor: [REDACTED] Feature: [REDACTED] Loc: [REDACTED]
Causal Condition: [REDACTED] Photo: [REDACTED] Attchmnts: 0
Component [REDACTED] Status: [REDACTED] ---- Return Loc: [REDACTED]
Vehicle Fi : YES Customer satisfied?: [REDACTED] Repair Effectiveness (%): [REDACTED]

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

--TYPE--
CONCER [REDACTED] COMMENT TEXT [REDACTED]
[REDACTED] scription of Vehicle Concern: c/s vehicle stalled and wo [REDACTED] restart Please list any diagnostics already performed: followed ppt for no fuel pressure due to having [REDACTED] in low side, removed fuel tank and inspected, no visible issue, fo [REDACTED] ing ppt all wires tested good to fpcm, replaced fpcm per workshop no change Parts Replaced: fuel pump control module Your Question: next step the vehicle wont even through any codes now just runs for [REDACTED] and dies

RECOMM [REDACTED]
[REDACTED] h e to run but soon after stalls, it is [REDACTED] cted that continued issue is present within the fuel pump control, fuel pump itself, or even a PCM output concern. It is recommended to attempt to run a live network test while duplicating the concern to verify if a communication fault may be leading to the symptoms experienced. If a related module is seen to fail the network test, then continue with the appropriate [REDACTED] for diagnosis. If no faults are found with the Network test [REDACTED] s recommended to perform the fuel pressure and leakdown test within the FDRS in an attempt to isolate further fuel pump related concerns. If the fuel pump is not operational, then it would be recommended to perform [REDACTED] HC located within [REDACTED] > Diagnosis and [REDACTED] ing > F Tank and Lines > P [REDACTED] make any repairs necessary. If no faults are found whe rforming [REDACTED] HC, then it is recommended to verify what the FPM % PID is indicat when the concern is present. If the PID is stuck at a 20% reading, then it is suspected that an issue is present between the FPM/FPC circuits from PCM to FPCM or the PCM is internally faulted. It would be recommended to perform a loaded voltage drop test across circuits [REDACTED] and [REDACTED] as seen in wiring diagram cell [REDACTED]. Ensure th appr [REDACTED] te load is applied to the circu [REDACTED] testing and verify if voltage drop exceeds .5V from source voltage. If .5V or greater is found across the load, then excessive resistance is present that will need to be isolated and repaired. If no issues are found within these circuits,

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

--TYPE--

COMMENT TEXT

then it would be recommended to follow-up load testing the PCM powers

then it would be recommended to follow-up load testing the PCM powers and grounds as seen in wiring diagram cell [REDACTED]. Again, make the necessary inspections and repairs if excess resistance is found. If no issues are found within the circuitry, then PCM replacement would be advised as most possible cause for the concern. If any wiring repairs are to be made, then <A target= blank

href=[REDACTED]Transport?link=001&am [REDACTED] y be referenced to ensure they are made successfully. If additional assistance is needed, feel free to update the form with the results from testing or call into the [REDACTED] Assistance [REDACTED] Hotline at [REDACTED]. The TAC can be reached [REDACTED] - [REDACTED] [REDACTED] Time. [REDACTED] Ass [REDACTED] e [REDACTED]

RECOMM

[REDACTED] GTCGCQSP [REDACTED] c [REDACTED] ues replaced pcm per fse issue still preset [REDACTED] t [REDACTED] a [REDACTED] have been led [REDACTED], t [REDACTED] o a circuitry concern or a fuel pump fault as the next most likely possible causes for the loss of fuel pressure. To start, jump pins 1 and 5 together and then also jump pins 4 and 8 together in connector [REDACTED] (wiring cell [REDACTED]). Jumping these pins together will bypass the [REDACTED] and allow the [REDACTED] pump to have constant power and ground. See if the vehicle will start and run with these pins jumped together. If the same fault is still present with the FPCM bypassed, then this would indicate there is a FPCM power or ground fault, a circuit fault between the FPCM and the fuel pump or a fault with the fuel pump itself. Supply known good power and ground directly to the fuel pump connector at pins 4 and 3 of [REDACTED] and see if the vehicle will start and run. If the vehicle does [REDACTED] start and run, replace the fuel pump and reevaluate the concern. If the vehicle will start and run with the power and ground provided directly to the fuel pump, then further inspection of circuits [REDACTED], [REDACTED], [REDACTED] and [REDACTED] will be necessary. Perform a lo [REDACTED] vo [REDACTED] d [REDACTED] est o [REDACTED] of these circuits to help identify the root cause and then [REDACTED] e the necessary repairs. Refer to PTS > Home Tab > [REDACTED] Assistance Tab > [REDACTED] Support Videos > [REDACTED] e Information > and watch o Perform a Load T [REDACTED] if assistance is needed for performing a loaded voltage drop test. If the vehicle starts and runs with the FPCM bypassed, then this would rule out the FPCM power and ground circuits, the fuel pump and related circuits. This would indicate the next most likely possible cause would be a fault on the FPM circuit [REDACTED] or on the FPC circuit [REDACTED]). Thoroughly inspect connectors [REDACTED] [REDACTED] for any [REDACTED] of damage, corrosion, moisture/wa [REDACTED] lo [REDACTED] e [REDACTED] r pin fitment concerns. Verify pin fitment by performing a pin drag test using the appropriate size flex probes. If any connector faults are found, make the necessary repairs and reevaluate the concern. If no connector faults are found install temporary pin to pin overlays of circuits [REDACTED] [REDACTED] and retest. If the fault is no longer present after ov [REDACTED] i [REDACTED] circuits,

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

Program Type: H [REDACTED]

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

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

--TYPE-- ----- COMMENT TEXT -----
then this would confirm a circuit fault is present that will need to
then this would confirm a circuit fault is present that will need to
be isolated and repaired permanently. [REDACTED]

CONCER [REDACTED]
[REDACTED] e lead to
order. as calling due to the vehicle can no longer be cranked
over and there are now [REDACTED] DTCs [REDACTED]. He followed the PPT O
for the DTC, however th [REDACTED] VBAT M [REDACTED] ow the PPT spec of [REDACTED]
(he has [REDACTED]). The PPT is directing him to exchange the [REDACTED] a [REDACTED] en
recheck [REDACTED] IDs, he was wondering if he should attempt c [REDACTED] ing the
HV battery [REDACTED]. He knows the dealer has the xRC, however no [REDACTED] has
used the to [REDACTED] t. [REDACTED]

RECOMM [REDACTED]
[REDACTED] /no start
the HV battery [REDACTED] Even though the gasoline engine is now cranked
over using a starter (similar to a conventional gasoline only
vehicle), the HV battery power is still used when starting the vehicle
to spin over the transmission. Even though the [REDACTED] PID is outside the
range listed in the PPT for the [REDACTED] DTCs, agre [REDACTED] before replacing the
[REDACTED] following the PPT, it would [REDACTED] recommended to attempt charging
HV battery. Before using the xRC with the vehicle, [REDACTED] connect
the machine to wifi, and check for an update (since mos [REDACTED] lerships
received the xRC before this vehicle was released, if the xRC is not
updated it may not identify the vehicle normally). Once the charge
procedure is attempted if there is an error (no concerns with the
machine or the connections), recheck the PIDs in the [REDACTED] for the PPT
O. If the PIDs are then within range, retry the charg [REDACTED] ocedure again
at that time. If there is no change, it would then lead to the PPT
being followed and exchanging the [REDACTED]. Once the new [REDACTED] is
installed, then recheck the PIDs, [REDACTED] hen all of the [REDACTED] in PPT O are
within range, you should be able to charge the HV battery without an
error. Once the HV battery is charged, then continue with repairing
the fuel pressure concern once the fuel pump is received. Before
trying to start the vehicle, remove the spark plugs on the [REDACTED]
that can be easily accessed (checking if the plugs are fowl
they are fowled, the [REDACTED] on the [REDACTED] can be cleaned, then you
should be able to sta [REDACTED] vehicle) [REDACTED] /EV Team Member

[REDACTED] GTCGQSP
[REDACTED] e hyb vehicle charged [REDACTED] out of [REDACTED] then got
error [REDACTED] 18 should i attempt to try an [REDACTED] t vehicl [REDACTED] ince the
charge [REDACTED] close or just replace becm right away i can attempt to
energize hyb and recheck ppt o if needed

ADD- [REDACTED] WSMITH46
[REDACTED] to HYBRID
RECOMM [REDACTED] OVA
[REDACTED] VBAT V [REDACTED], there should be
cient voltage for th [REDACTED] n. Before attempting to
start the engine, charge/test the [REDACTED] battery and auxiliary [REDACTED]

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

Program Type: H [REDACTED]

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

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

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

battery. Once the [REDACTED] batteries are charged/tested, continue to start battery. Once the [REDACTED] batteries are charged/tested, continue to start the engine. If the engine starts and remains running, allow the HV battery to be charged to a normal level by the vehicle. Once the HV battery charges, clear all the DTCs and perform a BECM self test to confirm no DTCs return. Note: If the same DTCs return and the engine will not crank, continue with BECM replacement per the Pinpoint Test. Thank you. [REDACTED] Hybrid/EV

CONCERN [REDACTED] G P [REDACTED] s broken inside the fuel tank replaced pump, reinstalled all parts and retested vehicle runs better but hunts idle and code for circuit a open so replaced pigtail to fpcm due to poor connection and fittment retested still present can the fse be sent here for this

ADD-ON [REDACTED] - [REDACTED]

RECOMM [REDACTED] d [REDACTED]

[REDACTED] i a r a [REDACTED] or [REDACTED] is currently setting for circuit A open fault as this [REDACTED] ld i [REDACTED] te a concern within the FPM or FPC circuits. With the symptoms present, it would be recommended to perform a loaded voltage drop test across the faulted circuits to further isolate the concern within the wiring. Voltage drop should not exceed .5V from source voltage when measuring across the load. If .5V or greater is noted, then excessive resistance is present within the circuit that will need to be isolated and repaired as necessary. Based on the time down and number of repair attempts we have referred this concern to the Field Service Engineer ([REDACTED]) in your market area. The [REDACTED] should contact you and/or the Dealers management (Service Manager or Service Director) within [REDACTED] day to discuss further recommendations. If the [REDACTED] s not you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern. Technical Assistance Center Team Member. [REDACTED]

TAR [REDACTED]

[REDACTED] E [REDACTED] ING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE ...TO ...CHNICAL PROGRESS AND TIME DOWN. VEHICLE ORIGINALLY IN FOR STALLING ...AND NOT STARTING BACK UP FROM A LOSS OF FUEL PRESSURE. [REDACTED] OF LOW SIDE ...PRESSURE WAS FOUND WHICH LED TO REPLACEMENT OF T E M. [REDACTED] IS ...THE TECHNICIAN OVERSEEING REPAIRS. AFTER REPLAC [REDACTED] FPCM LED TO ...REPLACEMENT OF THE PCM WHICH CONTINUED THE CRANK NO START. THEN FOUND THE ...HIGH VOLTAGE BATTERY DISCHARGED PREVENTING THE VEHICLE FROM CRANKING AT ...ALL WITH [REDACTED] AND [REDACTED] SETTING. HV BATTERY CONCERNS RESOLVED WITH ...CHARGI [REDACTED] THE BATT [REDACTED] FUEL PUMP WAS THEN FOUND BROKEN WITHIN THE FUEL ...TANK AND REPLACED THE FPCM PIGTAIL CONNECTOR FOR POOR CONNECTION CONCERNS. ...IT WAS NOTED THAT CODE SETTING FOR CIRCUIT A OPEN FOR THE FPCM BUT UNCLEAR ...OF EXACT CODE EITHER [REDACTED] OR [REDACTED] SETTING. IT HAS SEEN BEEN RECOMMENDED ...TO CONTINUE [REDACTED] CIRC [REDACTED] ESTING OF THE FPC OR FPM CIRCUITS BASED ON THE ...CODE SETTING TO TRY AND ISOLATE A FAULT WITHIN

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

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

--TYPE-- COMMENT TEXT

THE WIRING LEADING TO THE ...CRANK NO START [REDACTED] NS. IT IS UNCLER TO
THE WIRING LEADING TO THE ...CRANK NO START [REDACTED] NS. IT IS UNCLER TO
THE TAC WHAT THE ROOT CAUSE OF ...THE [REDACTED] BE AT THIS TIME. THE
VEHICLE IS CURRENTLY AT THE ...DEALERS [REDACTED] STIMATED NUMBER OF REPAIR
ATTEMPTS: 4 ESTIMATED NUMBER OF ...DAYS OUT OF SERVICE: [REDACTED]

AUDIT [REDACTED] AMORA110
[REDACTED] T [REDACTED] AL HAS BEEN OPENED

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] N [REDACTED] E CURREN [REDACTED] TR

ADD-ON CONDUCT SOM [REDACTED] EARC [REDACTED] ND PLAN VISIT. [REDACTED] - [REDACTED]
[REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]

P [REDACTED] FUSE SE [REDACTED] DO
PATH. REPLACED FU [REDACTED] AND RETESTING AT FUEL PUMP AND FOUND CORRECT
VOLTAGE. ALL [REDACTED] REQUIRED CHARGING (INCLUDING HYBRID), [REDACTED]
PLACED ALL [REDACTED] ARGE AND WILL RETURN [REDACTED] FOR FURTHER DI
ASSISTANCE.

[REDACTED] fuel pump had shorted they new fpdm causing
no fuel pressure again Dealership selected No Reply Required when
submitting these comments.

ADD-ON [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] F [REDACTED] O E AND P [REDACTED] DIA [REDACTED] EEN

POINTS AND TAC CONVERSATION. UPON ARRIVING ON SEEN RAN WIRE
TESTING FROM BJB TO PCM AND PCM TO FPCM. ALL WIRING TESTED GOOD. ENDED
UP FINDING BLOWN FUSE [REDACTED] BJB. REPLACED FUSE. FURTHER TESTING LED TO
ISSUE WITH FUEL PUMP. TANK WAS DOWN REMOVED PUMP AND FOUND THAT
THE PUMP WAS BROKEN INSIDE TANK. REPLACE PUMP AND REINSTALLED TANK.
UNIT STILL NOT RUNNING. INSTRUCTED TO REMOVE FEED LINE AT TANK AND
CONNECT A HOSE TO SEE IF FUEL WAS BEING SENT. UNIT IS NOT DELIVERING
FUEL TO [REDACTED]. BACK ON SITE FOR FURTHER TESTING [REDACTED]. TESTED POWER
([REDACTED]) OUND ([REDACTED]) AT FPCM, [REDACTED] PRESENT. [REDACTED] AND 8
([REDACTED] GH FUEL PUMP) [REDACTED] NOTED. [REDACTED] KED READING FR [REDACTED] OW RUNNING
UNIT READINGS THE SA [REDACTED] Y ENOUGH [REDACTED] STATED BROKEN FUEL PUMP HAD
SAME [REDACTED]). SUSPECT FAILED FPC [REDACTED] OM DAMAGED FUEL PUMP, SWAPPED
FCPM [REDACTED] OOD TRUCK AND UNIT. CYCLED IGNITION, NOW FUEL IS BEING
SUPPLIED. REINSTALLED FUEL LINE AT TANK. TRUCK STARTED AND IDLE.
INSTALLED ANOTHER NEW FPCM CLEARED CODES. [REDACTED] TEST DROVE AND LET IDLE
[REDACTED] N DID NOT RETURN AT THIS TIME. CLOSI [REDACTED] AR.

AUDIT [REDACTED] ([REDACTED]) [REDACTED] - [REDACTED]
[REDACTED] A [REDACTED] SED

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

Page: [REDACTED]

CQIS DETAIL REPORT

[REDACTED]

CQIS Report Number:
Report Source:

[REDACTED] Program Type: H
[REDACTED]

Orig Rpt #:
Report Date: [REDACTED]

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Cau Cond	Pfx	e Part Base	Number Sfx	Labor Operation
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1		ML3	[REDACTED]	AJ	22S71B
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2		ML3	[REDACTED]	AB	23S10B
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2		ML3	17526	AB	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3					23S35B

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

Program Type: H

Orig Rpt #: [REDACTED]

Report Date: [REDACTED]

----- R -----

VEHICLE: [REDACTED] SUP [REDACTED] STYSD VIN: [REDACTED]
Engine : [REDACTED] DI GT V6 GAS/FFV Odometer: [REDACTED]
Operating Environ: [REDACTED] WCC : [REDACTED]
Vehicle Use : [REDACTED]

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

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

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

--TYPE--
[REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] o f [REDACTED] rns
over want star list any diagnostics already performed: fund
vehicle does not have fuel presser checked fuse. performed pinpoint
test hp1 yes, hp4 no. pinpoint test hc1 yes, hc2 no, hc3 yes, hc4 no.
pinpoint test kc1 no, kc2 yes, kc3 yes, kc4 yes, kc5 yes, kc6 no
installed new fuel pump control module for testing still does not
start. Parts Replaced: fuel pump control module for testing Do you
have a module programming concern? No Your Question: not shore where
to go.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] r C at [REDACTED] on
on [REDACTED], I suggest beginning the diagnosis with [REDACTED] address
the [REDACTED] For this specific DTC, following pin poi st HC
outlined in the workshop manual [REDACTED] Fuel Charging and
Controls - [REDACTED] EcoBoost ([REDACTED]) [REDACTED] sis and Testing >
High-Pressu uel System [REDACTED] ide insights into the root cause
of the issue. [REDACTED]

[REDACTED] us changed from Diagnostics/Repair
Suggested to Diagnose not complete, yes I have code p00c6 found [REDACTED]
and checked plugs for pin fit and grounds nothing found.

RECOMM [REDACTED] ([REDACTED]) [REDACTED]
[REDACTED] n [REDACTED] r de
and [REDACTED] the only [REDACTED] accompanying the concern, I would sta
with [REDACTED] t test HC as [REDACTED] tioned earlier. These steps will guide
you through the necessary checks to determine the source of low fuel
pressure at the rail. In addition, this is a great opportunity to
utilize the signal generator with the VCMM as a time-saving method
when checking circuits during this pin point test. Feel free to reach
out to me directly if you think it would be more efficient. [REDACTED]

[REDACTED] us changed from Diagnostics/Repair

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

Program Type: H [REDACTED]

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

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

--TYPE-- ----- COMMENT TEXT -----
Suggested to Diagnose not complete, on fuel pump connector connected
Suggested to Diagnose not complete, on fuel pump connector connected
test light from power and ground test light does not come on no power
going to fuel pump

RECOMM

[REDACTED] ([REDACTED]) [REDACTED] [REDACTED]
[REDACTED] l m ID m ch
the on u were already monitoring (FP). If the active command isn't
working, it could be due to not meeting the necessary conditions to
command the fuel pump's pulse width modulated (PWM) signal or a
software issue. As your test light didn't illuminate at the fuel pump
connector [REDACTED] using pins 4 and 3 for power and ground, it suggests
that the fuel pump module may not be supplying power to the pump. For
the fuel pump module to provide sufficient power to the pump, it needs
a signal from the PCM and proper power and ground connections. To
proceed with diagnosis, let's refer to the wiring diagram [REDACTED],
[REDACTED] - Electronic Engine Controls for the [REDACTED] engine. an
opportunity to use the VCMM with the signal generator to
efficiently load test all the circuits in this system. The following
circuits will need load testing: [REDACTED], [REDACTED], [REDACTED], [REDACTED],
[REDACTED], [REDACTED], and [REDACTED]. To test c ts ct w he
l ator, follow a quick method. Begin with circuits
[REDACTED] and [REDACTED], disconnect [REDACTED] and [REDACTED]. Then, use a fused
r to ct [REDACTED] the signal generator to
DC voltage at [REDACTED] y po [REDACTED]-[REDACTED], and the negative to
[REDACTED]-[REDACTED]. Whe cted as instructe see [REDACTED] on the
e reading. As a reminder for the [REDACTED] software op reading
is the output voltage, and the bottom re ng is the measured voltage.
Proceed to wiggle the harness in various locations to observe if the
measure voltage changes. Here's a quick guide to interpreting the
measured voltage: Measured [REDACTED]: open circuit Measured greater than
[REDACTED]: short to power Mea etween 0 and [REDACTED]: resistance in
cuit Measured [REDACTED]: circuit is intact this method for
checking the remainin it combinations: [REDACTED] and
[REDACTED]. If you have any questions or ne larification,
o reach out via call or text. [REDACTED], [REDACTED]

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.