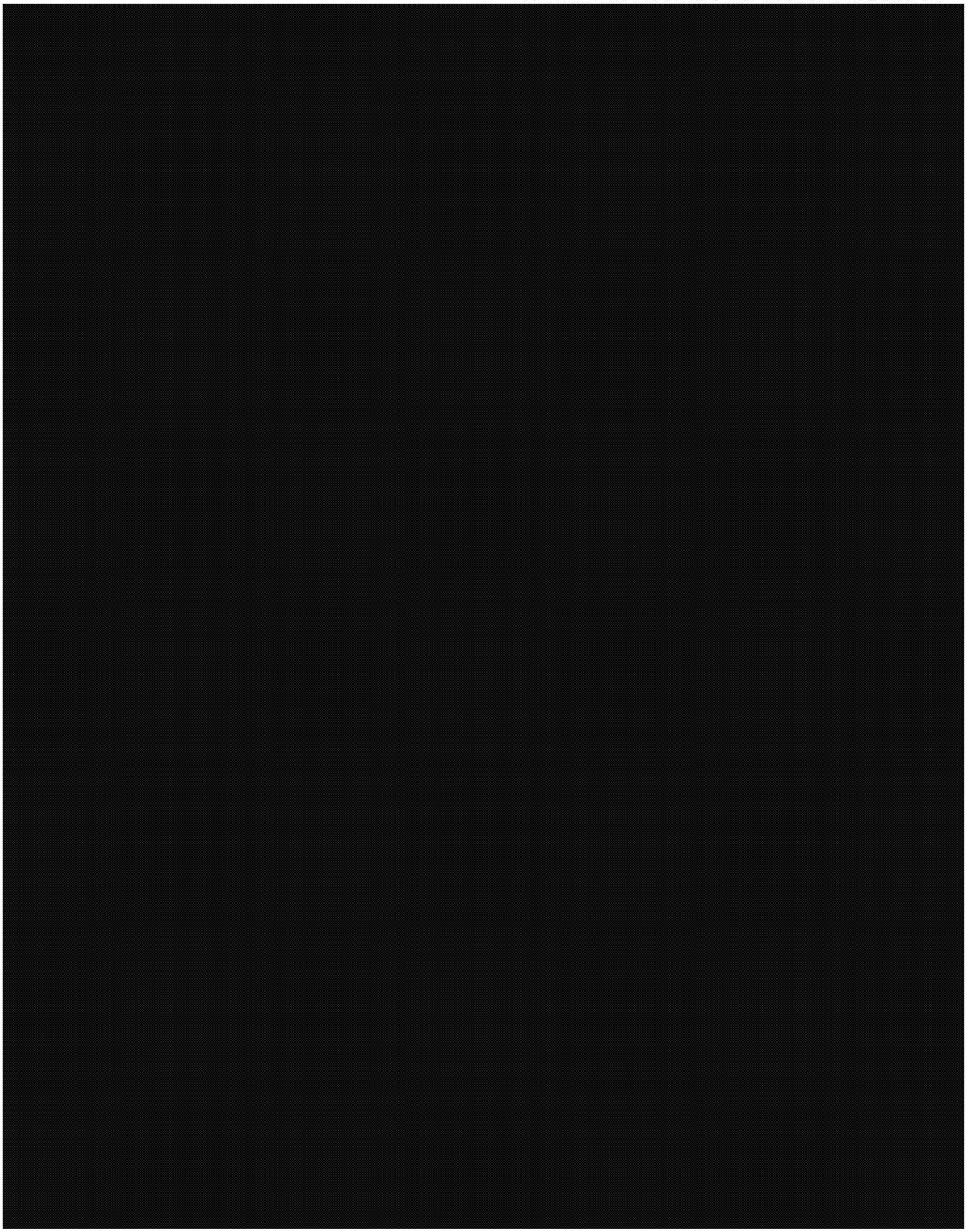
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



[redacted]

Rob Perini
[redacted]
Powertrain Controls Project Control Engineer (2.7L / 3.0L Nano programs)
"The only real mistake is the one from which we learn nothing." - Henry Ford

From: Tiu, Nickie (N.) <ntiu@ford.com>
Sent: Tuesday, June 14, 2022 6:15 AM
To: Buckrop, Daniel (D.) <dbuckrop@ford.com>; Perini, Rob (R.M.) <rperini@ford.com>
Cc: Gangemi, Daniel (D.) <dgangemi@ford.com>; Amidi, Mehrnaz (A.) <AMEHRNAZ@ford.com>; Khan, Aaron (A.) <akhan117@ford.com>; Tanios, Tyson (T.) <ttanios@ford.com>
Subject: RE: TT P703R cluster items

Thanks Daniel!

Hi Rob,

Appreciate if you could help us with this text as soon as you can so we can issue this bulletin to the dealership.

Thank you!

Regards,

Nickie Tiu
Driver Control Engineer
Electrical, Electronics Systems Engineering
Ford Motor Company of Australia Pty Ltd
Phone: +61 3 83012616
Email: *ntiu@ford.com*

Go Further

From: Buckrop, Daniel (D.) <dbuckrop@ford.com>
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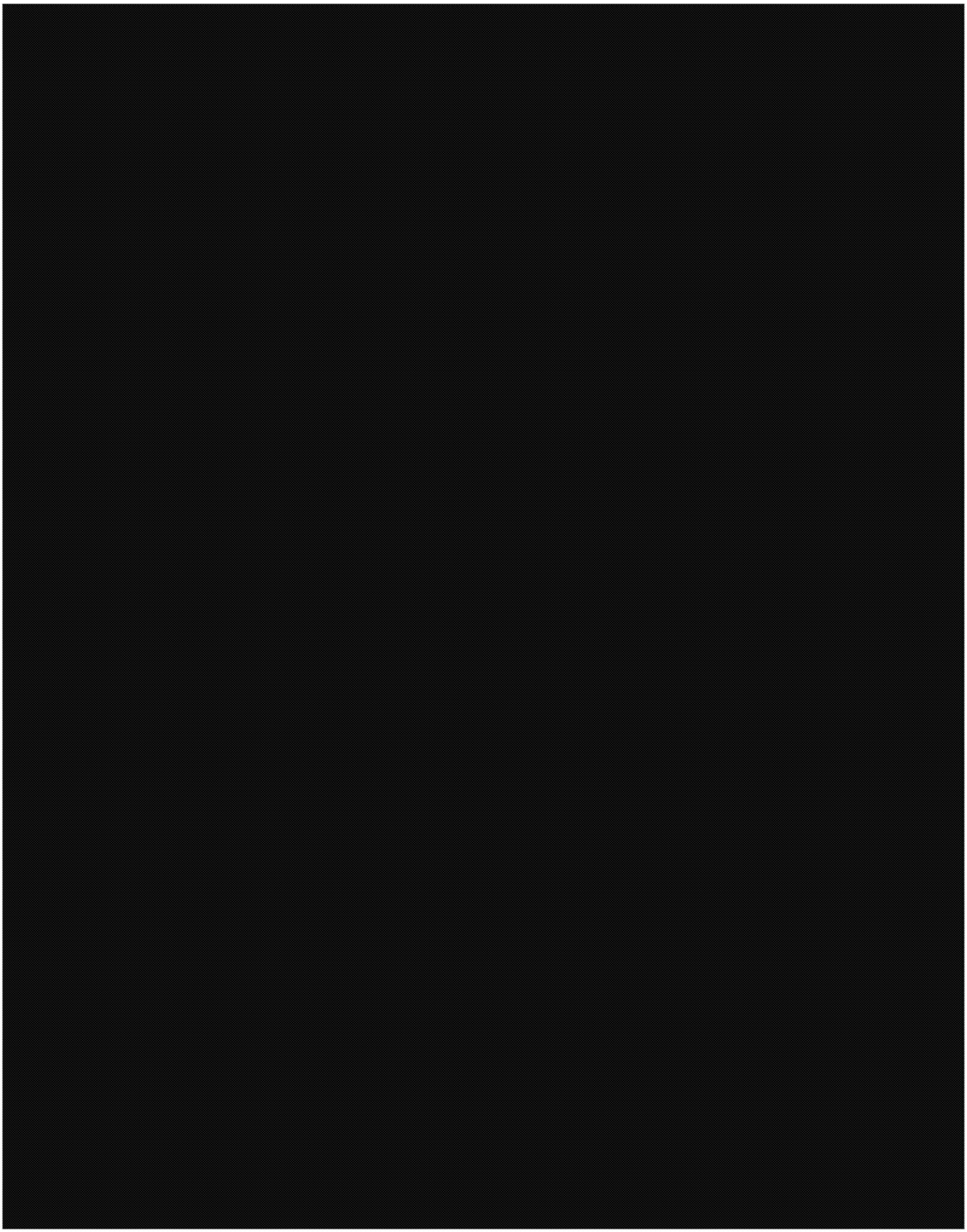
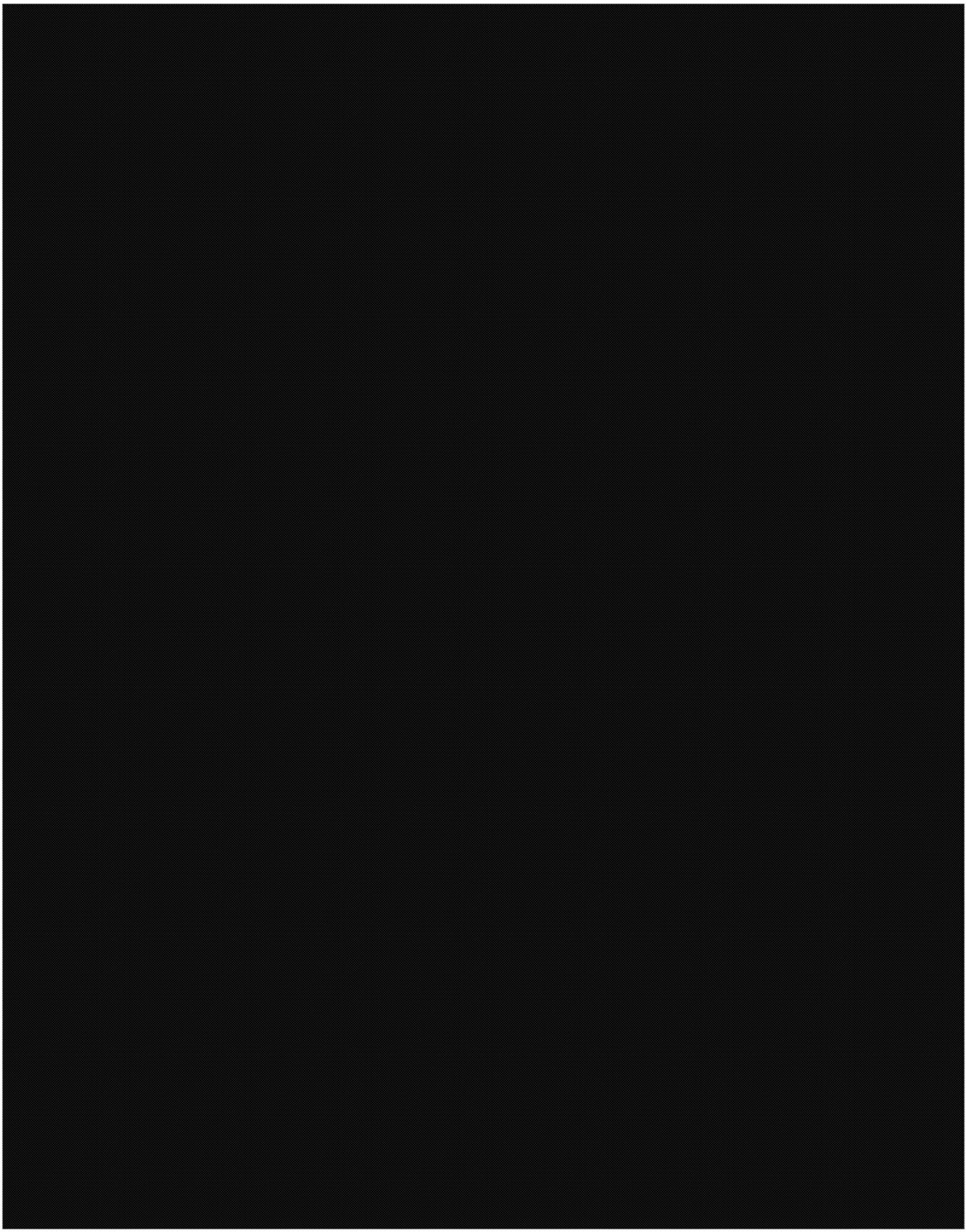
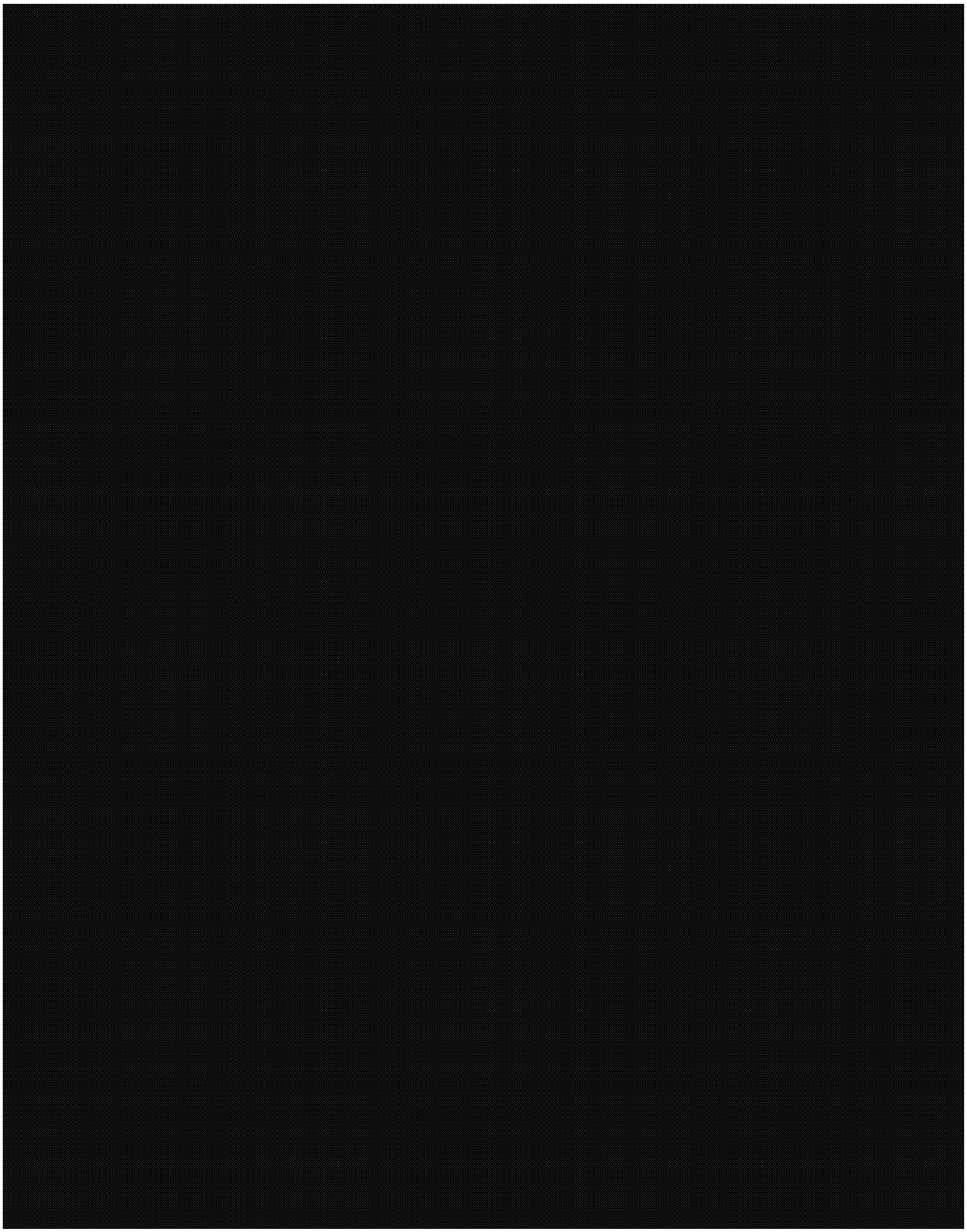
Subject: RE: TT P703R cluster items

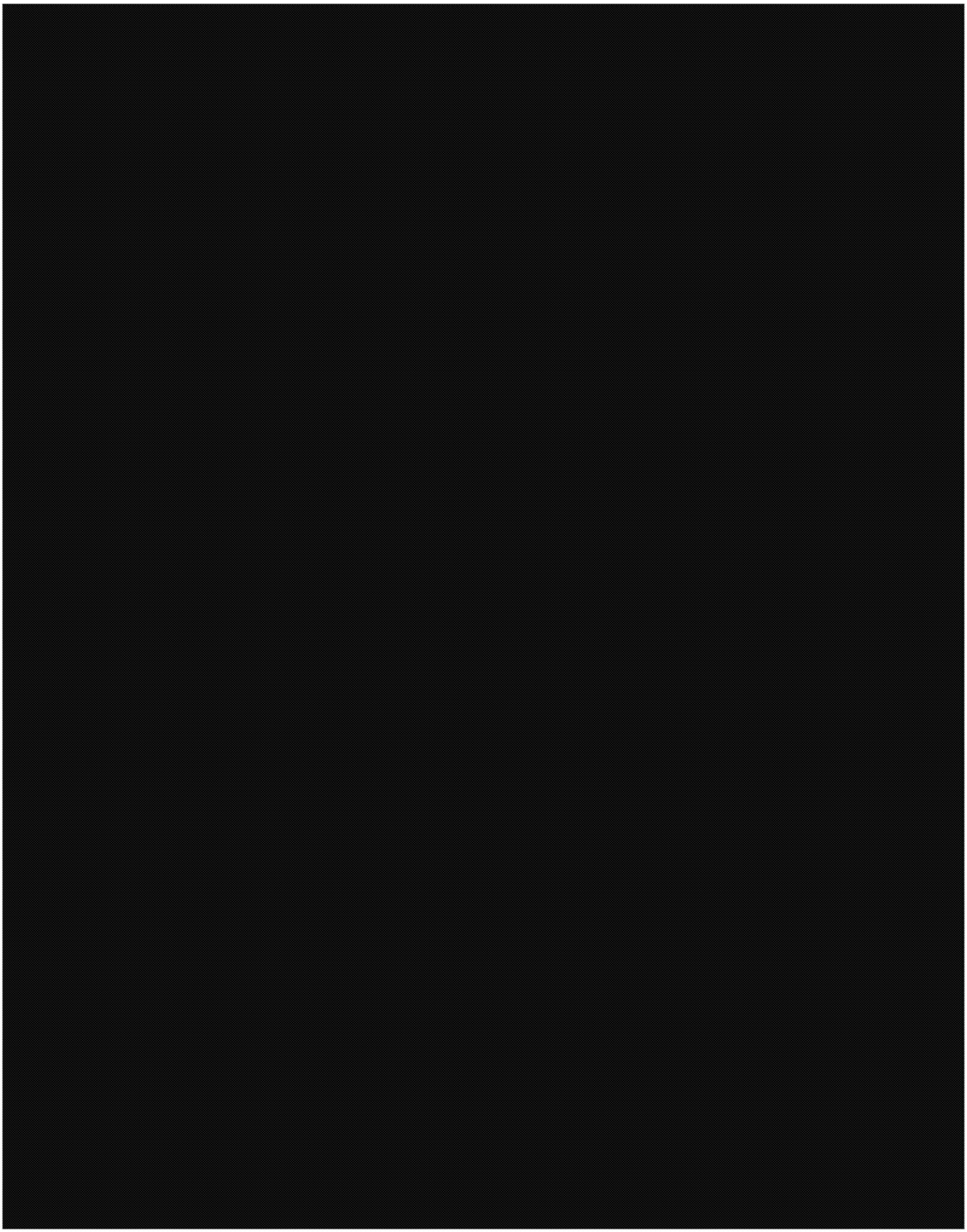
Nickie,

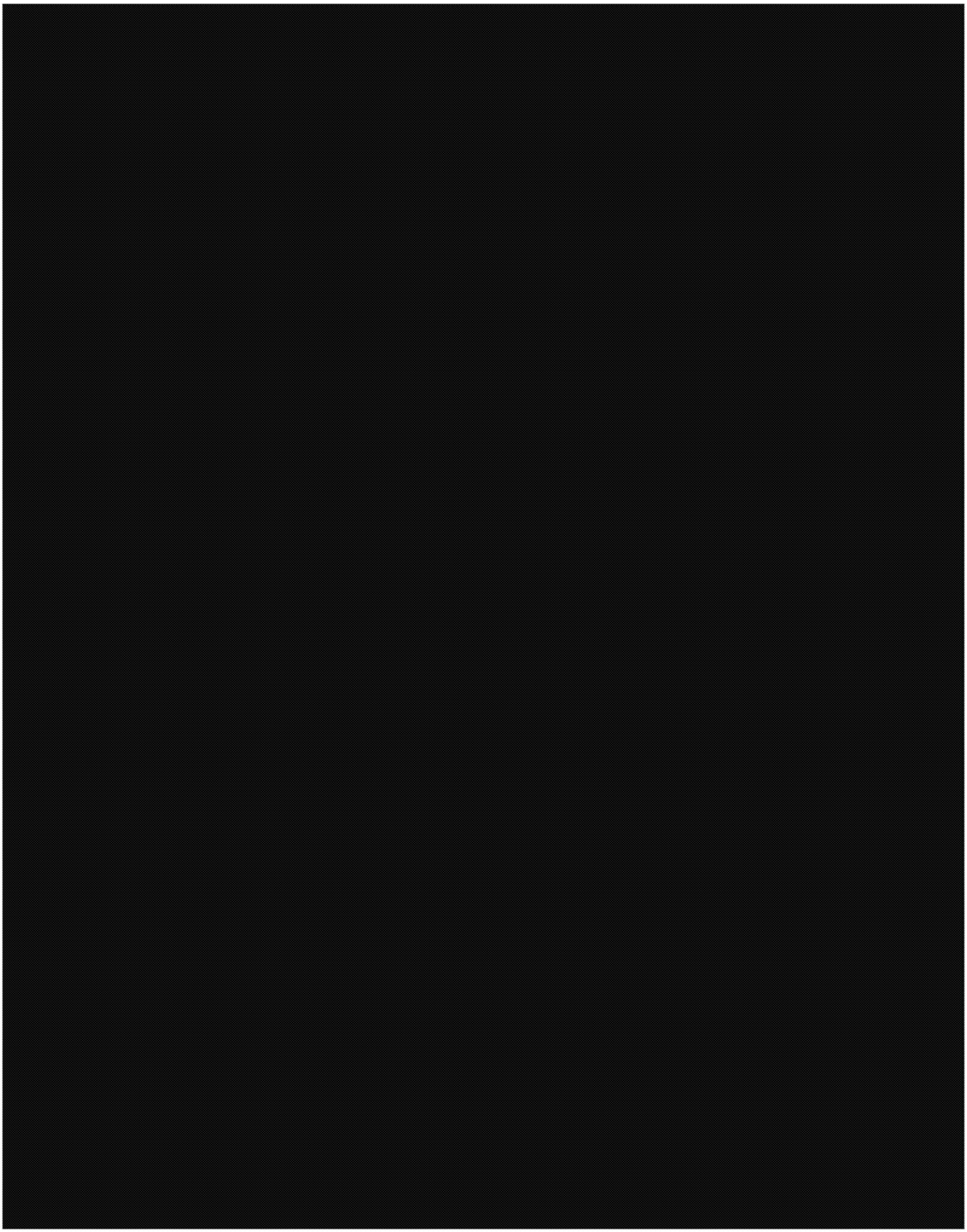
Sorry I don't think I can make this call on wording.

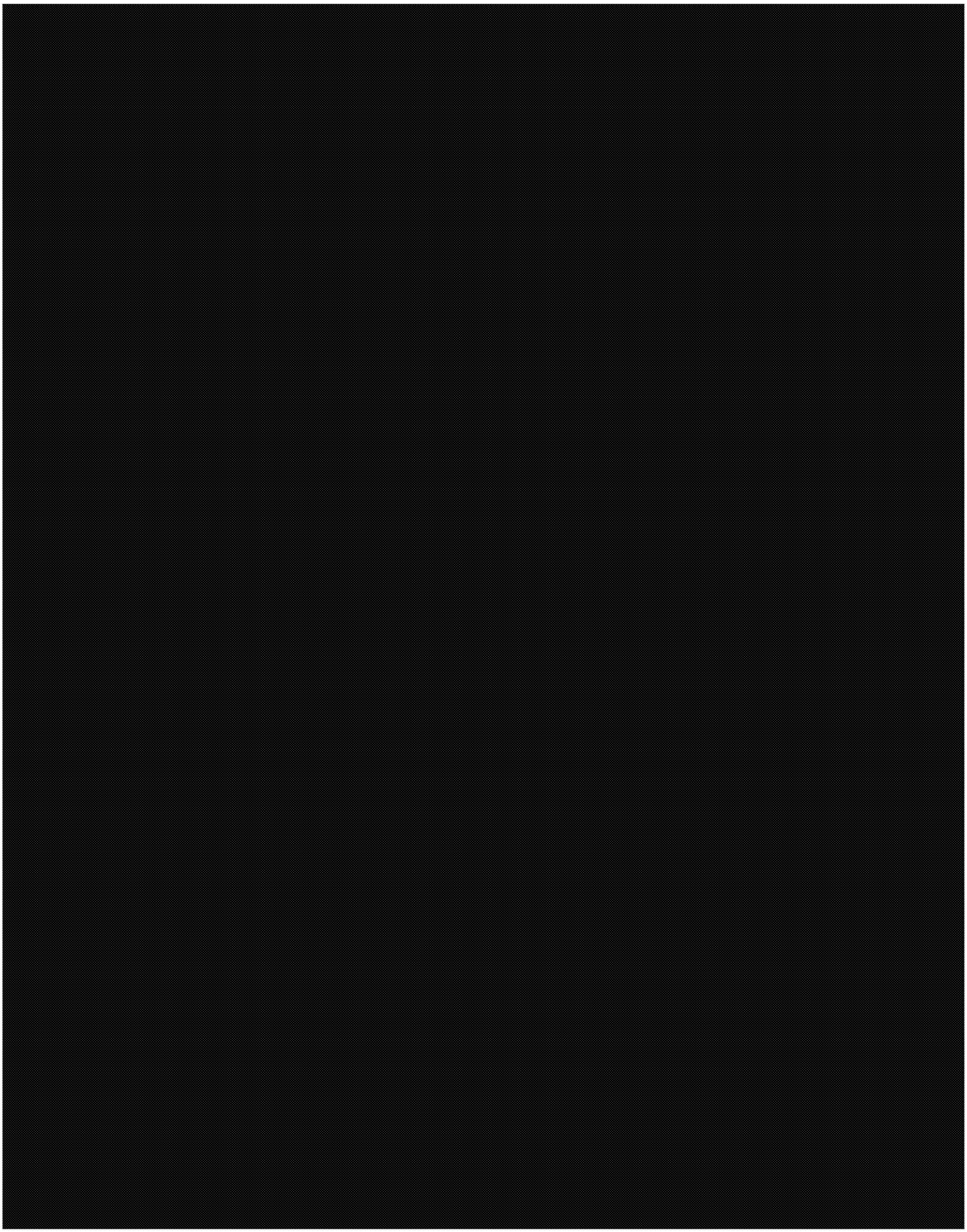


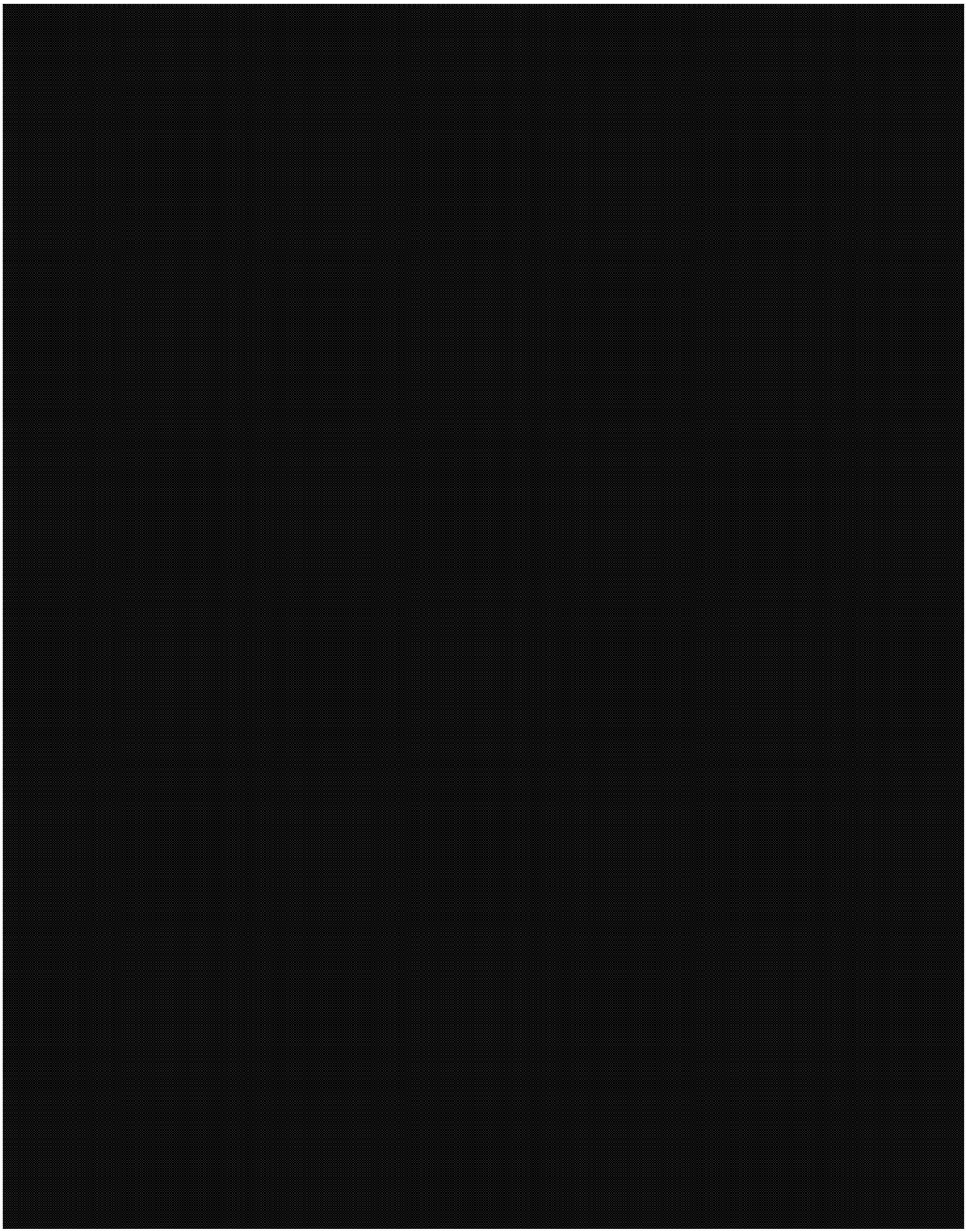


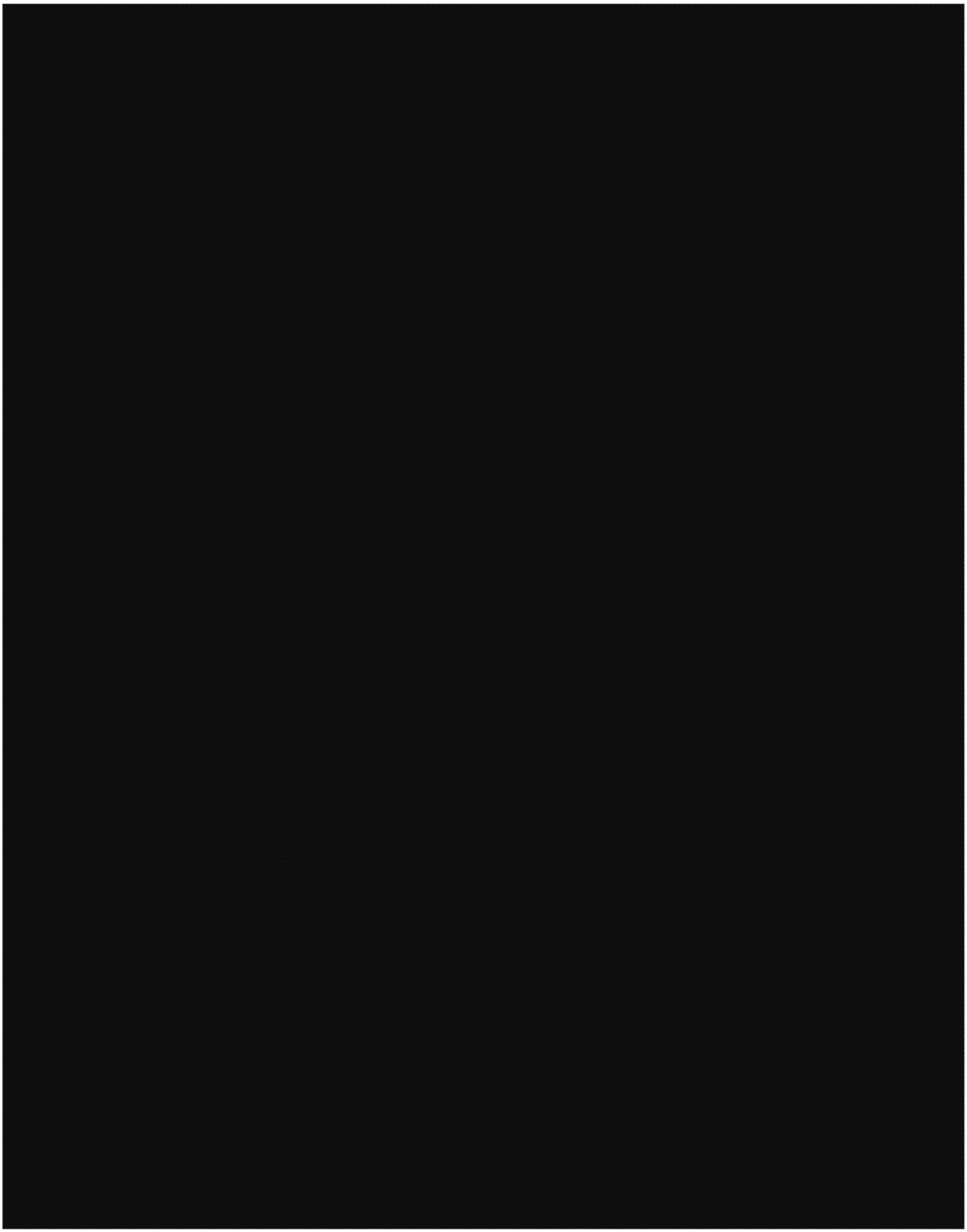


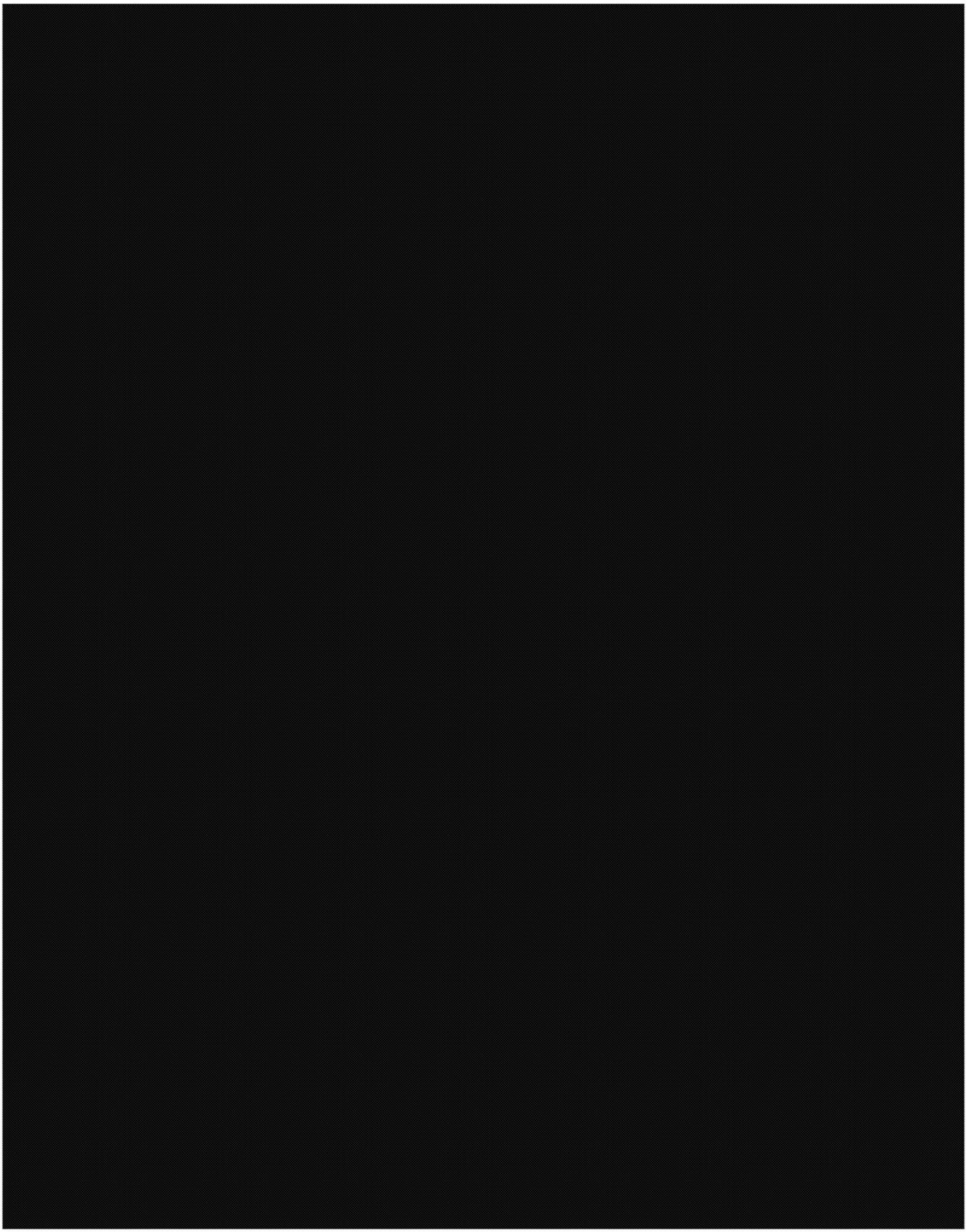


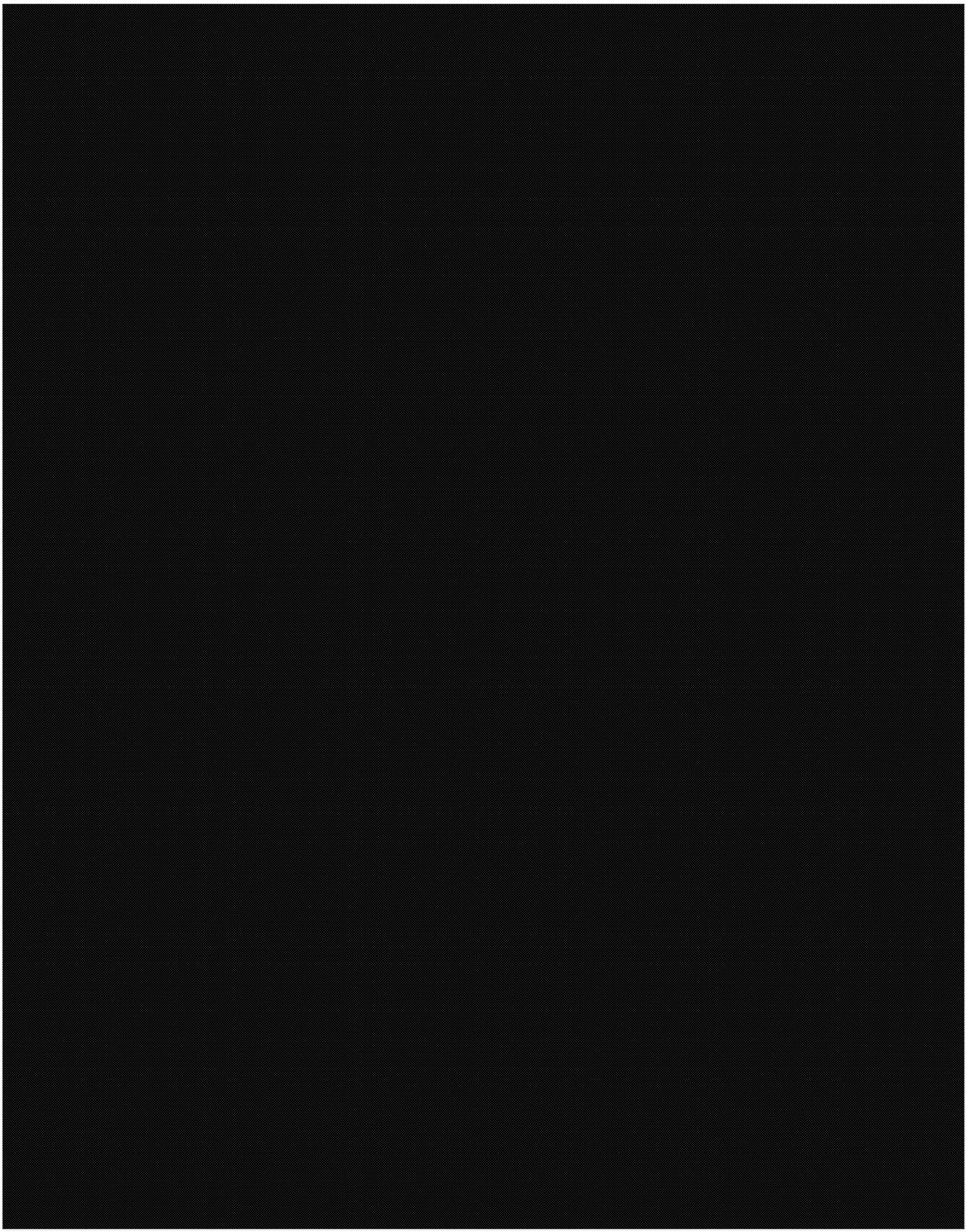


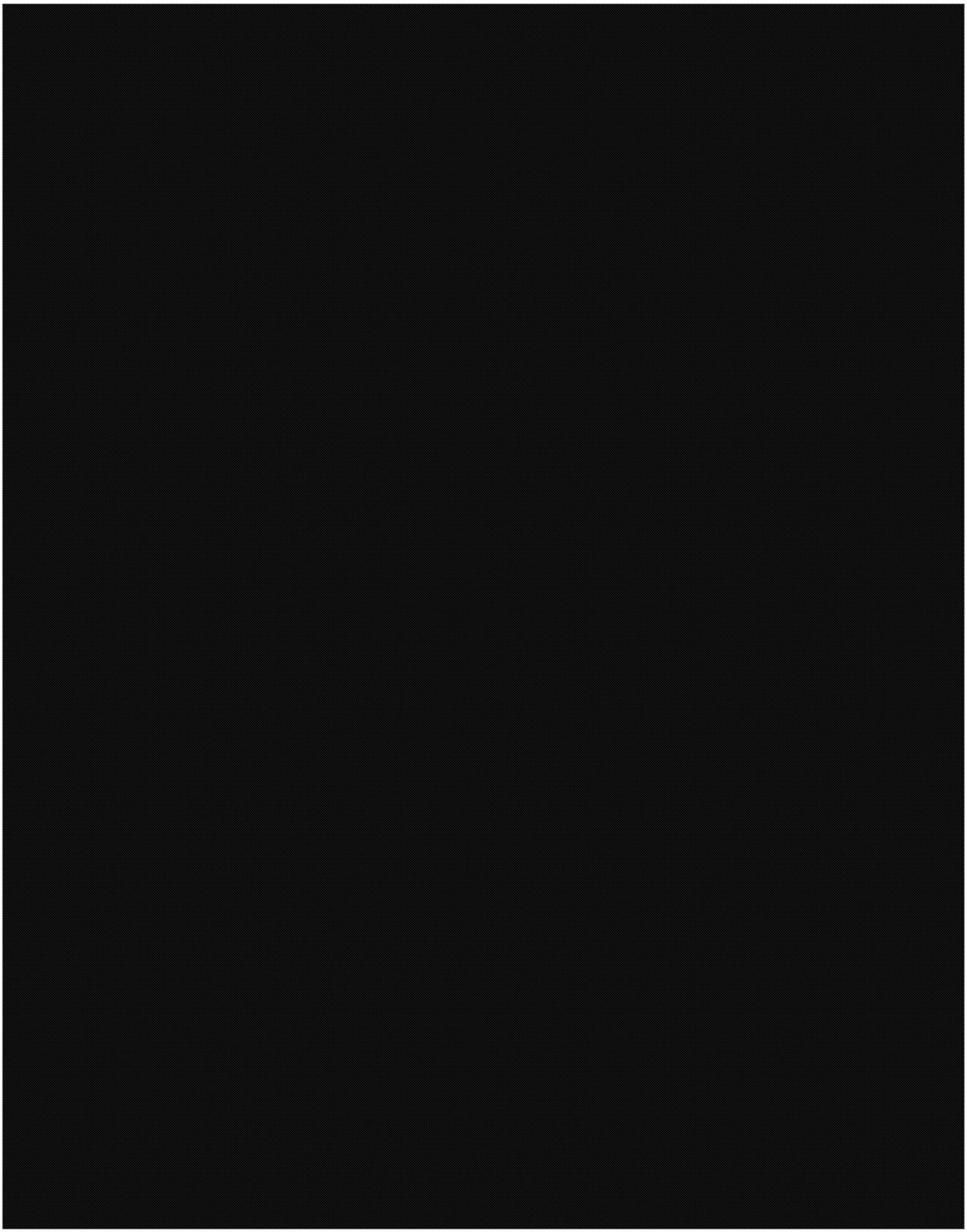


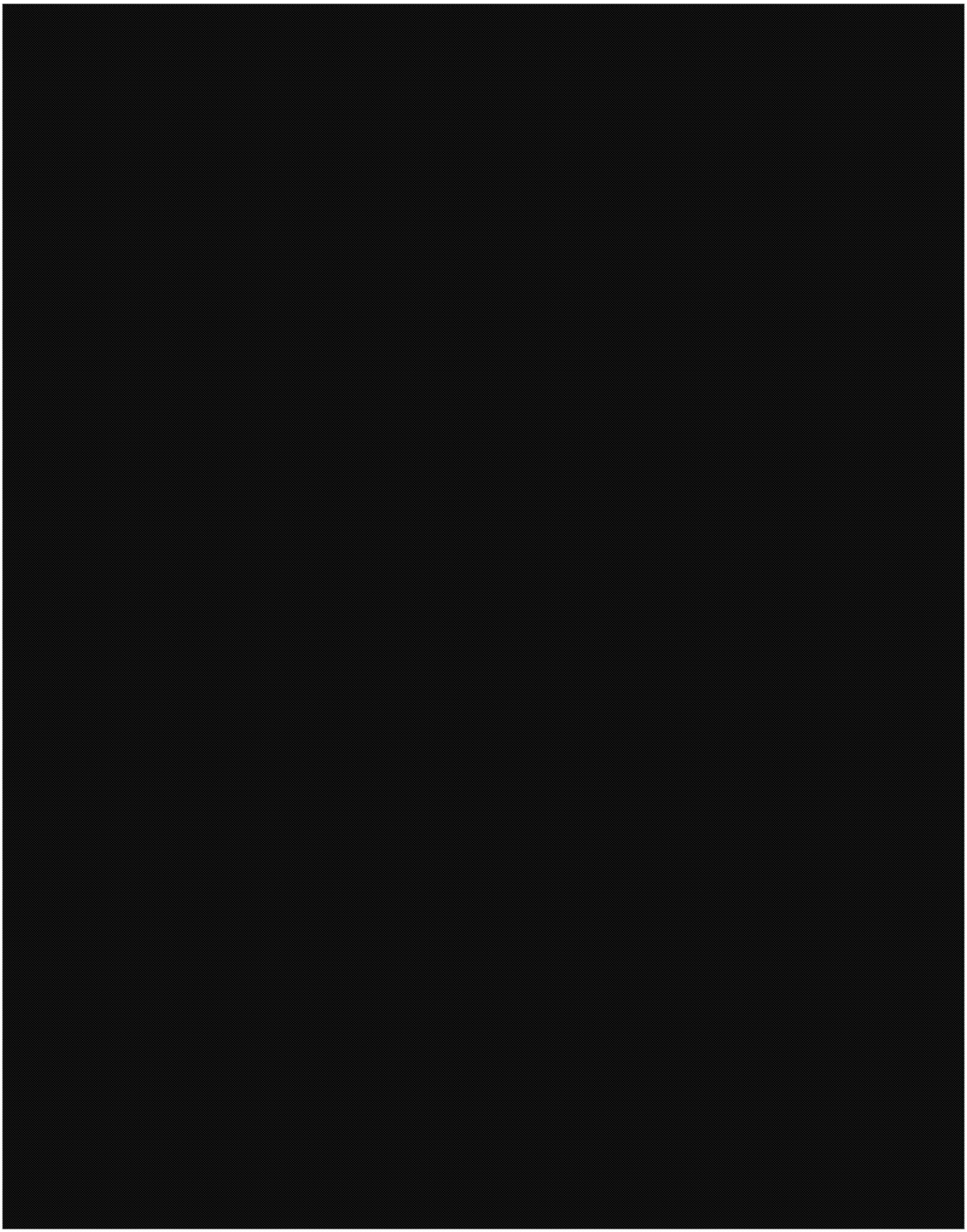


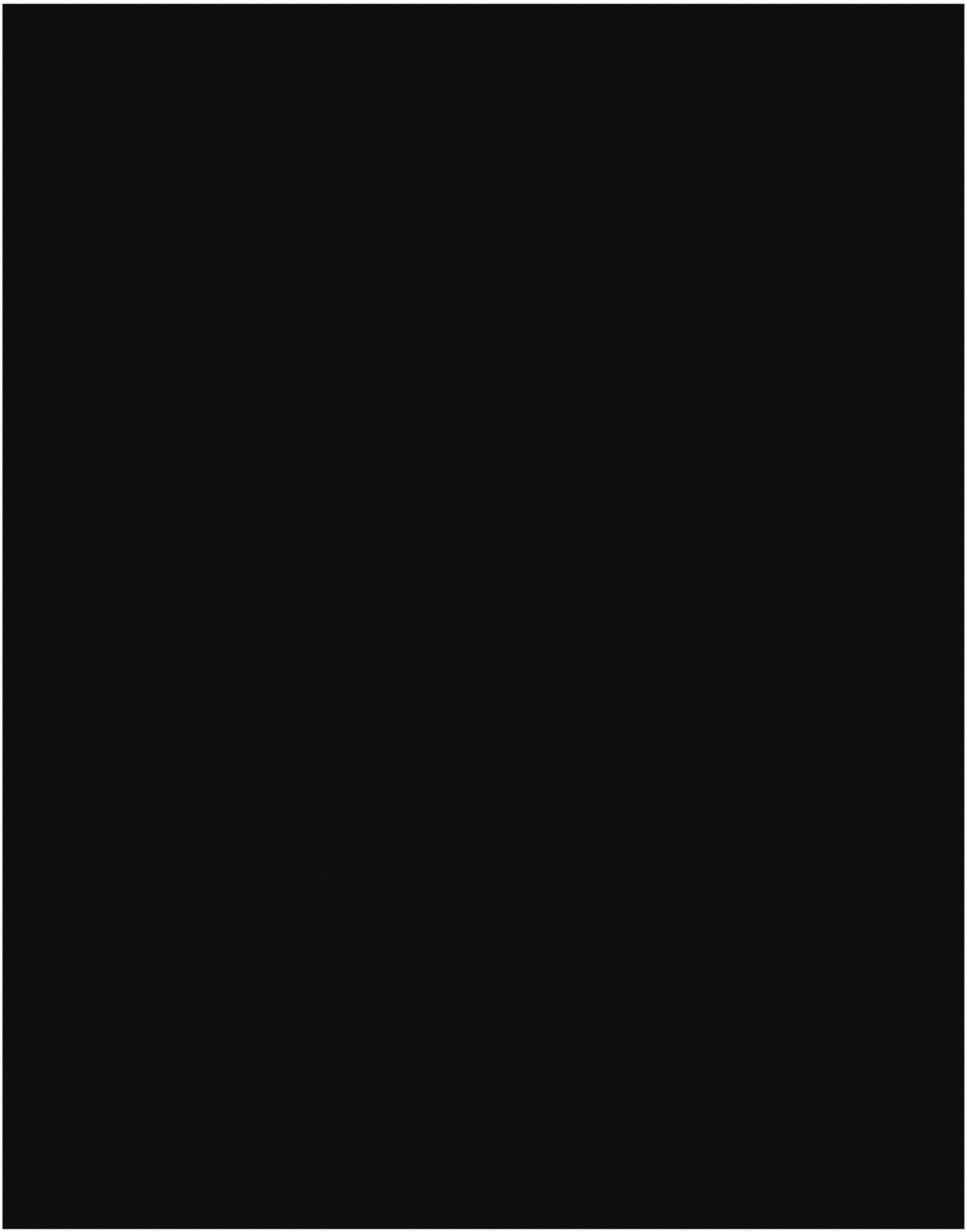


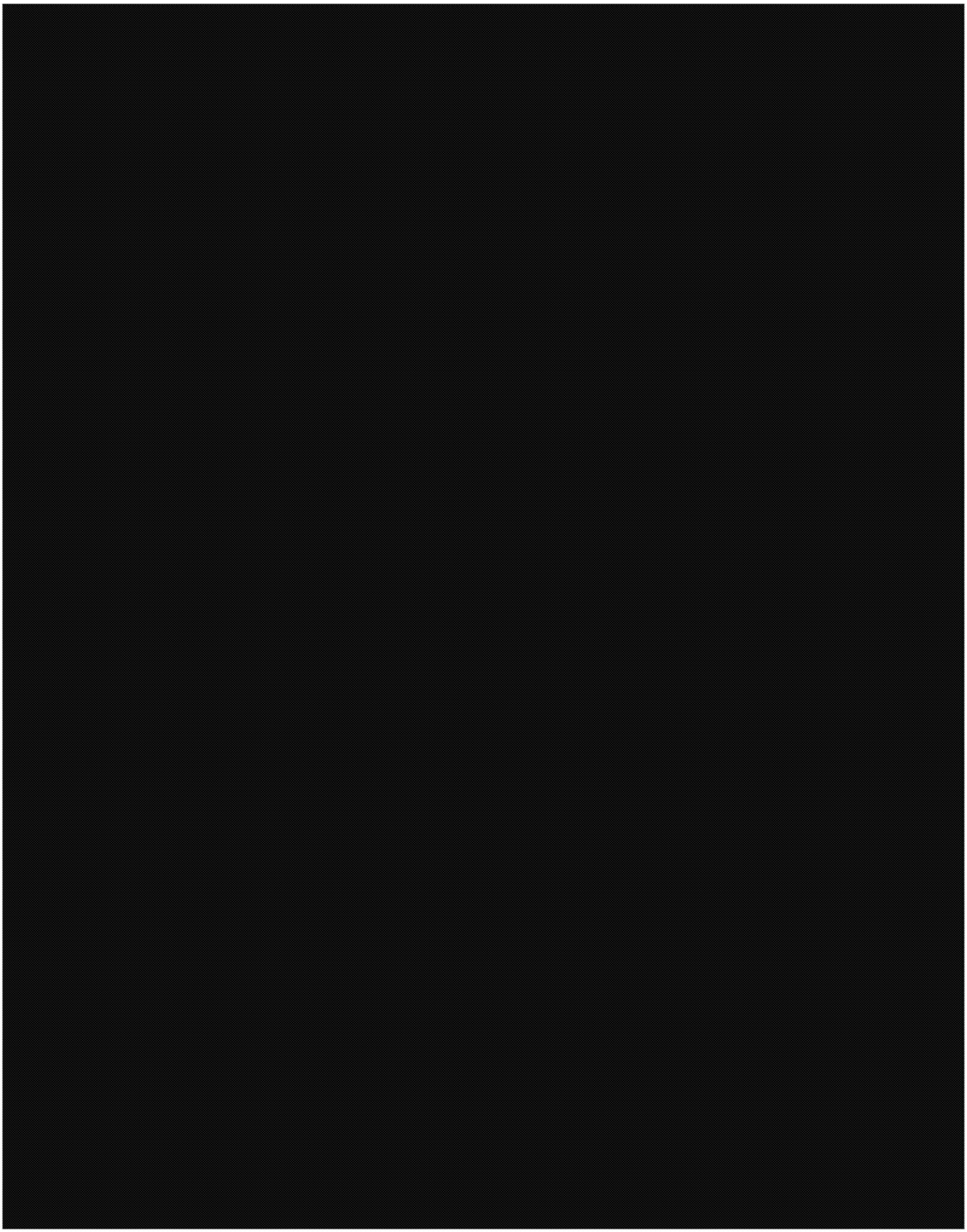


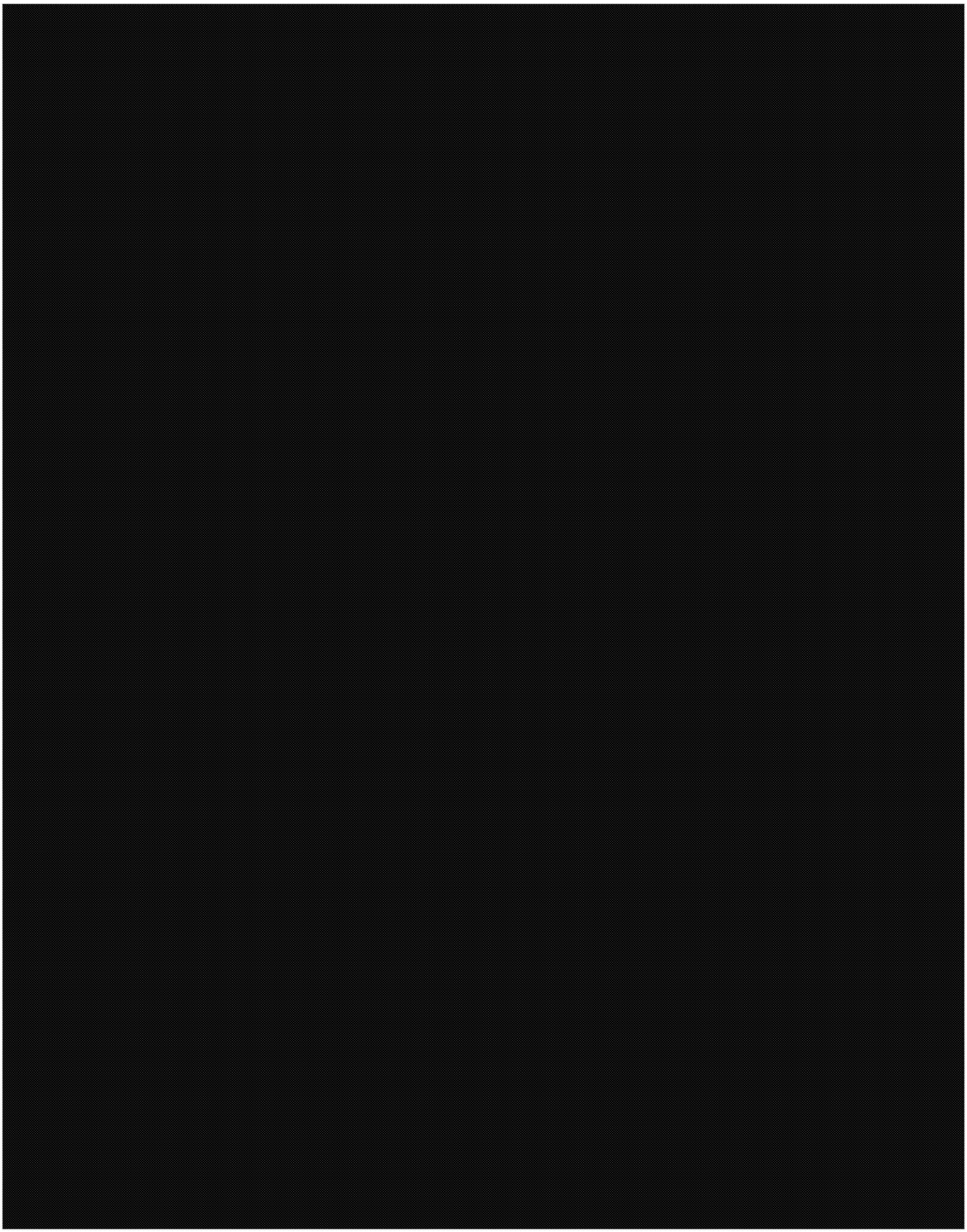


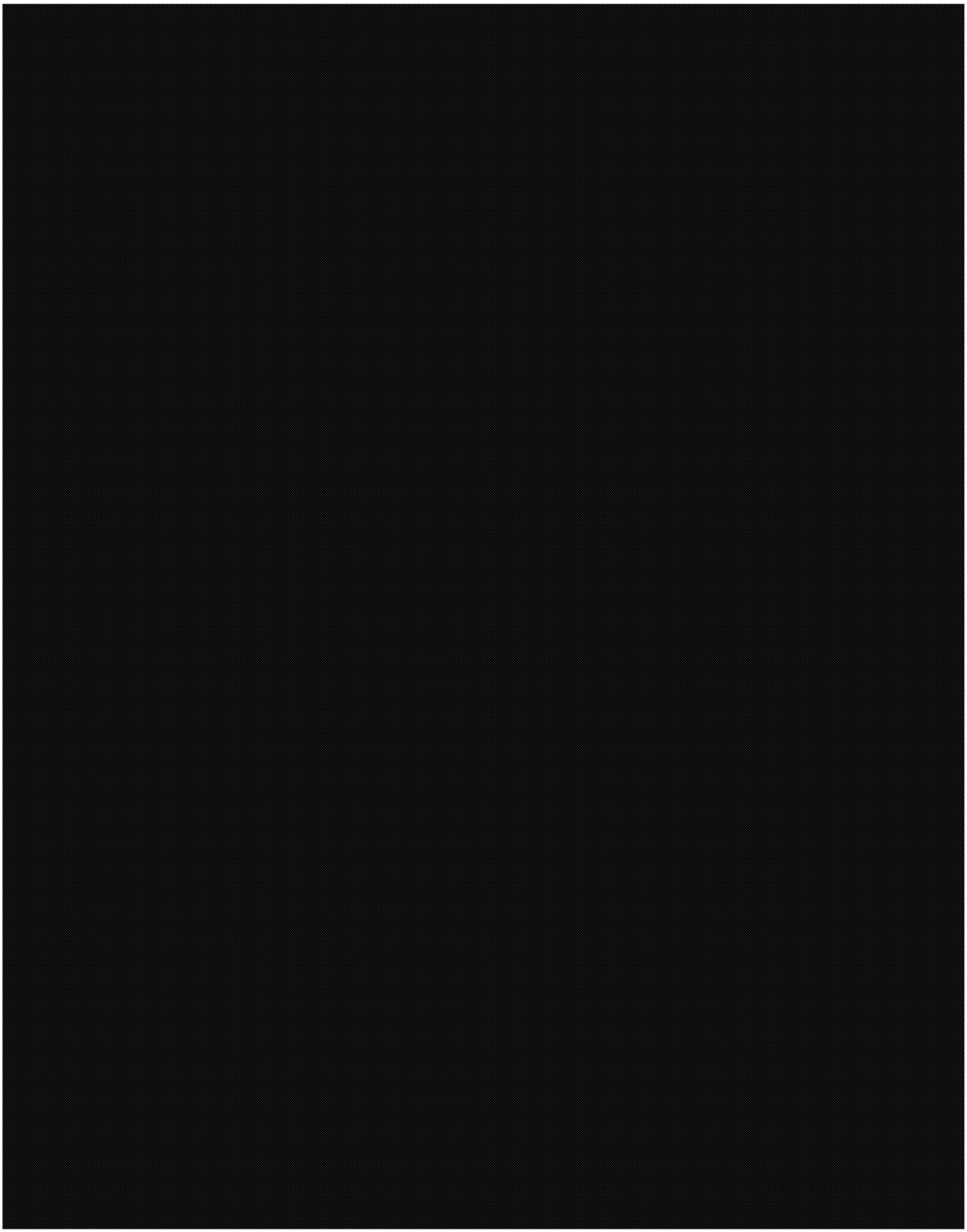


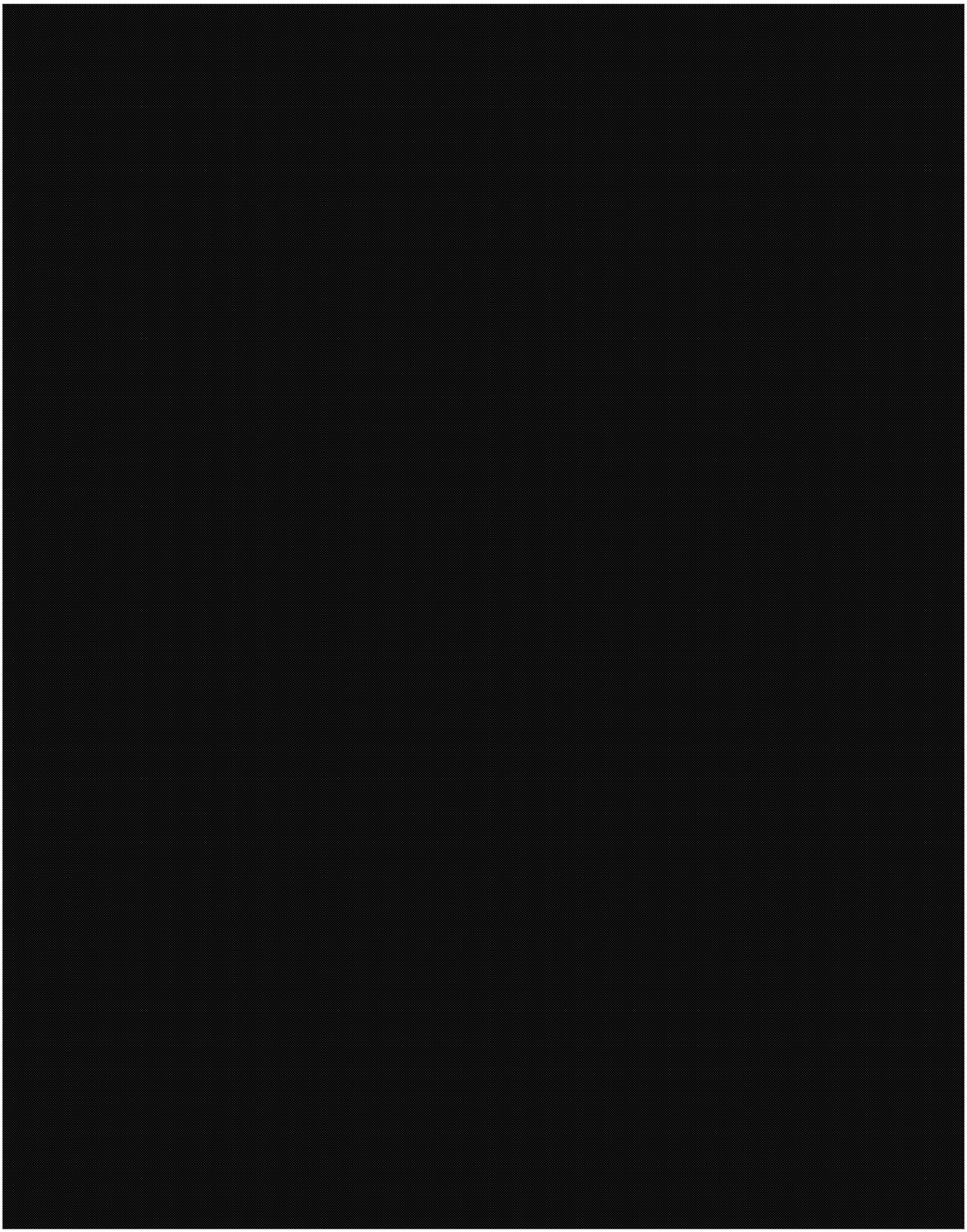


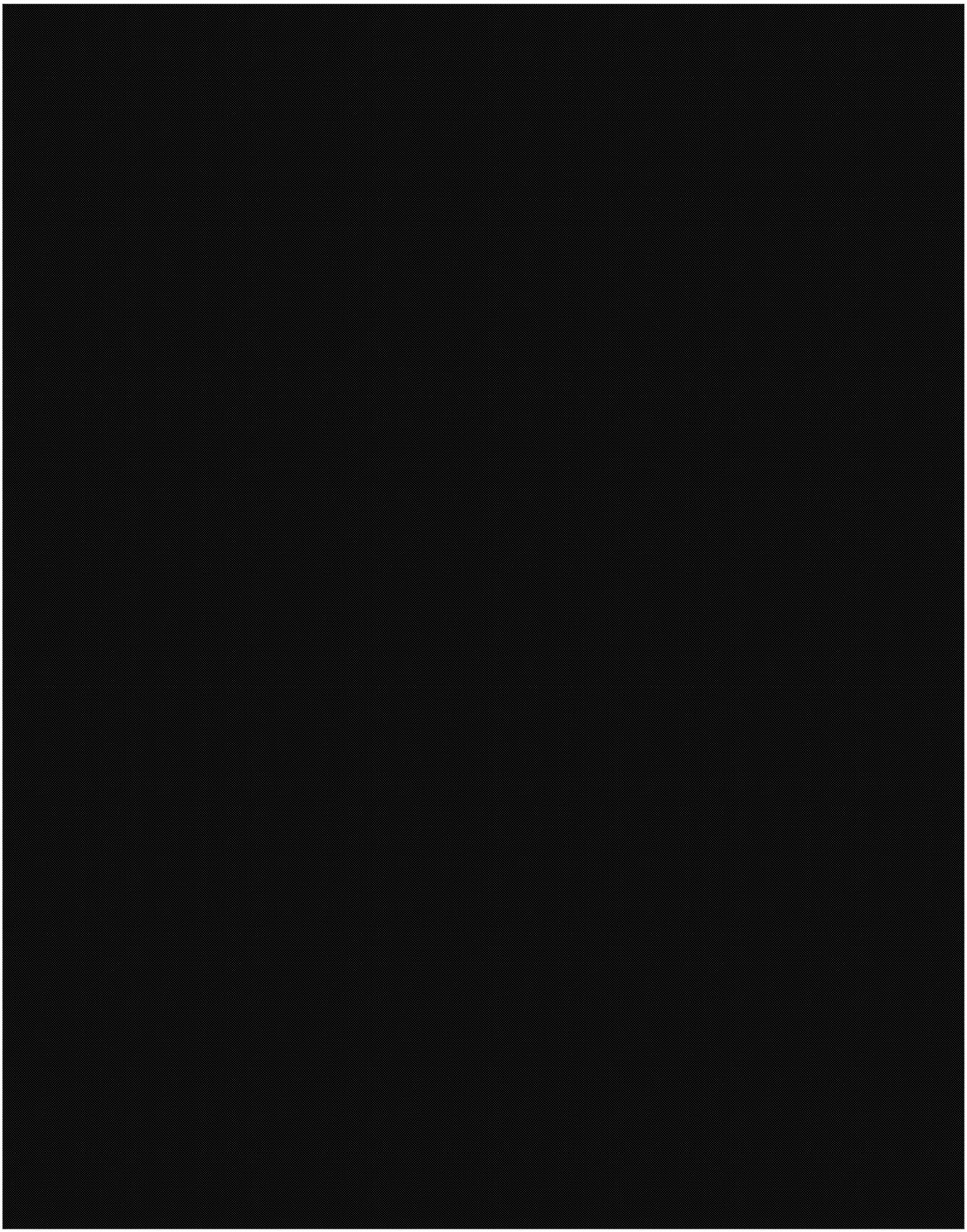


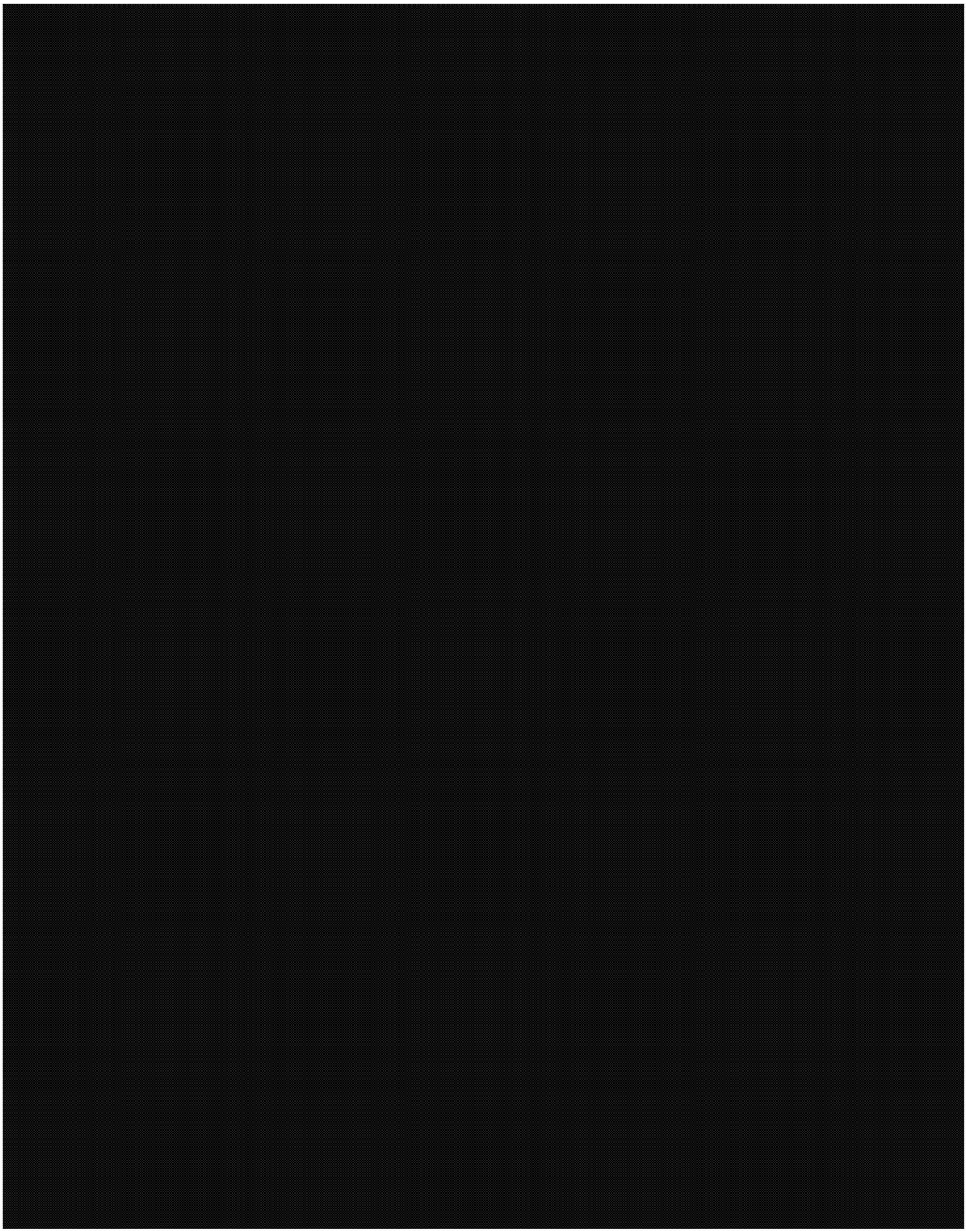


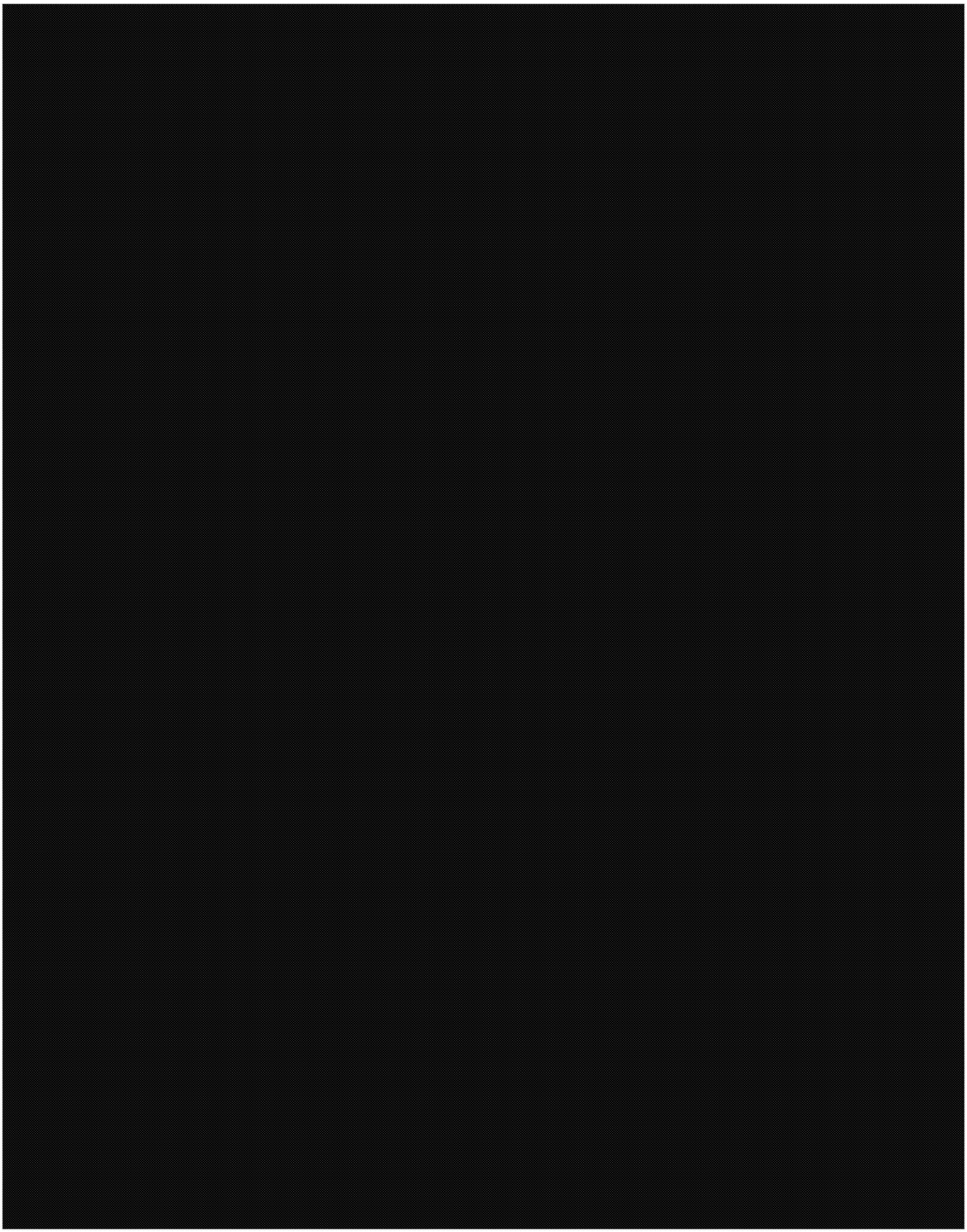


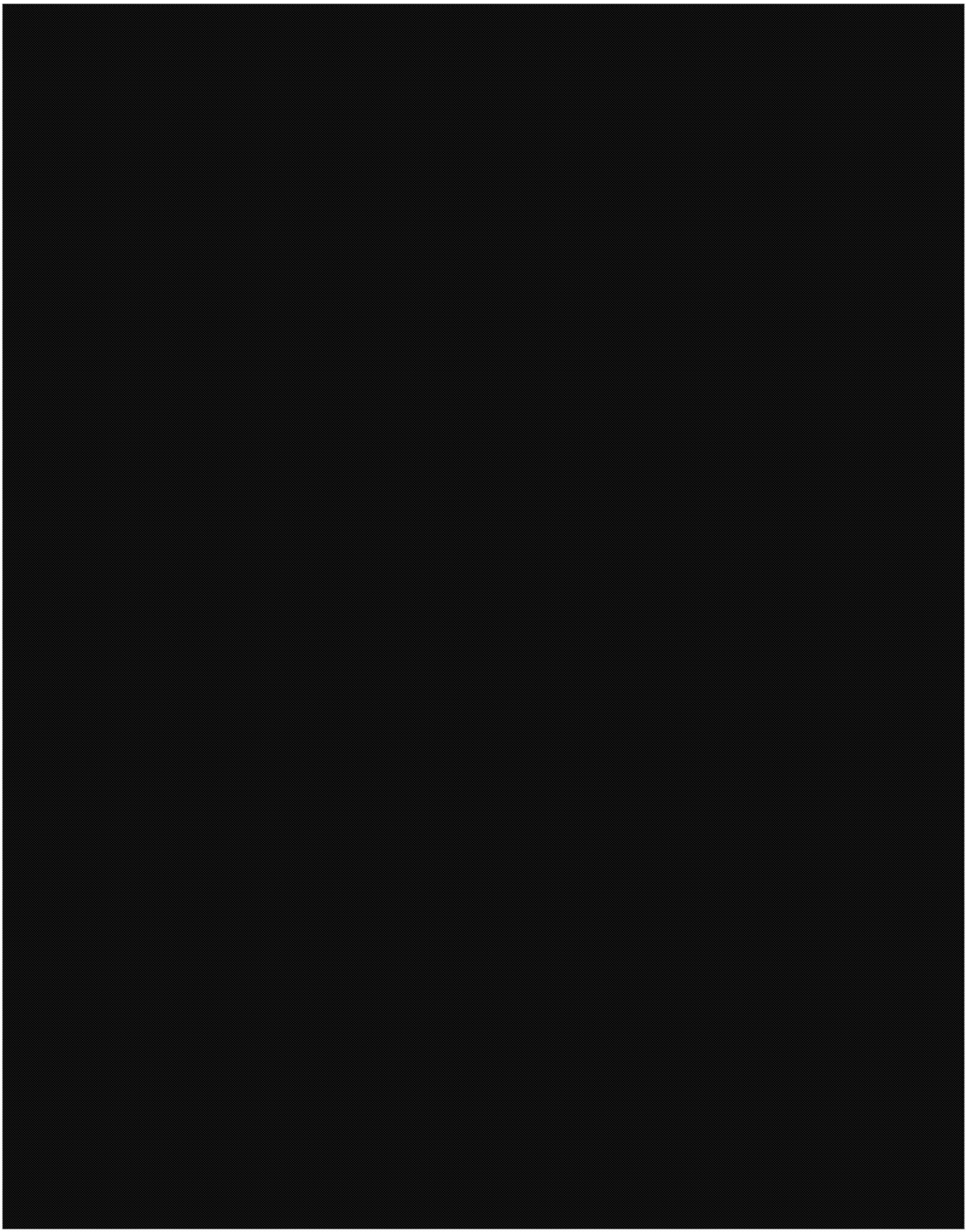


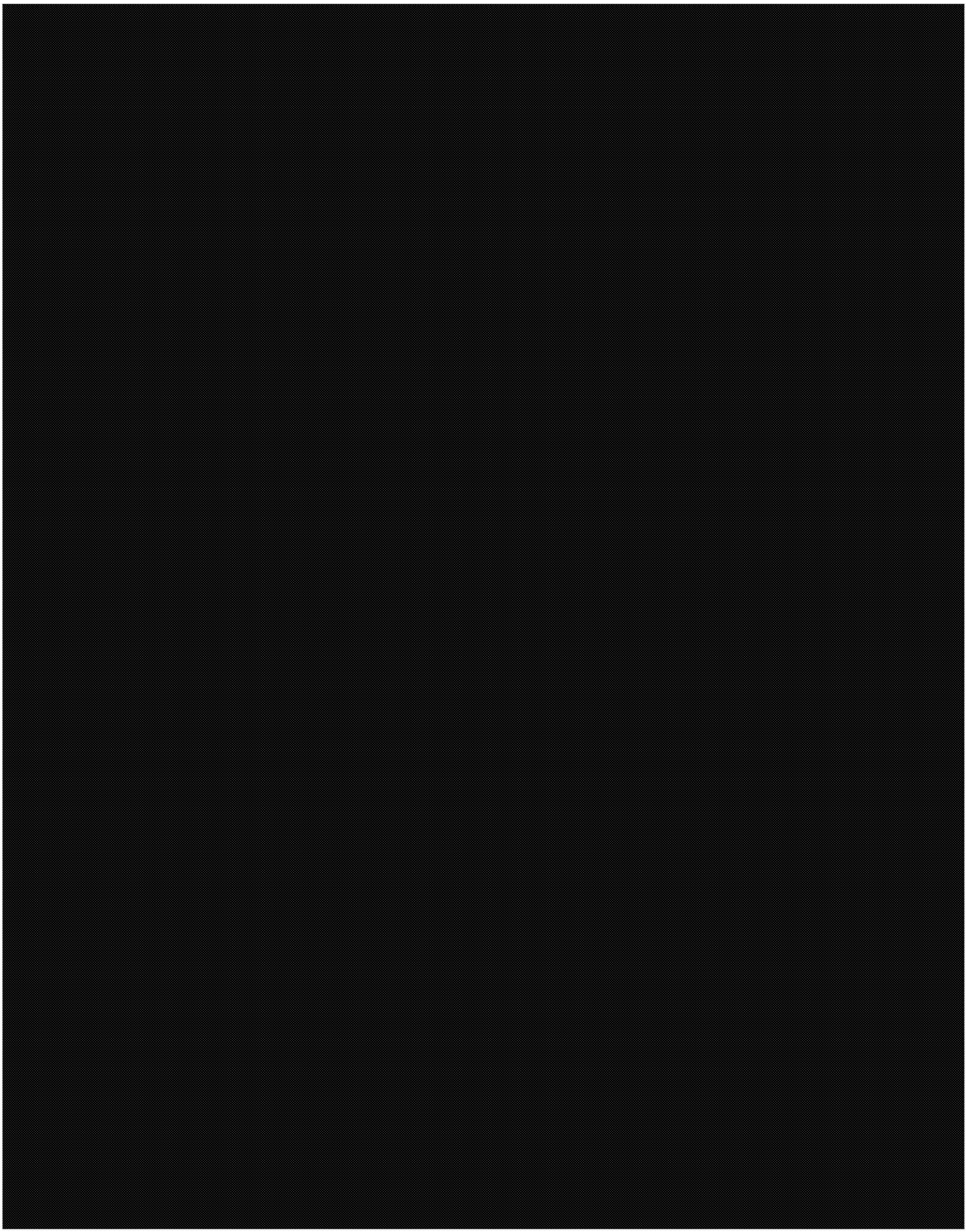












<spotlur3@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>
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Subject: RE: TT P703R cluster items

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Nickie Tiu
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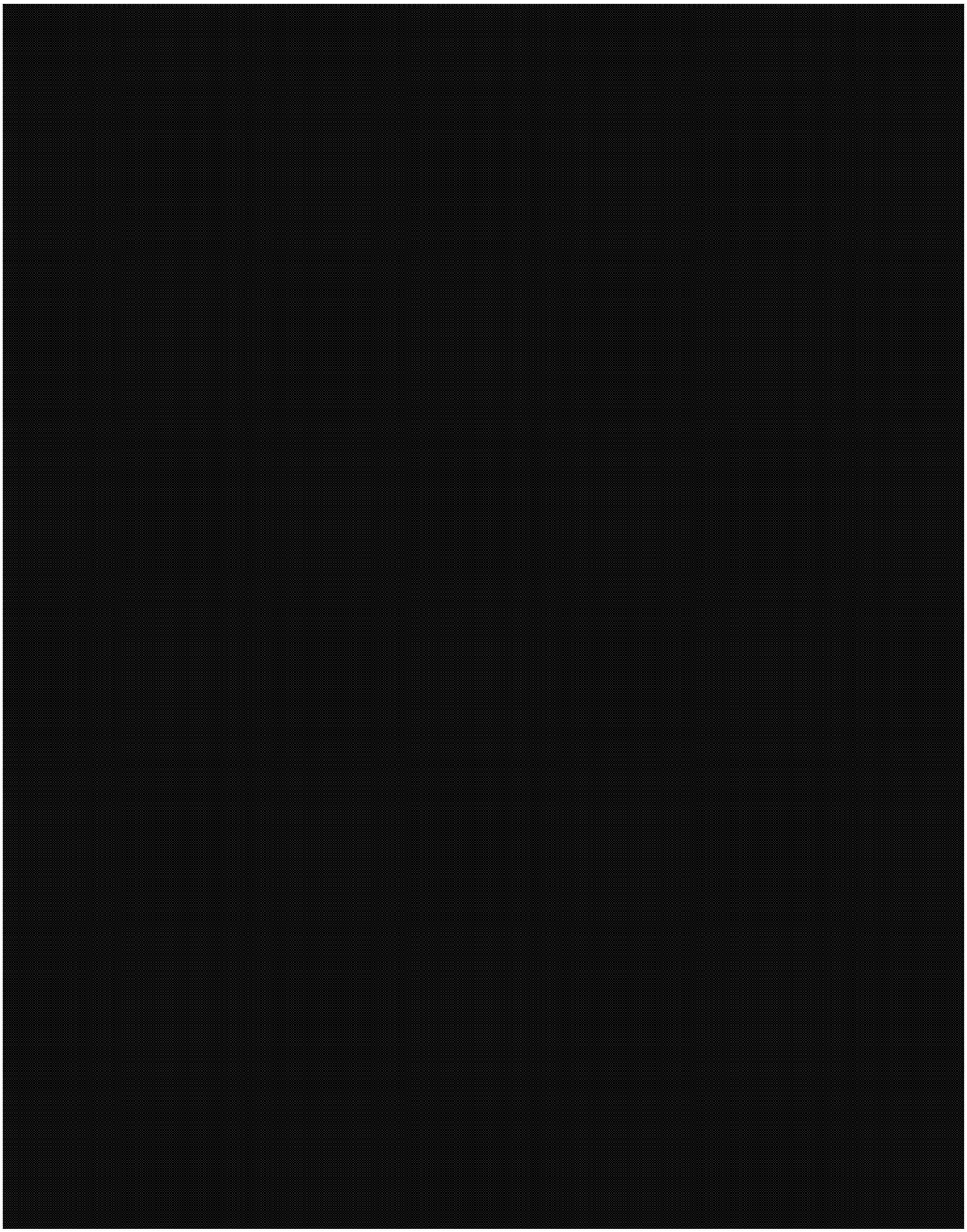

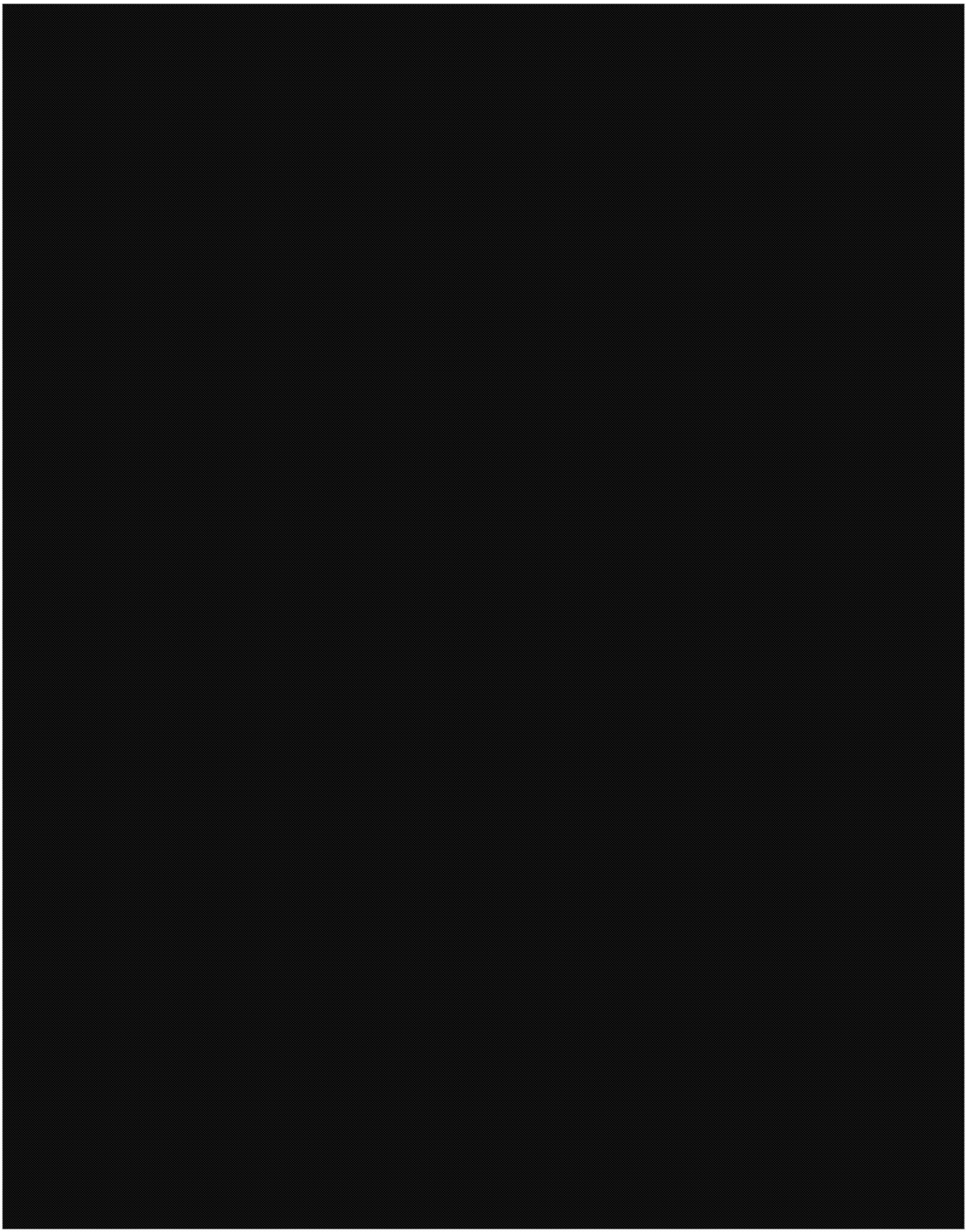

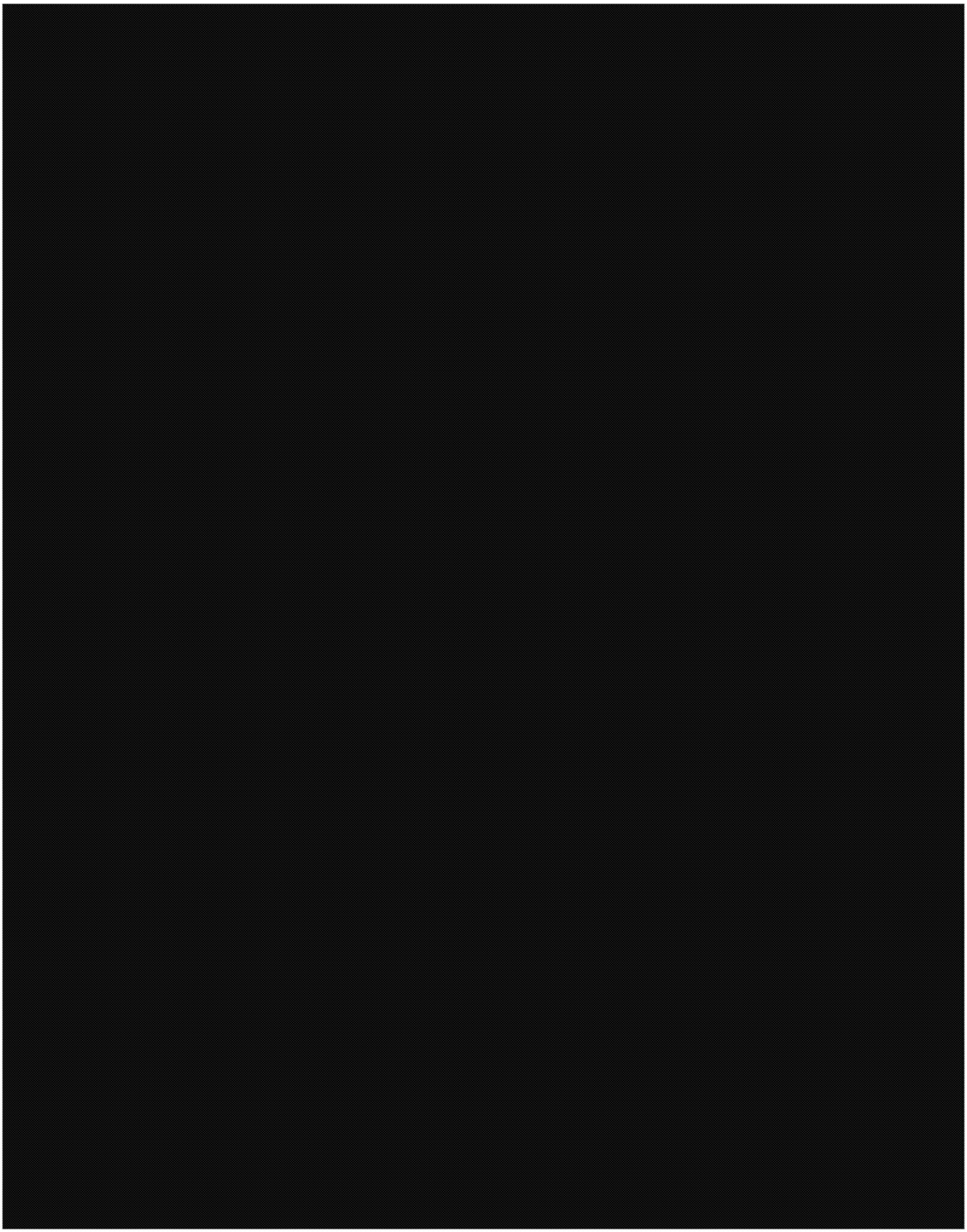

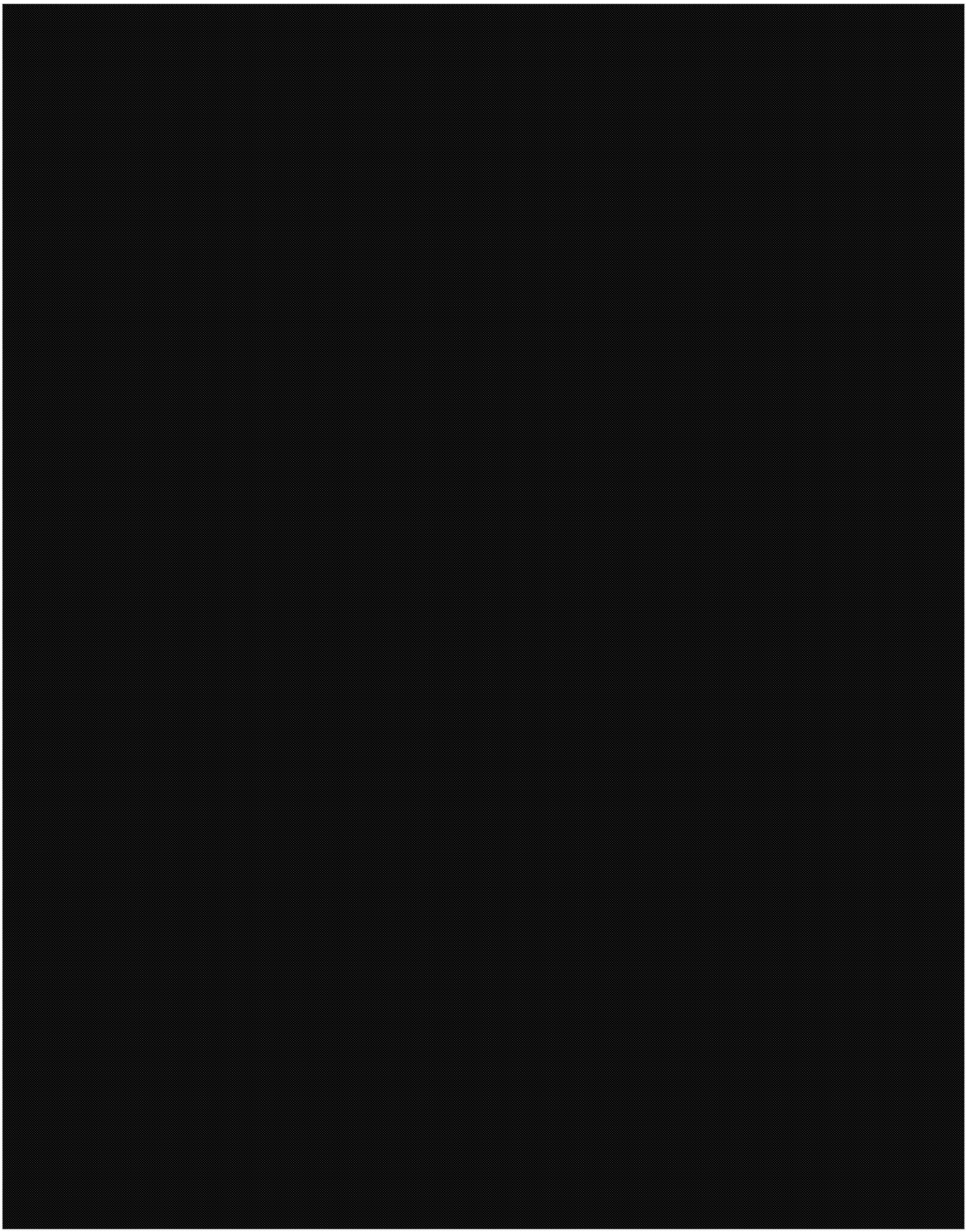

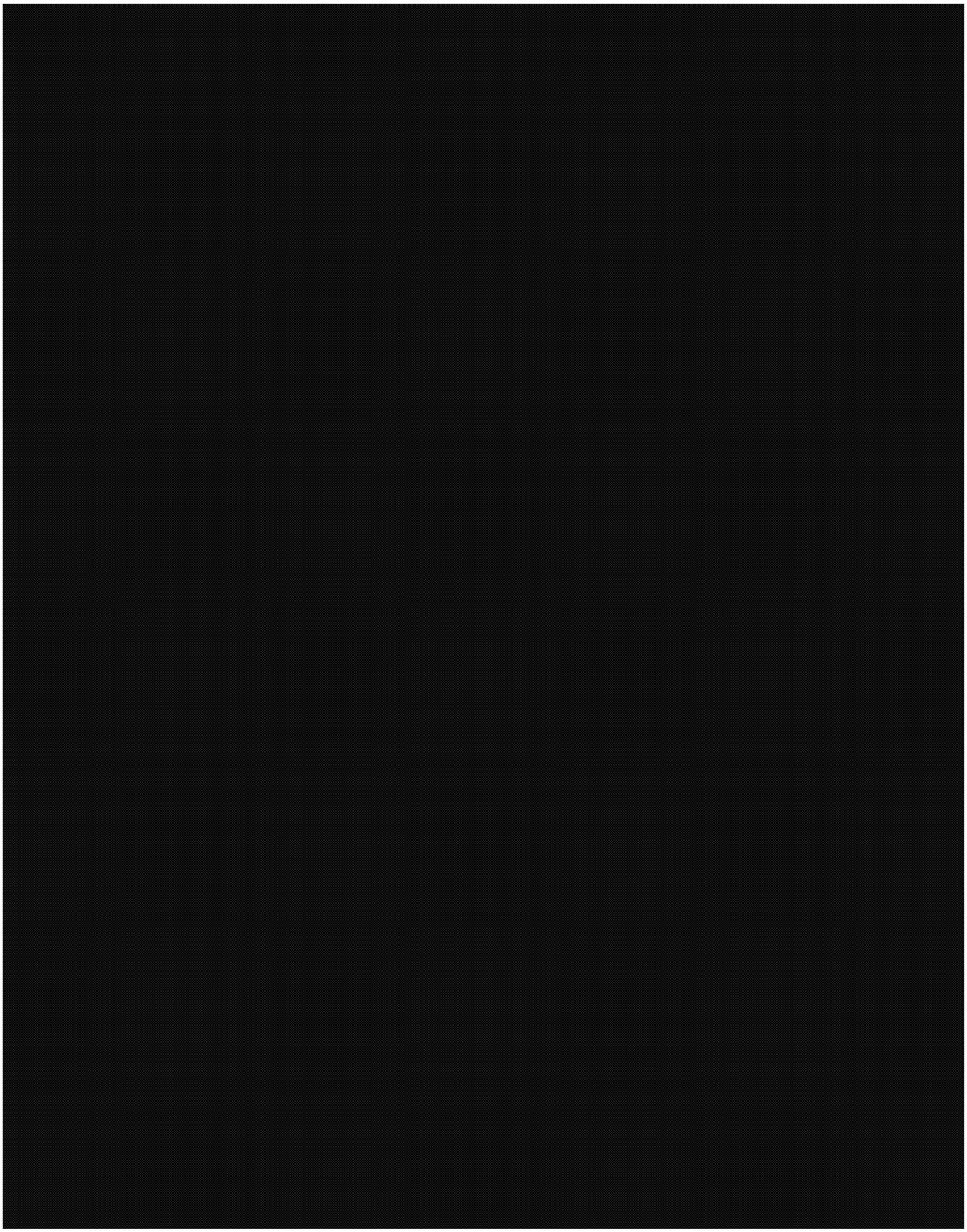

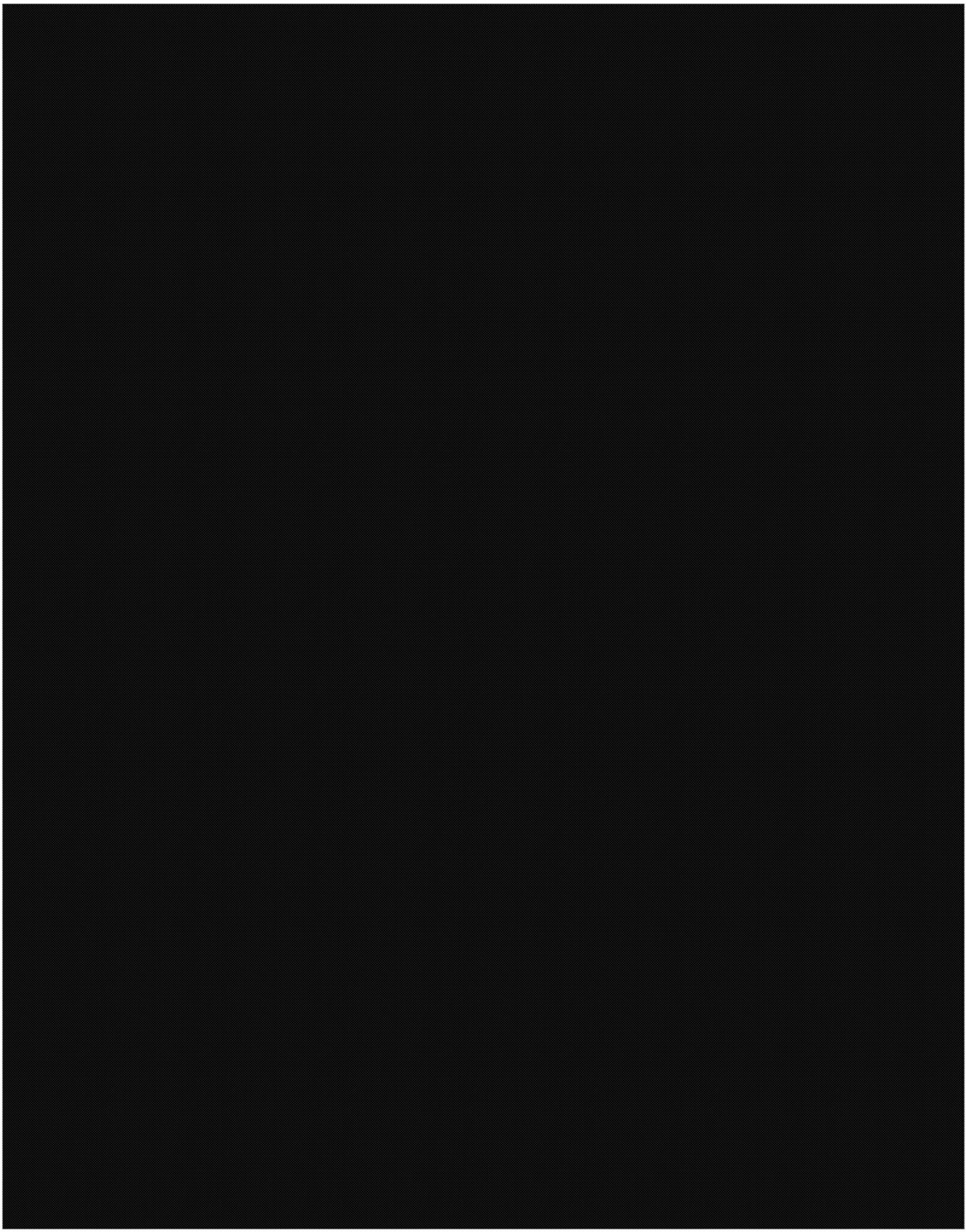

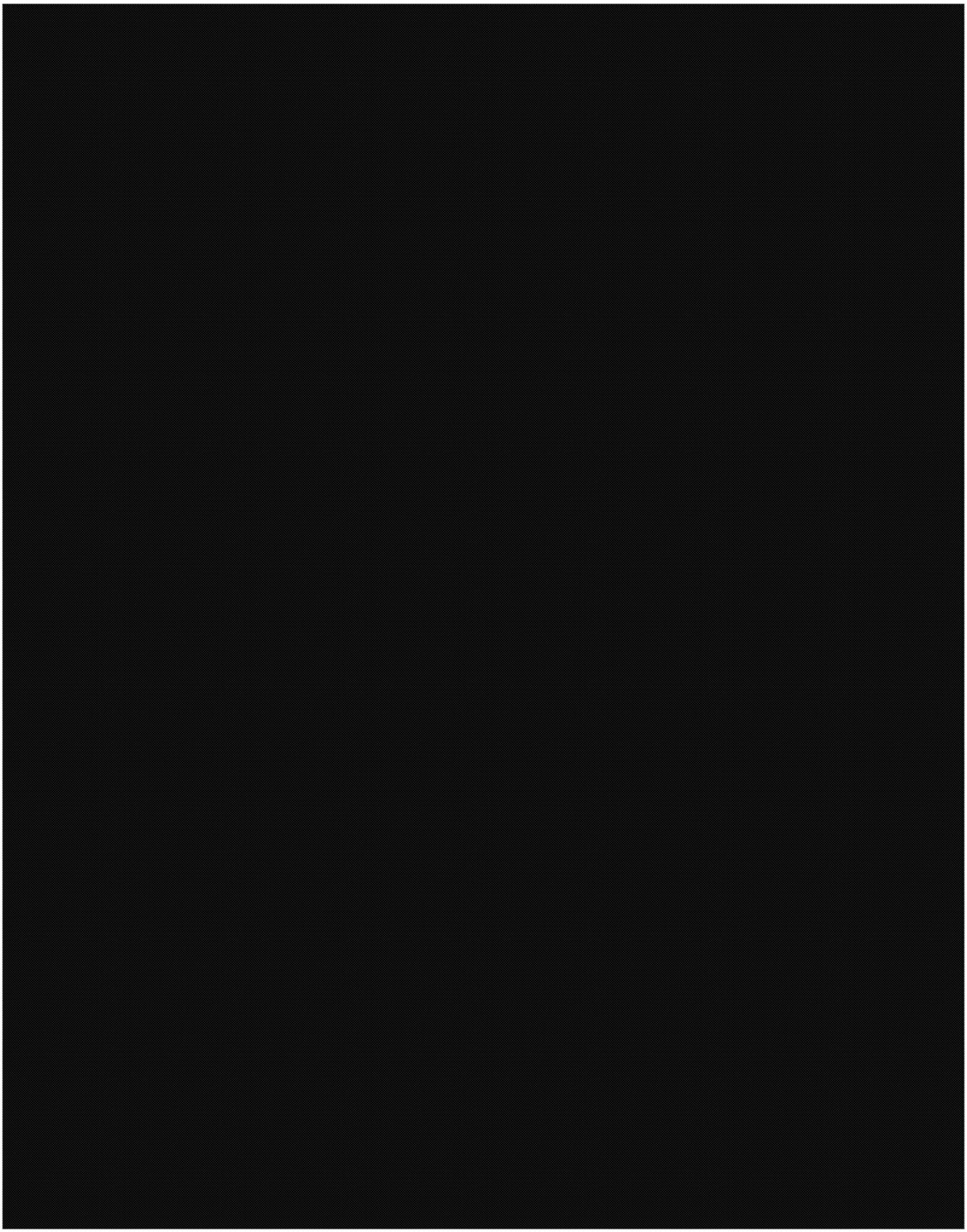

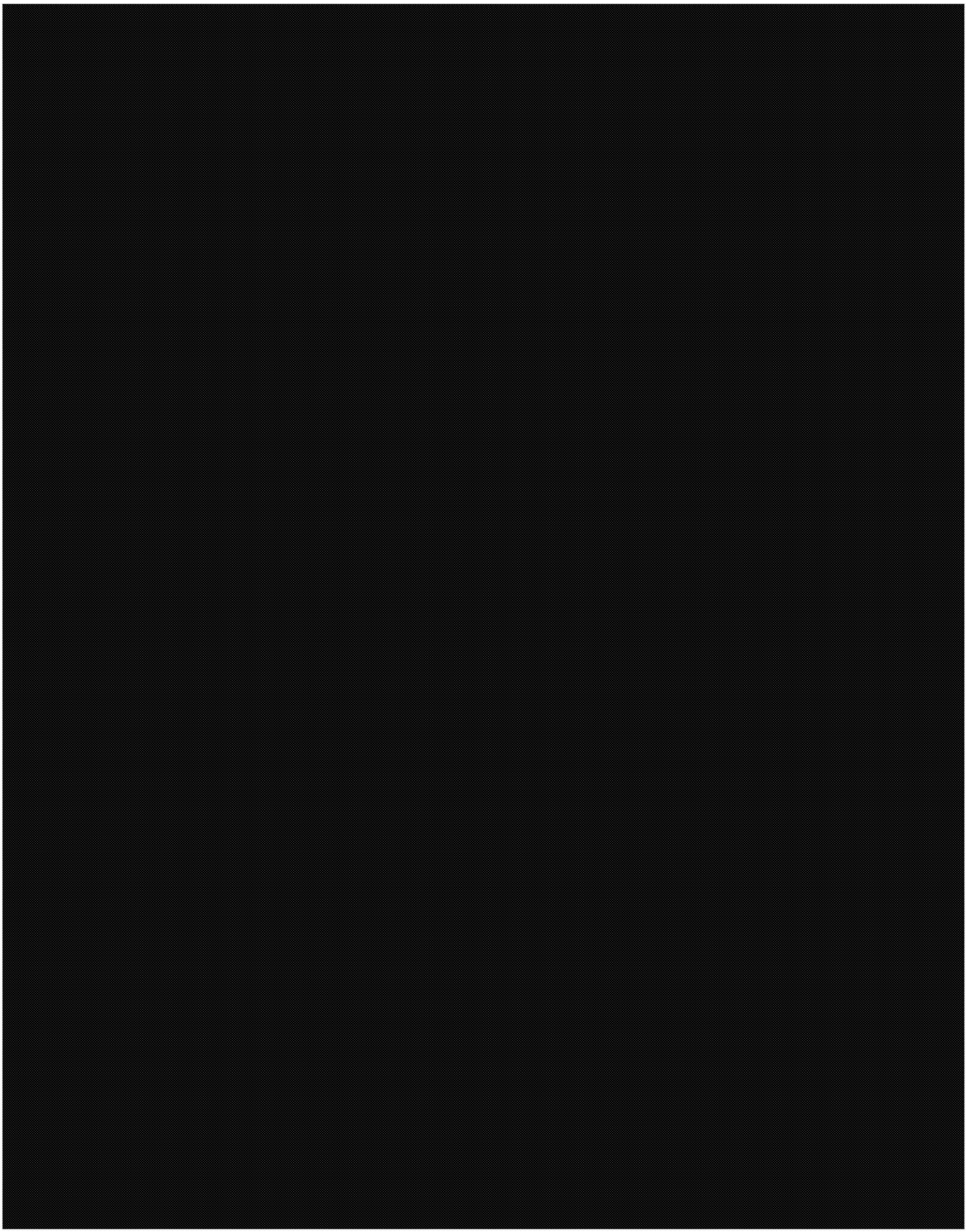

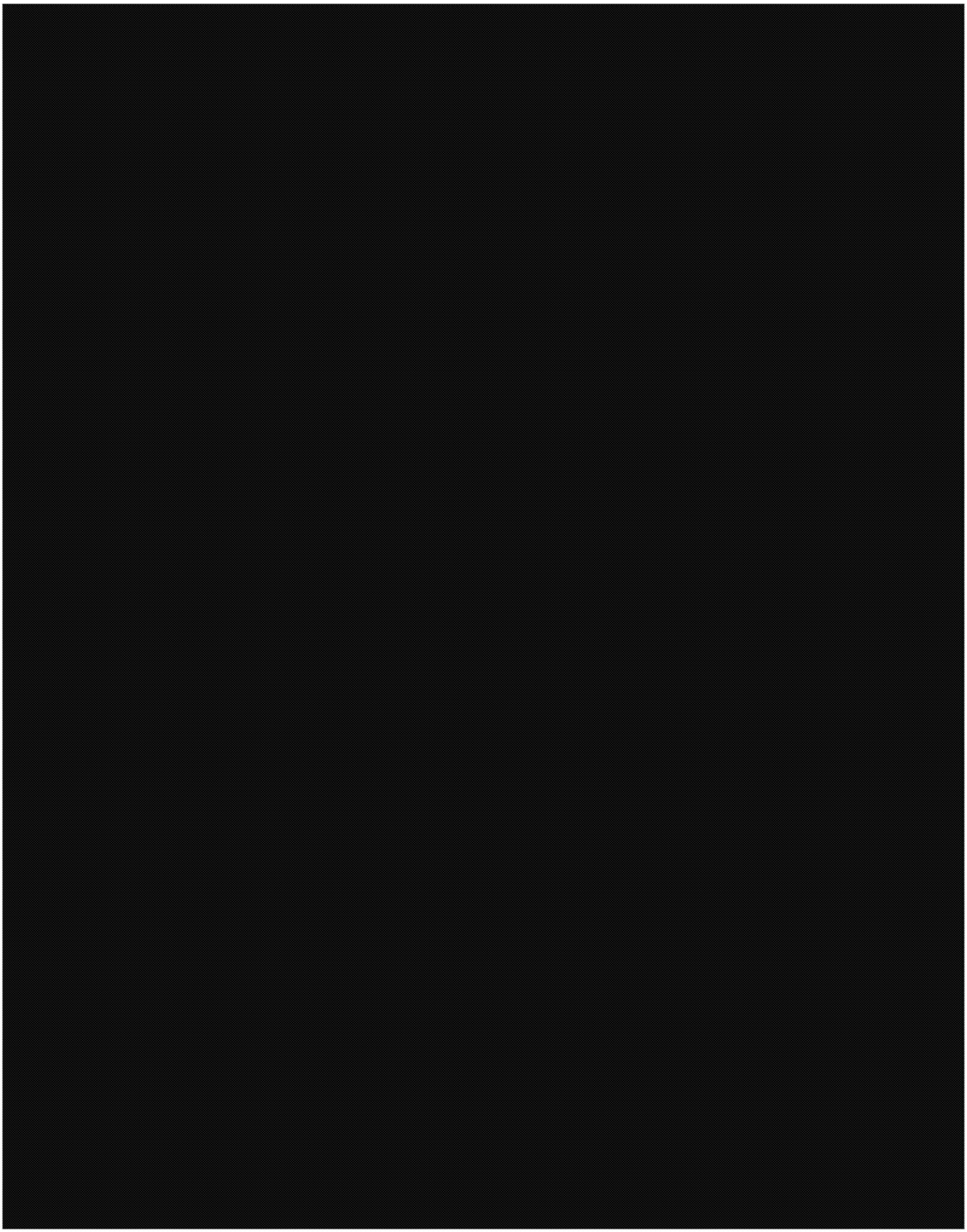

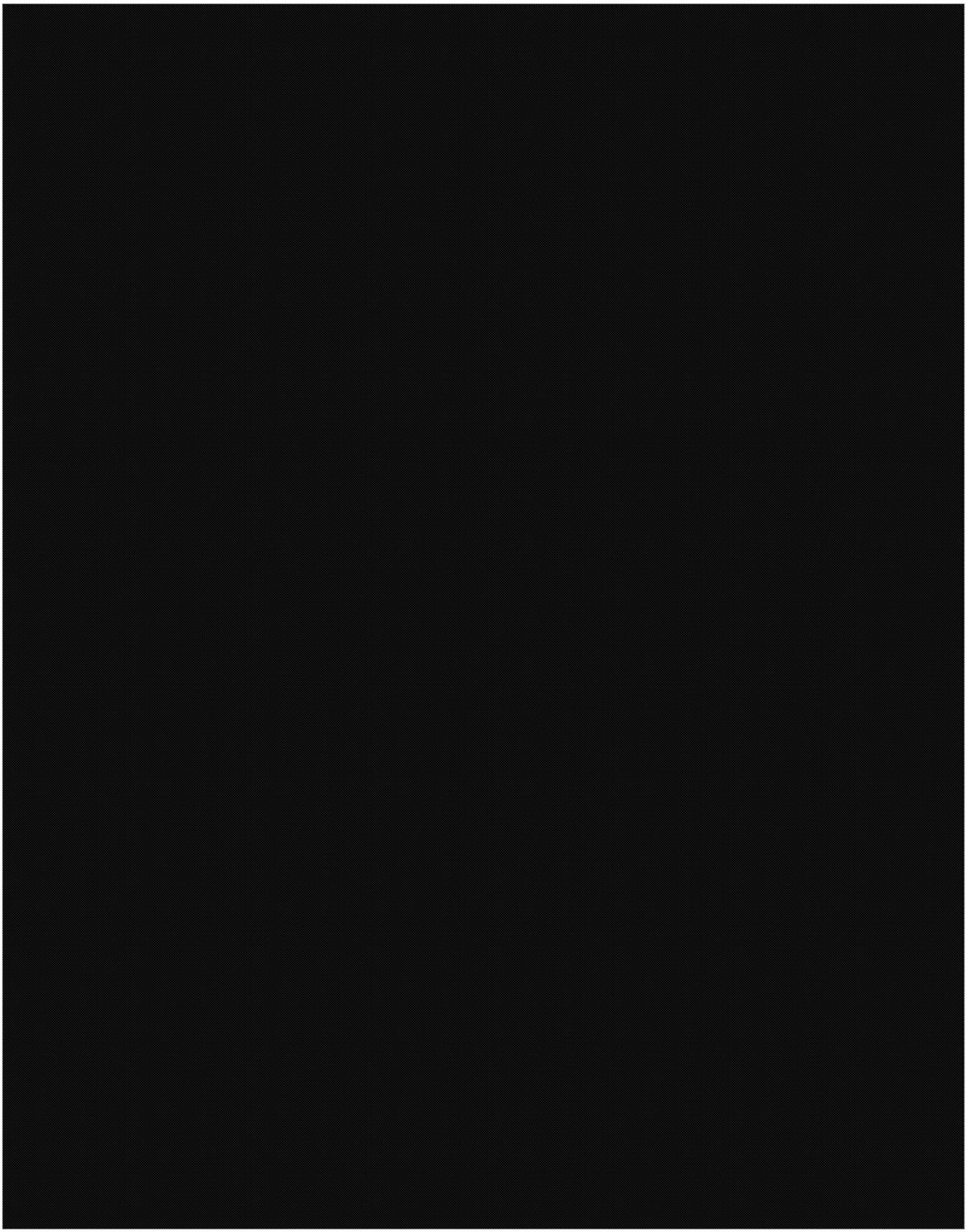

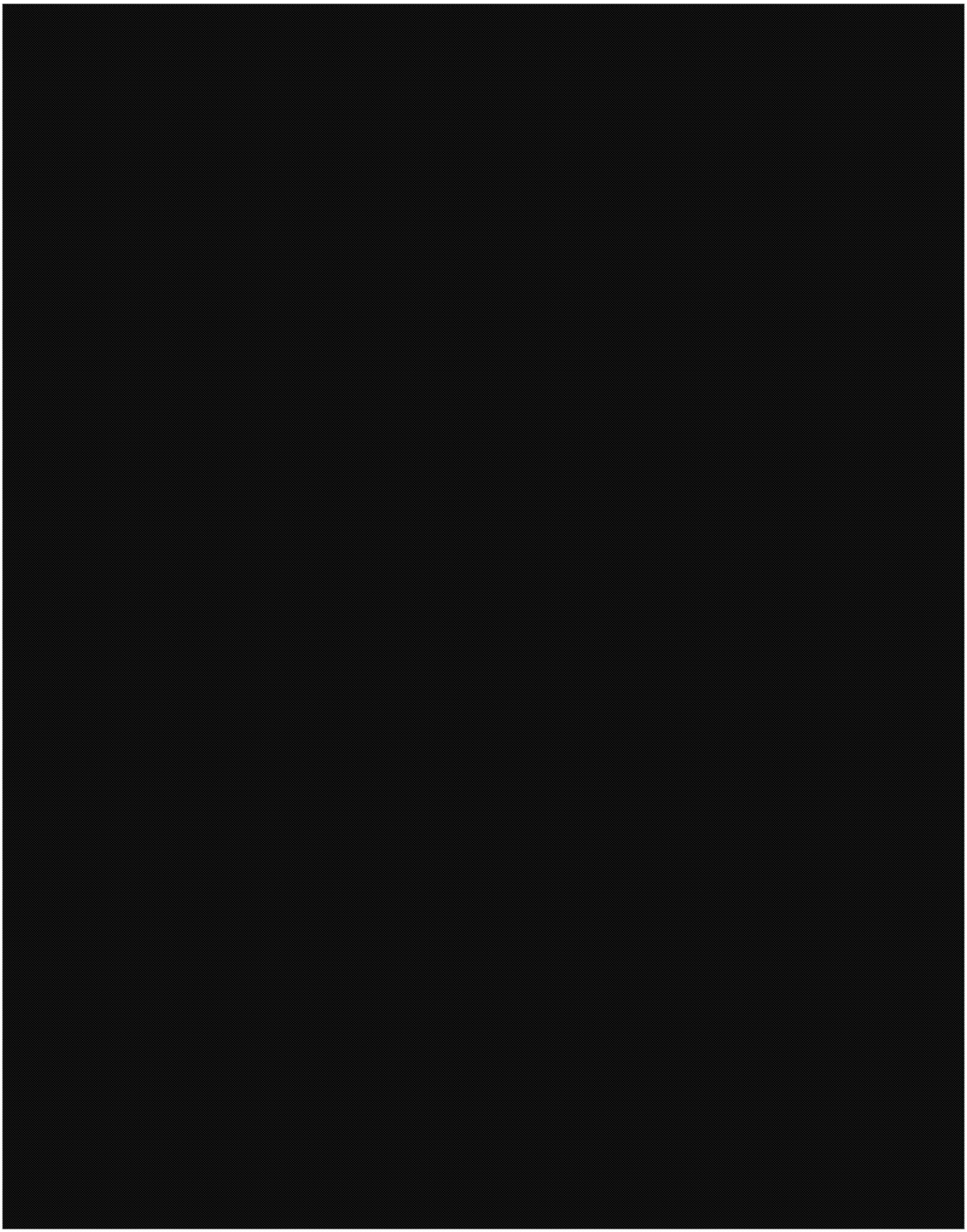

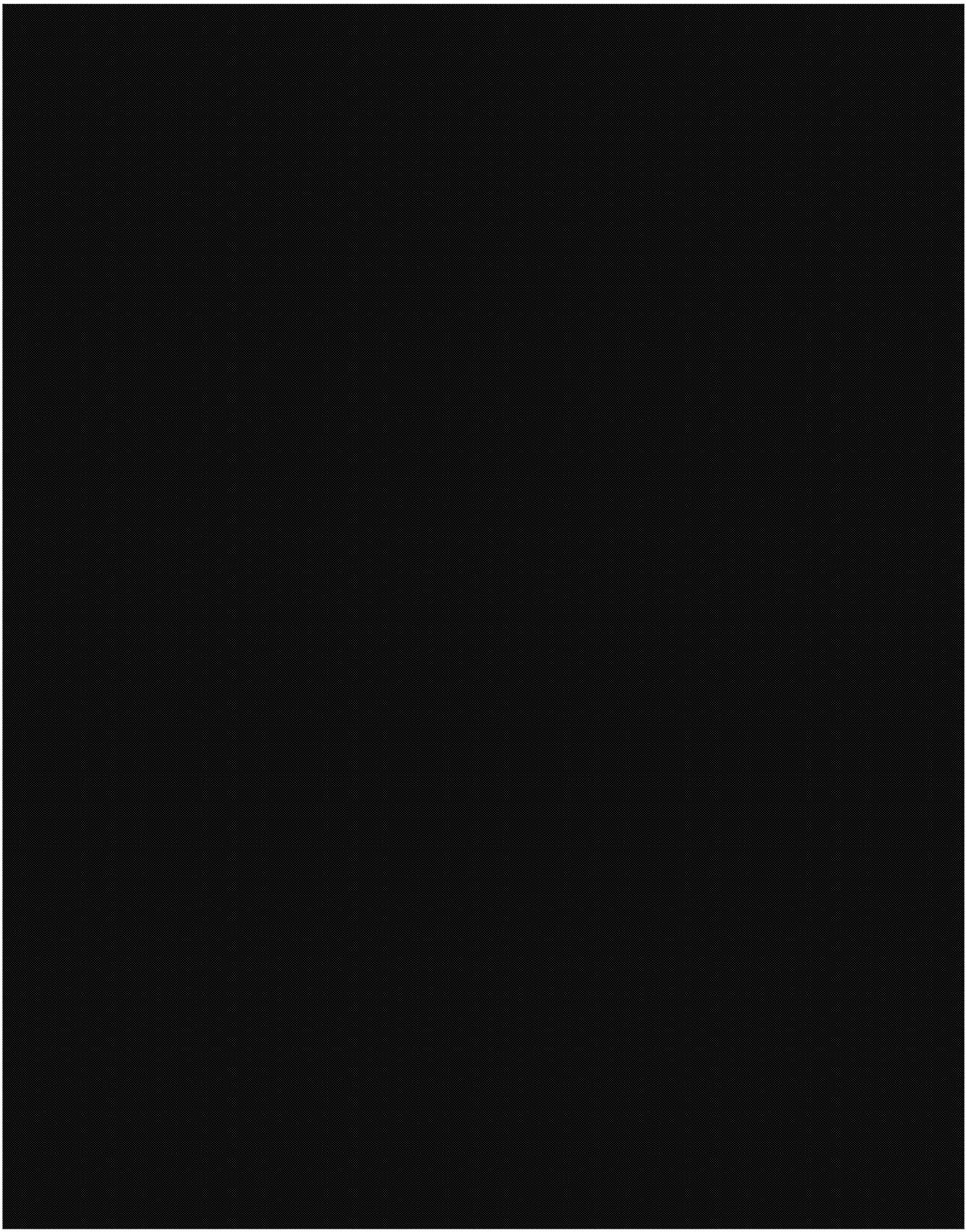

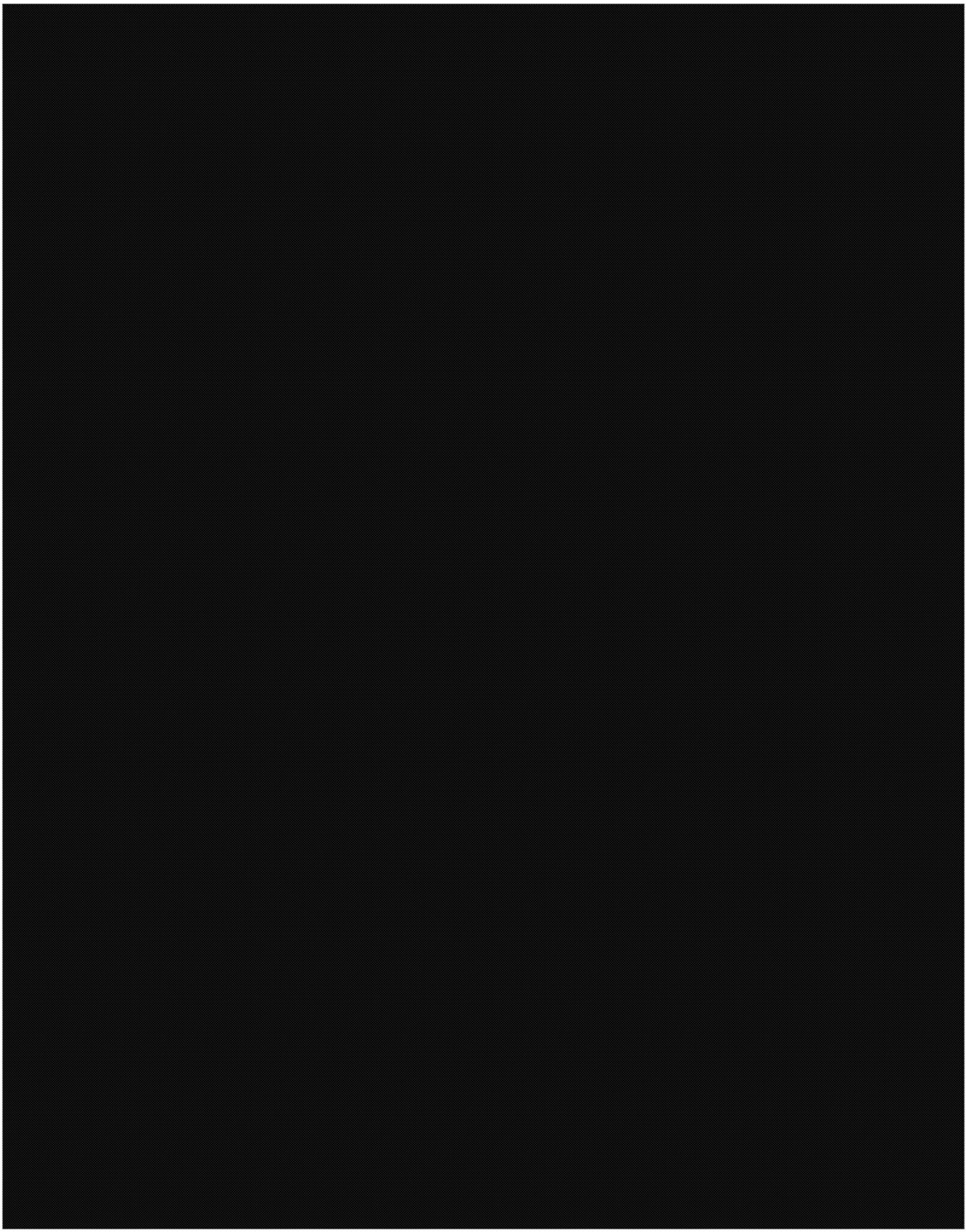

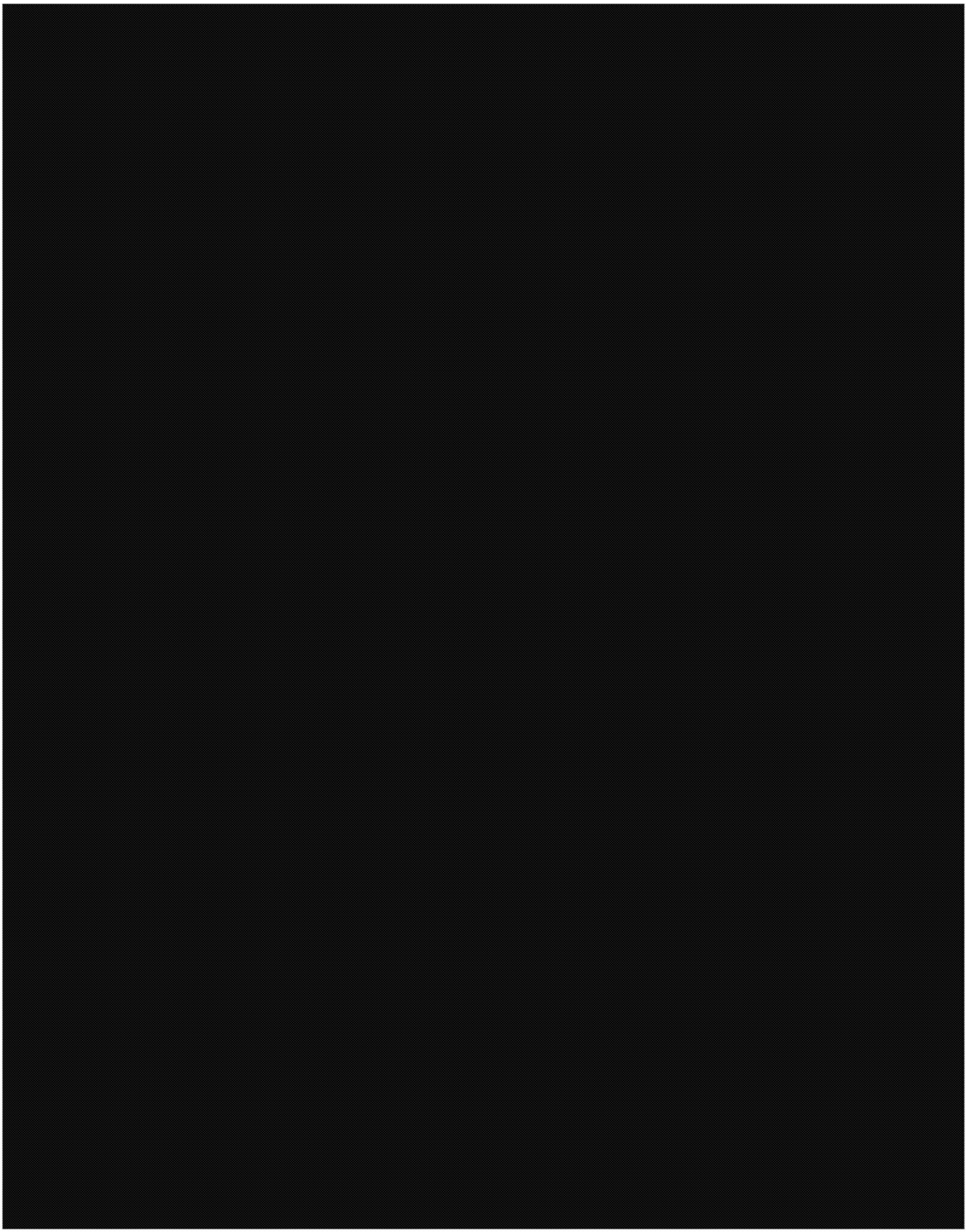

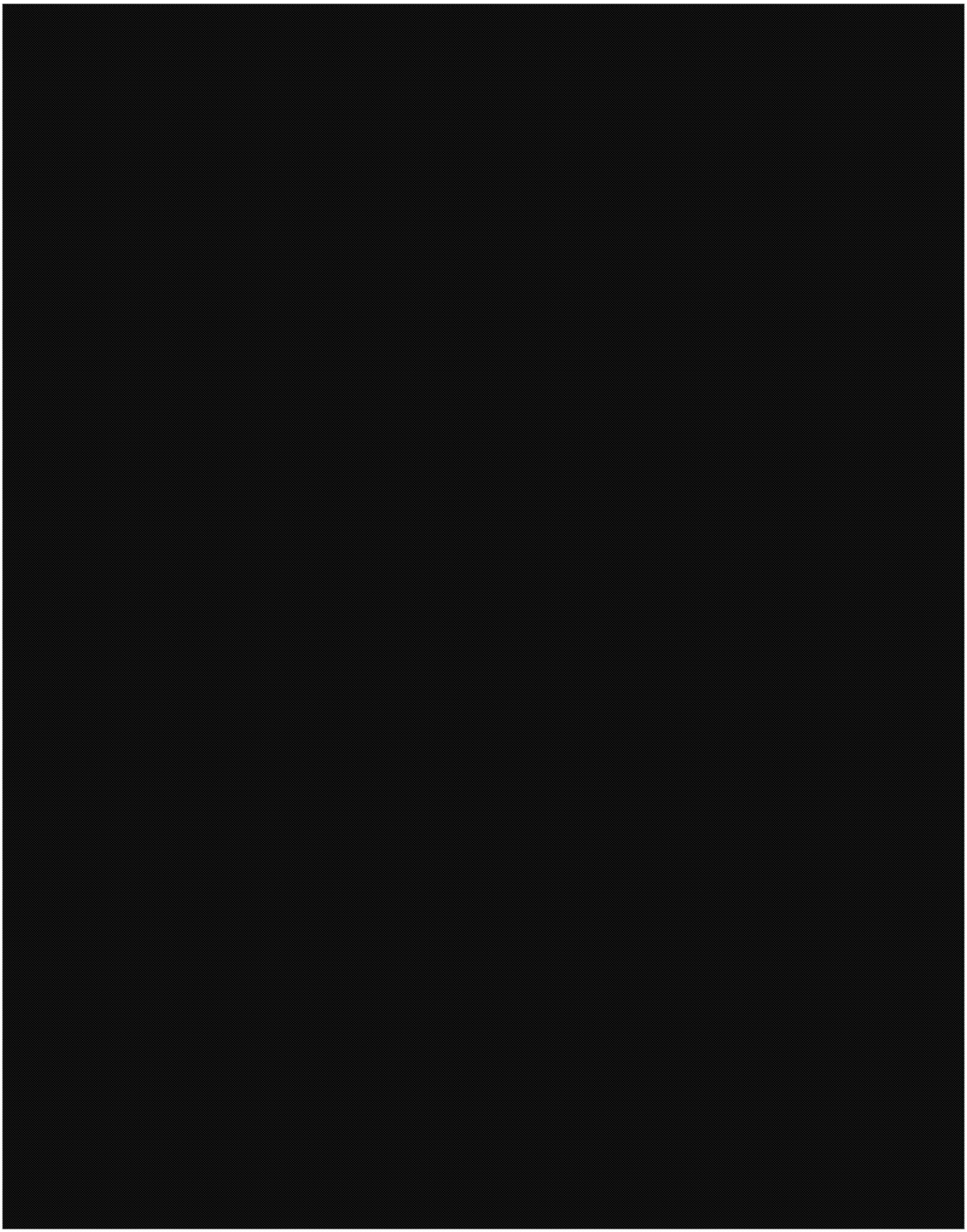

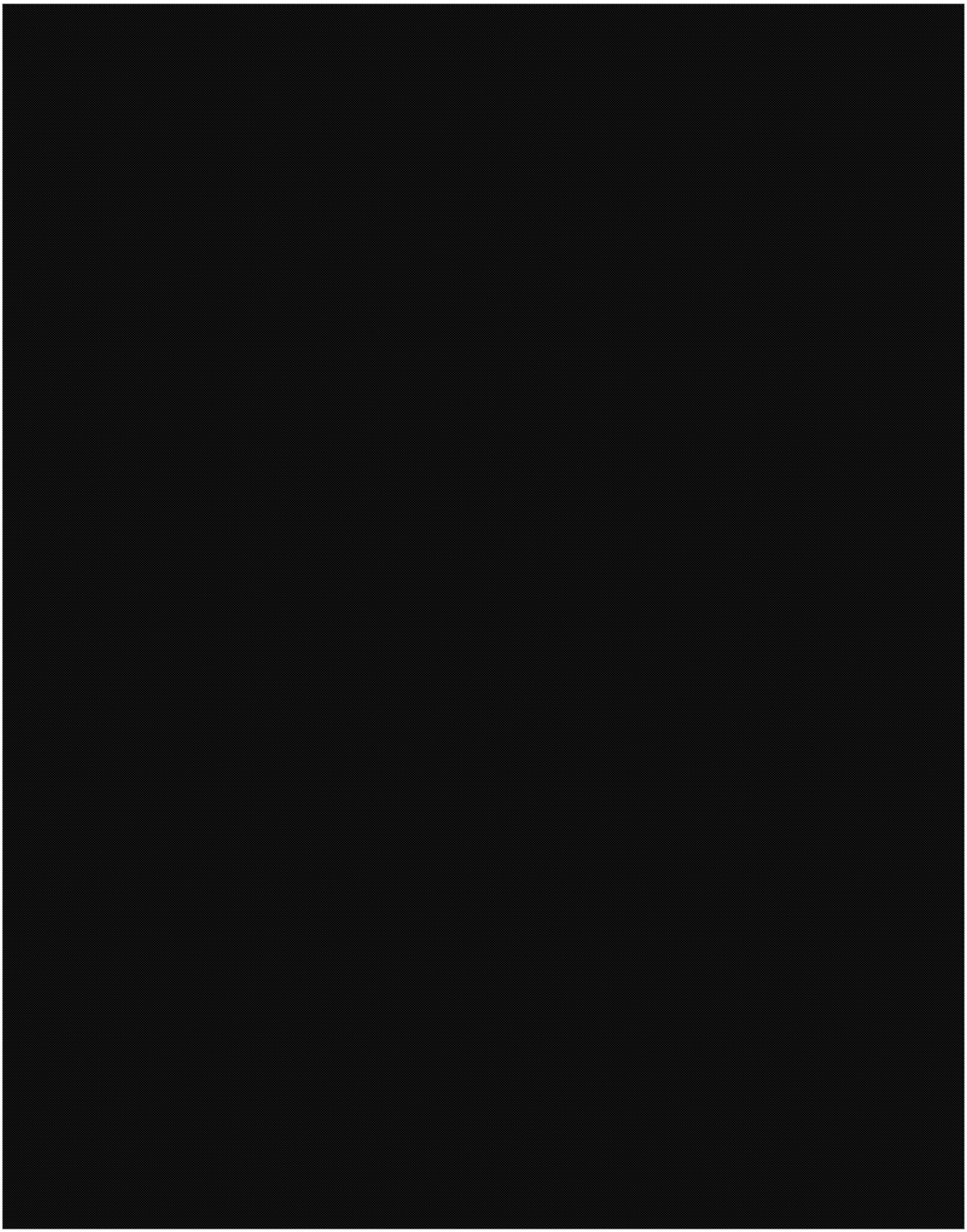

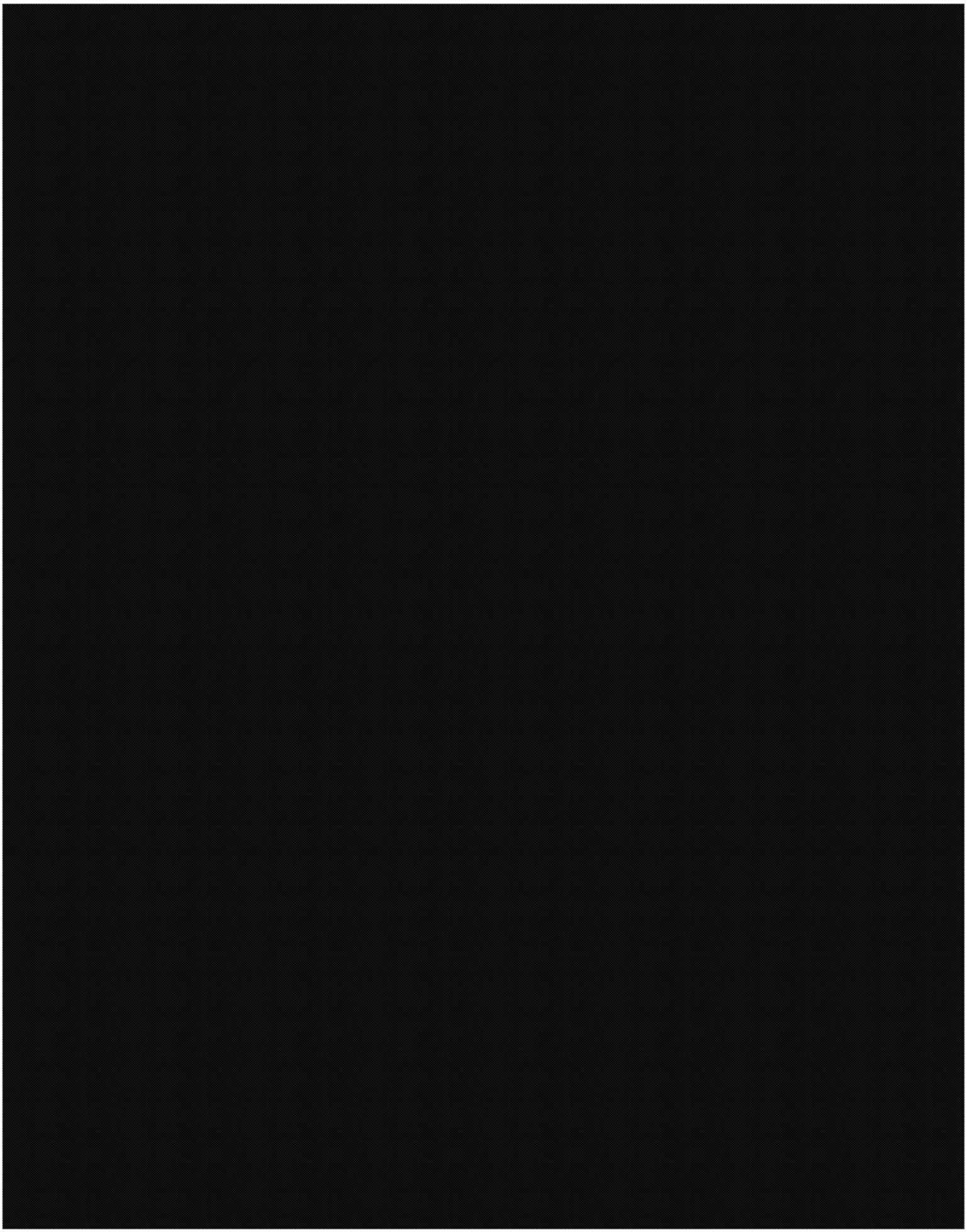

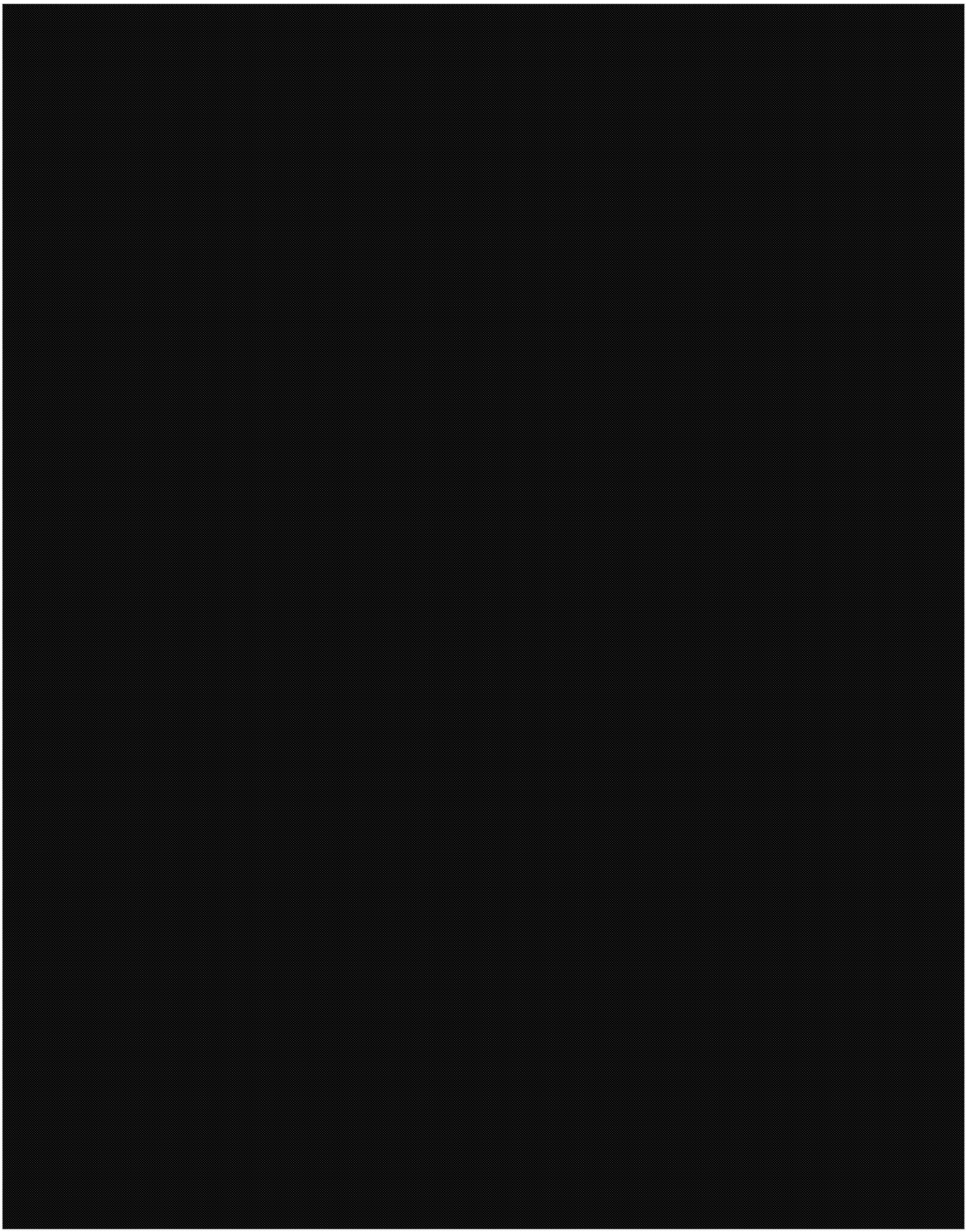

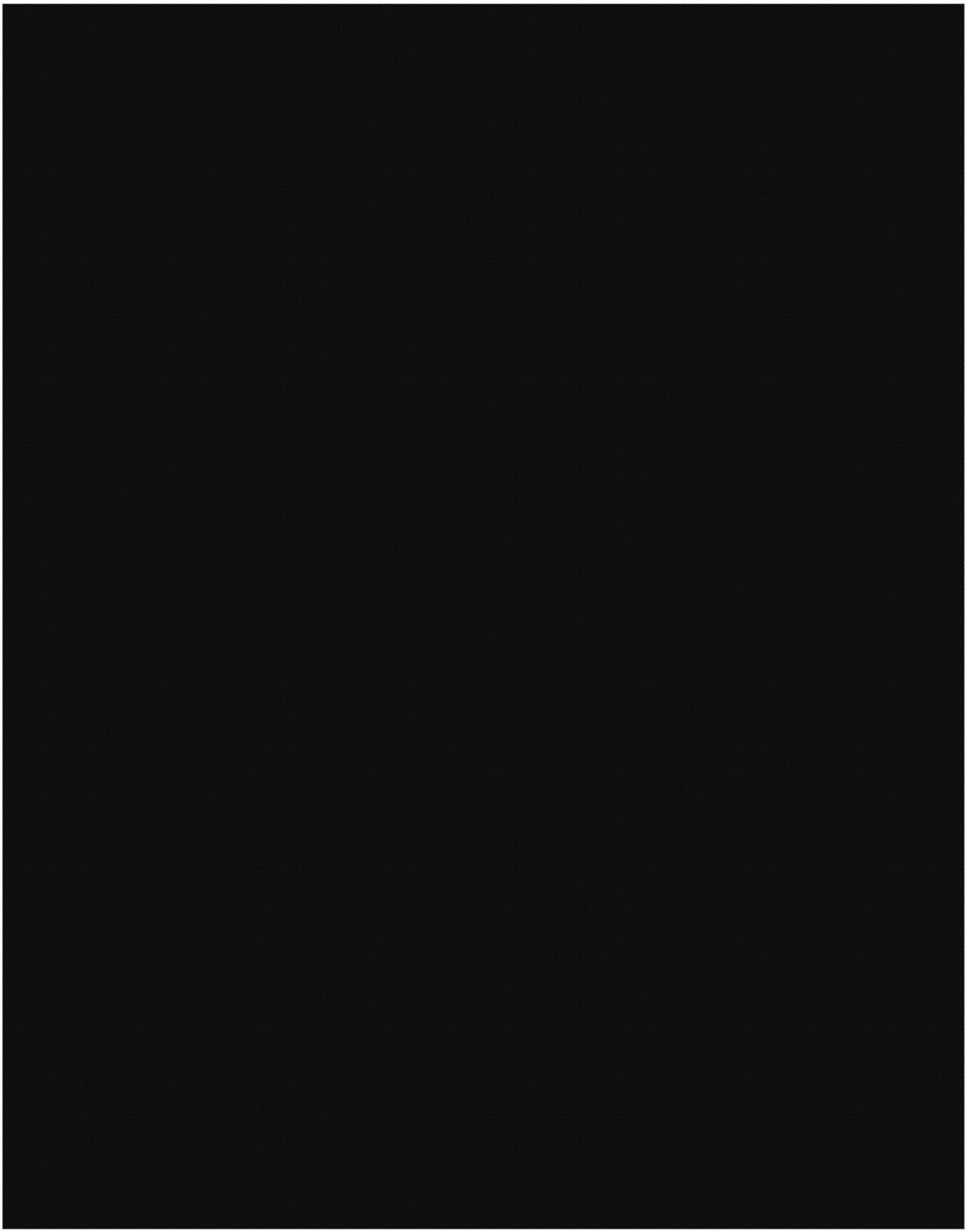

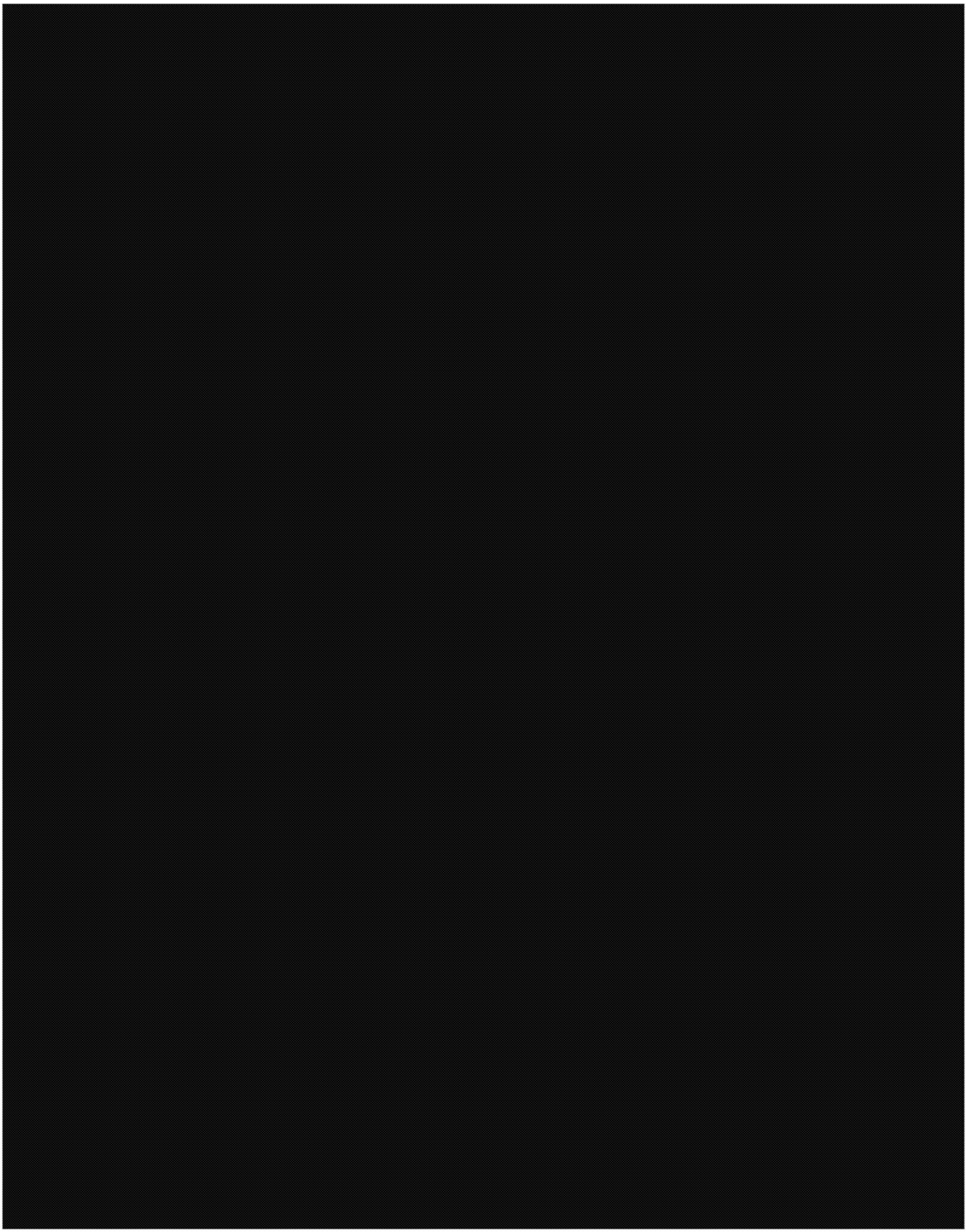

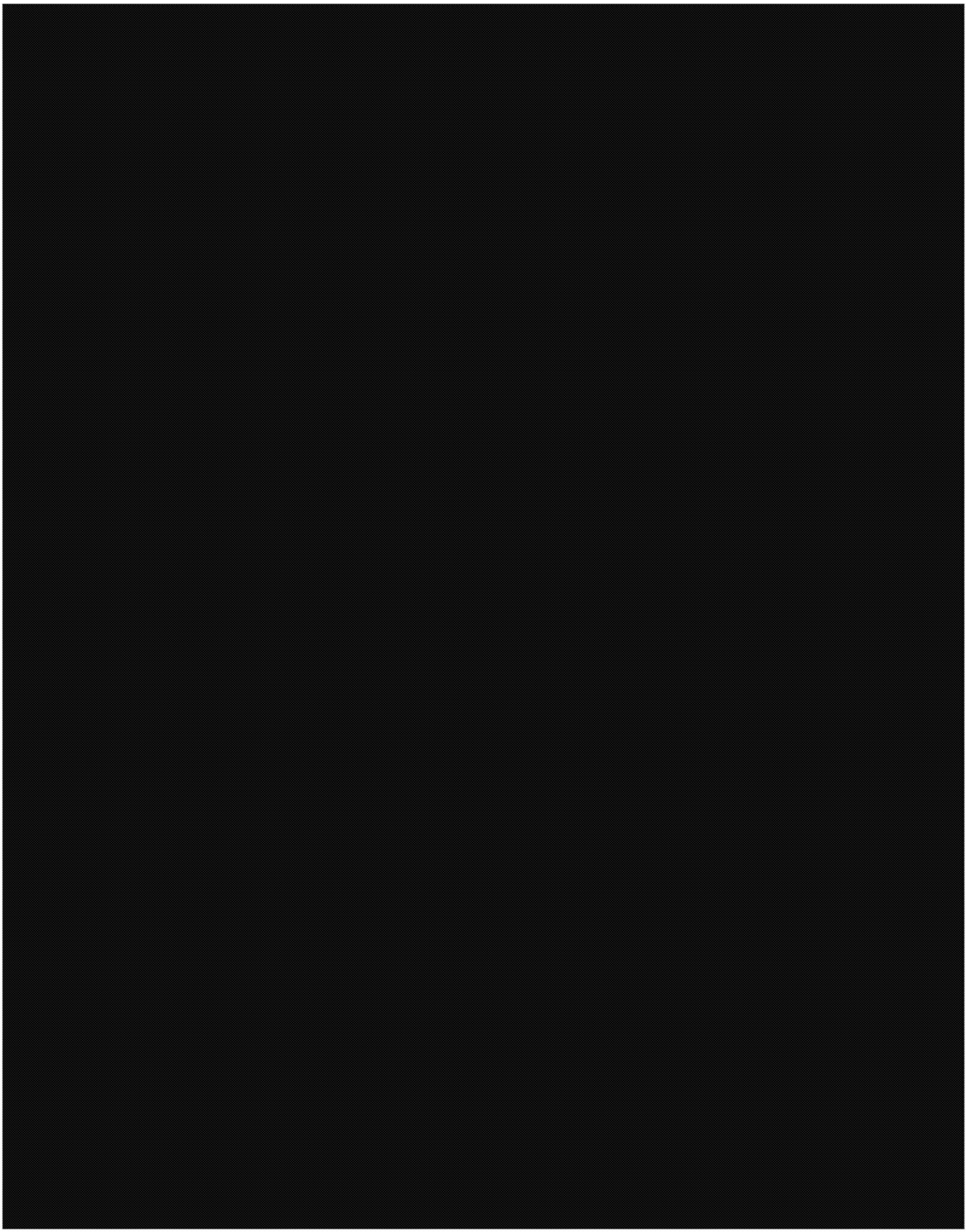

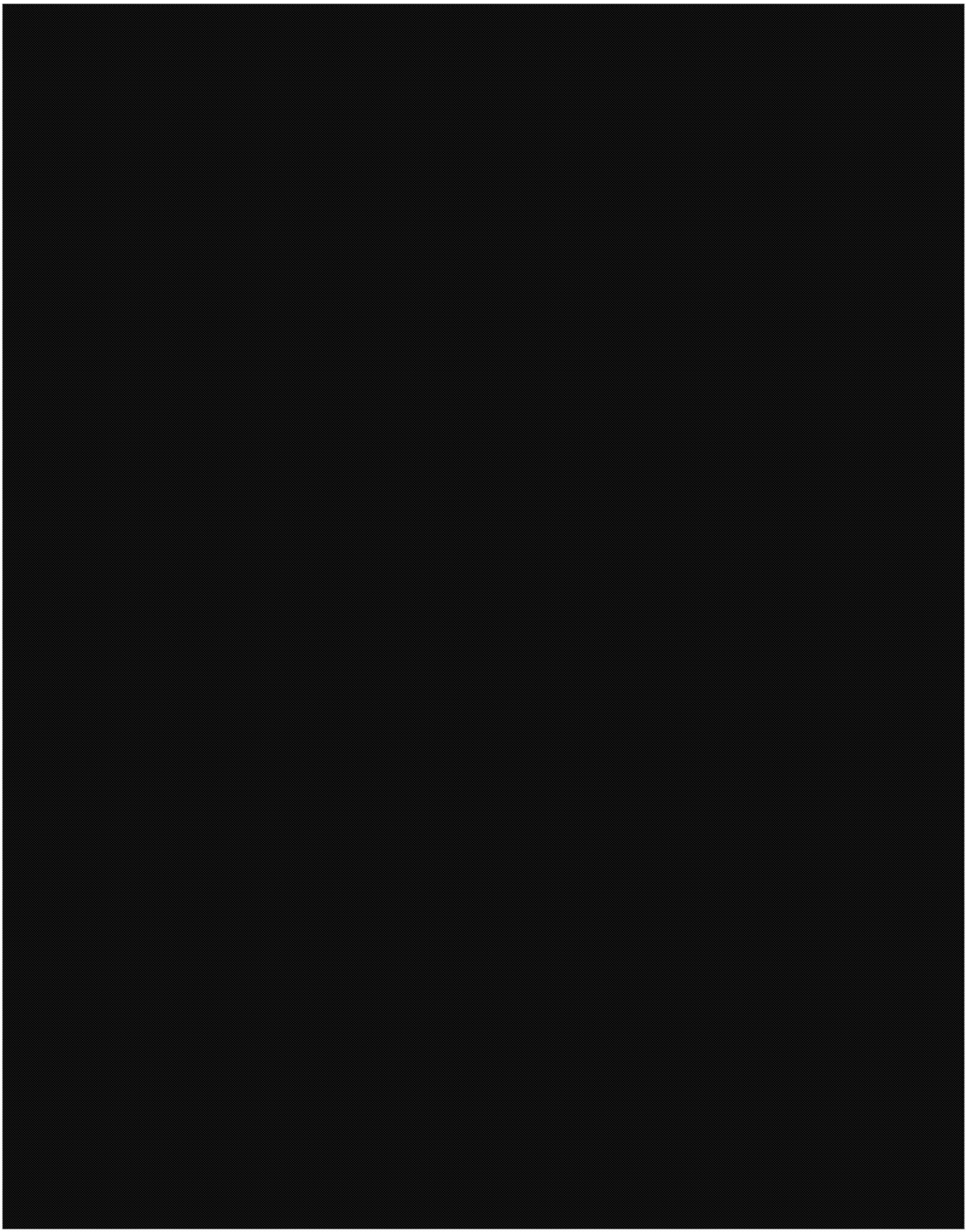

From: Buckrop, Daniel (D.) [dbuckrop@ford.com]
Sent: 9/15/2022 2:43:04 PM
To: Buckrop, Daniel (D.) [dbuckrop@ford.com]
Subject: RE: TT P703R cluster items

Daniel Buckrop
P703 2.7L/3.0L GTDI Calibration
dbuckrop@ford.com
[redacted]

From: Tiu, Nickie (N.) <ntiu@ford.com>
Sent: Sunday, June 19, 2022 21:38
To: Buckrop, Daniel (D.) <dbuckrop@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Perini, Rob (R.M.) <rperini@ford.com>; Mueller, Heidi (H.A.) <hmuelle6@ford.com>; Laleman, Mark (M.R.) <mlaleman@ford.com>; Potluri, Sai (S.) <spotlur3@ford.com>
Cc: Gangemi, Daniel (D.) <dgangemi@ford.com>; Amidi, Mehrnaz (A.) <AMEHRNAZ@ford.com>; Khan, Aaron (A.) <akhan117@ford.com>; Tanios, Tyson (T.) <ttanios@ford.com>; Weisend, Logan (L.) <lweisend@ford.com>
Subject: RE: TT P703R cluster items

Apologies I hit the send button to quick...
Please let me know if you guys are OK with this or if you want me to modify anything else?

Otherwise we will align this with the Service Team to get it published by end of this week...

Thank you!

Regards,

Nickie Tiu
Driver Control Engineer
Electrical, Electronics Systems Engineering
Ford Motor Company of Australia Pty Ltd
Phone: +61 3 83012616
Email: *ntiu@ford.com*

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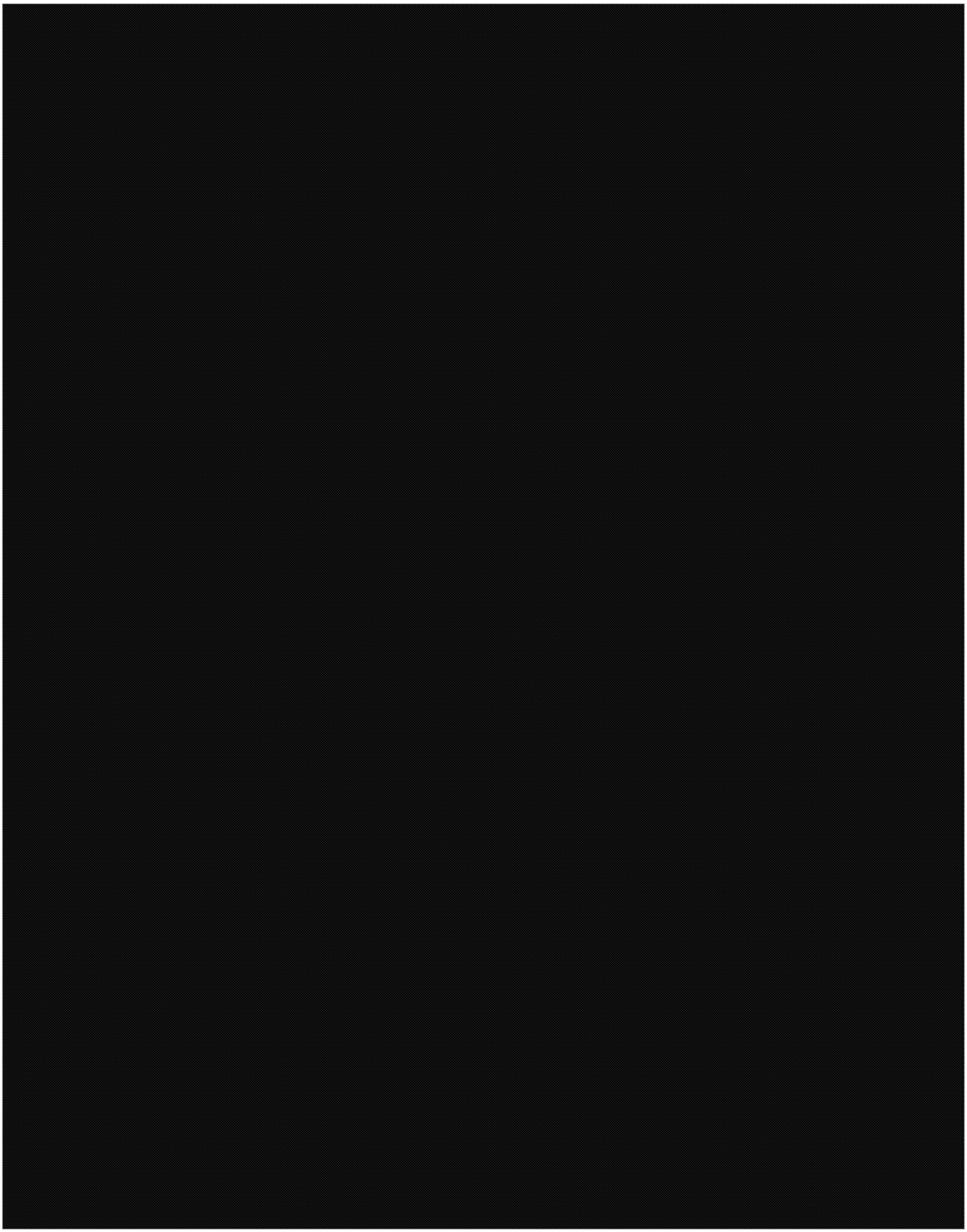
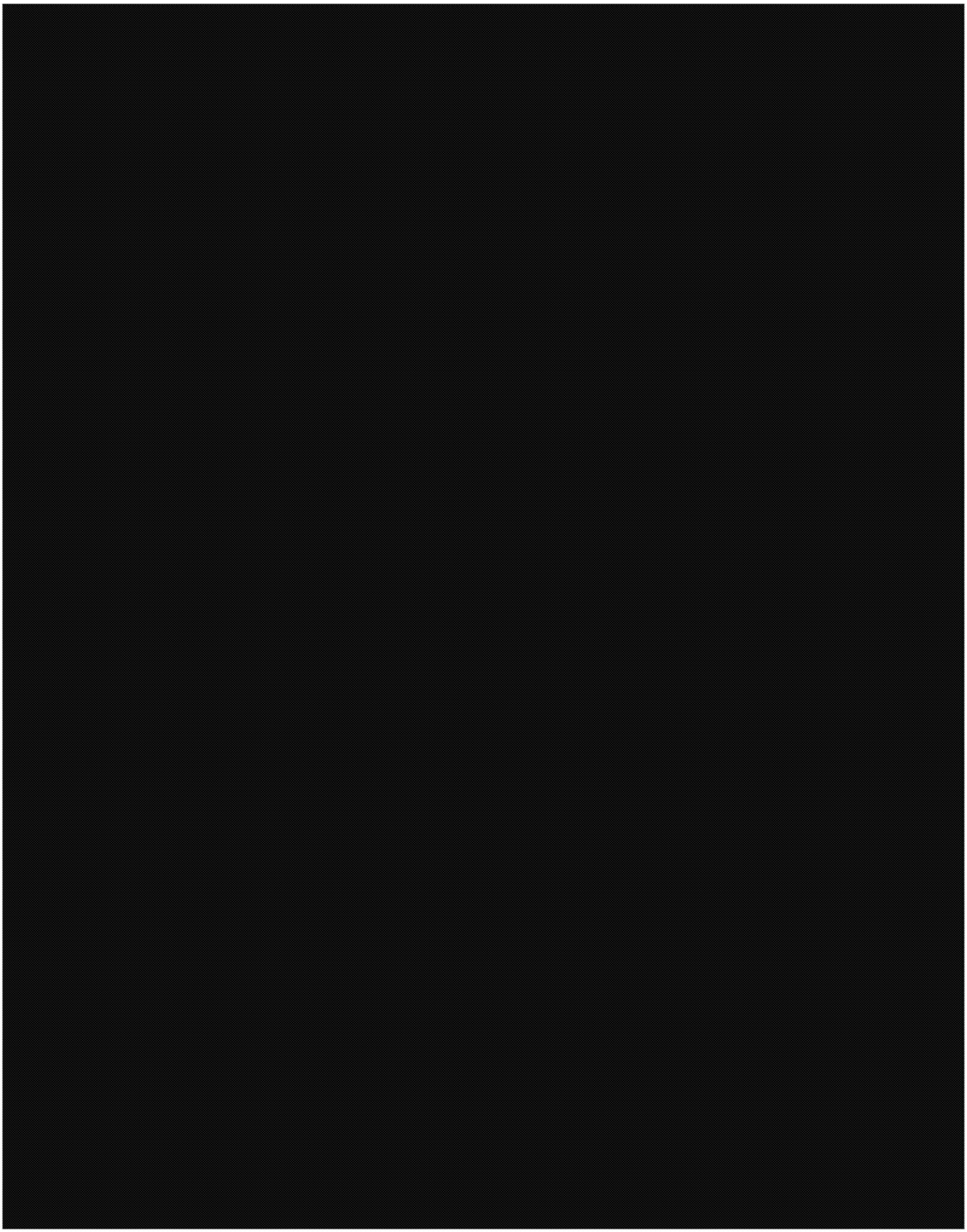
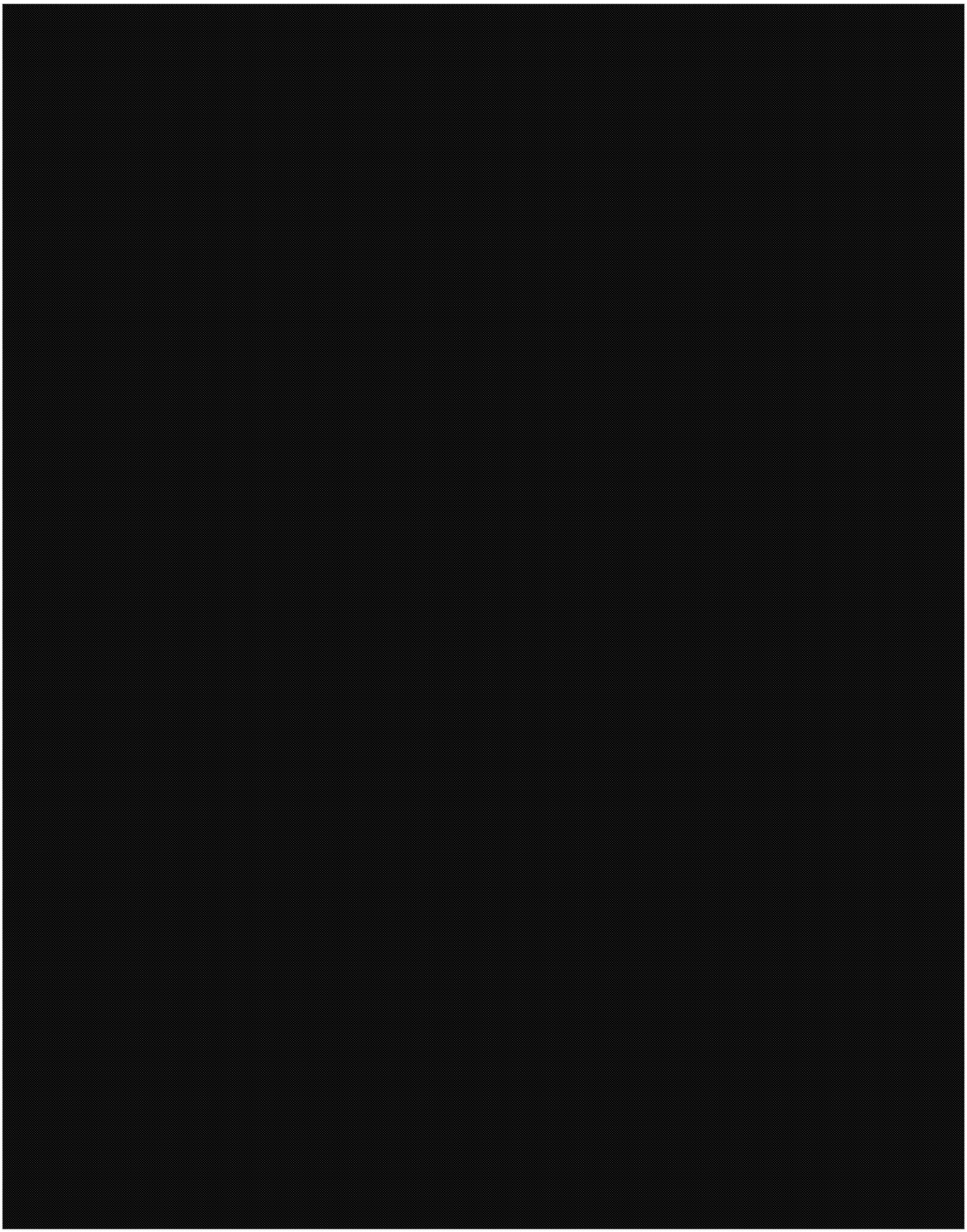
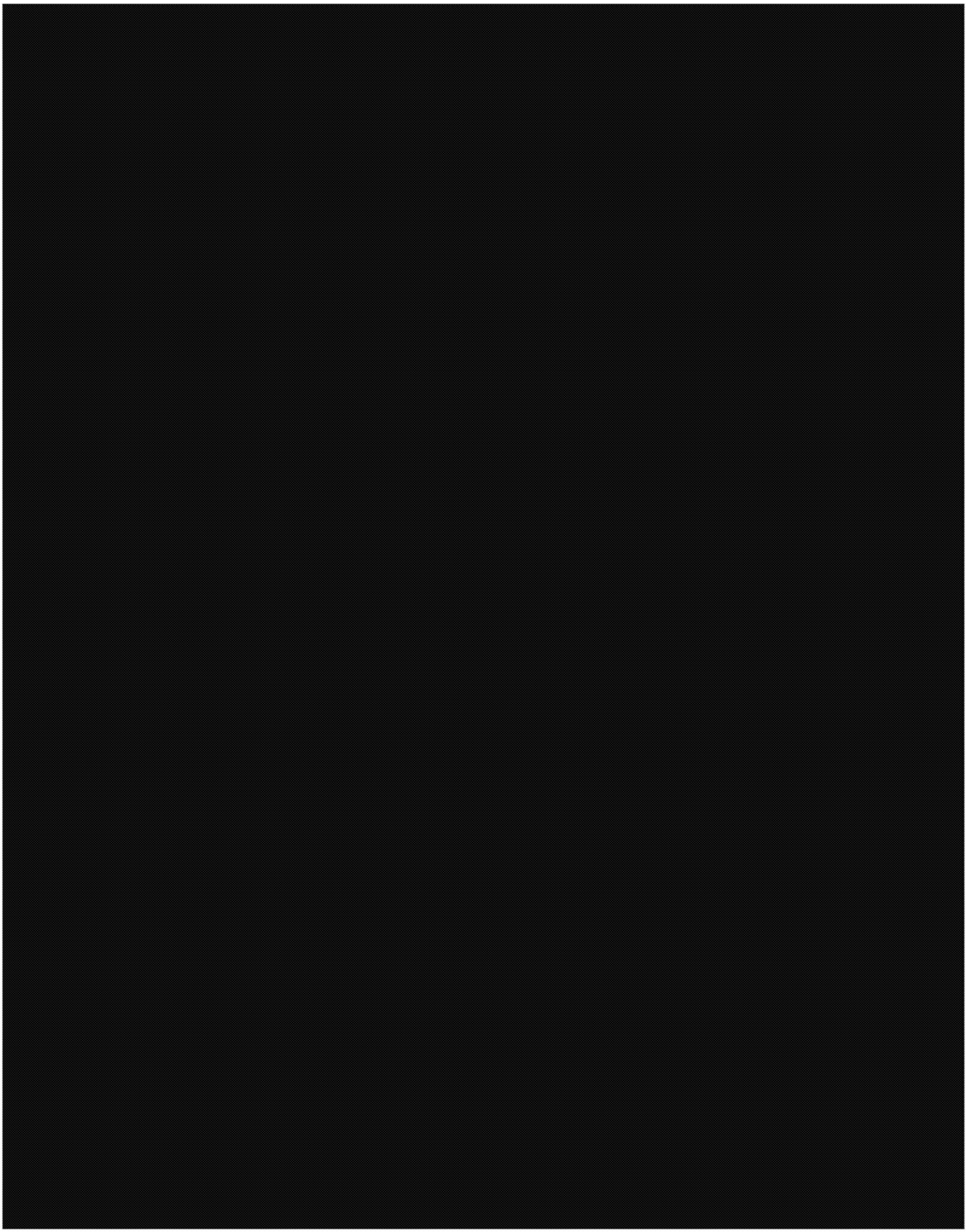
Sent: Monday, June 20, 2022 11:36 AM
To: Buckrop, Daniel (D.) <dbuckrop@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Perini, Rob (R.M.) <rperini@ford.com>; Mueller, Heidi (H.A.) <hmuelle6@ford.com>; Laleman, Mark (M.R.) <mlaleman@ford.com>; Potluri, Sai (S.) <spotlur3@ford.com>
Cc: Gangemi, Daniel (D.) <dgangemi@ford.com>; Amidi, Mehrnaz (A.) <AMEHRNAZ@ford.com>; Khan, Aaron (A.) <akhan117@ford.com>; Tanios, Tyson (T.) <ttanios@ford.com>; Weisend, Logan (L.) <lweisend@ford.com>
Subject: RE: TT P703R cluster items

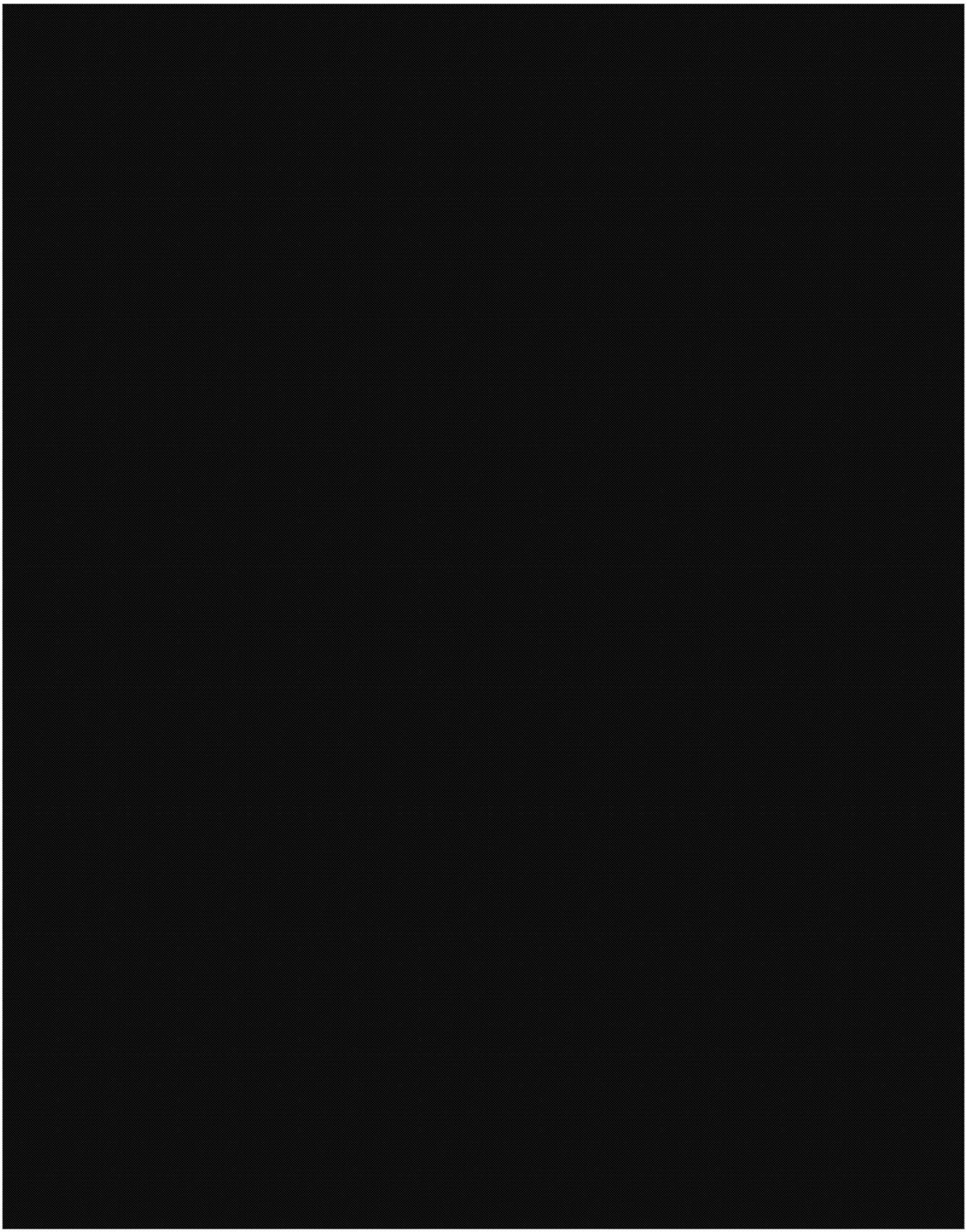
Hi All,

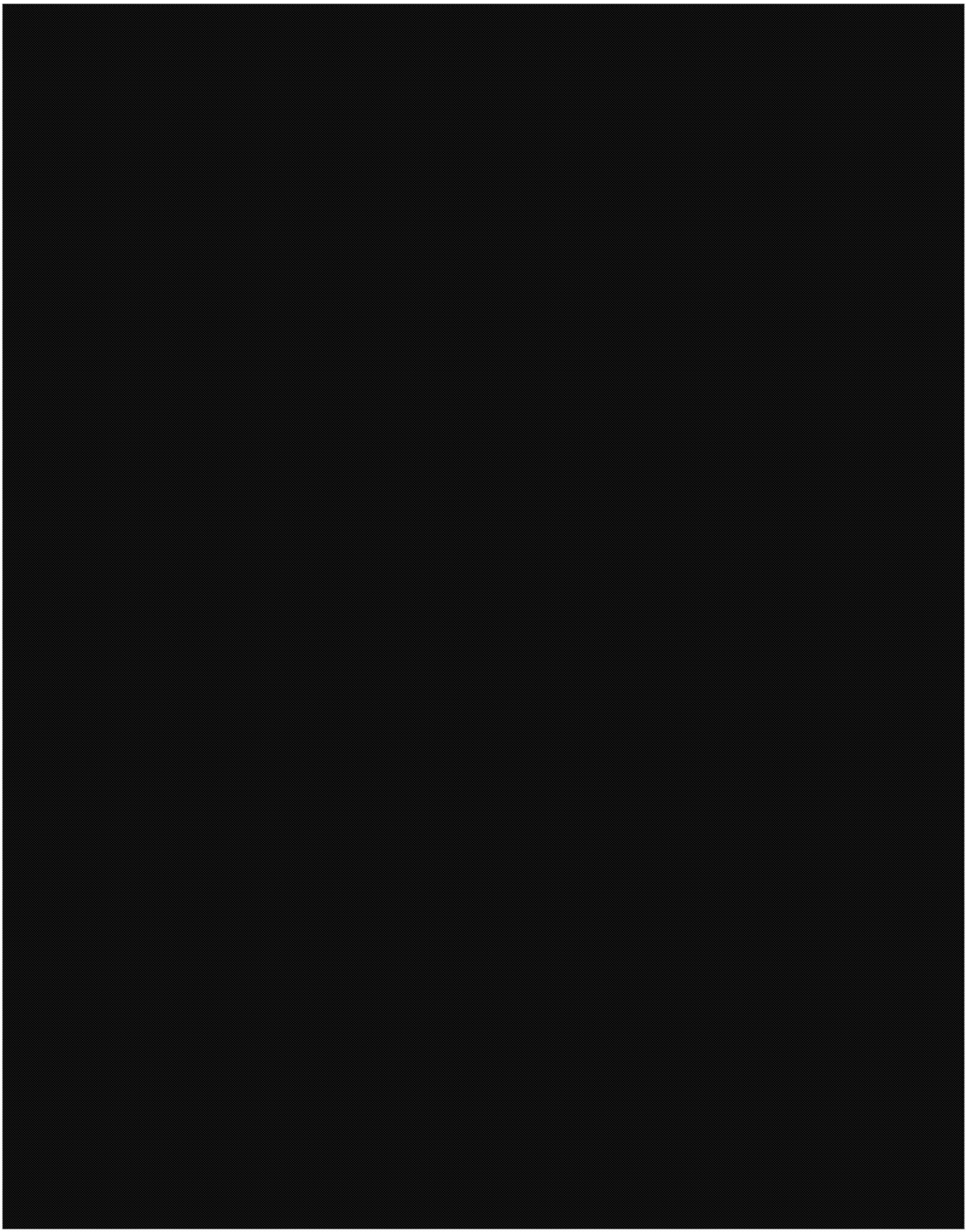


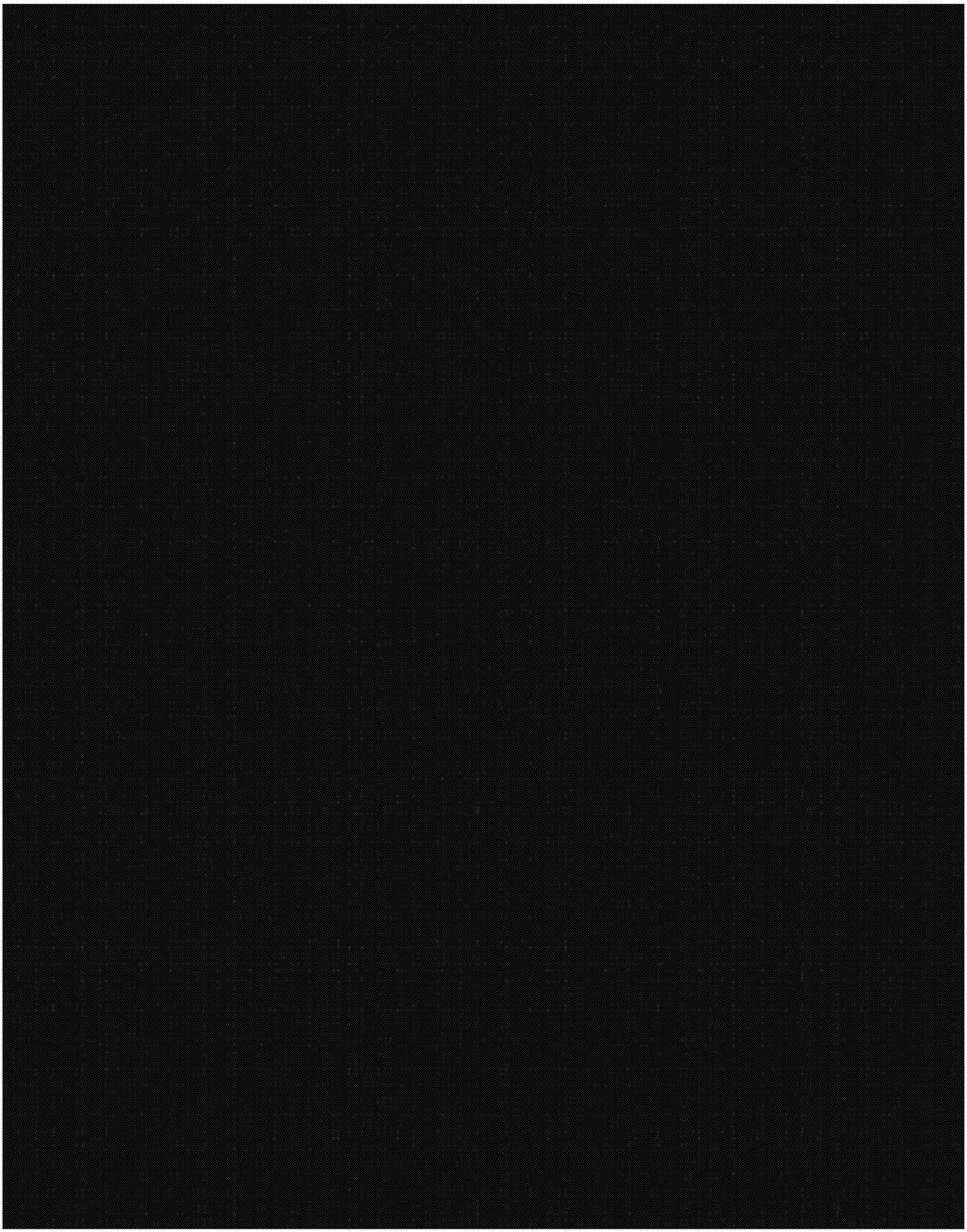


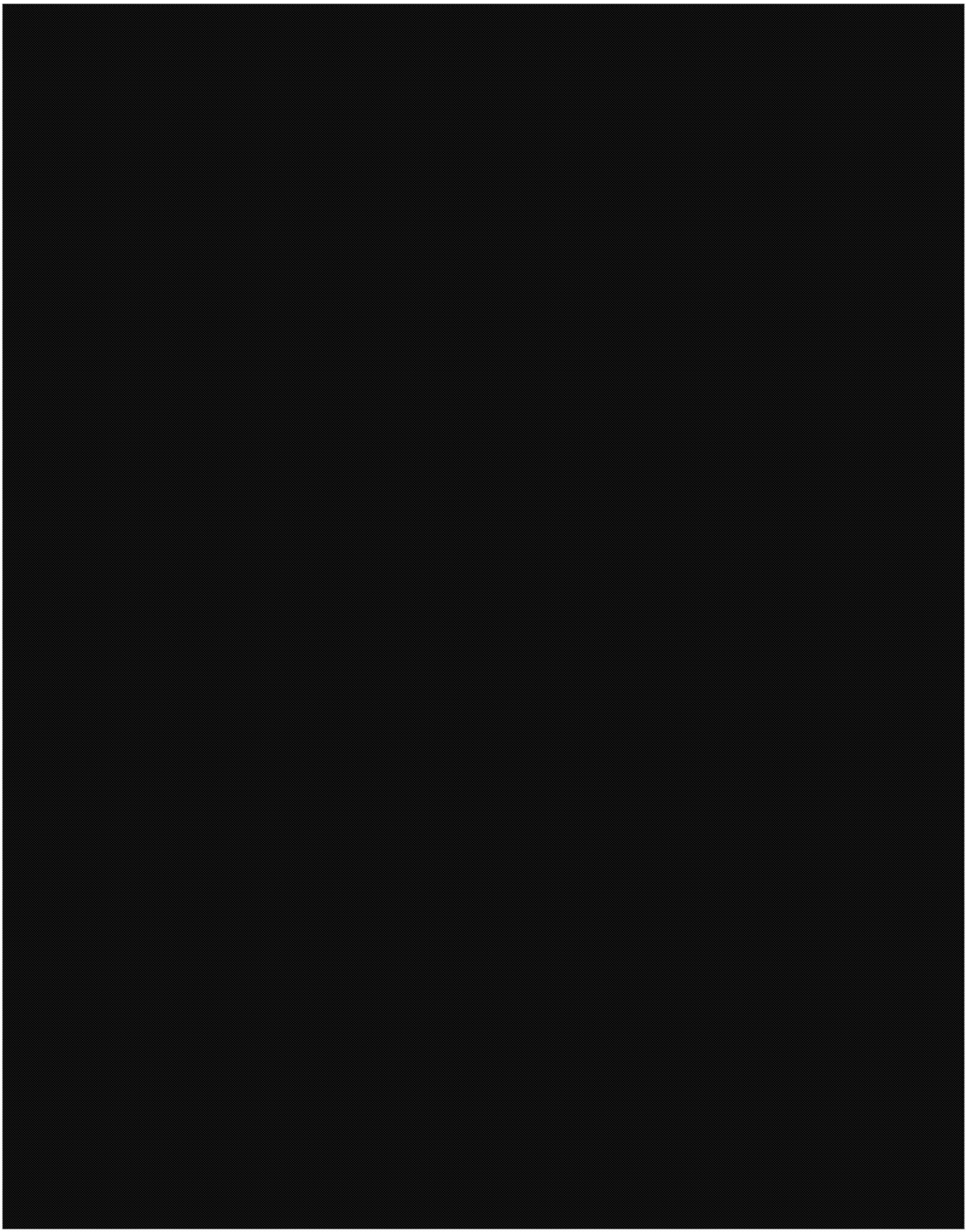


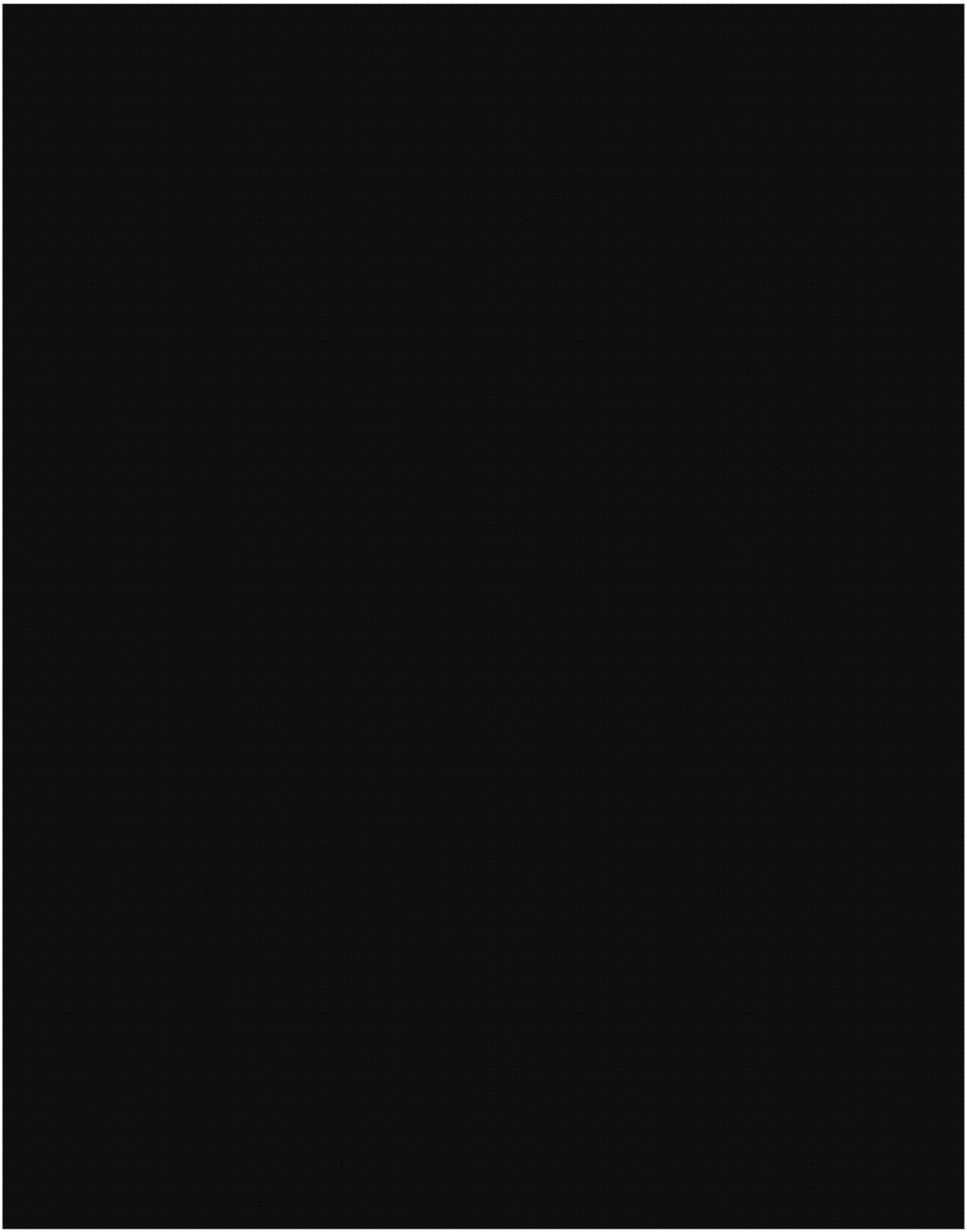


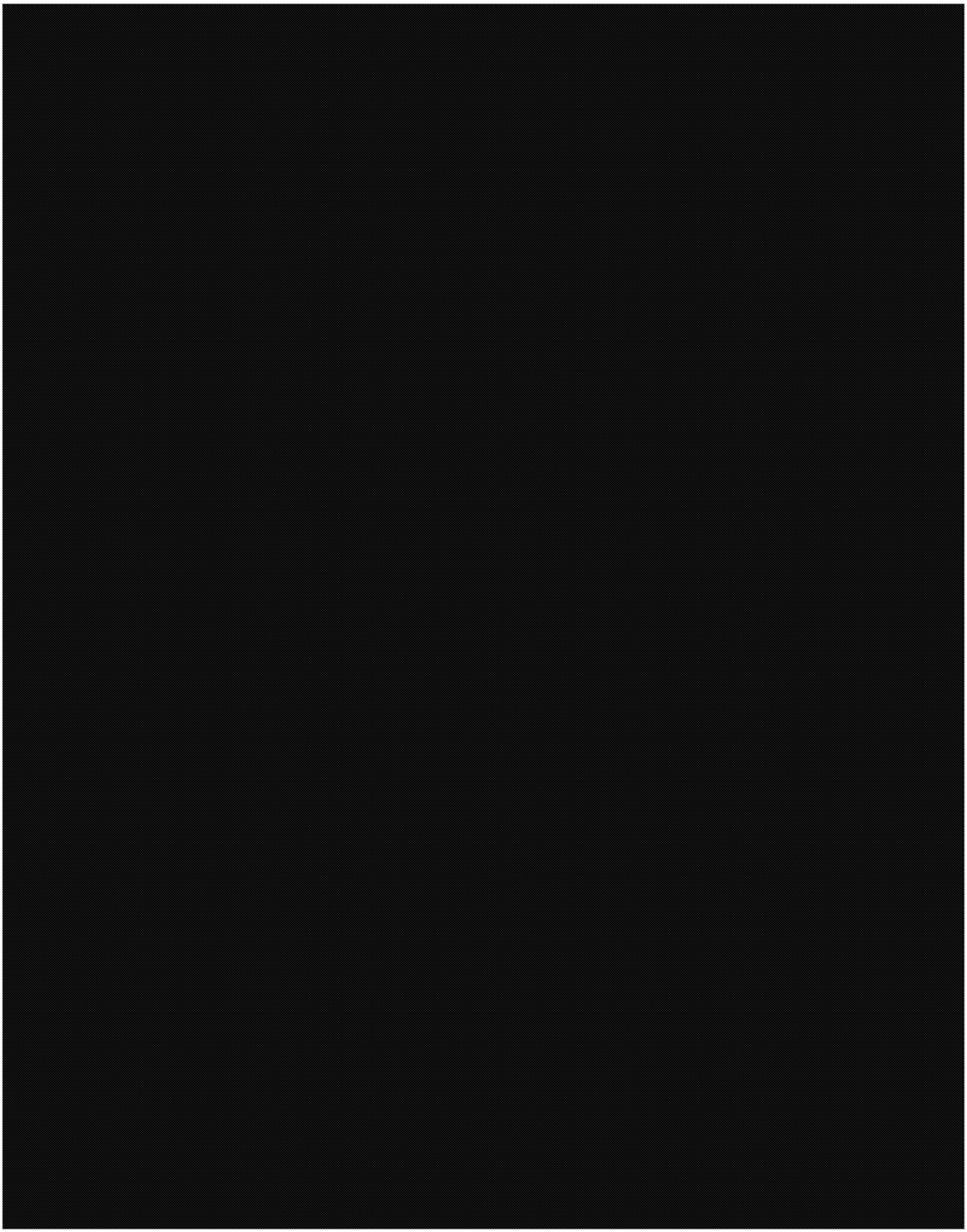


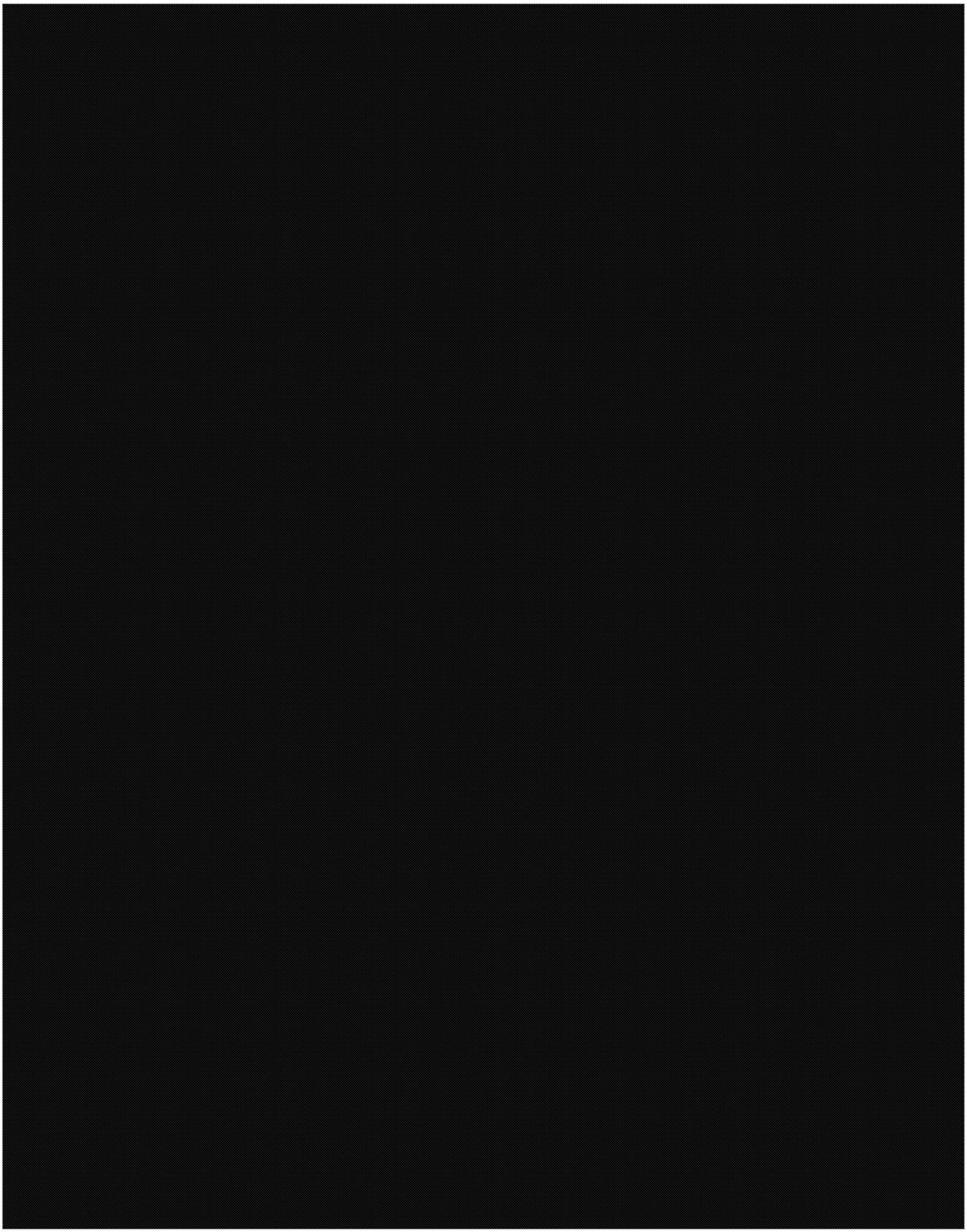


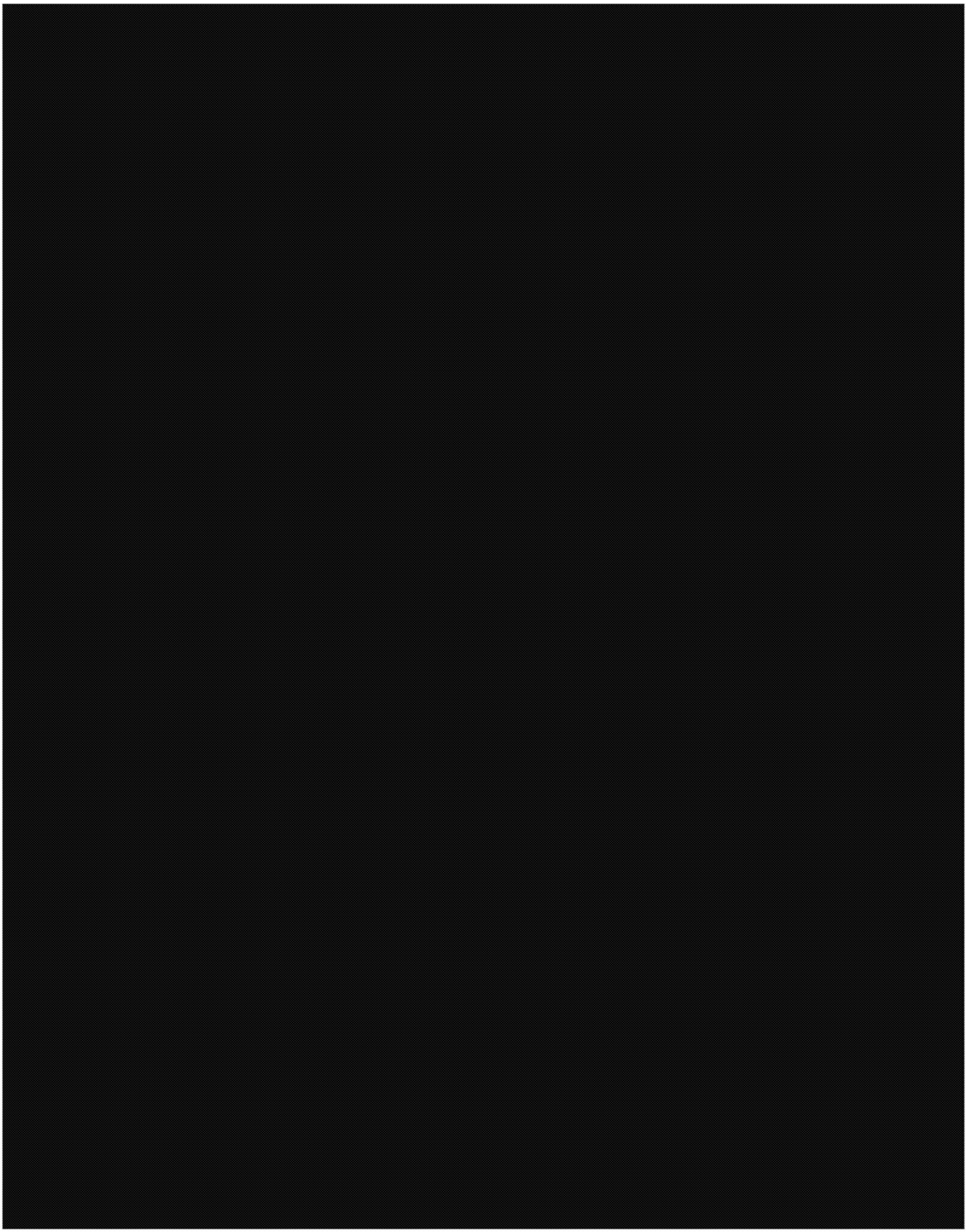












From: Laboda, Robert (R.R.) <RLABODA@ford.com>
Sent: Tuesday, February 20, 2024 3:58 PM
To: Milonski, Theodore (T.) <TMILL206@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Evenson, Karl (K.) <kevenson@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: P0463 Occurrence in 23MY U55X

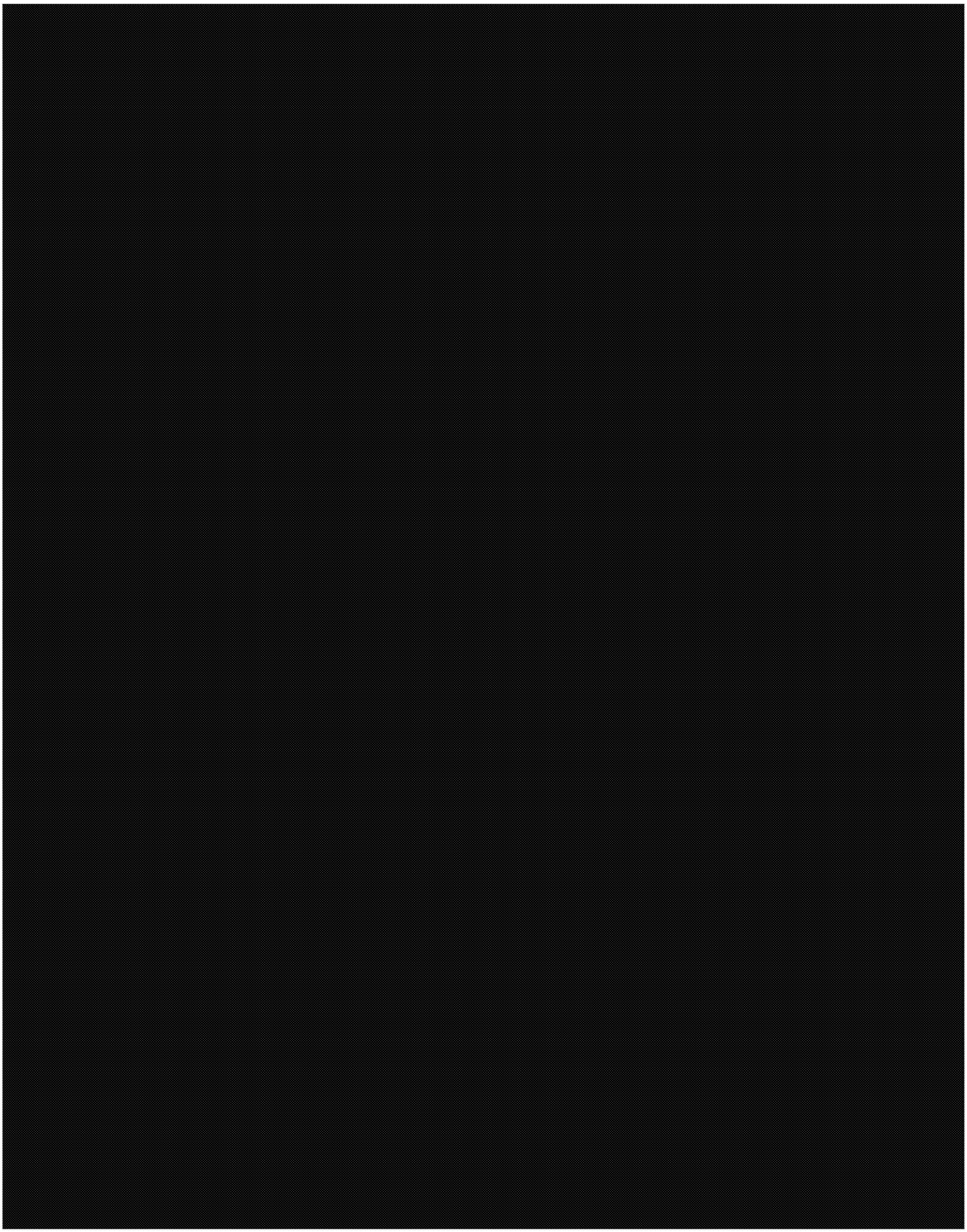
Hello Team,
Regarding the claims you sent, below are my findings:

[redacted] we did receive back two (2) FDM's from this claim so I will check on the return part analysis.
[redacted] no FLS hardware repairs so not sure what happened.
[redacted] this part was received by the supplier so I will check on the return part analysis. (The returned part was OK)
[redacted] this part was received by the supplier so I will check on the return part analysis. (The returned part was OK for resistance 10-180 ohm but the float rod was bent. This may have been caused during the servicing/shipping of the FDM)
[redacted] it looks like this vehicle will be coming back, there are many codes in CVD.

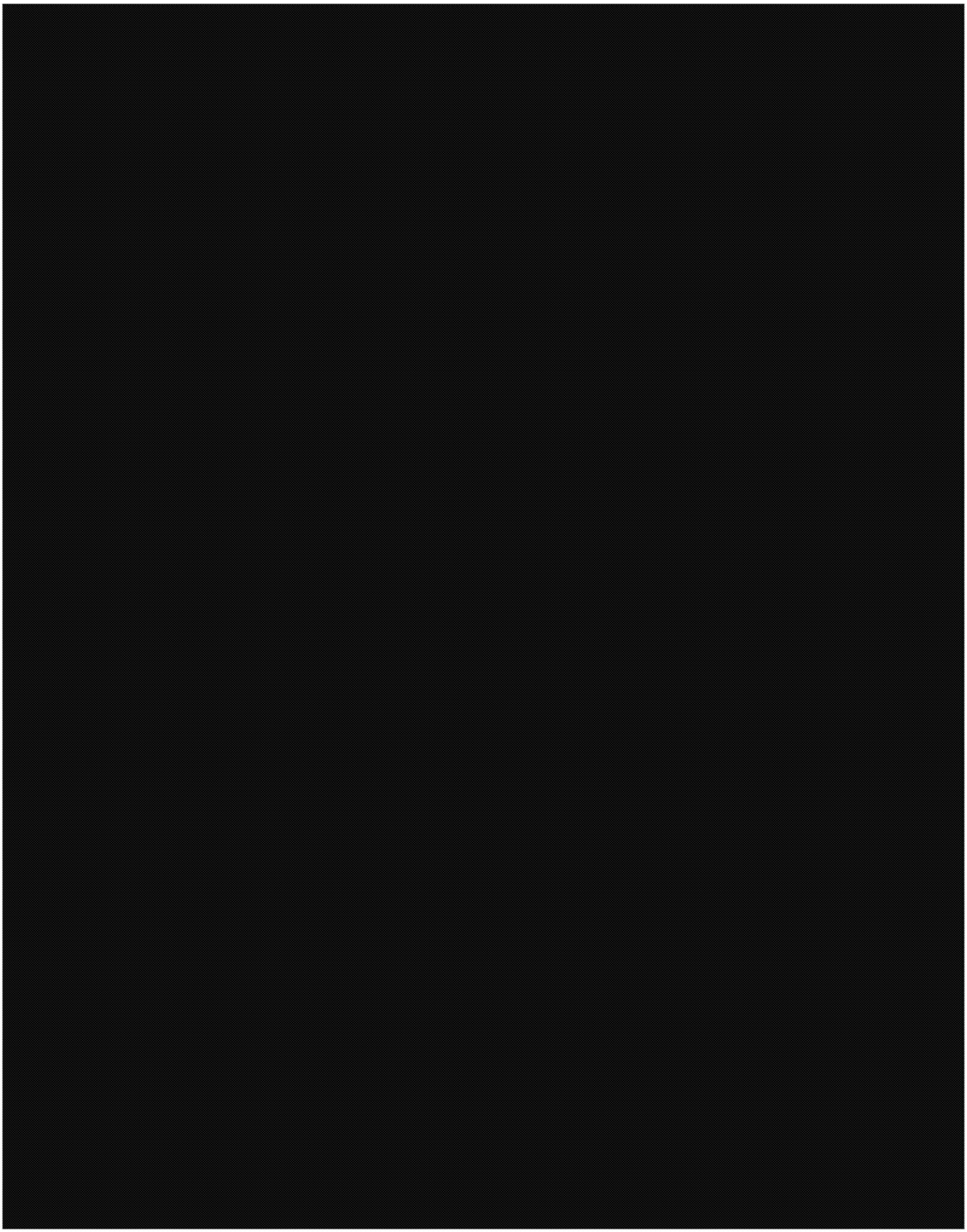
[redacted]

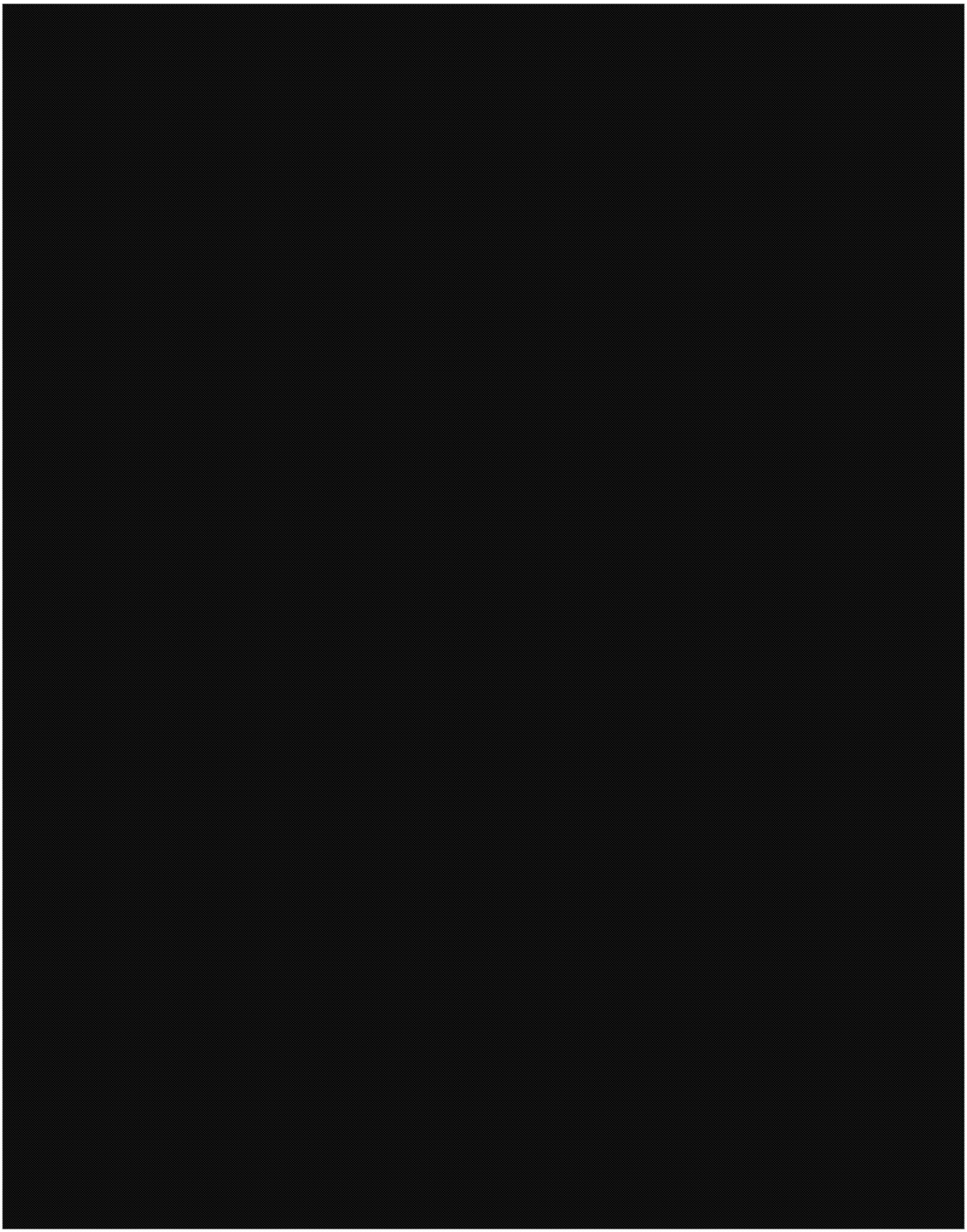
[redacted] this part was received by the supplier so I will check on the return part analysis, vehicle is still showing P0463 after repair. (The returned part was OK)
[redacted] no FLS hardware repairs so not sure what happened.
[redacted] no FLS hardware repairs but water in connector.
[redacted] no FLS hardware repairs but CVD still showing P0463 but has not triggered CEL
[redacted] no FLS hardware repairs but loose terminal in body connector repaired, but CVD still showing P0463 and has triggered CEL on 2/18
[redacted], this part was received by the supplier so I will check on the return part analysis. (The returned part was OK)
[redacted], no FLS hardware repairs but appears to be an intermittent condition?
[redacted], no FLS hardware repairs but appears to be an intermittent condition? It does look like there are many DTC warnings in CVD including battery, so I am not sure if this is related.

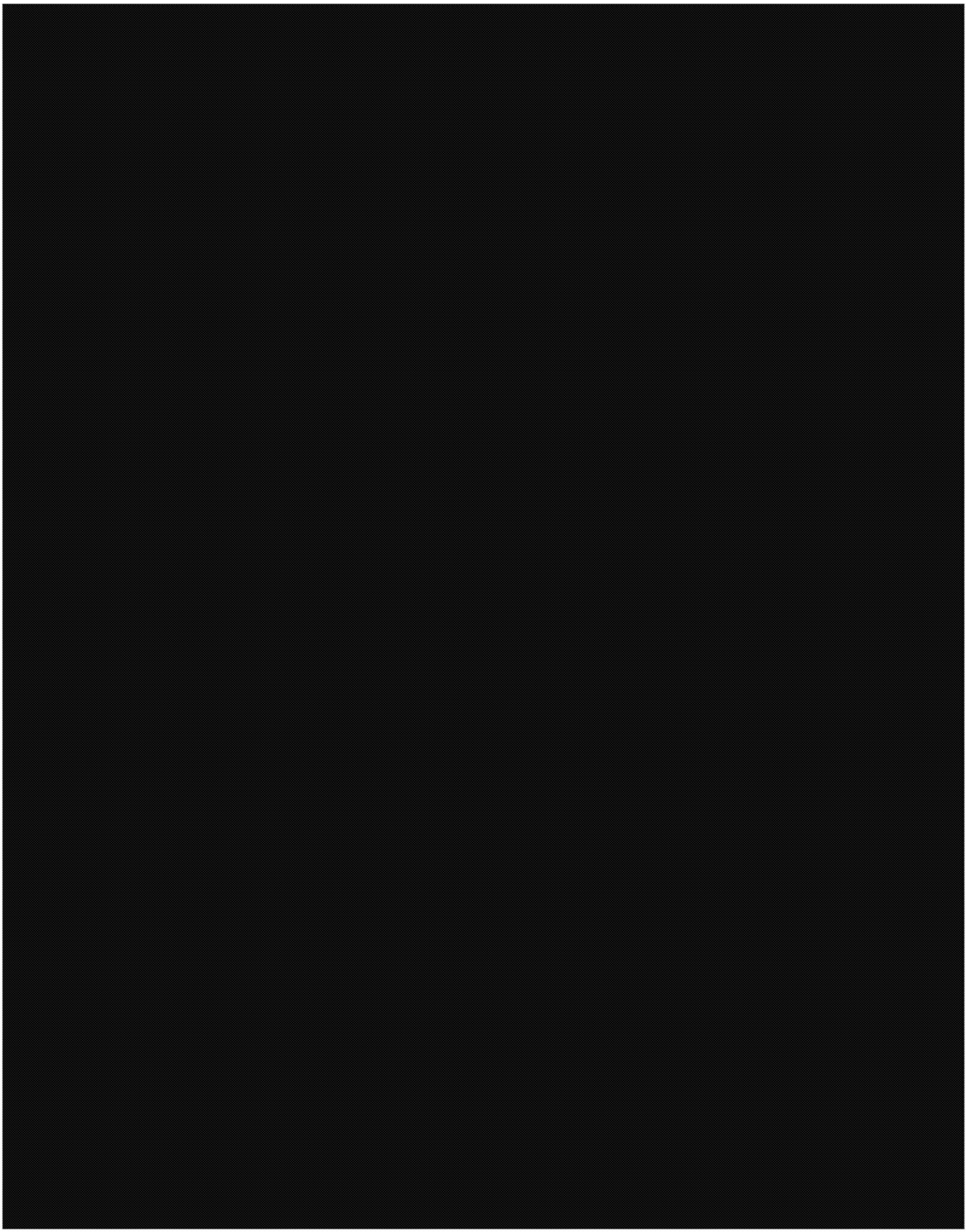
Bob Laboda

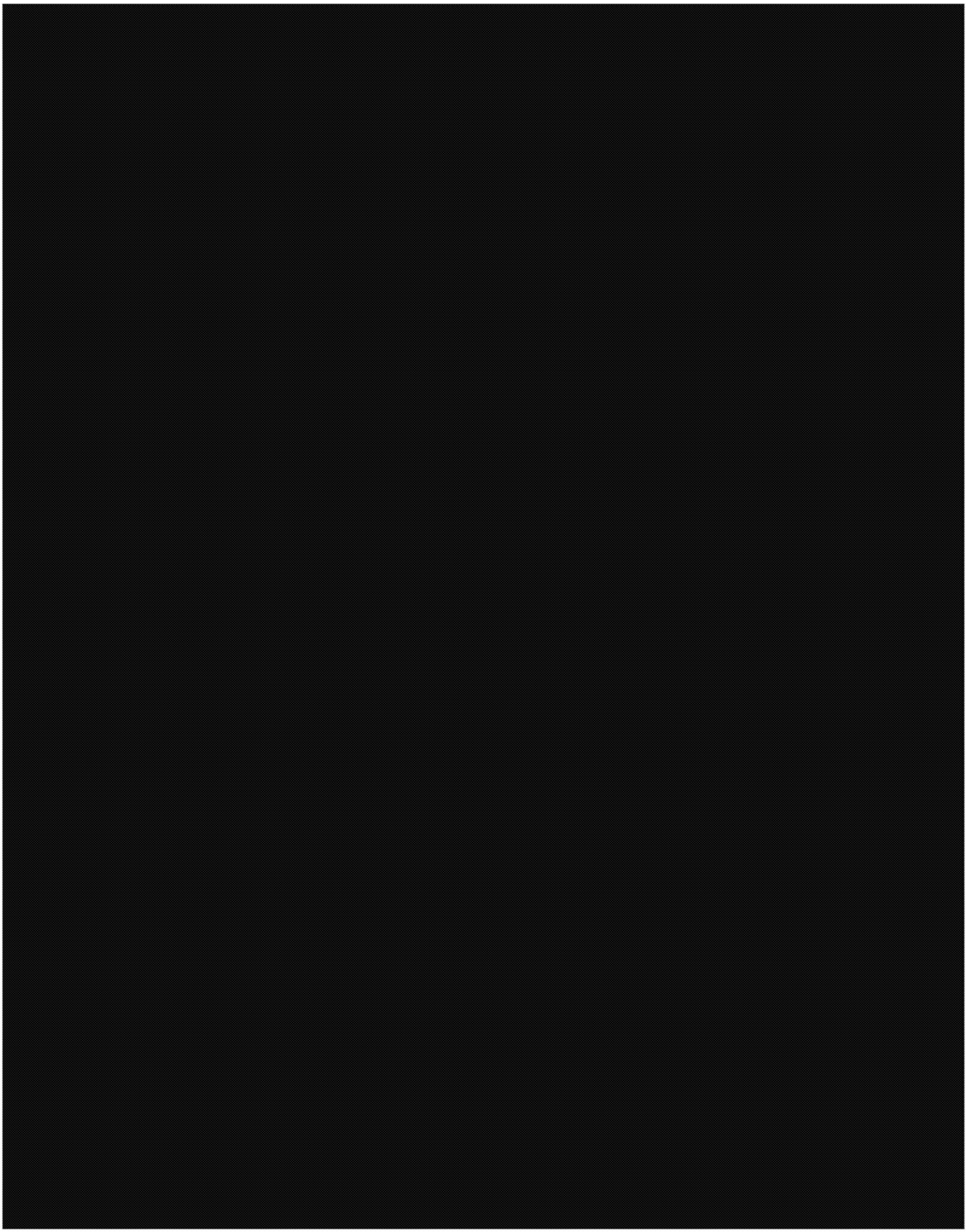


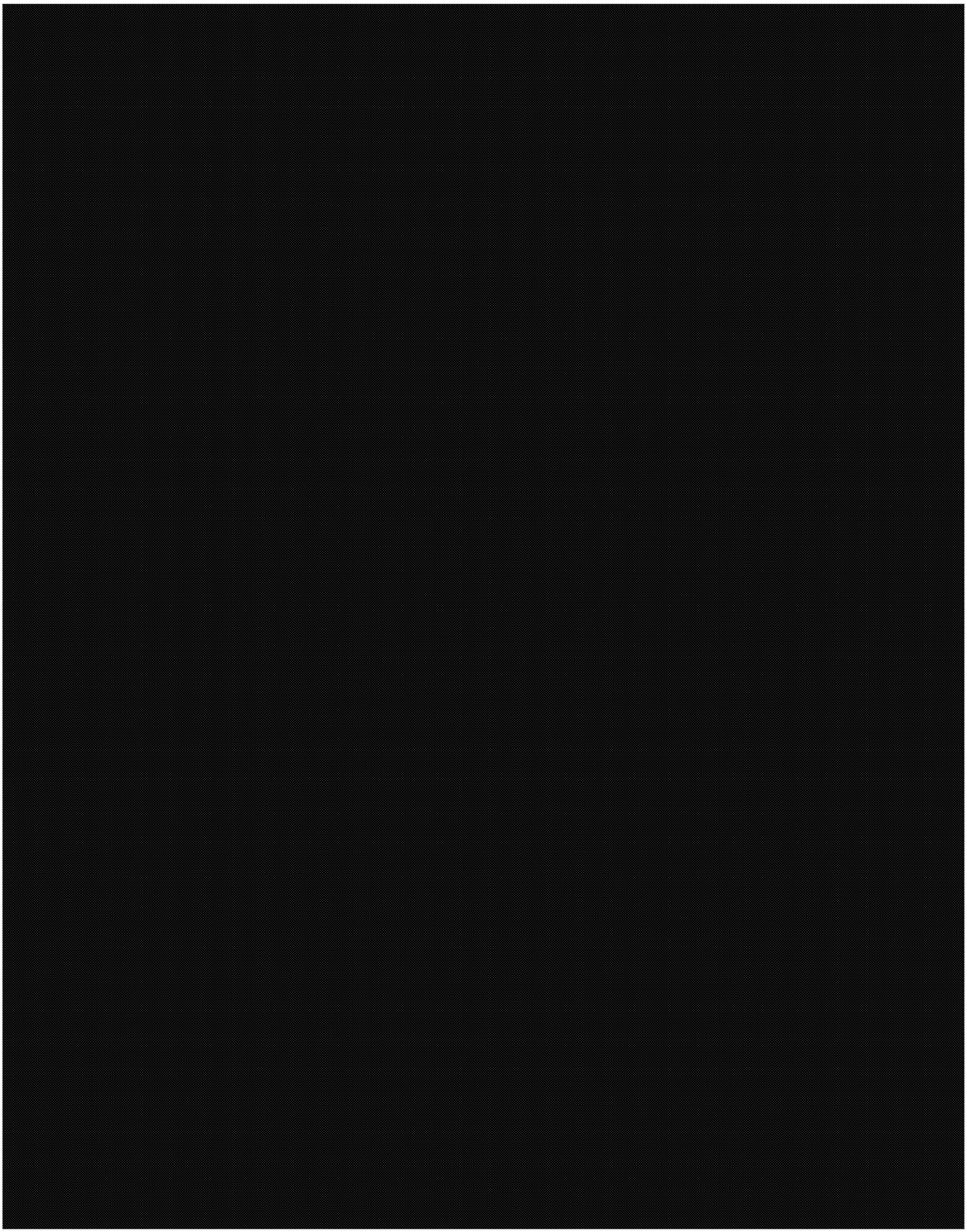
Ted Milenski (tmill206@ford.com)
Ford Motor Co.
3.5L GTPFDI Calibration Technologist
P552/U55X/P702/U71X
[redacted]
TEE Building – 1AD06
2000 Enterprise Dr.
Allen Park, MI 48101

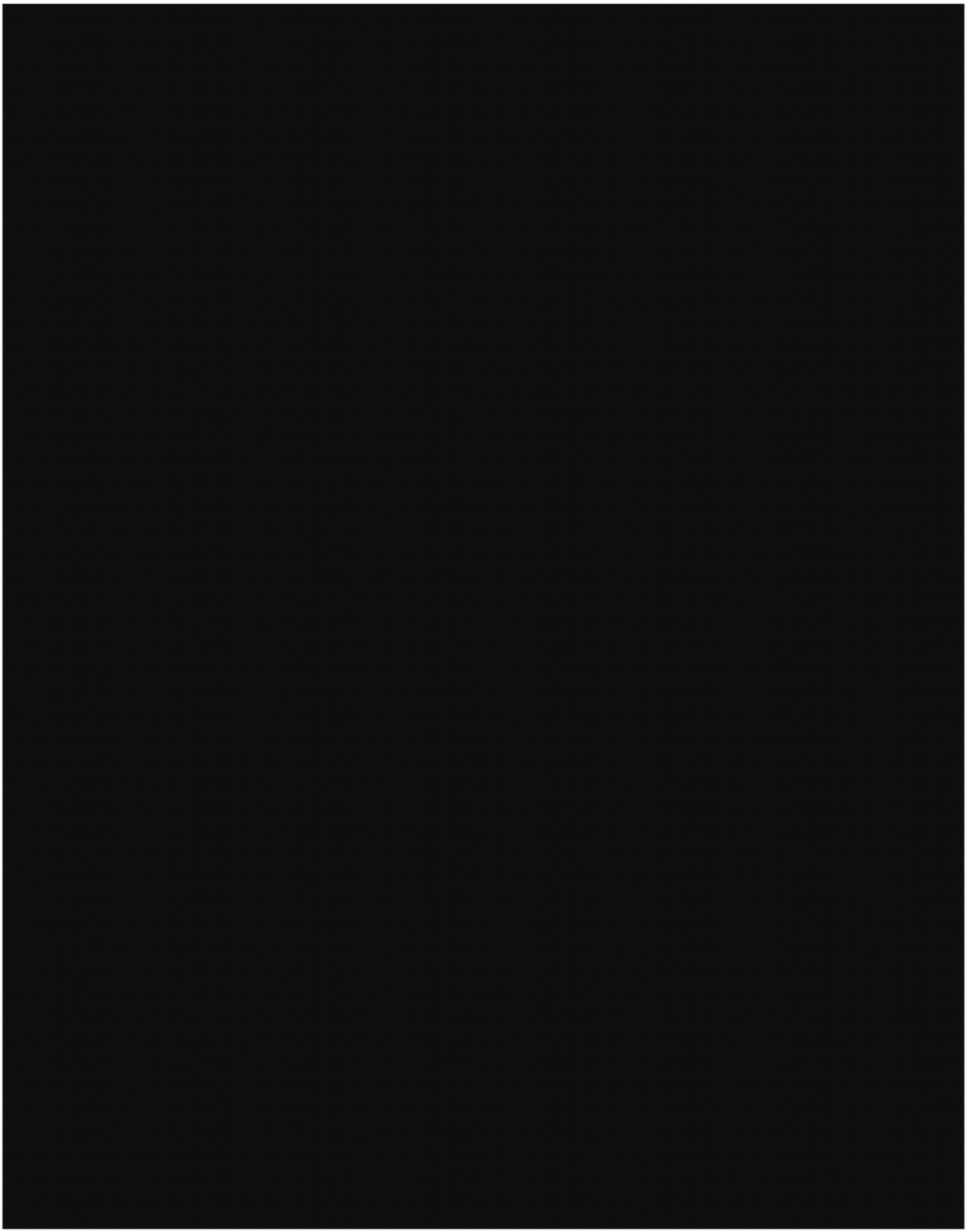


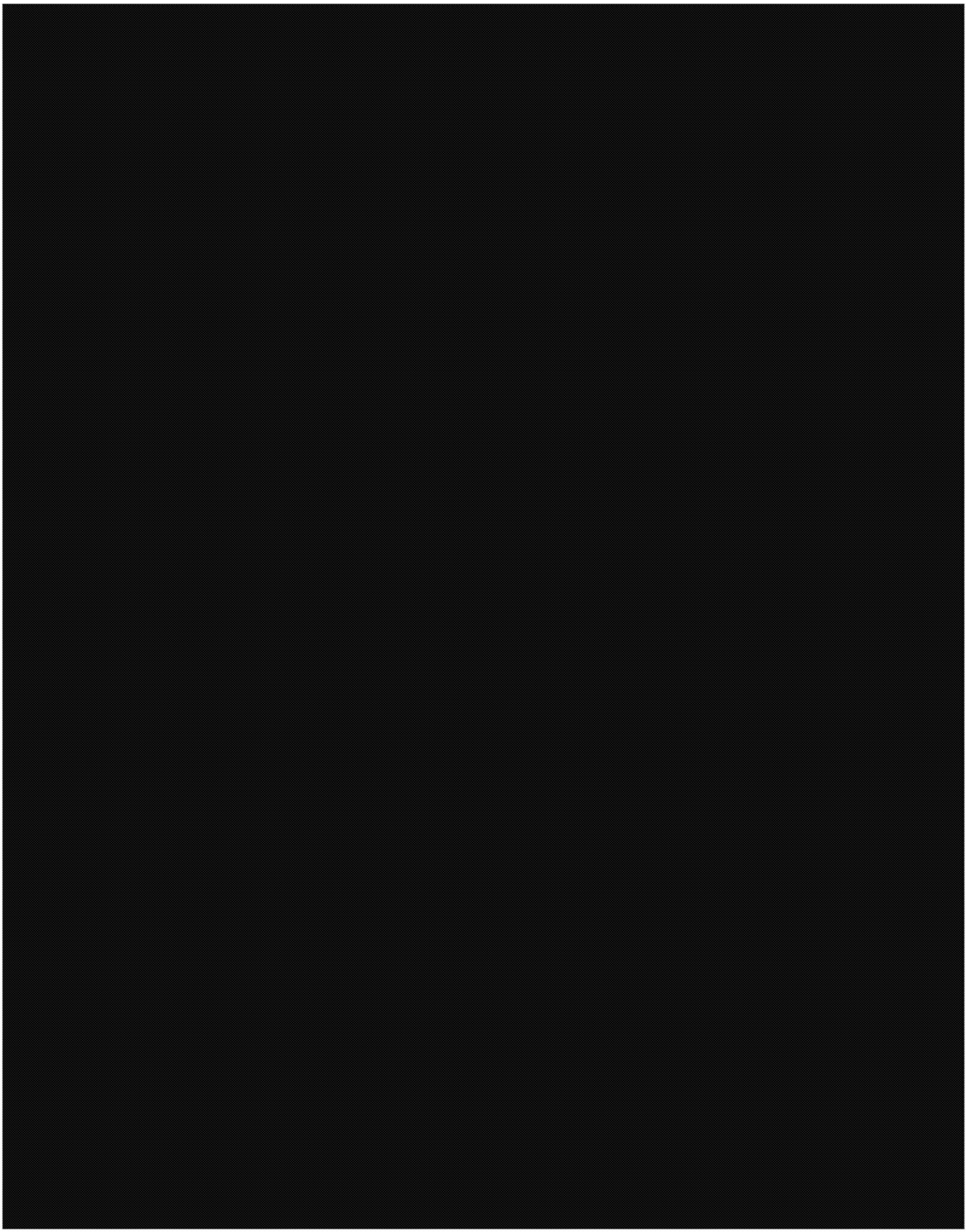


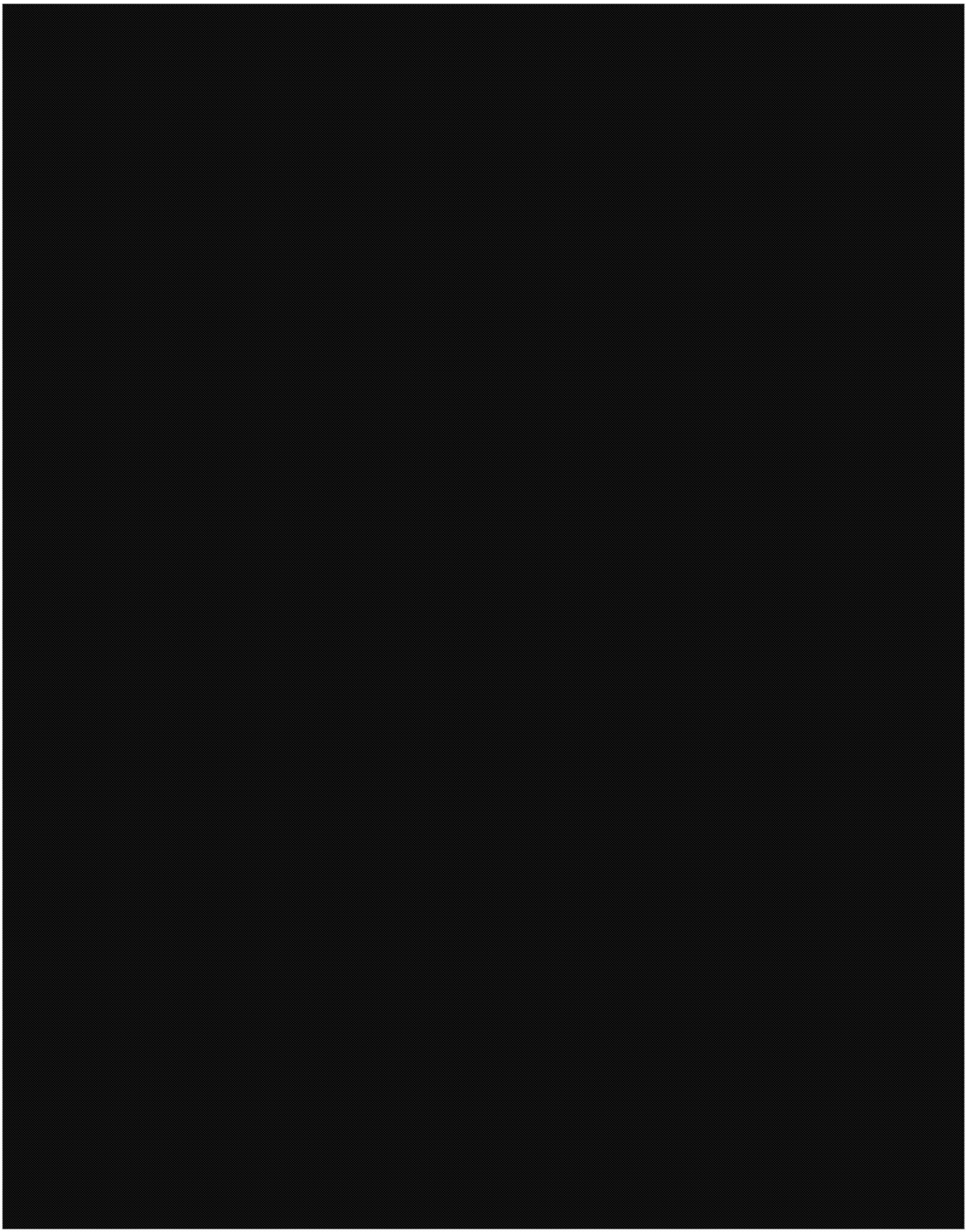


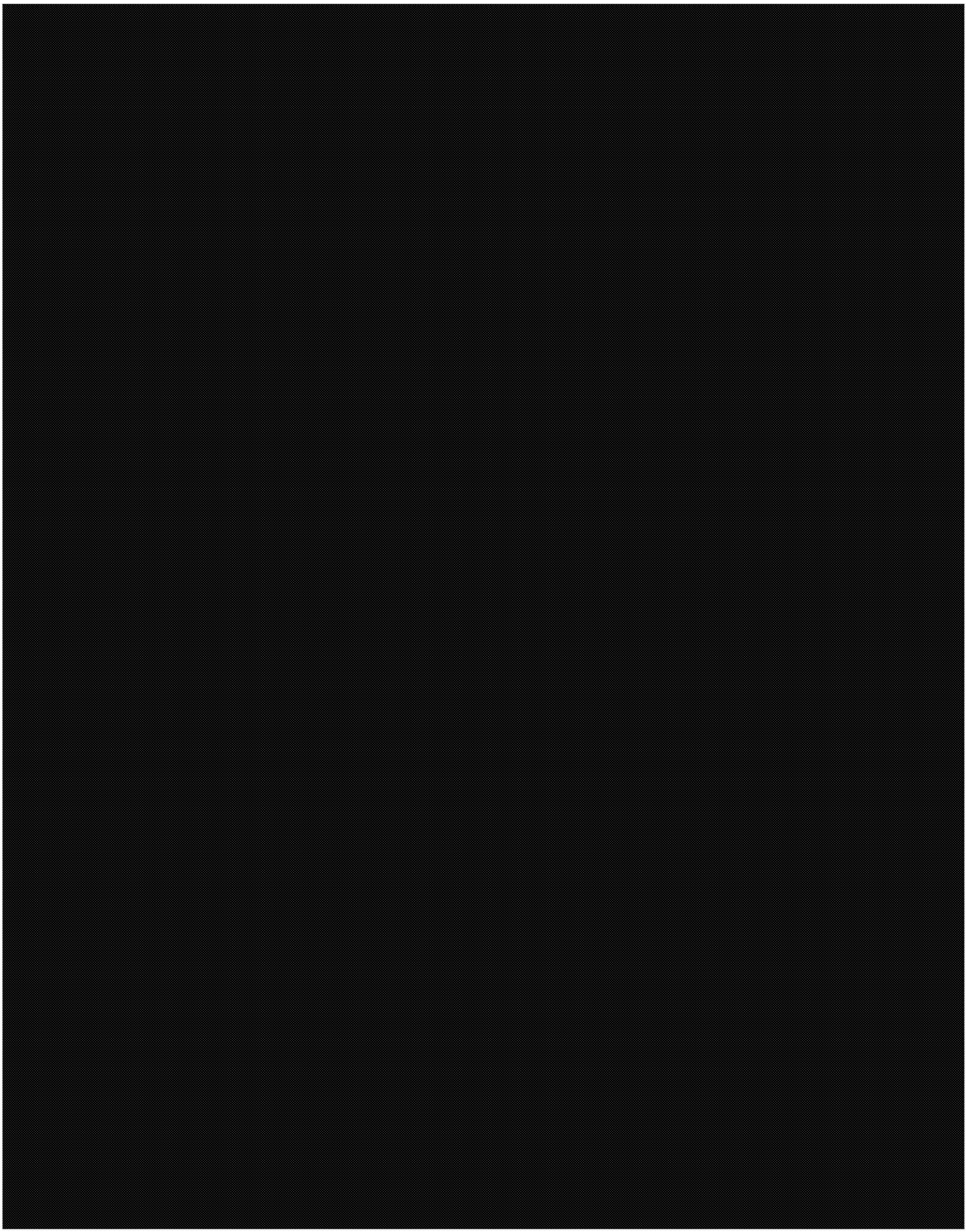


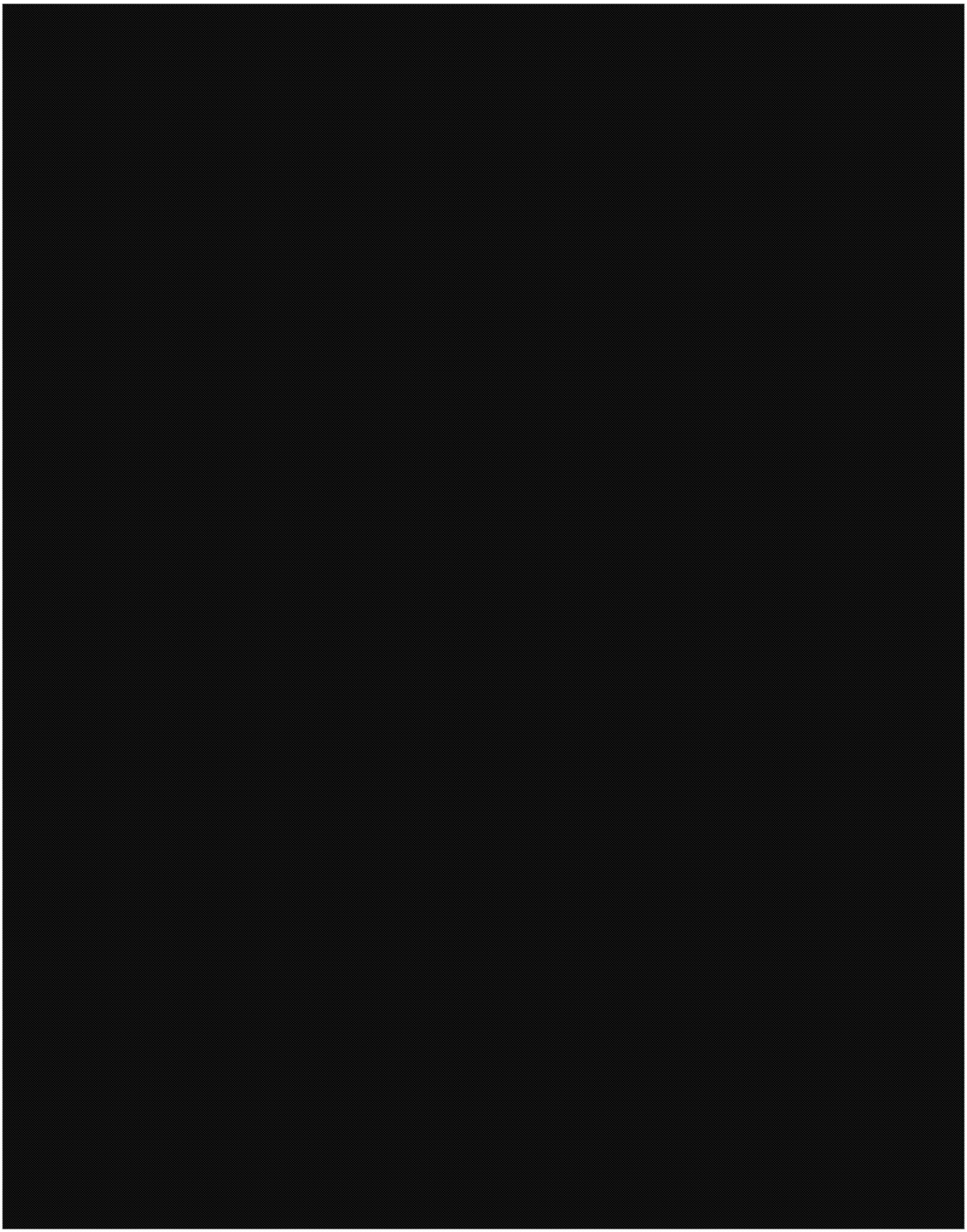


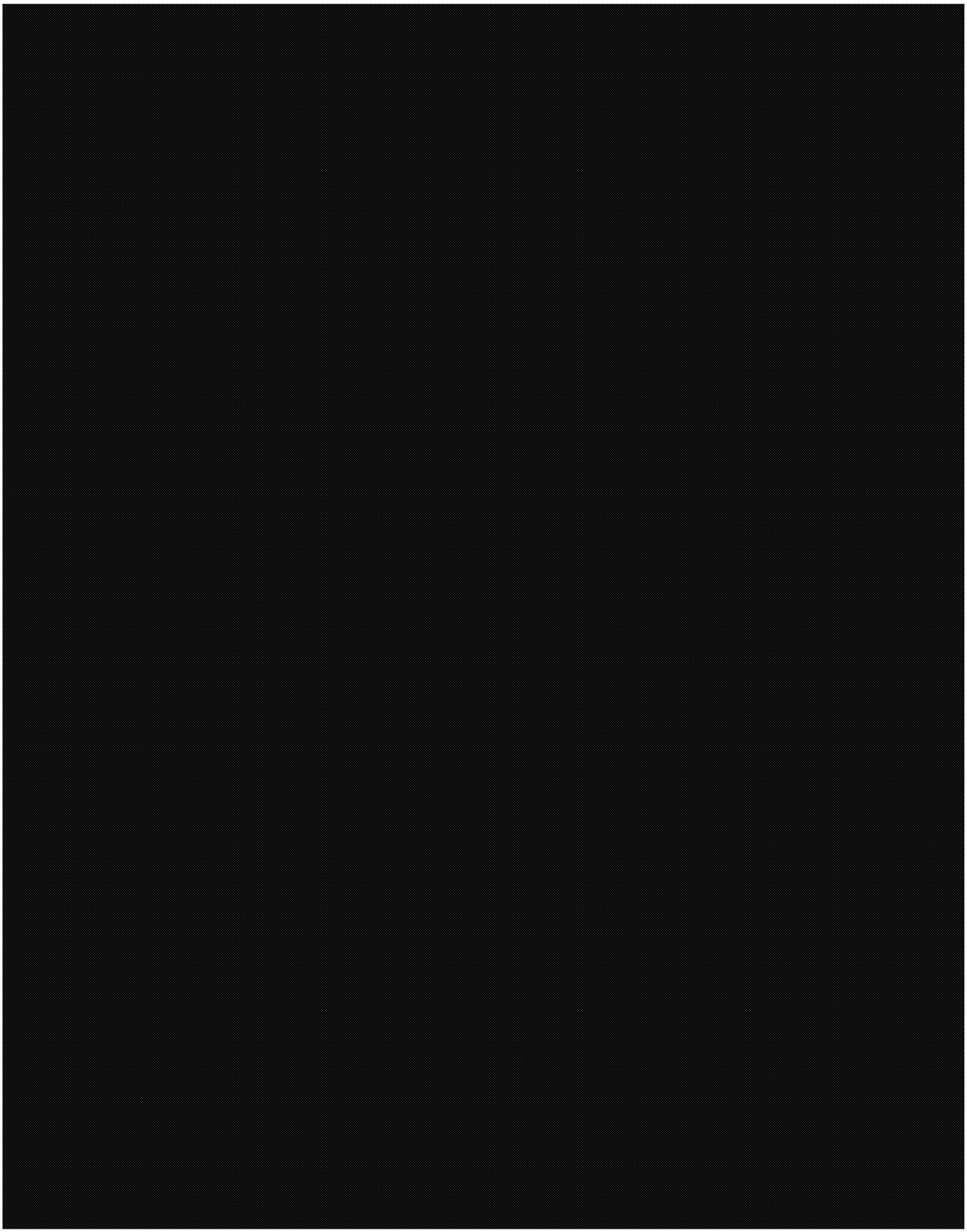


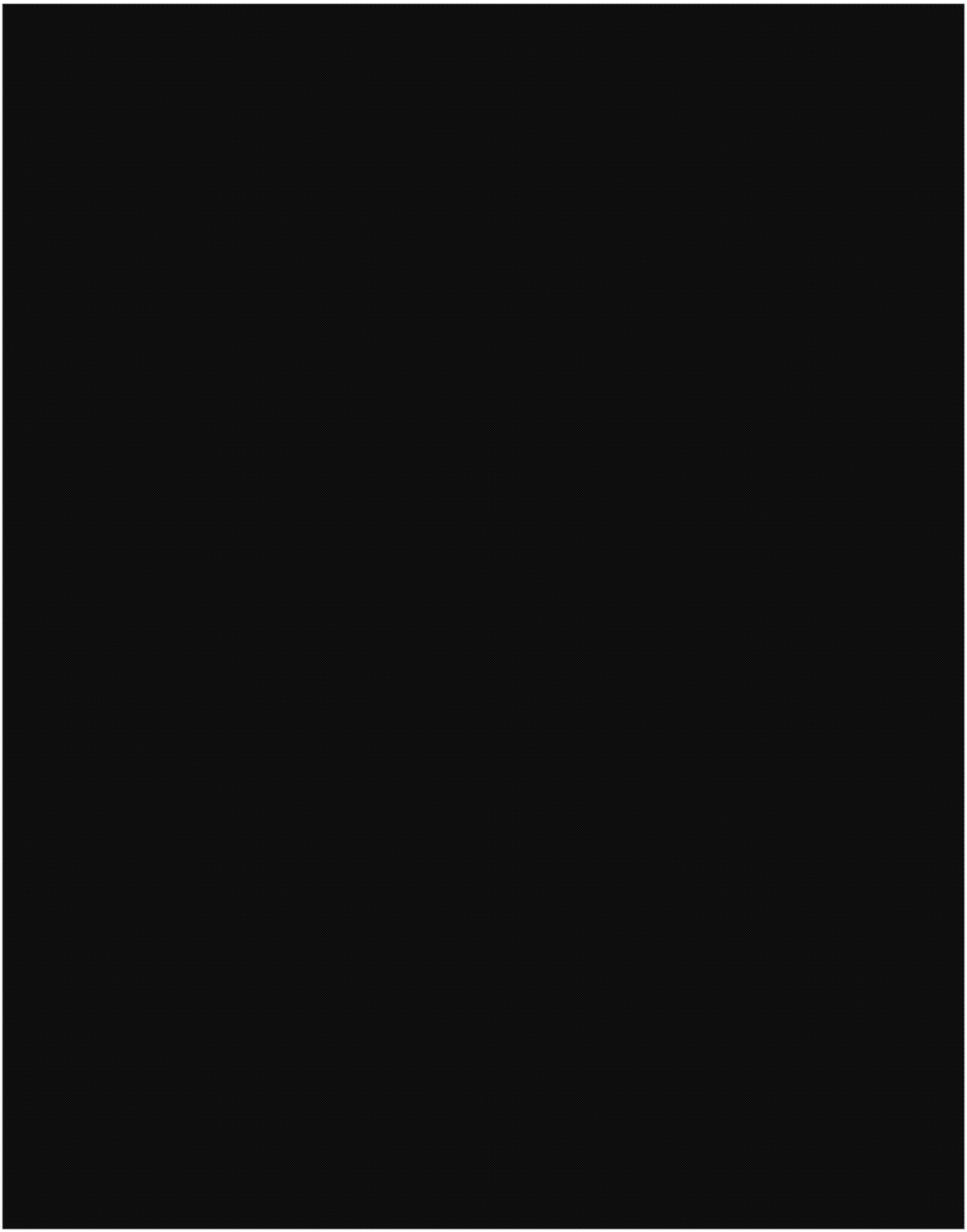


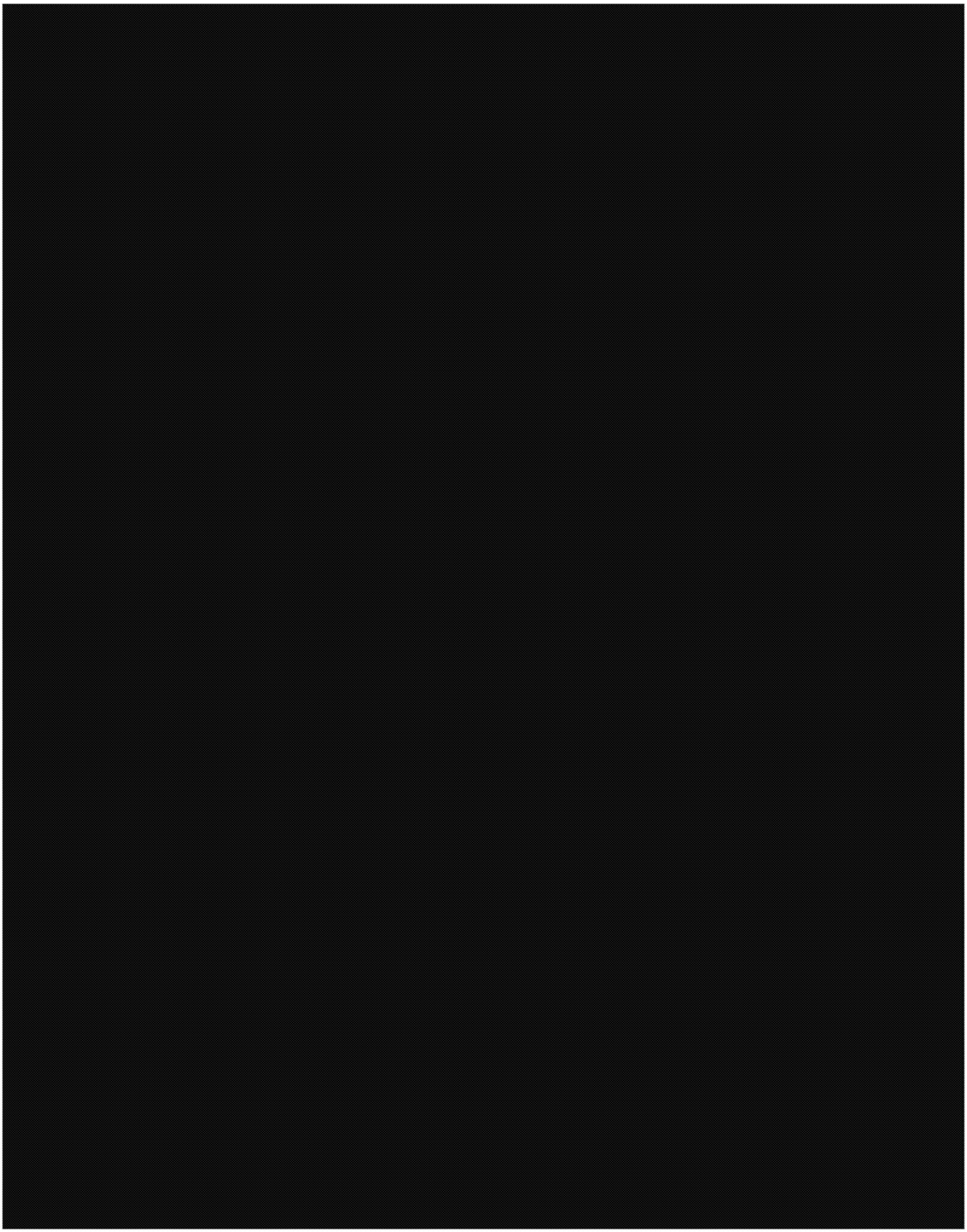


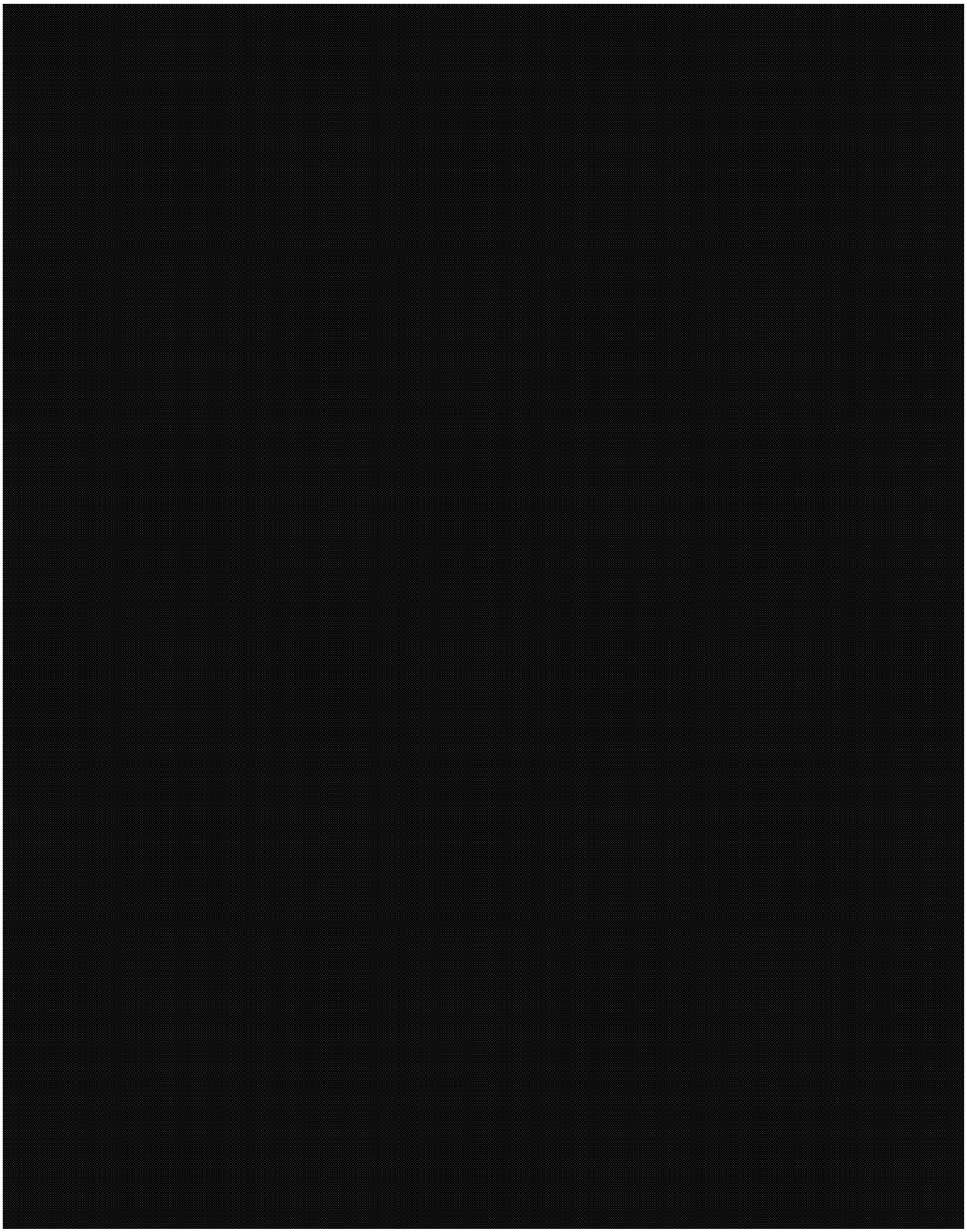


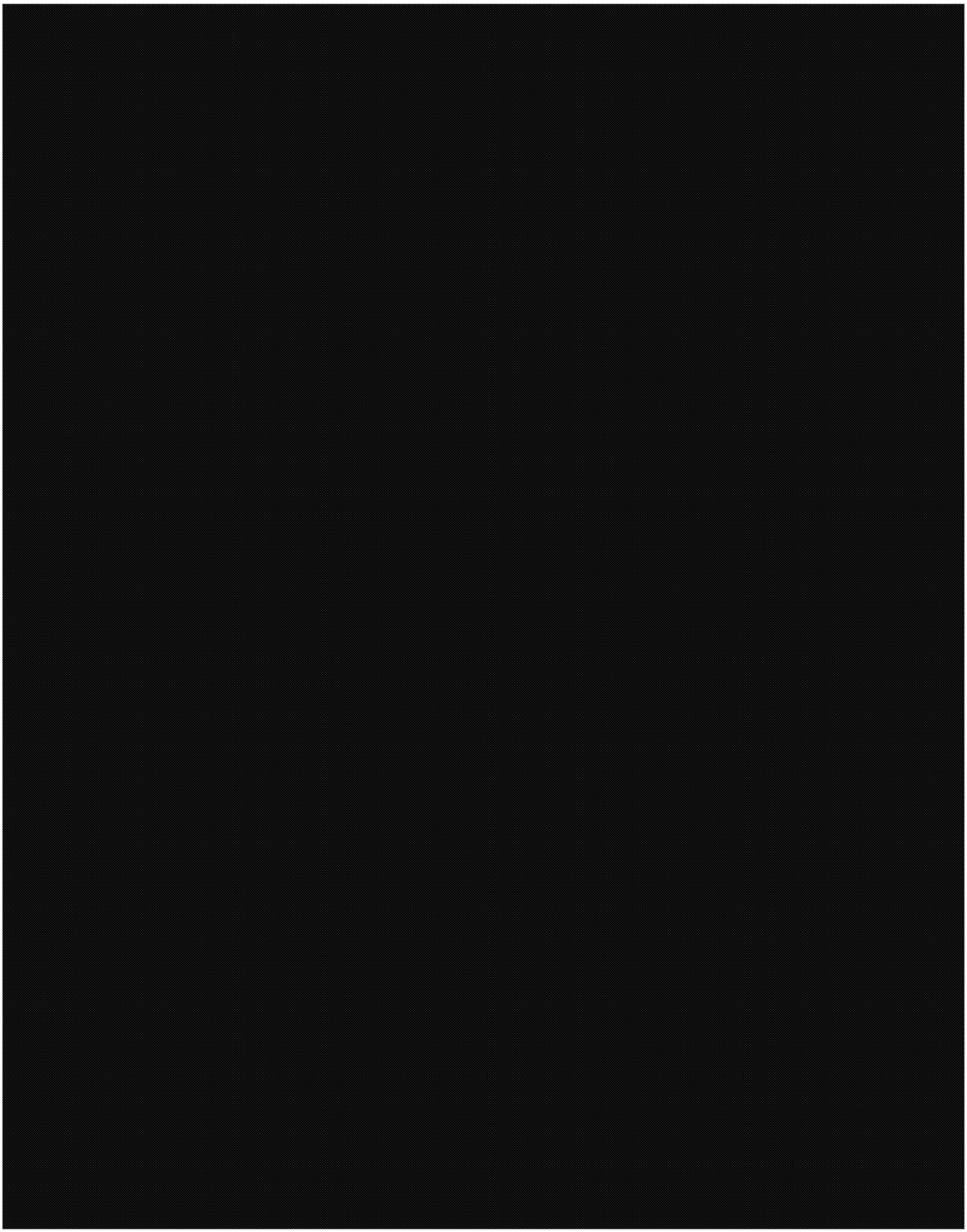


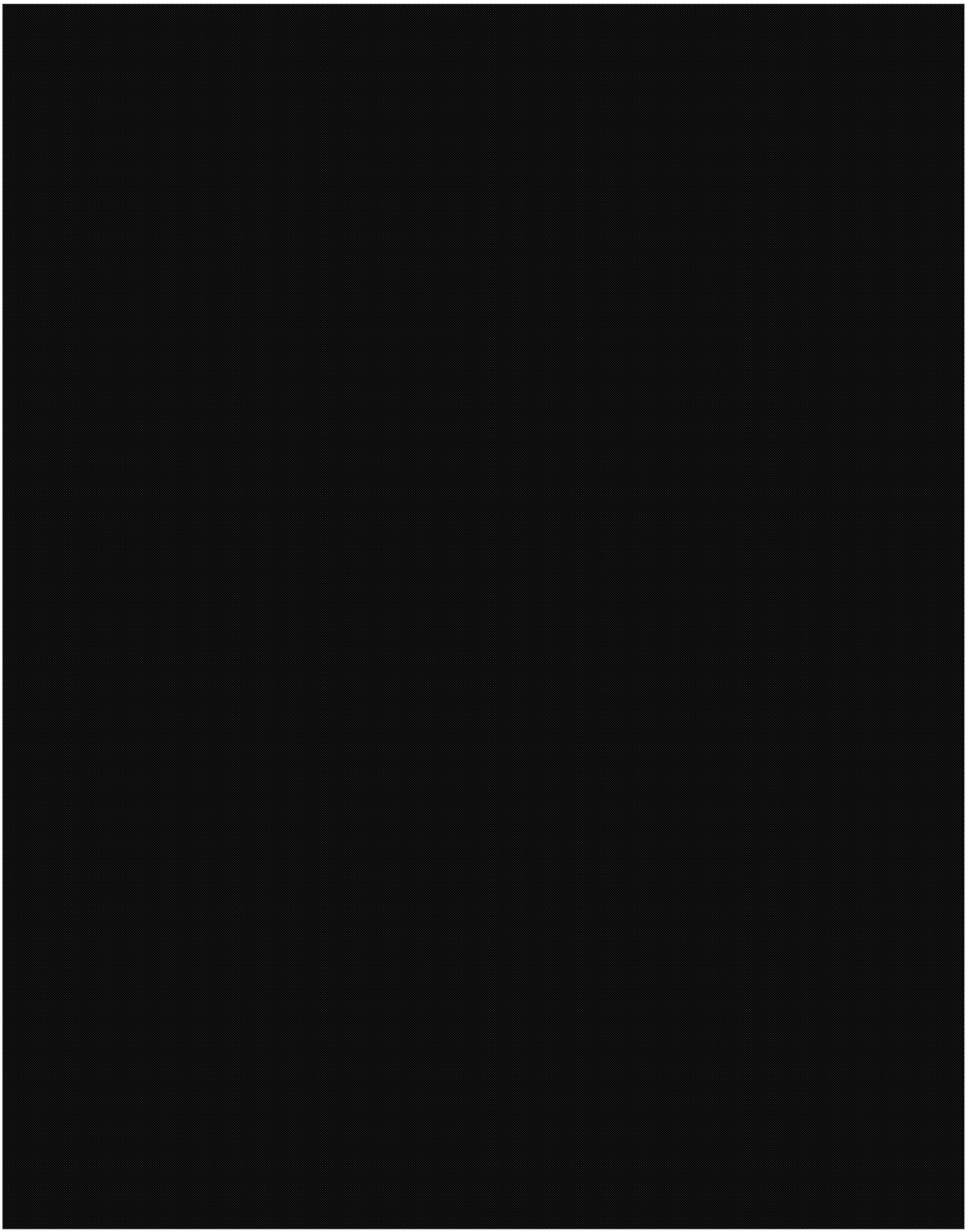


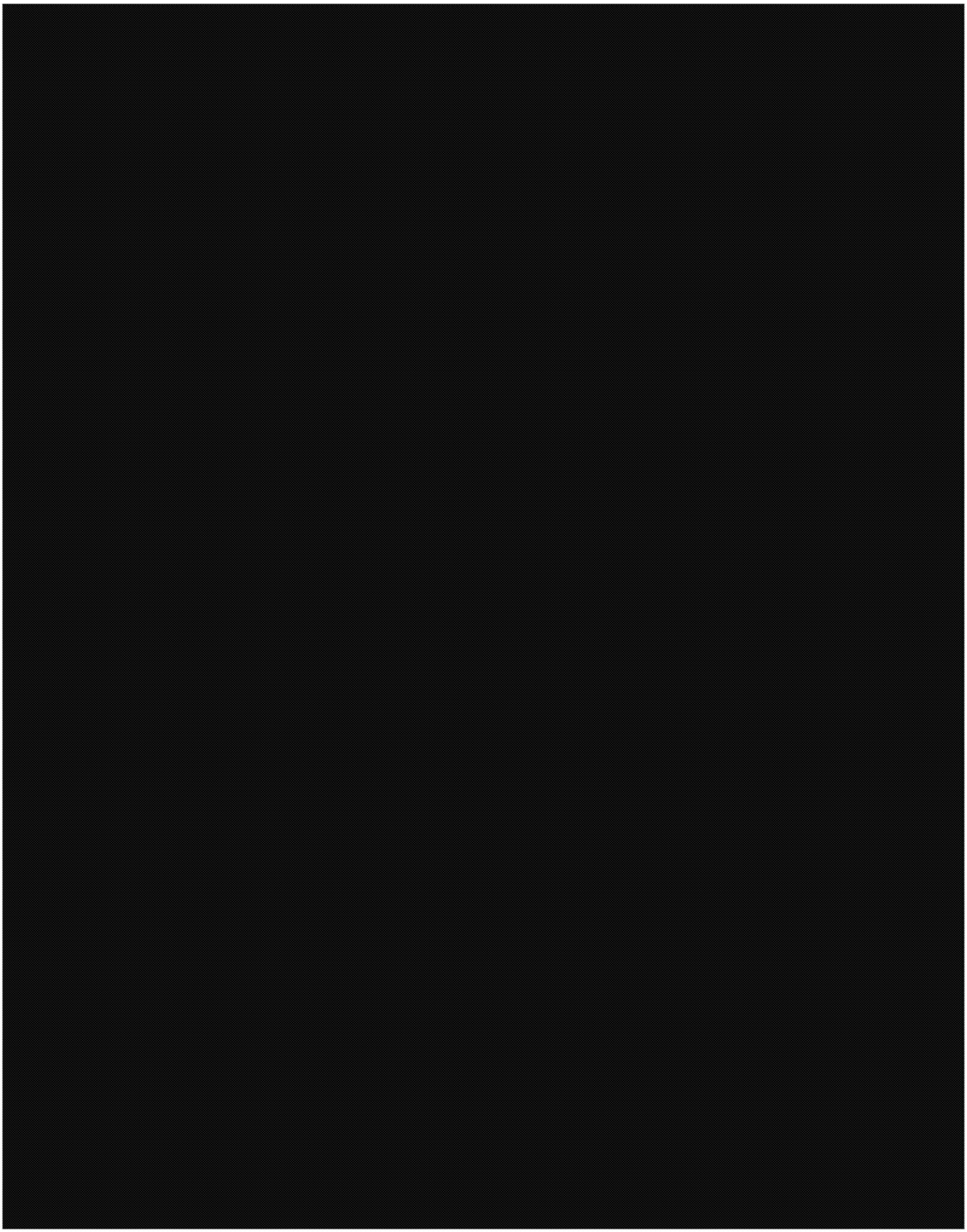


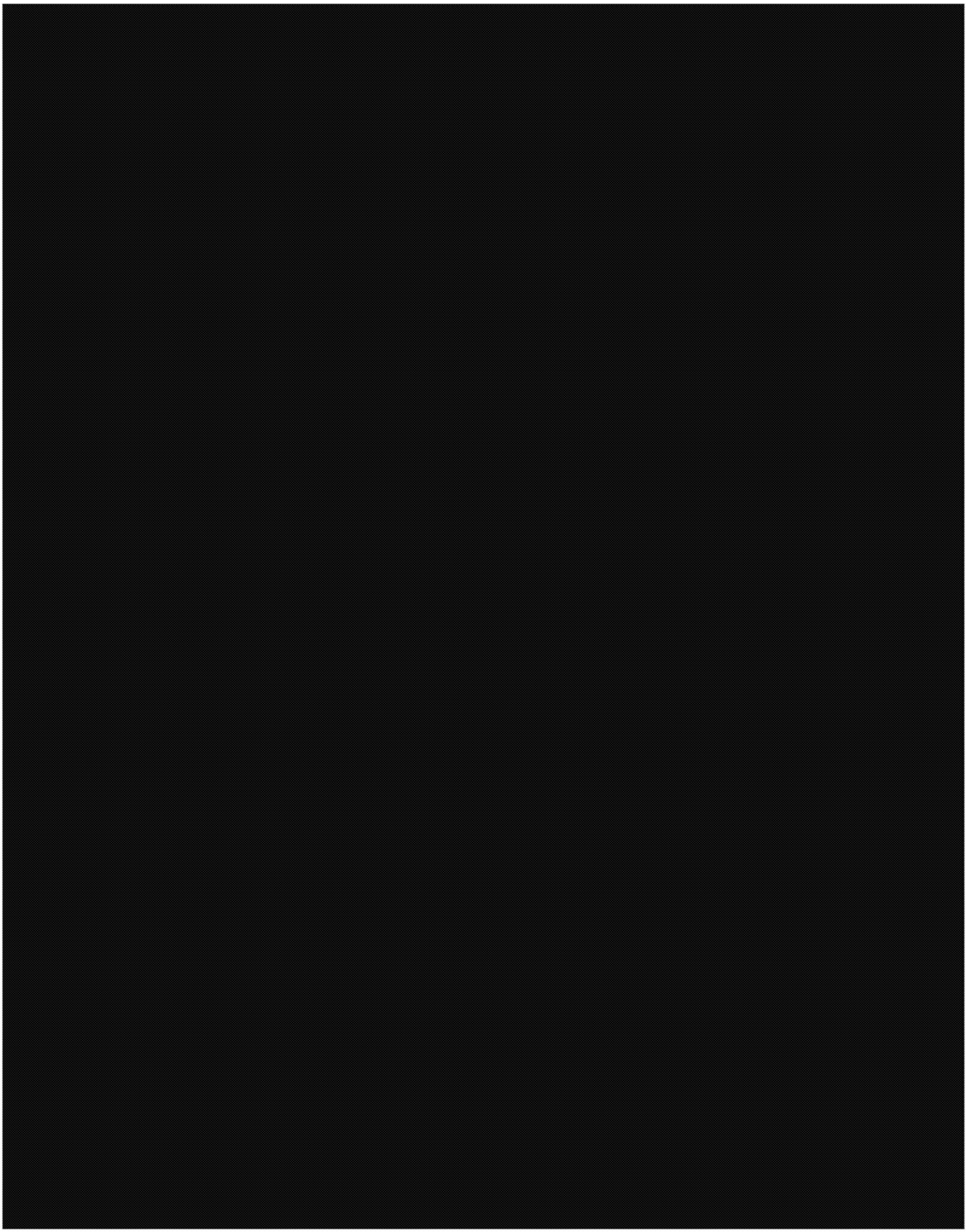


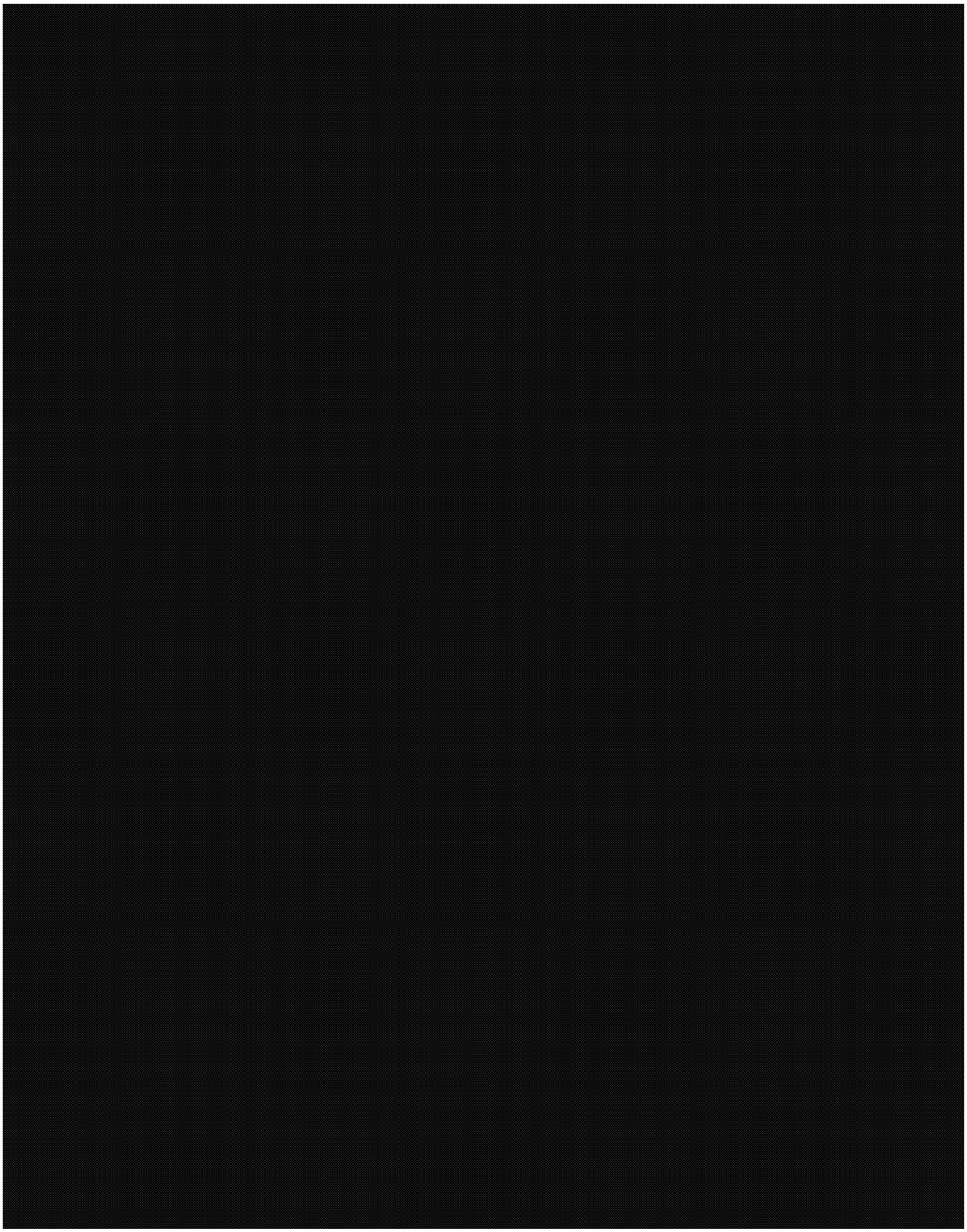


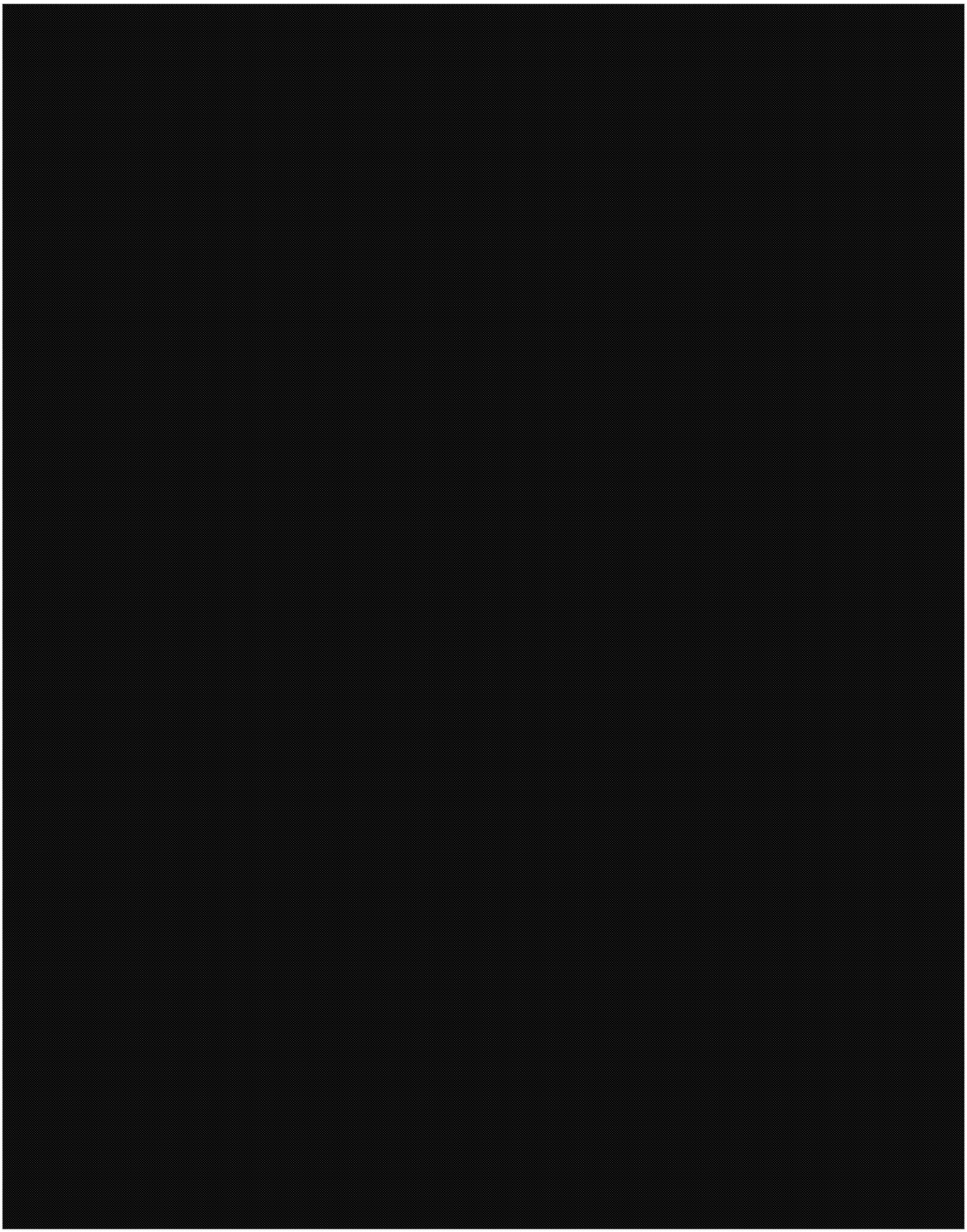


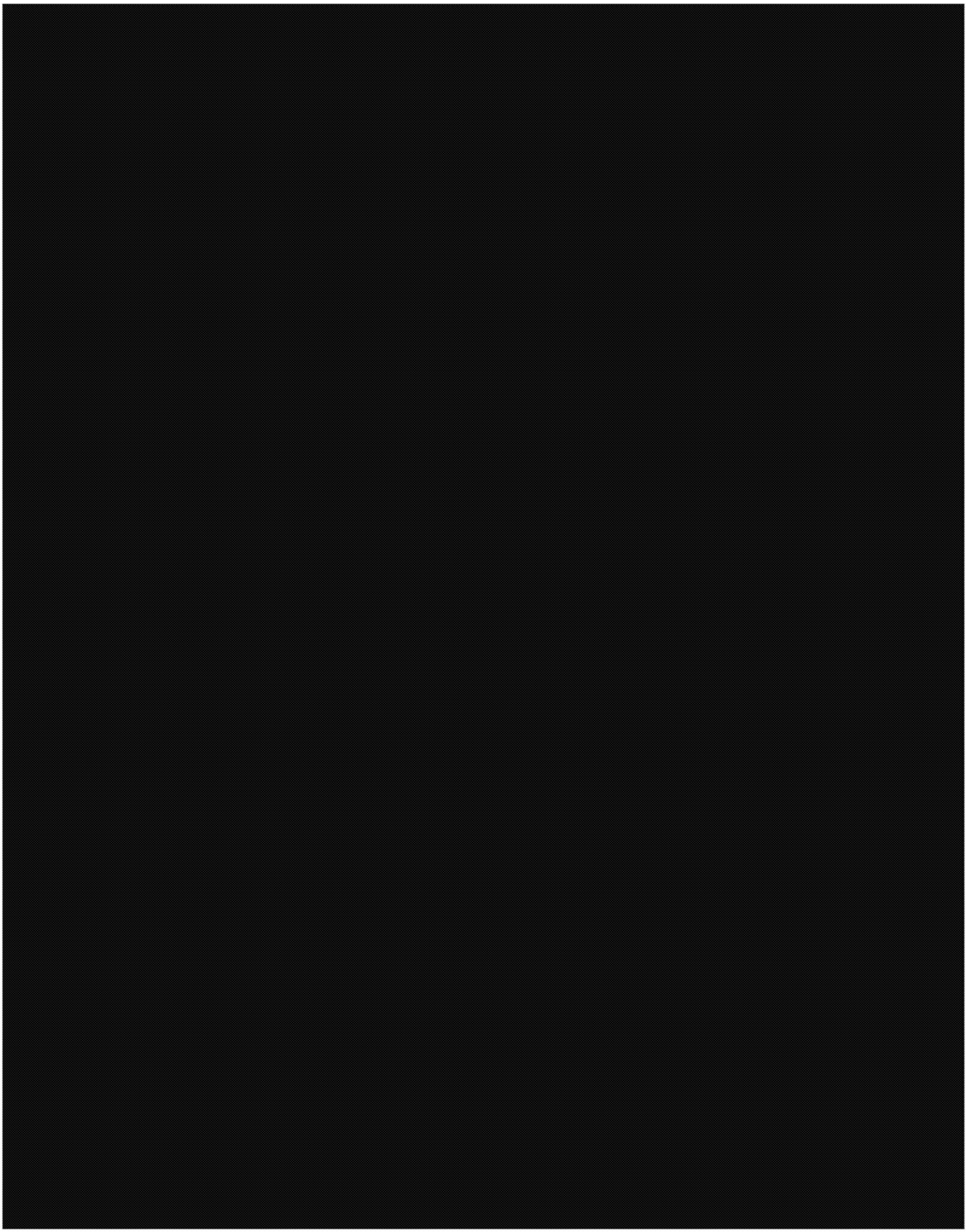












From: Tiu, Nickie (N.) [ntiu@ford.com]
Sent: 2/28/2024 1:27:14 AM
To: Laboda, Robert (R.R.) [RLABODA@ford.com]; Potluri, Sai (S.) [spotlur3@ford.com]; Sanborn, Ethan (E.D.) [esanbor2@ford.com]; Evenson, Karl (K.) [kevenson@ford.com]; Siddiqui, Shahid (S.) [ssiddiq3@ford.com]; Milonski, Theodore (T.) [TMILL206@ford.com]
CC: Dokas, David (D.M.) [ddokas@ford.com]; Pollitt, Dwayne (D.) [dpollitt@ford.com]; Kaparthi, Prashanth (P.) [pkaparth@ford.com]; Simpson, Douglas (D.) [DSIMPS99@ford.com]
Subject: RE: P0463 Occurrence in 23MY U55X

Ranger: TSB 23-2089

Regards,

Nickie Tiu
Senior Driver Information Engineer
IMG Product Development / Electric Vehicles & Digital Systems
Ford Motor Company of Australia Pty Ltd
Email: ntiu@ford.com

Go Further

From: Tiu, Nickie (N.) <NTIU@ford.com>
Sent: Wednesday, February 28, 2024 10:41 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>; Potluri, Sai (S.) <spotlur3@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Evenson, Karl (K.) <kevenson@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Milonski, Theodore (T.) <TMILL206@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>; Pollitt, Dwayne (D.) <dpollitt@ford.com>; Kaparthi, Prashanth (P.) <pkaparth@ford.com>; Simpson, Douglas (D.) <DSIMPS99@ford.com>
Subject: RE: P0463 Occurrence in 23MY U55X

Hi All,

[redacted]

Nickie Tiu
Senior Driver Information Engineer
IMG Product Development / Electric Vehicles & Digital Systems
Ford Motor Company of Australia Pty Ltd
Email: ntiu@ford.com

Go Further

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Wednesday, February 28, 2024 8:40 AM
To: Potluri, Sai (S.) <spotlur3@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Evenson, Karl (K.)

<kevenson@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Milonski, Theodore (T.) <TMILL206@ford.com>; Tiu, Nickie (N.) <NTIU@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>; Pollitt, Dwayne (D.) <dpollitt@ford.com>; Kaparthi, Prashanth (P.) <pkaparth@ford.com>; Simpson, Douglas (D.) <dsimps99@ford.com>; Laboda, Robert (R.R.) <rlaboda@ford.com>
Subject: RE: P0463 Occurrence in 23MY U55X

+ U55x application team for awareness.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

Cell phone: [redacted]

From: Potluri, Sai (S.) <spotlur3@ford.com>
Sent: Tuesday, February 27, 2024 12:01 PM
To: Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Evenson, Karl (K.) <kevenson@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Milonski, Theodore (T.) <TMILL206@ford.com>; Tiu, Nickie (N.) <NTIU@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>
Subject: RE: P0463 Occurrence in 23MY U55X

Karl – I do not have TSB number, but I am attaching the email related to the ranger issue

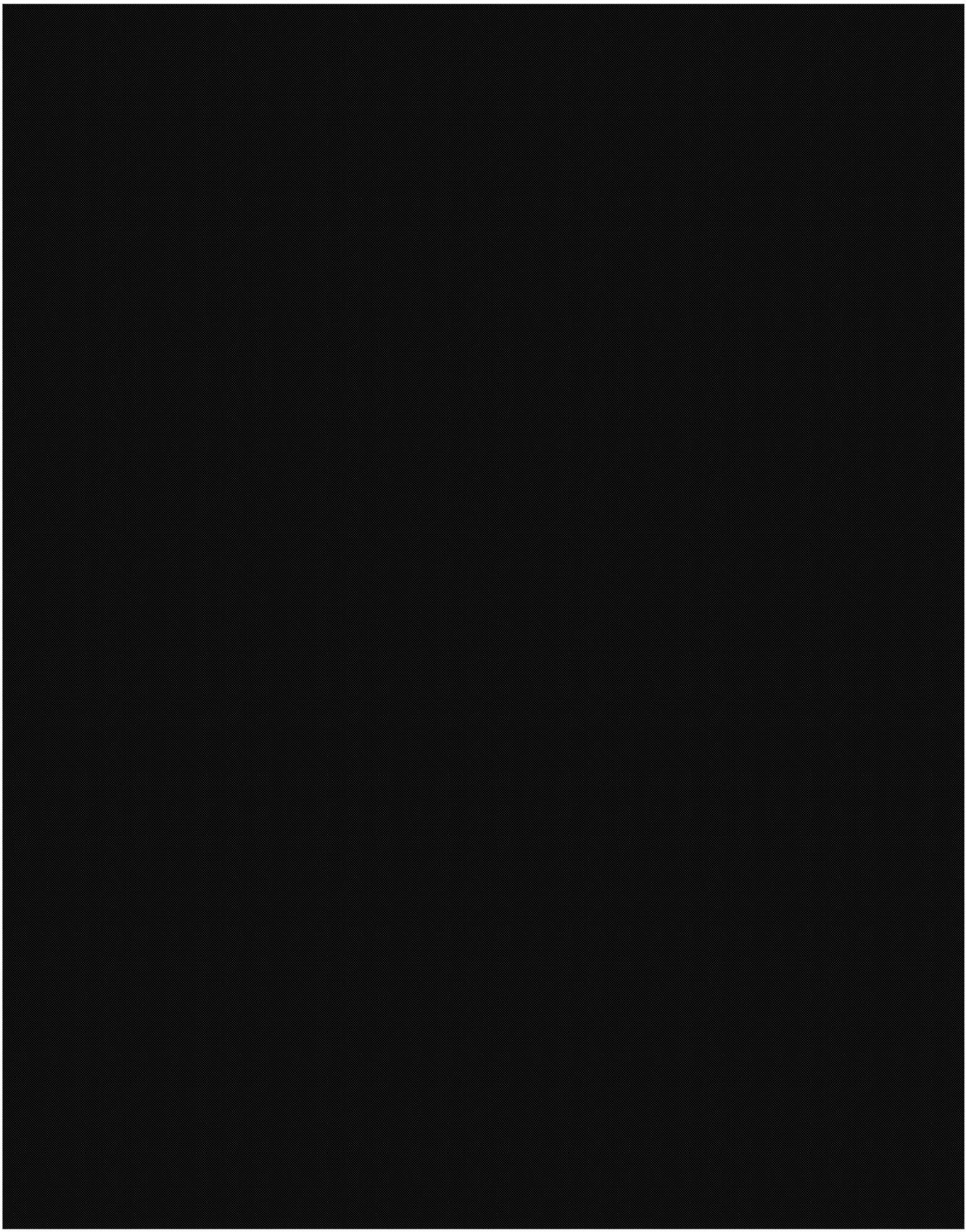
Thanks
Sai Potluri

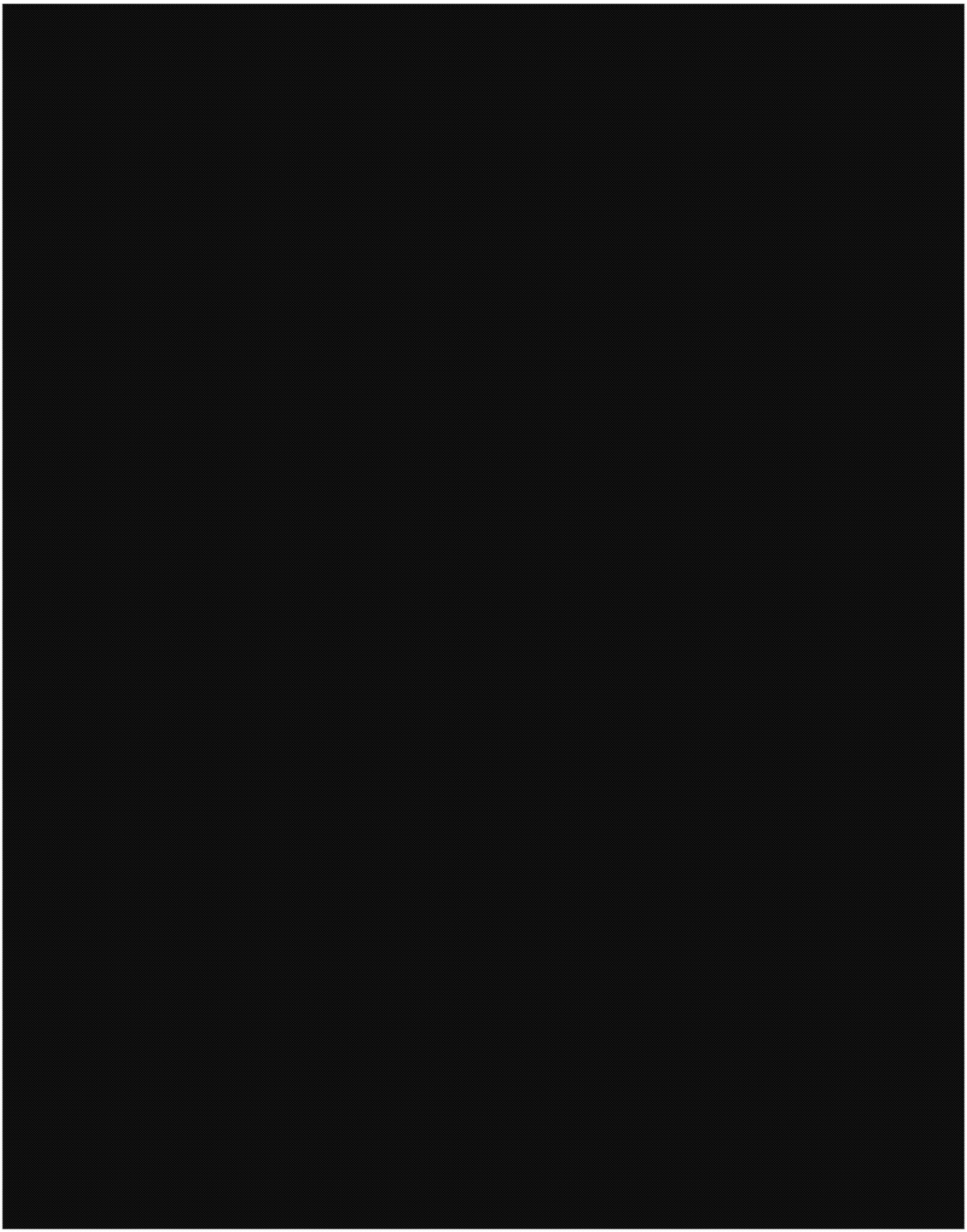
From: Sanborn, Ethan (E.D.) <esanbor2@ford.com>
Sent: Tuesday, February 27, 2024 11:19 AM
To: Evenson, Karl (K.) <kevenson@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Milonski, Theodore (T.) <TMILL206@ford.com>; Tiu, Nickie (N.) <NTIU@ford.com>; Potluri, Sai (S.) <spotlur3@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>
Subject: RE: P0463 Occurrence in 23MY U55X

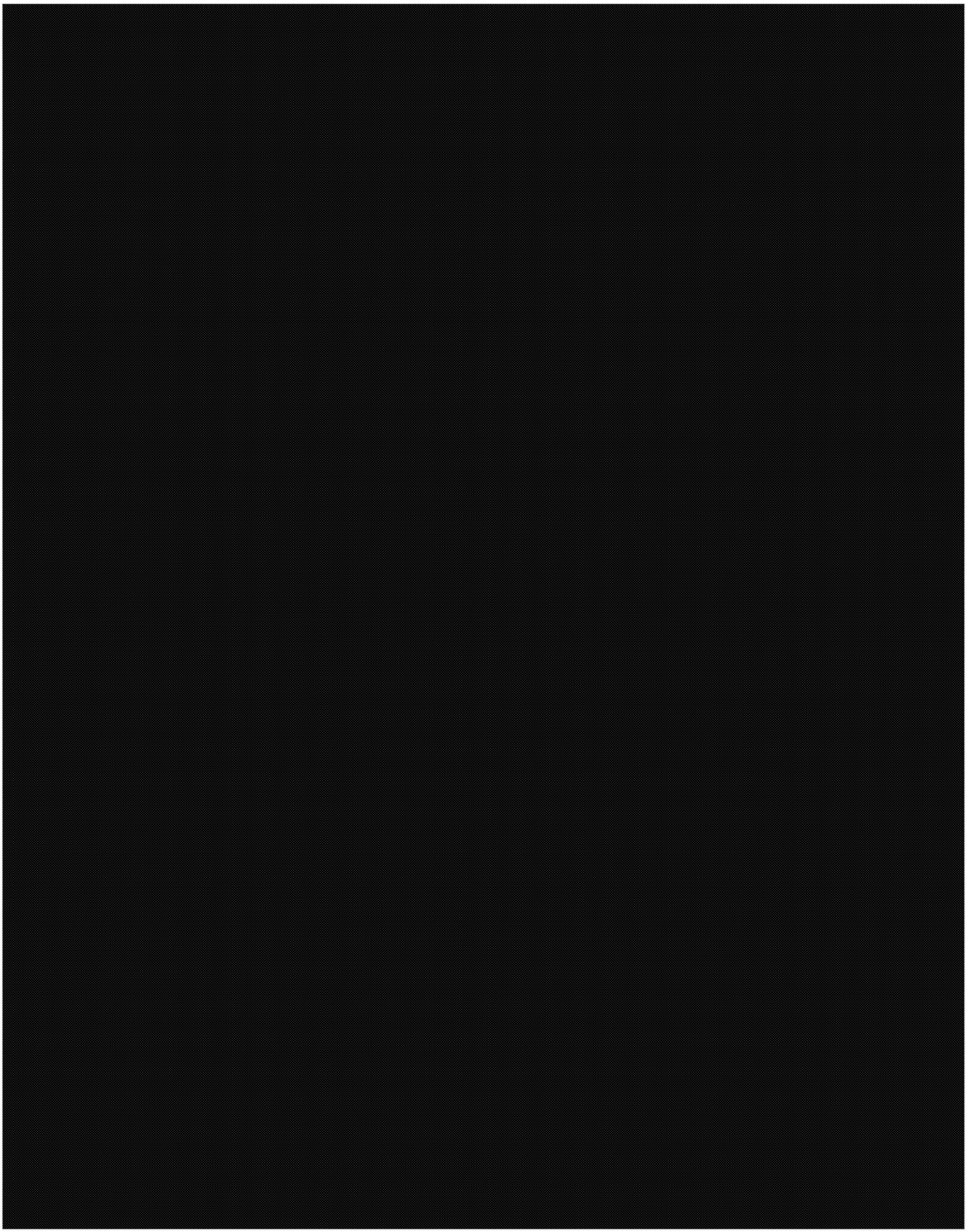
I have requested contextual data from some of these VINs.

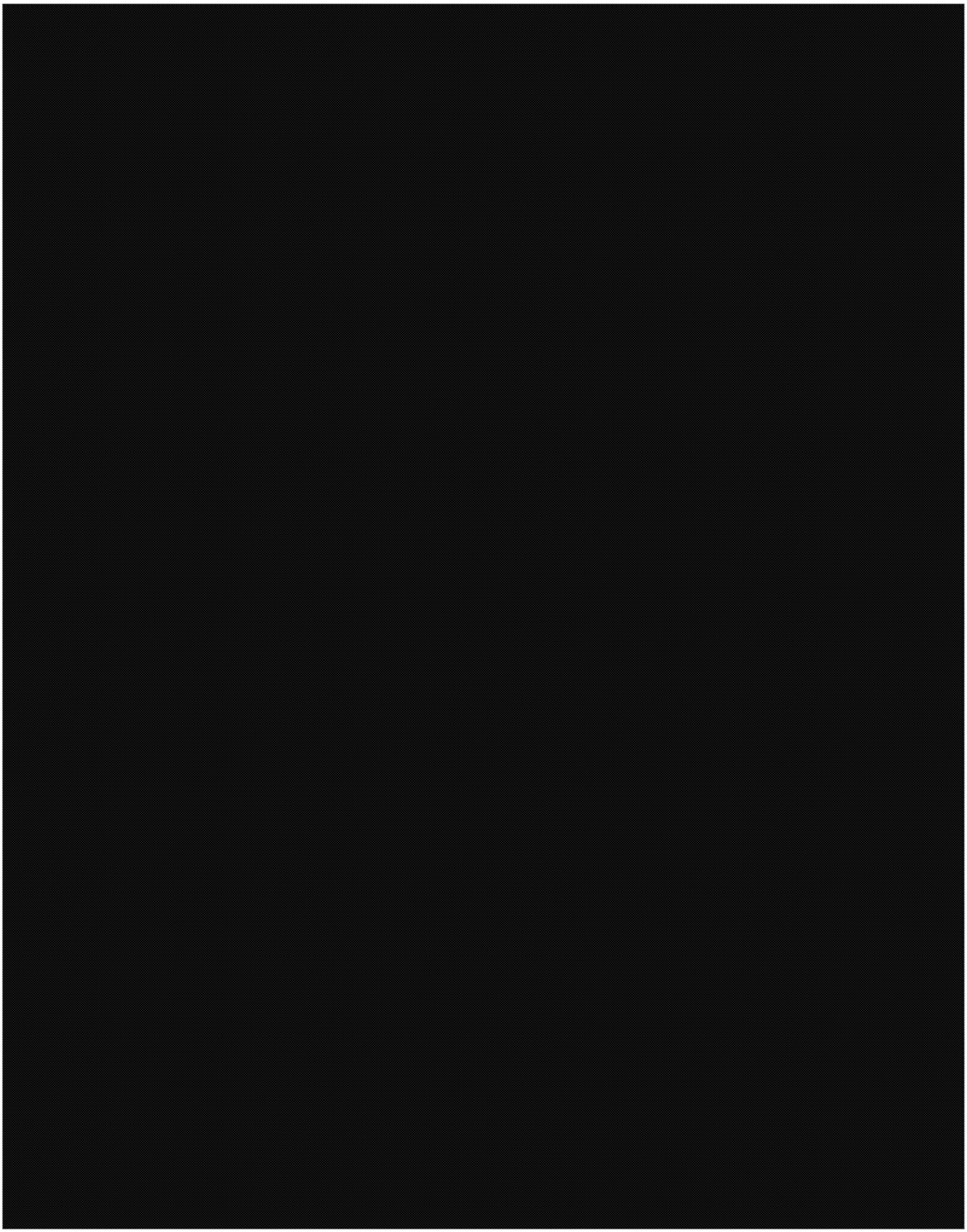
There was a very large increase from 2022 to 2023. 2023 was worse during that cold week in Jan. Perhaps everyone remote started the SUVs then.

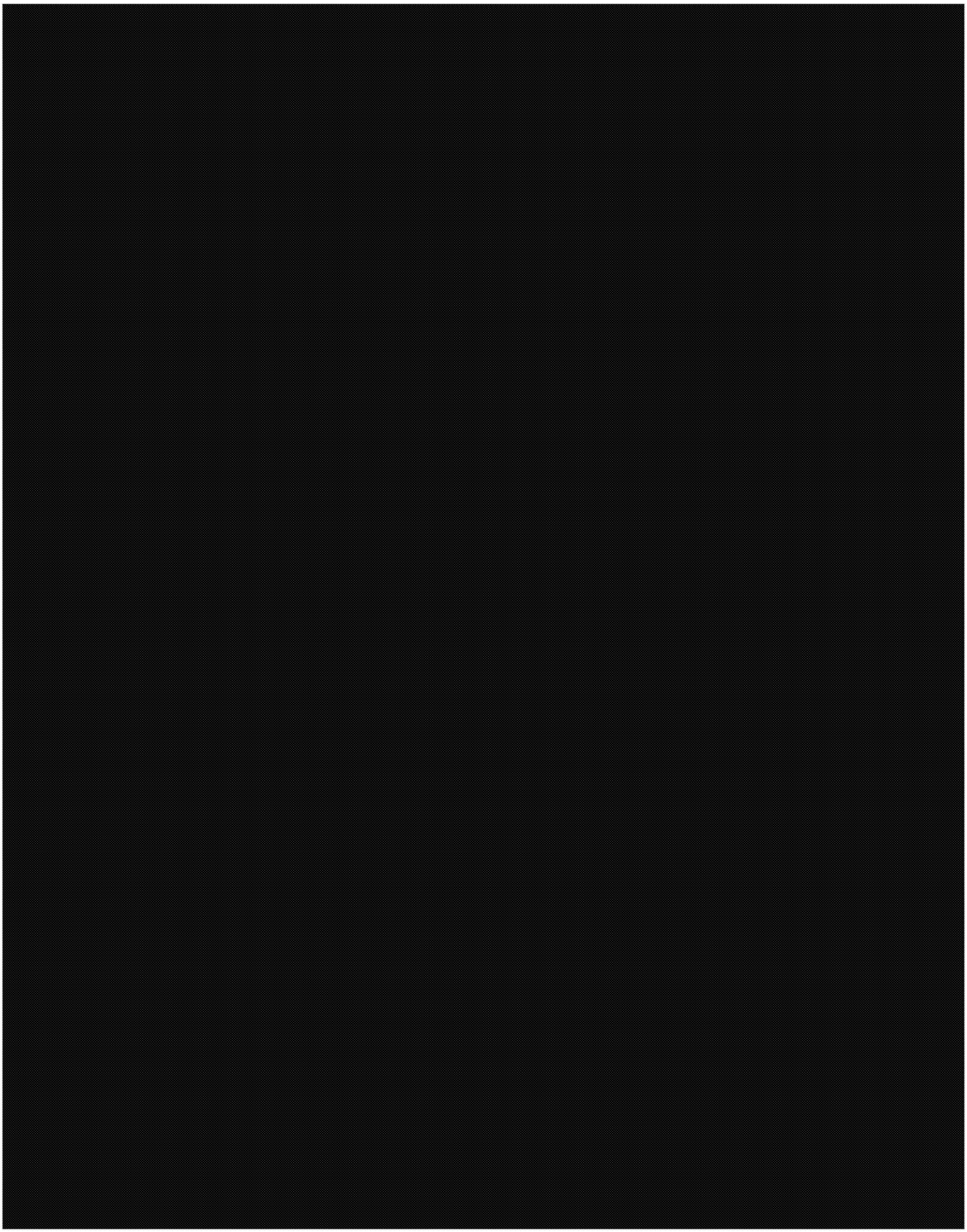
I will let you know what I see in the contextual data when I receive it from [redacted]

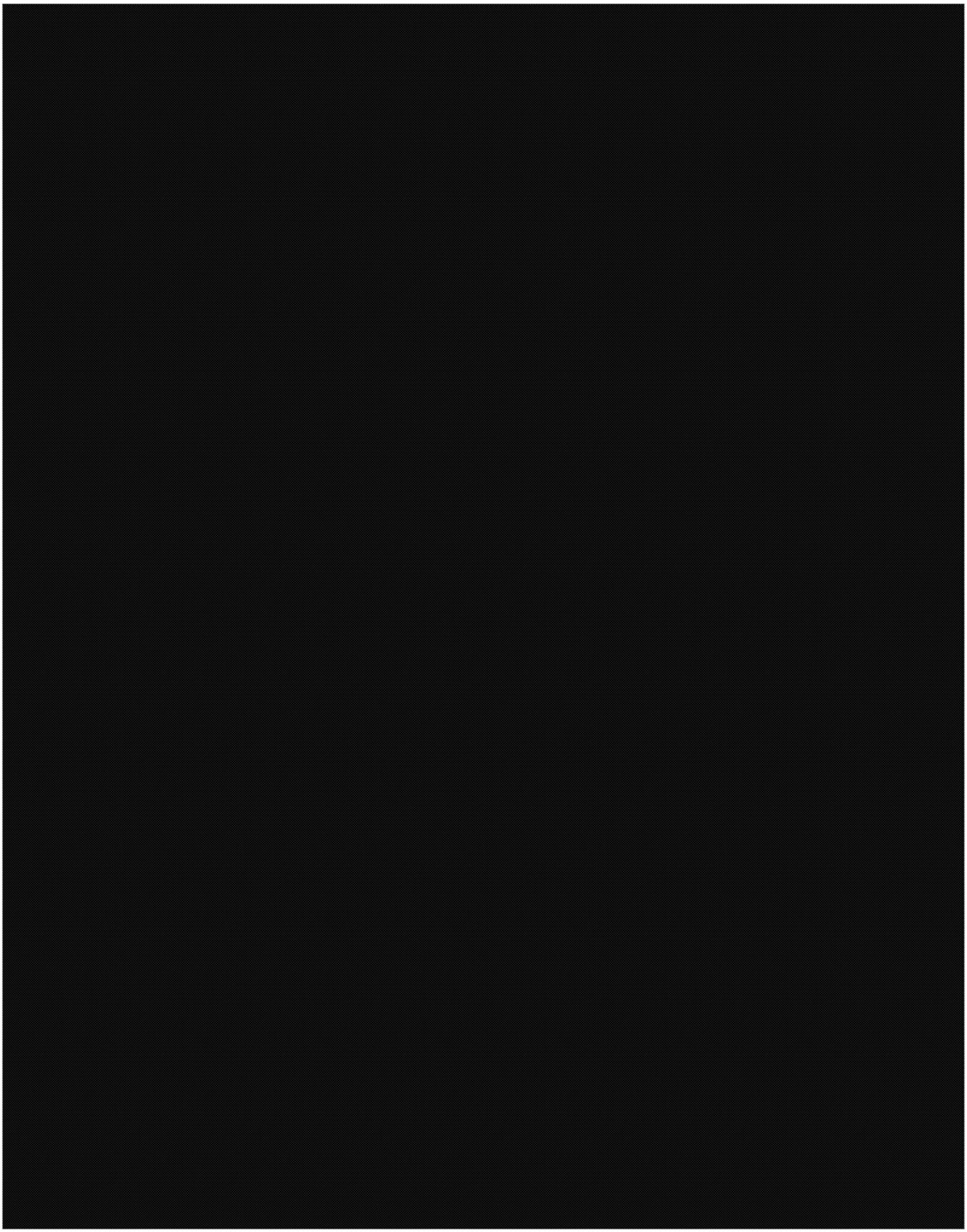


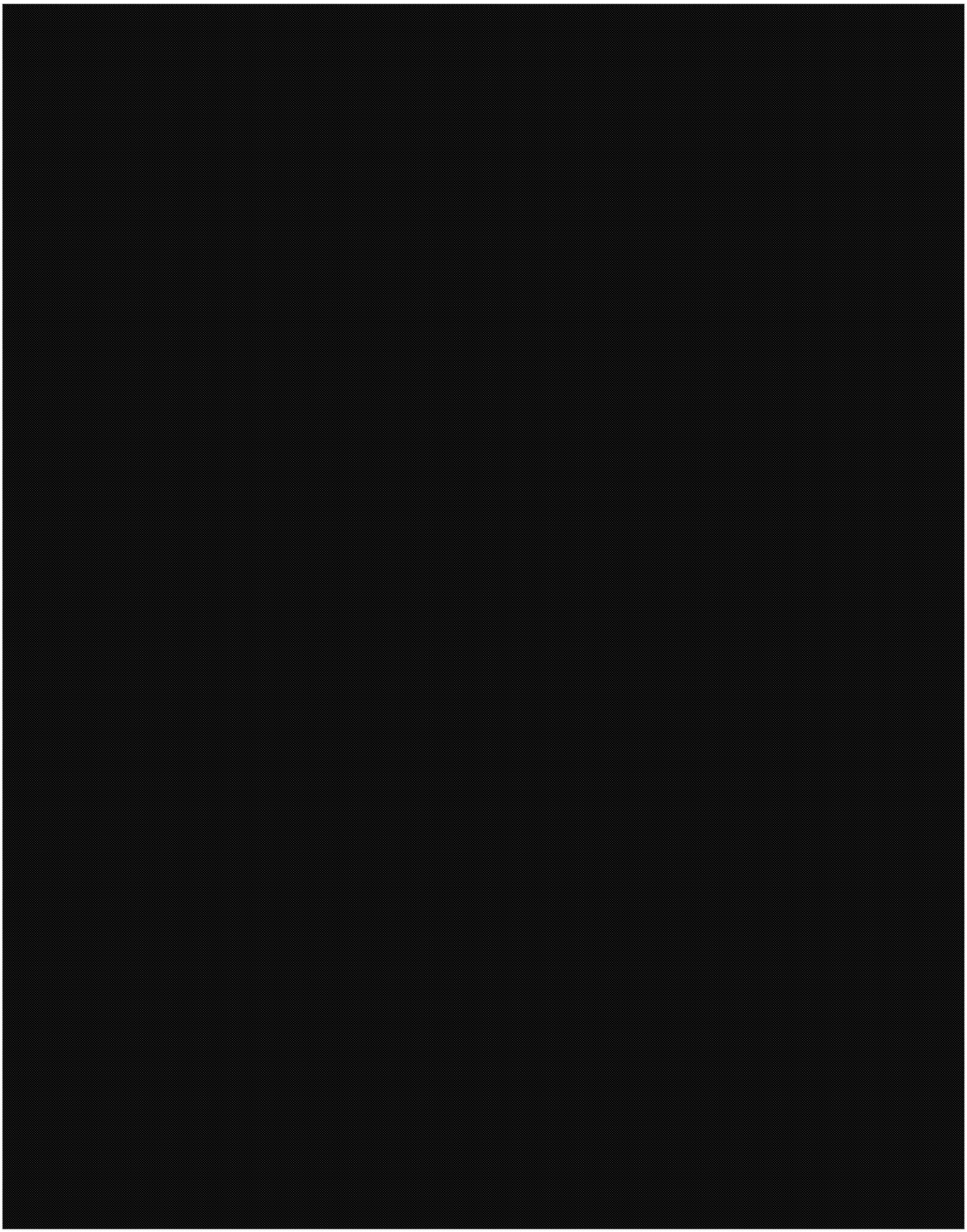


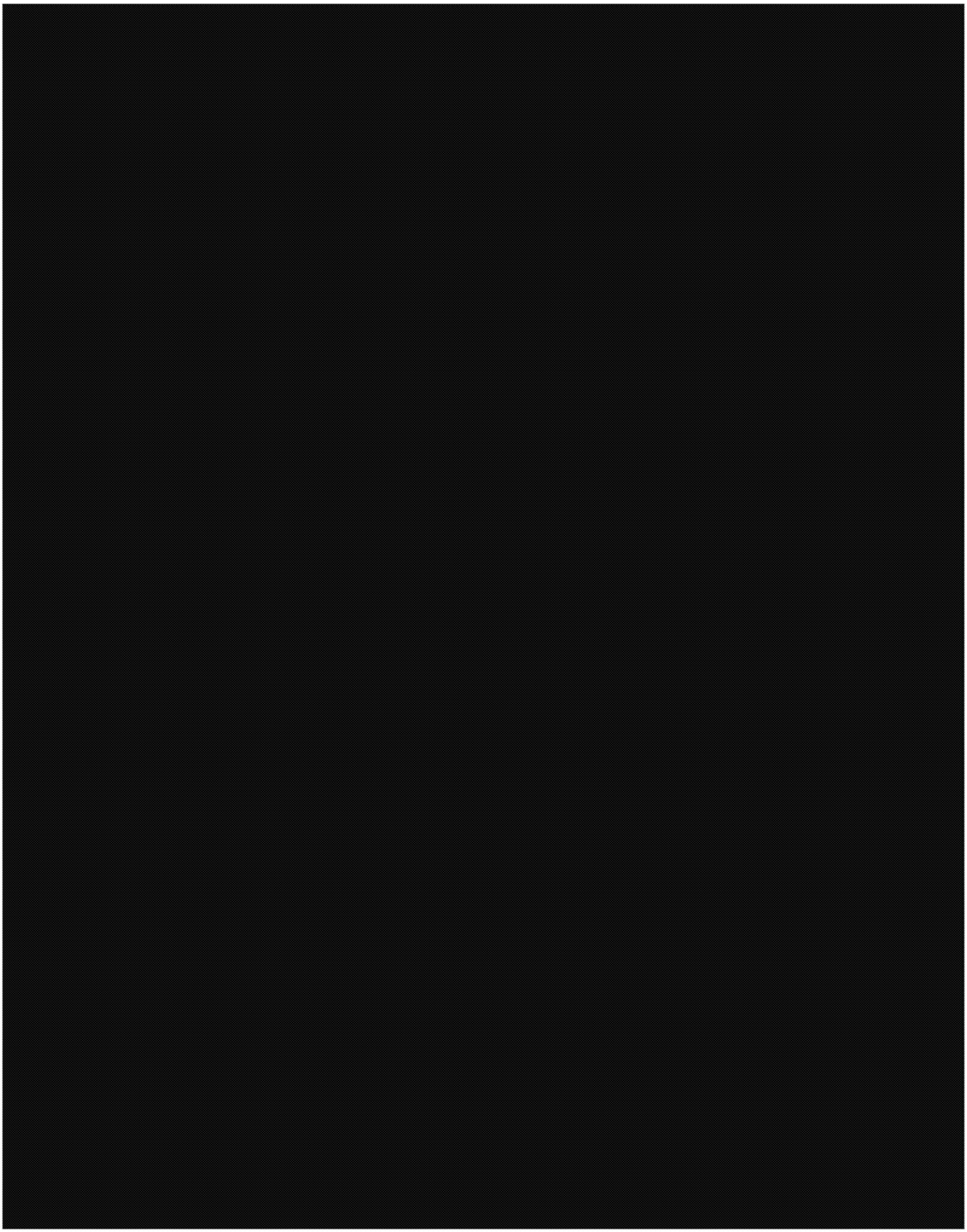


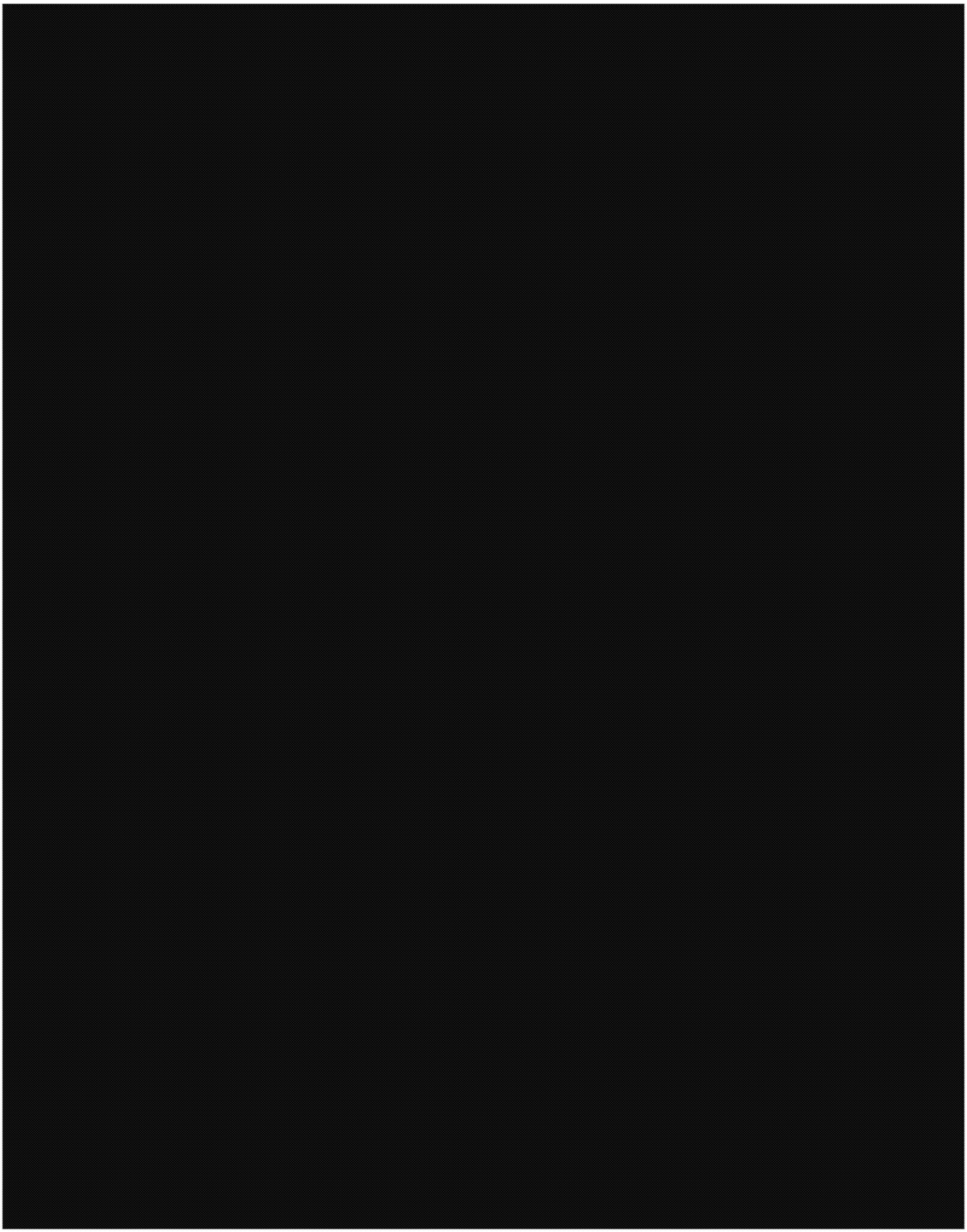


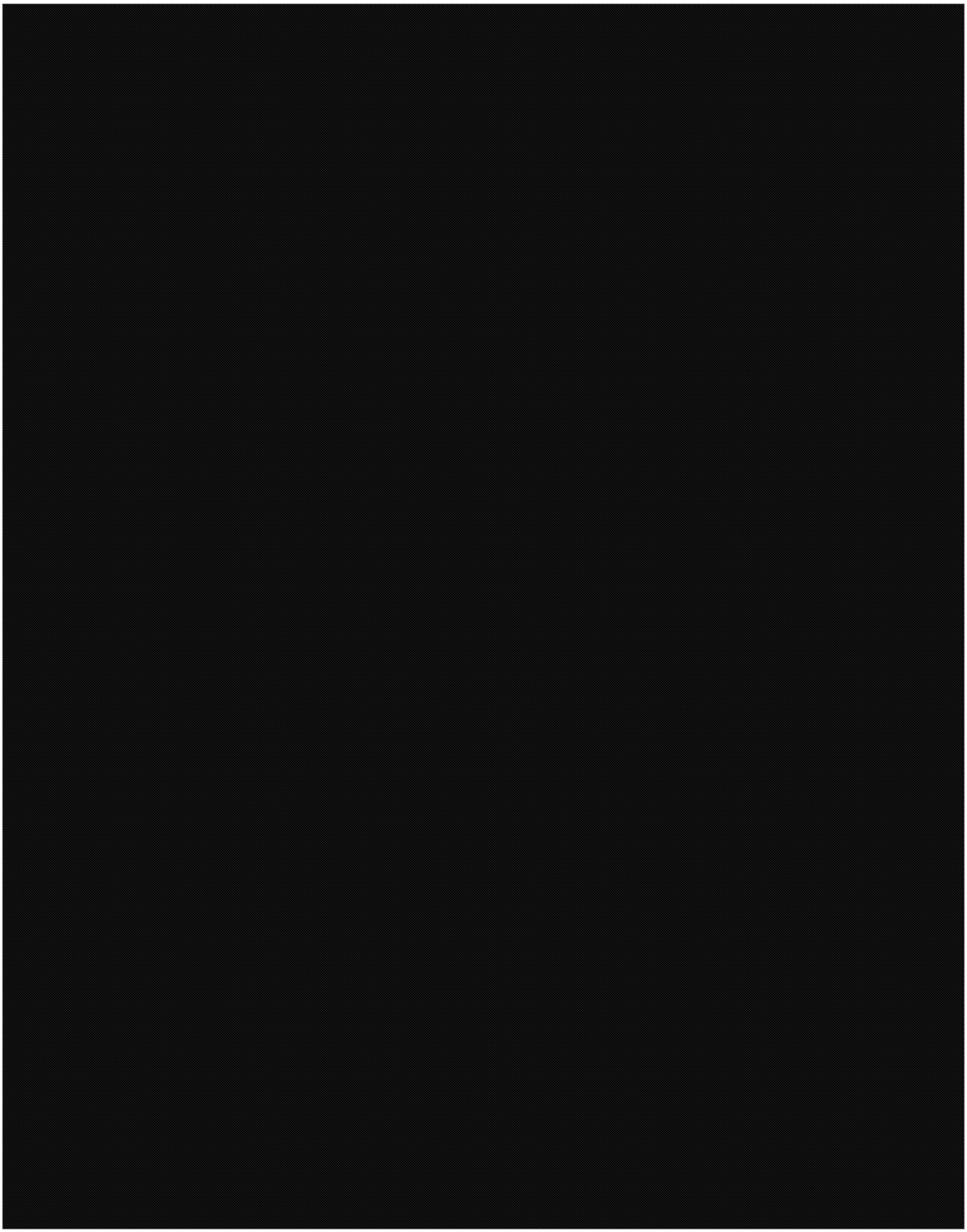


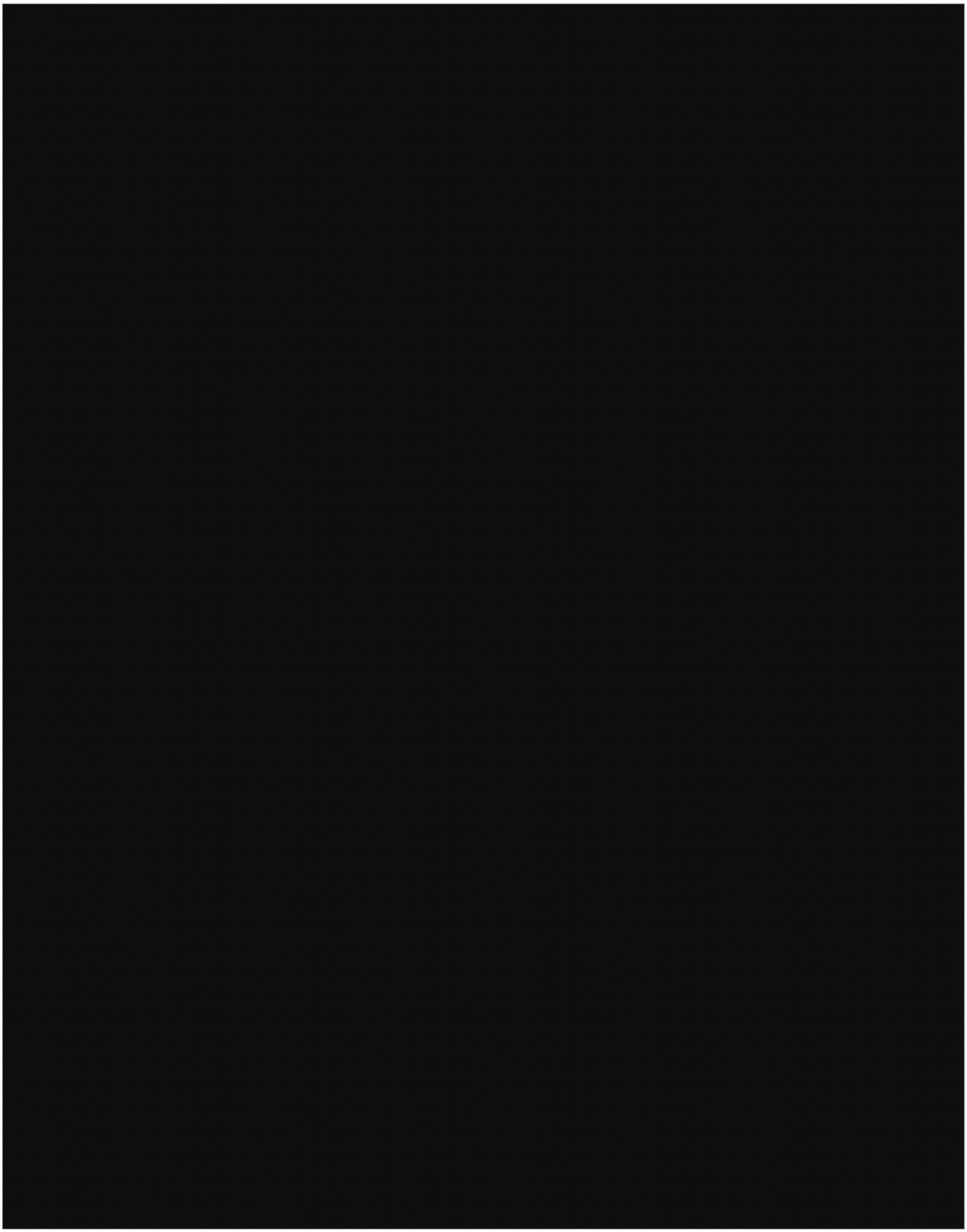


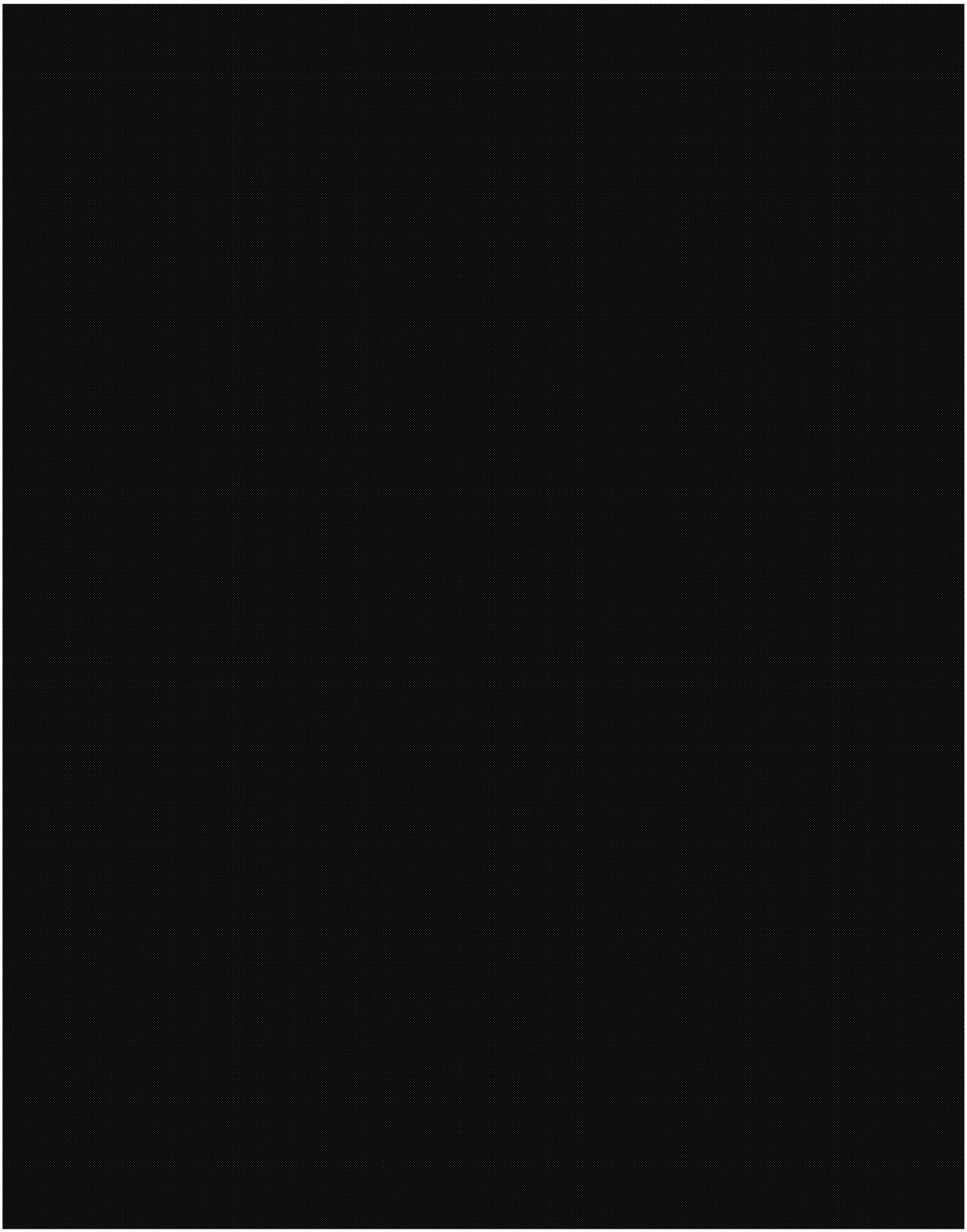


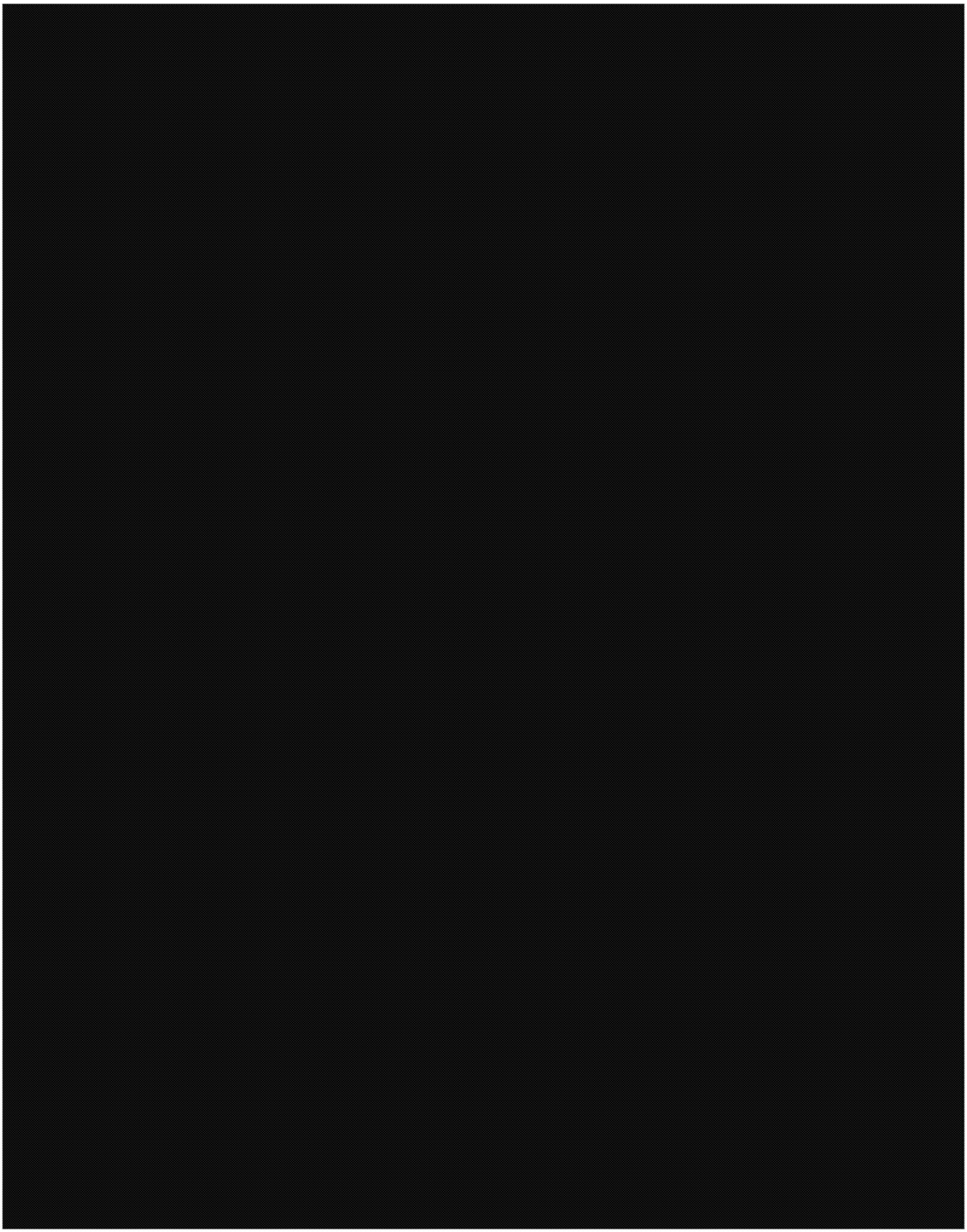












PHINIA

[redacted]
Shipping Address:
12425 Mercantile Ave.
Ramp A, Docks 1-2
El Paso, TX. 79928

From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Tuesday, June 27, 2023 9:40 AM
To: Olivas, Jesus <jolivas@borgwarner.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@borgwarner.com>
Cc: cwitherspoon@borgwarner.com; Corona, Julian (J.) <jcoron42@ford.com>; Benitez T, Miguel Angel (.) <mbenit25@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: BW FDM warranty - dual pumps and Series 6850

"EXTERNAL SENDER"
"BORGWARNER FORWARD"

[redacted]

VIN Model Year:2023 Fixed Model Year:2023 Claim Key [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	07-JUN-2023
Body/Cab Type:	C/PM - POLICE	Distance:	6
Version/Series:	C/E7 - POLICE VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	13-JUN-2023
WERS Engine Code:	C/RAX-3.3L DOHC TIVCT DAMB NA GAS	Transaction Code:	S07
WERS Transmission Code:	C/EU-10 SPD AUTO TRANSMISSION-10R80		
Warranty Start Date:	24-MAY-2023		
Production Date:	05-FEB-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	BRANNEN MOTOR COMPANY	Dealer Paid Amount:	.00
Dealer Code:	07124 - *	Labor Cost:	260.20
Address:	1080 2ND STREET	VAT:	.00

City:	UNADILLA	Misc. Expense Amount:	.00
State:	GA Zip Code: 31091	Part Markup Amount:	50.57
Country:	USA Region Code: NA	Material Cost:	128.37
Phone:	(478) [redacted]	Total Cost Gross:	388.57

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VEHICLE WOULDNT START, CRANK NO START. DID PIN TEST ON PUMP, HAD POWER OUT OF FUEL PUMP CONTROL MODULE ON YELLOW WIRE AT PUMP. REMOVED PUMP, AND BENCH TESTED, WOULD NOT COME ON. - REPLACED FUEL PUMP ASSEMBLY, ROAD TESTED TO VERIFY REPAIRS, FIXED ISSUE
Customer Comment:	CUSTOMER STATES VEHICLE CRANKS BUT WONT START PLEASE INSPECT

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	226.26
9002A6	FUEL PUMP - ELECTRIC - REPLACE	33.94

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extende Amour
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9H307	E	SENDER-ELEC PUMP	L1MZ	9H307	E	SENDER-ELEC PUMP	100101	1	FS	Y	128.

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = *

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

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2023 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	06-JUN-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	4
Version/Series:	C/JN - XLT VERSION #2	TIS:	1
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	19-JUN-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-MAY-2023		

Production Date:	16-MAY-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	JENKINS & WYNNE FORD	Dealer Paid Amount:	.00
Dealer Code:	05616 - *	Labor Cost:	434.30
Address:	2655 TRENTON RD.	VAT:	.00
City:	CLARKSVILLE	Misc. Expense Amount:	.00
State:	TN Zip Code: 370403262	Part Markup Amount:	354.00
Country:	USA Region Code: NA	Material Cost:	849.80
Phone:	(931) [redacted]	Total Cost Gross:	1284.10

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN. REMOVED FILLER NECK FROM TANK AND VERIFIED TANK IS BEYOND FULL BUT GAUGE READING ALMOST EMPTY. REMOVED FUEL TANK AND FUEL SENDING UNIT. FOUND FUEL LEVEL SENSOR STUCK NOT ALLOWING IT TO FLOAT AND READ FUEL LEVEL. CANISTER AND FUEL TANK PRESSURE SENSOR WERE FILLED WITH FUEL AND CONTAMINATED DUE TO OVERFILLING FUEL TANK. REPLACED FUEL SENDING UNIT, FUEL CANISTER, AND FUEL TANK PRESSURE SENSOR. RESET KAM. TEST DROVE VEHICLE AND VERIFIED REPAIR.
Customer Comment:	DASH READS 42 MILES TO EMPTY. CUSTOMER FILLEDFUEL TANK. ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	23.48
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.74
12650D45	PIN POINT TEST DIAGNOSIS	35.21
12650D55	IGNITION SYSTEM DIAGNOSIS	35.21
12650D80	NGS DCL DISPLAY TEST	11.74
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	58.69
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	223.02
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	35.21

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Exte Am
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9H307	G	SENDER-ELEC PUMP	L1MZ	9H307	G	SENDER-ELEC PUMP	100101	1	FS	Y	
N	L1MZ	9D653	L	CANISTER F/VAPOR CNS	L1MZ	9D653	L	CANISTER F/VAPOR CNS	031301	1	FS	Y	

N	HU5Z	9F945	C	CANISTER VENT VALVE	HU5Z	9F945	C	CANISTER VENT VALVE	031301	1	FS	Y	
N	M1MZ	9D683	A	VAPOR HOSE - FRONT	M1MZ	9D683	A	VAPOR HOSE - FRONT	1001XX	1	FS	Y	

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KR	DSYMP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Than you,

Elyssa D. Nelson
Chicago Assembly Plant -- Resident STA Engineer
Email: ekopke@ford.com
[redacted]

-----Original Appointment-----
From: Benitez T, Miguel Angel (.) <mbenit25@ford.com>
Sent: Monday, January 2, 2023 3:16 PM
To: Benitez T, Miguel Angel (.); mialvarado@borgwarner.com; Price, Benjamin (B.L.); Laboda, Robert (R.R.)
Cc: cwitherspoon@borgwarner.com; oscgarcia@borgwarner.com; Nelson, Elyssa (E.); Corona, Julian (J.); Ali, Shaique (S.); Olivas, Jesus (Chihuahua); Jones, Joe (.)
Subject: BW FDM warranty - dual pumps and Series 6850
When: Tuesday, June 20, 2023 10:00 AM-12:00 PM (UTC-06:00) Guadalajara, Mexico City, Monterrey.
Where: webex

-~-~-~

[redacted]

[redacted].

If you are a host, click here and login site to view host information.

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For company policies on recording: Click Here to Download
For additional help joining Webex meetings: WebEx Help
Can't join the meeting? Ford users submit a ticket: Contact Support

T32MC04

From: Laboda, Robert (R.R.) [rlaboda@ford.com]
Sent: 8/14/2023 1:05:27 PM
To: Dreier, Paul (P.) [PDREIER@ford.com]
CC: DePotter, Valerie (V. S.) [vdepotte@ford.com]; Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; GARMO, PETER (P.) [PGARMO@ford.com]; Nelson, Elyssa (E.) [ekopke@ford.com]; Dokas, David (D.M.) [ddokas@ford.com]; Corona, Julian (J.) [jcoron42@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: RE: U6XX
Attachments: RE: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx; RE: U6xx FDM warranty claim - FDM

Sorry Paul, I forgot to attached the reference emails for these returns.

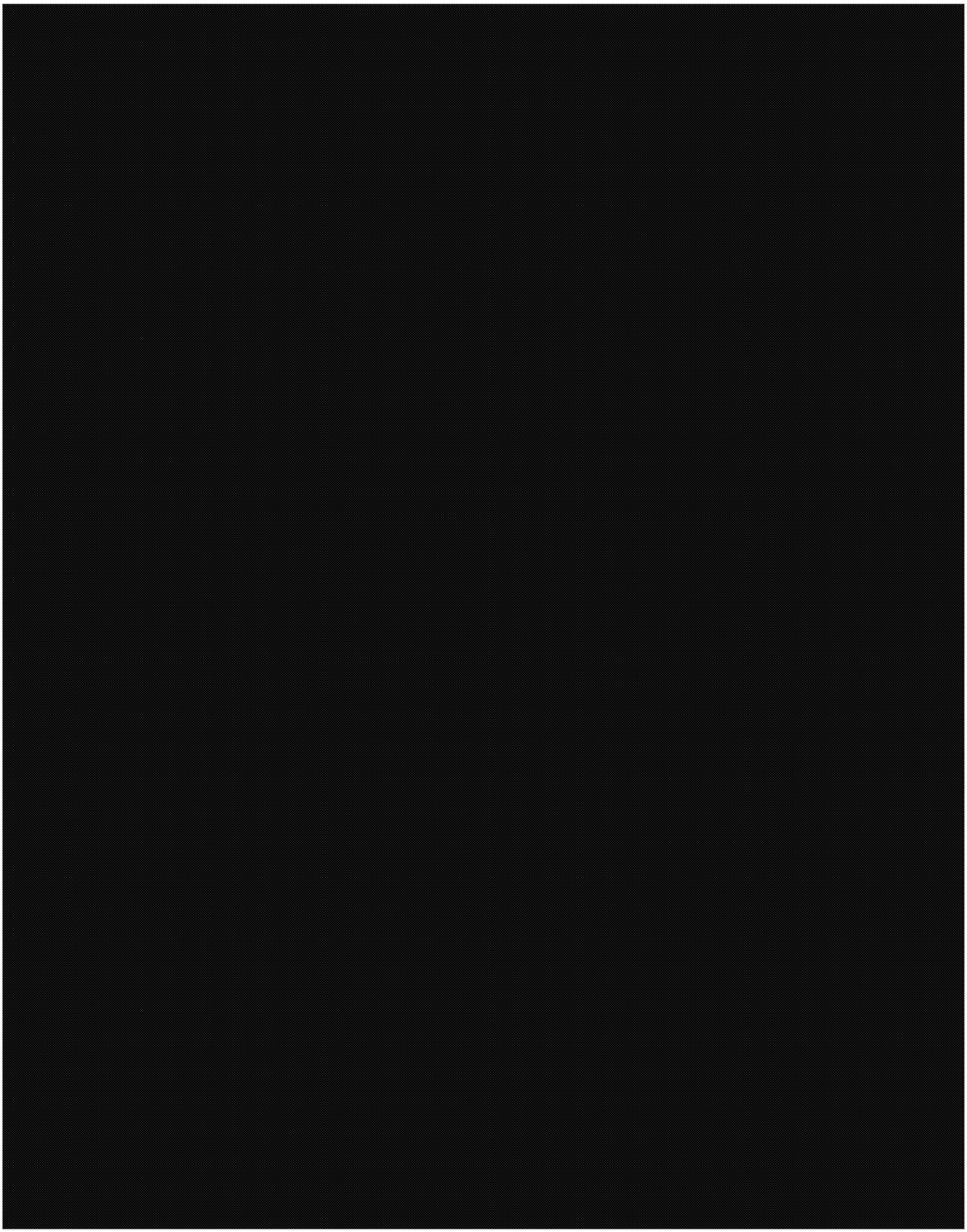
Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

Cell phone: [redacted]

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Monday, August 14, 2023 9:04 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Nelson, Elyssa (E.) <ekopke@ford.com>; Dokas, David (D.M.) <ddokas@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: FW: U6XX

Hello Paul,

[redacted]



From: Dreier, Paul (P.) [pdreier@ford.com]
Sent: 8/2/2023 1:10:16 PM
To: Laboda, Robert (R.R.) [rlaboda@ford.com]
CC: Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; DePotter, Valerie (V. S.) [vdepotte@ford.com]; GARMO, PETER (P:) [pgarmo@ford.com]
Subject: RE: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

Thank you,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
[redacted])

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Wednesday, August 02, 2023 9:09 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

Hello Paul,
The part should arrive at the El Paso warehouse today, it will take about a week or so for them to receive the part from the warehouse and analyze it, I will keep you informed, thank you.
FEDEX: [redacted]

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Dreier, Paul (P.) <pdreier@ford.com>
Sent: Monday, July 31, 2023 10:02 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>
Subject: RE: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

Hello Bob,

That is what I had thought.

Thank you,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
[redacted]

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Monday, July 31, 2023 9:57 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

Hello Paul,
Since this part was not listed as the causal part, it would not fall under my blanket tag; I have asked the expeditor to see if they can retrieve this part, thank you.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Dreier, Paul (P.) <pdreier@ford.com>
Sent: Monday, July 31, 2023 7:24 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>
Subject: FW: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

Hello Bob,

[redacted]

Sincere regards,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
(313)[redacted] (mobile)

From: Witczak, Rich (R.A.) <rwitczak@ford.com>
Sent: Monday, July 31, 2023 6:28 AM
To: Bekmez, Omer (O.) <OBEKMEZ@ford.com.tr>; Benitez T, Miguel Angel (.) <mbenit25@ford.com>; Bishop, Chris (C.B.) <cbishop2@ford.com>; Boscheratto, Connie (C.) <cbosche2@ford.com>; Cao, Hao (H.) <HCAO20@ford.com>; Chen, Super (C.) <cchen171@ford.com>; Cicek, Evrim (E.) <ecicek4@ford.com>; Corbett, Sandy (S.M.) <scorbett@ford.com>; Cortes, Saulo (S.) <SCORTES8@ford.com>; Cragel, Daniel (D.M.) <dcragel1@ford.com>; Ding, Wei (W.) <wding1@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>; Emley, John (J.L.) <jemley@ford.com>; Enkur, Ercan (E.) <EENKUR@ford.com.tr>; Fan, Sixin (S.) <sfan2@ford.com>; Fu, Min (US.) <mfu@ford.com>; Gonzalez, Jessica (J.) <JGONZ559@ford.com>; Grab, Katie (K.) <kgrab2@ford.com>; Hayes, Kenneth (K.J.) <khayes@ford.com>; Hosana, Stephen (S.) <SHOSANA@ford.com>; Jackovich, Cory (C.M.) <cjackovi@ford.com>; Johnson, Cory (C.) <cjohns10@ford.com>; Johnson, Steve (S.M.) <sjohns62@ford.com>; Kempfer, Daniel (D.J.) <DKEMPFER@ford.com>; Khami, Roger (R.) <rkhami1@ford.com>; Krupitzer, Eric (E.J.) <ekrupitz@ford.com>; Kushim, Steve (S.) <skushim@ford.com>; Lubke, Kathleen (K.) <klubke@ford.com>; Matharu, Gurpreet (G.) <GMATHAR1@ford.com>; Mcbeath, Tyler (T.T.) <TMCBEATH@ford.com>; Meng, Julie (Z.) <jmeng@ford.com>; Sanli, Gokhan (G.) <gsanli1@ford.com.tr>; Obermaier, Christina (C.H.) <cobermai@ford.com>; O'Donohue, Garrett (G.M.) <godonohu@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Ozdemir, Bayram (B.) <BOZDEMIR@ford.com.tr>; Paddy, Scott (S.M.) <spaddy@ford.com>; Pan, Yan (Y.) <ypan18@ford.com>; Paz, Eduardo (E.) <EPAZ5@ford.com>; Petrovic, Sacha (A.) <apetrovi@ford.com>; Piccolo, Justin (J.) <jpiccol5@ford.com>; Sama, Naveen Kumar (N.) <NSAMA1@ford.com>; Sanchez, Francisco (F.) <FSANCH98@ford.com>; Sanchez, Said (S.) <SSANCH63@ford.com>; 'Senol, Engin (E.)' <esenol1@ford.com.tr>; Souza, Karla Juliana (K.F.) <ksouza10@ford.com>; Vel, Uma (U.D.) <uvel1@ford.com>; Wells, Eric (E.) <EWELLS33@ford.com>; Wood, Darren (D.) <dwood910@ford.com>; Ferraz, Fabio Guilherme (F.G.) <fferraz@ford.com>; Costa, Silvio (S.R.) <scosta19@ford.com>; Martinez, Carlos (C.) <CMART470@ford.com>; Wang, Moon (W.) <WWANG159@ford.com>; Wang, Max (X.) <xwang142@ford.com>; Andersen, Erik (E.) <eanderse@ford.com>; Havener, Kerry (K.T.) <khavener@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ramos, Jesus (J.J.) <JRAMO124@ford.com>; Hipp, Gary (.) <ghipp@ford.com>; Ignasiak, Donald (D.J.) <dignasia@ford.com>; Pollitt, Dwayne (D.) <dpollitt@ford.com>; Everard, Lisa (L.M.) <leverard@ford.com>; Horseman, Jon (J.) <jhorsema@ford.com>; Williamson, David (D.E.) <dwilli29@ford.com>; Fretter, Timothy (T.E.) <tfretter@ford.com>; Gritt, John (J.R.) <JGRITT@ford.com>; Obrecht, Gregory (G.T.) <gobrech1@ford.com>; Feldmeier, Laural (L.S.) <lfeldmei@ford.com>; Madinsky, Patrick (P.J.) <pmadinsk@ford.com>; Ramirez Macias, Rolando (RRM.) <rramir95@ford.com>; Zitny, Dennis (D.R.) <dzitny@ford.com>; Palepu, Padmalaya (P.) <ppalepu@ford.com>; Mohammed, Aqeel (A. .) <amohamme@ford.com>; Lopez hernandez, Enrique (E.) <elopezhe@ford.com>; Cabrera, Diego (D.) <DCABRE11@ford.com>; Kailay, Mohinderpal (M.S.) <MKAILAY@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Taba, Anthony (A.T.) <ATABA@ford.com>; Castle, Larry (H.L.) <lcastle@ford.com>; Garcia, Pedro (P.) <pgarci67@ford.com>; Sanchez, David (D.S.) <dsanch21@ford.com>; Bagley, Deron (D.) <DBAGLE10@ford.com>; Junior, Carlos (C. B.) <cjunior3@ford.com>; Wallington, Alan (A.D.) <awalli19@ford.com>; Erales, Miguel (ME.) <meralesl@ford.com>; Zuniga, Armando (A.) <azunigaf@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Hayes, Kenneth (K.J.) <khayes@ford.com>; Carlisle, Shawn (S.K.) <scarlisl@ford.com>; Raver, Jon (J.A.) <jraver@ford.com>; Giunta, Michael (M.J.) <mgiunta@ford.com>; Madhavan, Ranganathan (R.) <rmadhava@ford.com>; Issa, Fred (F.A.) <fissa@ford.com>; Marin, Ricardo (J.) <jmarin33@ford.com>; Rebollo, Ivan (I.) <IREBOLL1@ford.com>; Gomez, Henry (H.) <HGOMEZ30@ford.com>; Torres Fernandez, Yunuen (Y.) <ytorresf@ford.com>; Bolton, Al (A.F.) <abolton@ford.com>; Young, Anne Marie (A.) <ayoun139@ford.com>; Miller, Jason (J.T.) <JMILL560@ford.com>; Emley, John (J.L.) <jemley@ford.com>; Schaffer, Scott (S.A.) <sschaff1@ford.com>; Godlewski, Tony (T.E.) <tgodlews@ford.com>; Sanches, Angelica (A.) <ASANC323@ford.com>; Mohammed, Aqeel (A. .) <amohamme@ford.com>; Martin, David (D.S.) <dmart127@ford.com>; Roberts, Natalie (N.) <nrober50@ford.com>; Santos, Joilson (J.) <JSANT708@ford.com>; Pyle, Angie (A.D.) <apyle@ford.com>; Sanchez, Francisco (F.) <FSANCH98@ford.com>; Simpson, Douglas (D.) <DSIMPS99@ford.com>; Luxon, Kevin (K.) <kluxon@ford.com>; Rebollo, Ivan (I.) <IREBOLL1@ford.com>; Garcia, Maria (L.G.) <mgarc181@ford.com>; Marin, Ricardo (J.) <jmarin33@ford.com>; Castro, Luis (L.) <lcastr42@ford.com>; Tyner, Dan (D.L.) <dtyner3@ford.com>; Oliveira, Daiane (D.R.) <DOLIV185@ford.com>; Silva, Andre (A.) <ASILV759@ford.com>; BULHOES, NATHALIA (N.D.) <NBULHOE1@ford.com>; Tyler, Jim (J.S.) <jtyler1@ford.com>; Pratt, Robb (R.) <rpratt1@ford.com>; Amezquita, Gerardo (G.) <GAMEZQUI@ford.com>; Tyner, Dan (D.L.) <dtyner3@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Saud, Samantha (S.M.) <SSAUD1@ford.com>; Erickson, Korey (K.)

<KERICK15@ford.com>
Subject: 7.2 23MY Fixed PTI Daily Claims GBL 07-28-2023.xlsx

2023MY (Fixed)

Attached are the daily claims for each commodity that are listed at the bottom tabs. Please select the tab for your commodity and review. Claims highlighted in yellow are TIS 3 months or less and built within last 4 months. Please let me know if you have any questions.

From: Dreier, Paul (P.) [pdreier@ford.com]
Sent: 7/21/2023 2:41:12 PM
To: Laboda, Robert (R.R.) [rlaboda@ford.com]
CC: DePotter, Valerie (V. S.) [vdepotte@ford.com]; Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; GARMO, PETER (P.) [pgarmo@ford.com]
Subject: RE: U6xx FDM warranty claim - FDM

Thank you,

Sincere regards,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd. Dearborn, MI 48121
(313)[redacted] (mobile)

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Friday, July 21, 2023 10:23 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: U6xx FDM warranty claim - FDM

Hi Paul, For Vin#[redacted] I'm showing it isn't tagged yet at the dealer, I'll ask an expeditor to follow up, thank you.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Friday, July 21, 2023 10:00 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: U6xx FDM warranty claim - FDM

Hi Paul, the screenshot clipped the VIN#'s below, I'll search the file you sent for claim key, thank you.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Dreier, Paul (P.) <pdreier@ford.com>
Sent: Friday, July 21, 2023 9:55 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>
Subject: RE: U6xx FDM warranty claim - FDM

Hello Bob,

The VIN was in the file I attached. I grabbed a screen shot from the daily excel file sent by Rich.

Sincere regards,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
(313)[redacted] (mobile)

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Friday, July 21, 2023 9:12 AM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: U6xx FDM warranty claim - FDM

Hi Paul, What is the Vin#, we have an active tag so this part should be returned.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Dreier, Paul (P.) <pdreier@ford.com>
Sent: Friday, July 21, 2023 8:53 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>
Subject: RE: U6xx FDM warranty claim - FDM

+ Peter Garmo

From: Dreier, Paul (P.)
Sent: Friday, July 21, 2023 8:51 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>
Subject: FW: U6xx FDM warranty claim - FDM

Hello Bob,

[redacted]

Sincere regards,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
(313) [redacted] (mobile)

From: Witczak, Rich (R.A.) <rwitczak@ford.com>
Sent: Friday, July 21, 2023 6:21 AM
To: Bekmez, Omer (O.) <OBEKMEZ@ford.com.tr>; Benitez T, Miguel Angel (.) <mbenit25@ford.com>; Bishop, Chris (C.B.) <cbishop2@ford.com>; Boscheratto, Connie (C.) <cbosche2@ford.com>; Cao, Hao (H.) <HCAO20@ford.com>; Chen, Super (C.) <cchen171@ford.com>; Cicek, Evrim (E.) <ecicek4@ford.com>; Corbett, Sandy (S.M.) <scorbett@ford.com>; Cortes, Saulo (S.) <SCORTES8@ford.com>; Cragel, Daniel (D.M.) <dcragel1@ford.com>; Ding, Wei (W.) <wding1@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>; Emley, John (J.L.) <jemley@ford.com>; Enkur, Ercan (E.) <EENKUR@ford.com.tr>; Fan, Sixin (S.) <sfan2@ford.com>; Fu, Min (US.) <mfu@ford.com>; Gonzalez, Jessica (J.) <JGONZ559@ford.com>; Grab, Katie (K.) <kgrab2@ford.com>; Hayes, Kenneth (K.J.) <khayes@ford.com>; Hosana, Stephen (S.) <SHOSANA@ford.com>; Jackovich, Cory (C.M.) <cjackovi@ford.com>; Johnson, Cory (C.) <cjohns10@ford.com>; Johnson, Steve (S.M.) <sjohns62@ford.com>; Kempfer, Daniel (D.J.) <DKEMPFER@ford.com>; Khami, Roger (R.) <rkhami1@ford.com>; Krupitzer, Eric (E.J.) <ekrupitz@ford.com>; Kushim, Steve (S.) <skushim@ford.com>; Lubke, Kathleen (K.) <klubke@ford.com>; Matharu, Gurpreet (G.) <GMATHAR1@ford.com>; Mcbeath, Tyler (T.T.) <TMCBEATH@ford.com>; Meng, Julie (Z.) <jmeng@ford.com>; Sanli, Gokhan (G.) <gsanli1@ford.com.tr>; Obermaier, Christina (C.H.) <cobermai@ford.com>; O'Donohue, Garrett (G.M.) <godonohu@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Ozdemir, Bayram (B.) <BOZDEMIR@ford.com.tr>; Paddy, Scott (S.M.) <spaddy@ford.com>; Pan, Yan (Y.) <ypan18@ford.com>; Paz, Eduardo (E.) <EPAZ5@ford.com>; Petrovic, Sacha (A.) <apetrovi@ford.com>; Piccolo, Justin (J.) <jpiccol5@ford.com>; Sama, Naveen Kumar (N.) <NSAMA1@ford.com>; Sanchez, Francisco (F.) <FSANCH98@ford.com>; Sanchez, Said (S.) <SSANCH63@ford.com>; Sandhu, Amanpreet (A.) <asandh18@ford.com>; 'Senol, Engin (E.)' <esenol1@ford.com.tr>; Souza, Karla Juliana (K.F.) <ksouza10@ford.com>; Vel, Uma (U.D.) <uvel1@ford.com>; Wells, Eric (E.) <EWELLS33@ford.com>; Wood, Darren (D.) <dwood910@ford.com>; Ferraz, Fabio Guilherme (F.G.) <fferraz@ford.com>; Costa, Silvio (S.R.) <scosta19@ford.com>; Martinez, Carlos (C.) <CMART470@ford.com>; Wang, Moon (W.) <WWANG159@ford.com>; Wang, Max (X.) <xwang142@ford.com>; Andersen, Erik (E.) <eanderse@ford.com>; Havener, Kerry (K.T.) <khavener@ford.com>; DePotter, Valerie (V. S.) <vdepotte@ford.com>; Ramos, Jesus (J.J.) <JRAMO124@ford.com>; Hipp, Gary (.) <ghipp@ford.com>; Ignasiak, Donald (D.J.) <dignasia@ford.com>; Pollitt, Dwayne (D.) <dpollitt@ford.com>; Everard, Lisa (L.M.) <leverard@ford.com>; Horseman, Jon (J.) <jhorsema@ford.com>; Williamson, David (D.E.) <dwilli29@ford.com>; Fretter, Timothy (T.E.) <tfretter@ford.com>; Gritt, John (J.R.) <JGRITT@ford.com>; Obrecht, Gregory (G.T.) <gobrech1@ford.com>; Feldmeier, Laural (L.S.) <lfeldmei@ford.com>; Madinsky, Patrick (P.J.) <pmadinsk@ford.com>; Ramirez Macias, Rolando (RRM.) <rramir95@ford.com>; Zitny, Dennis (D.R.) <dzitny@ford.com>; Palepu, Padmalaya (P.) <ppalepu@ford.com>; Mohammed, Aqeel (A. .) <amohamme@ford.com>; Lopez hernandez, Enrique (E.) <elopezhe@ford.com>; Cabrera, Diego (D.) <DCABRE11@ford.com>; Kailay, Mohinderpal (M.S.) <MKAILAY@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Taba, Anthony (A.T.) <ATABA@ford.com>; Castle, Larry (H.L.) <lcastle@ford.com>; Garcia,

Pedro (P.) <pgarci67@ford.com>; Sanchez, David (D.S.) <dsanch21@ford.com>; Bagley, Deron (D.) <DBAGLE10@ford.com>; Junior, Carlos (C. B.) <cjunior3@ford.com>; Wallington, Alan (A.D.) <awalli19@ford.com>; Erales, Miguel (ME.) <meralesl@ford.com>; Zuniga, Armando (A.) <azunigaf@ford.com>; Kramer, Michael (M.T.) <mkramer1@ford.com>; Hayes, Kenneth (K.J.) <khayes@ford.com>; Carlisle, Shawn (S.K.) <scarlisl@ford.com>; Raver, Jon (J.A.) <jraver@ford.com>; Giunta, Michael (M.J.) <mgiunta@ford.com>; Madhavan, Ranganathan (R.) <rmadhava@ford.com>; Issa, Fred (F.A.) <fissa@ford.com>; Marin, Ricardo (J.) <jmarin33@ford.com>; Rebollo, Ivan (I.) <IREBOLL1@ford.com>; Gomez, Henry (H.) <HGOMEZ30@ford.com>; Torres Fernandez, Yunuen (Y.) <ytorresf@ford.com>; Bolton, Al (A.F.) <abolton@ford.com>; Young, Anne Marie (A.) <ayoun139@ford.com>; Miller, Jason (J.T.) <JMILL560@ford.com>; Emley, John (J.L.) <jemley@ford.com>; Schaffer, Scott (S.A.) <sschaff1@ford.com>; Godlewski, Tony (T.E.) <tgodlews@ford.com>; Sanches, Angelica (A.) <ASANC323@ford.com>; Mohammed, Aqeel (A. .) <amohamme@ford.com>; Martin, David (D.S.) <dmart127@ford.com>; Roberts, Natalie (N.) <nrober50@ford.com>; Santos, Joilson (J.) <JSANT708@ford.com>; Pyle, Angie (A.D.) <apyle@ford.com>; Sanchez, Francisco (F.) <FSANCH98@ford.com>; Simpson, Douglas (D.) <DSIMPS99@ford.com>; Luxon, Kevin (K.) <kluxon@ford.com>; Rebollo, Ivan (I.) <IREBOLL1@ford.com>; Garcia, Maria (L.G.) <mgarc181@ford.com>; Marin, Ricardo (J.) <jmarin33@ford.com>; Castro, Luis (L.) <lcastr42@ford.com>; Tyner, Dan (D.L.) <dtyner3@ford.com>; Oliveira, Daiane (D.R.) <DOLIV185@ford.com>; Silva, Andre (A.) <ASILV759@ford.com>; BULHOES, NATHALIA (N.D.) <NBULHOE1@ford.com>; Tyler, Jim (J.S.) <jtyler1@ford.com>; Pratt, Robb (R.) <rpratt1@ford.com>; Amezquita, Gerardo (G.) <GAMEZQUI@ford.com>; Tyner, Dan (D.L.) <dtyner3@ford.com>; Bustamante, Chris (C.T.) <cbustama@ford.com>; GARMO, PETER (P.) <PGARMO@ford.com>; Saud, Samantha (S.M.) <SSAUD1@ford.com>
Subject: 7.2 23MY Fixed PTI Daily Claims GBL 07-20-2023.xlsx

2023MY (Fixed)

Attached are the daily claims for each commodity that are listed at the bottom tabs. Please select the tab for your commodity and review. Claims highlighted in yellow are TIS 3 months or less and built within last 4 months. Please let me know if you have any questions.

From: Nelson, Elyssa (E.) [ekopke@ford.com]
Sent: 9/26/2023 3:36:39 PM
To: Corona, Julian (J.) [jcoron42@ford.com]
CC: Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: Dry Run Fuel Pump

Hi Julian,

[redacted]

VIN Model Year:2023 Fixed Model Year:2023 Claim Key [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	14-AUG-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	7
Version/Series:	C/C9 - ST VERSION	TIS:	-1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	08-SEP-2023
WERS Engine Code:	C/RBQ-3.0L NANO-D4-G-GTDI-CD6R-PHEV	Transaction Code:	S07
WERS Transmission Code:	C/GB-MOD HYBRID TRNAXLE- A10R80-MHT		
Warranty Start Date:			
Production Date:	03-APR-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	BILL BROWN FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	03003 - *	Labor Cost:	598.22
Address:	32222 PLYMOUTH RD	VAT:	.00
City:	LIVONIA	Misc. Expense Amount:	.00
State:	MI Zip Code: 481501925	Part Markup Amount:	153.79
Country:	USA Region Code: NA	Material Cost:	386.81
Phone:	[redacted]	Total Cost Gross:	985.03

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED

Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VEHICLE IS A CRANK, NO START. CHECKED AND VERIFIED CRANK NO START. THE VEHICLE WAS CRANKING REALLY SLOW. CHARGED AND TESTED THE BATTERY AND IT PASSED. PERFORMED EEC TEST AND RETRIEVED CODE P0627. PERFORMED PINPOINT TEST KC. STEP KC1- YES, KC9- YES, KC12- YES, KC13-YES, KC14 -NO, KC14- NO, KC15- NO, KC16- YES, MONITORED THE FUEL PUMP PID AND COMMANDED THE FUEL PUMP ON AND THE VOLTAGE CHANGES, KC17- NO, PERFORMED A FUEL PRESSURE TEST AND HAD 0 PSI. PER THE PINPOINT TEST ACCESSED FUEL TANK AND REPLACED FUEL PUMP DUE TO INTERNAL FAULT. CLEARED CODES, RETEST AND CHECKS OK
Customer Comment:	VEHICLE IS A CRANK, NO START

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	27.82
12650D45	PIN POINT TEST DIAGNOSIS	41.74
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	13.91
12650D80	NGS DCL DISPLAY TEST	13.91
10654C	BATTERY TEST, CHARGE, AND RE-TEST	41.74
MT9350B		139.12
MT9002A		278.24
9002A6	FUEL PUMP - ELECTRIC - REPLACE	41.74

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Exter Amo
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9H307	D	SENDER-ELEC PUMP	L1MZ	9H307	D	SENDER-ELEC PUMP	100101	1	FS	Y	3
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y	5

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P0627	FUEL PUMP "A" CONTROL CIRCUIT / OPEN	9	FUEL (COMPONENT)
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	P1111	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
[redacted]
[redacted]

From: Laboda, Robert (R.R.) [RLABODA@ford.com]
Sent: 10/24/2023 7:35:26 PM
To: Olivas, Jesus (Chihuahua) [jolivas@phinia.com]; Alvarado, Miguel (Juarez-TC) [mialvarado@phinia.com]
CC: Corona, Julian (J.) [jcoron42@ford.com]; Young, Richard (R.C.) [ryoung27@ford.com]; Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; Nelson, Elyssa (E.) [ekopke@ford.com]; Dreier, Paul (P.) [PDREIER@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: RE: Object in the fuel pump - Sticking FLS
Attachments: IMG_20231024_140500.jpg

Hello Jesus and Miguel,
Are you able to identify the foreign material that was found stuck to this FLS card? Please confirm if this is from your process?
Thank you

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

Cell phone: 1-[redacted]

From: Dreier, Paul (P.) <pdreier@ford.com>
Sent: Tuesday, October 24, 2023 3:19 PM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: Corona, Julian (J.) <jcoron42@ford.com>; Young, Richard (R.C.) <ryoung27@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Nelson, Elyssa (E.) <ekopke@ford.com>
Subject: FW: Object in the fuel pump - Sticking FLS

Hello Bob,

Julian Corona and I responded to a warranty claim that was in today's CY24 daily report. Julian obtained a photo from the dealership.

[redacted]

VIN: [redacted]

We need your assistance on trying to determine what the foreign object is. Looks like a broken tab.

Can you provide guidance?

Sincere regards,

Paul Dreier
U625/U611 Fuel Sys Eng
Ford Motor Company
2400 Village Rd, Dearborn, MI 48121
(313)[redacted] (mobile)

From: Corona, Julian (J.) <jcoron42@ford.com>
Sent: Tuesday, October 24, 2023 3:11 PM
To: Dreier, Paul (P.) <PDREIER@ford.com>
Subject: FW: Object in the fuel pump

--
Julian Corona
IPTSE PVT
V25, V40, V44, V52, V54, V57
Chicago Assembly Plant
313-590-1201

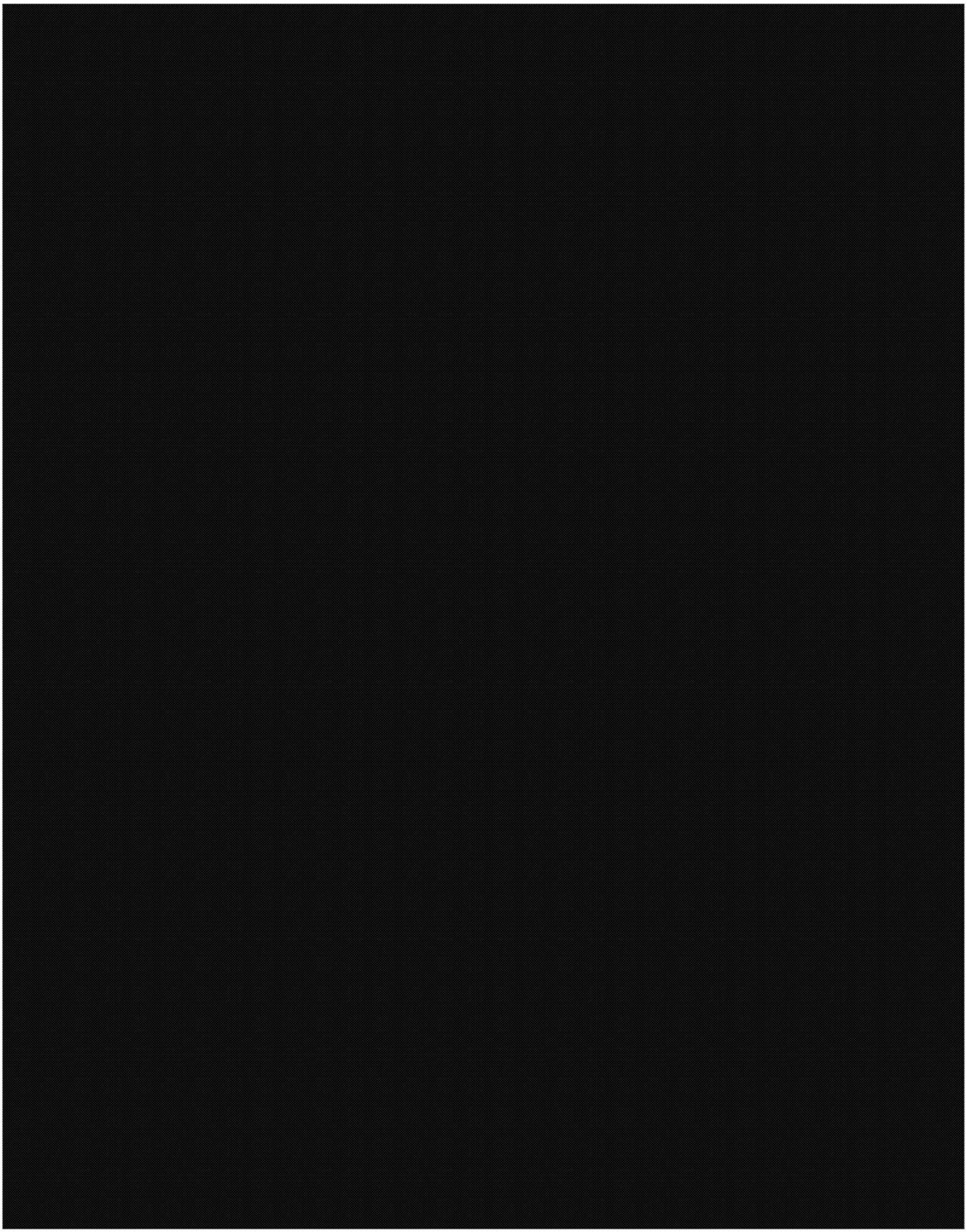
From: [redacted] <[redacted]lbsmith.org>
Sent: Tuesday, October 24, 2023 1:06 PM
To: Corona, Julian (J.) <jcoron42@ford.com>
Subject: Fw: Object in the fuel pump

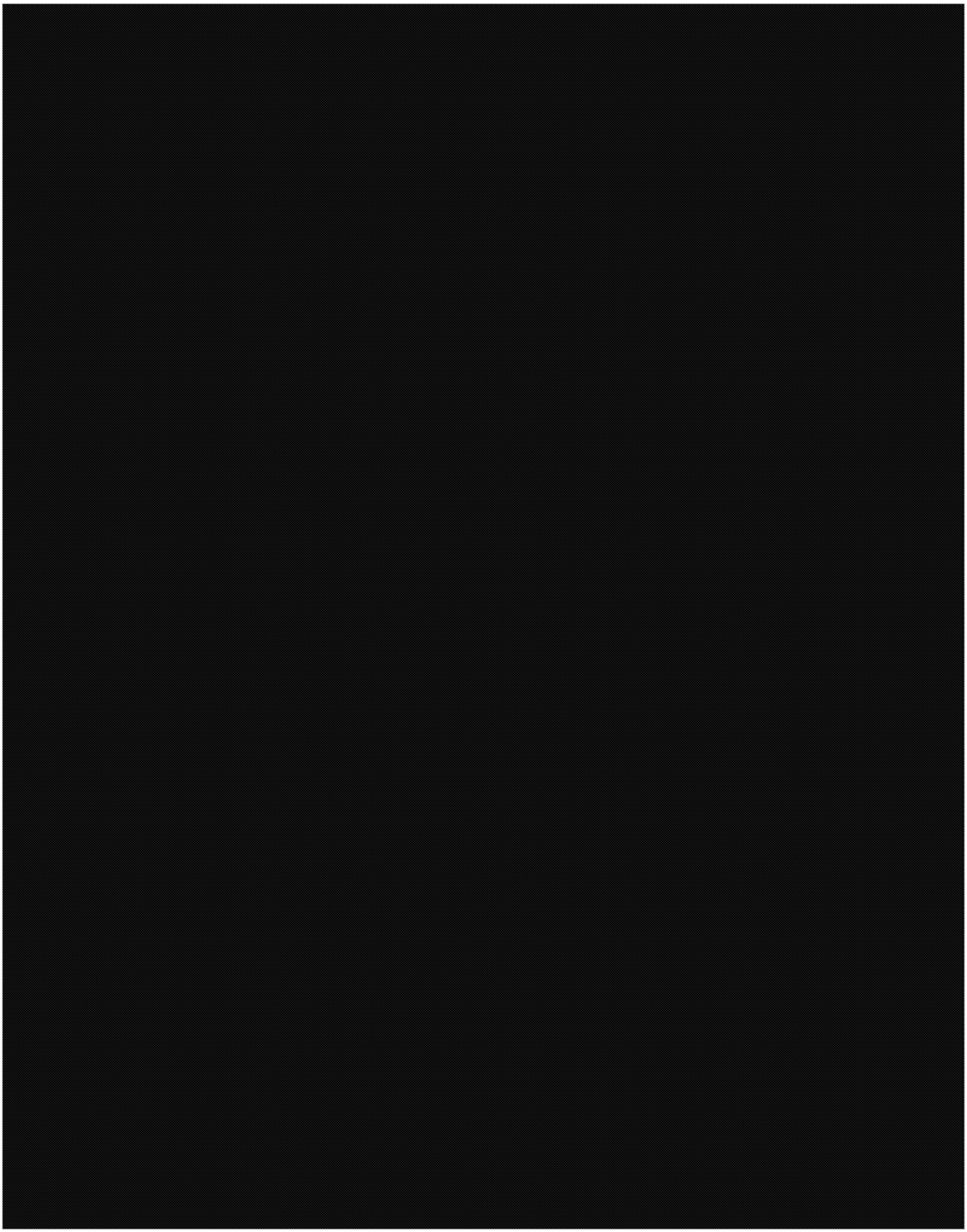
WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

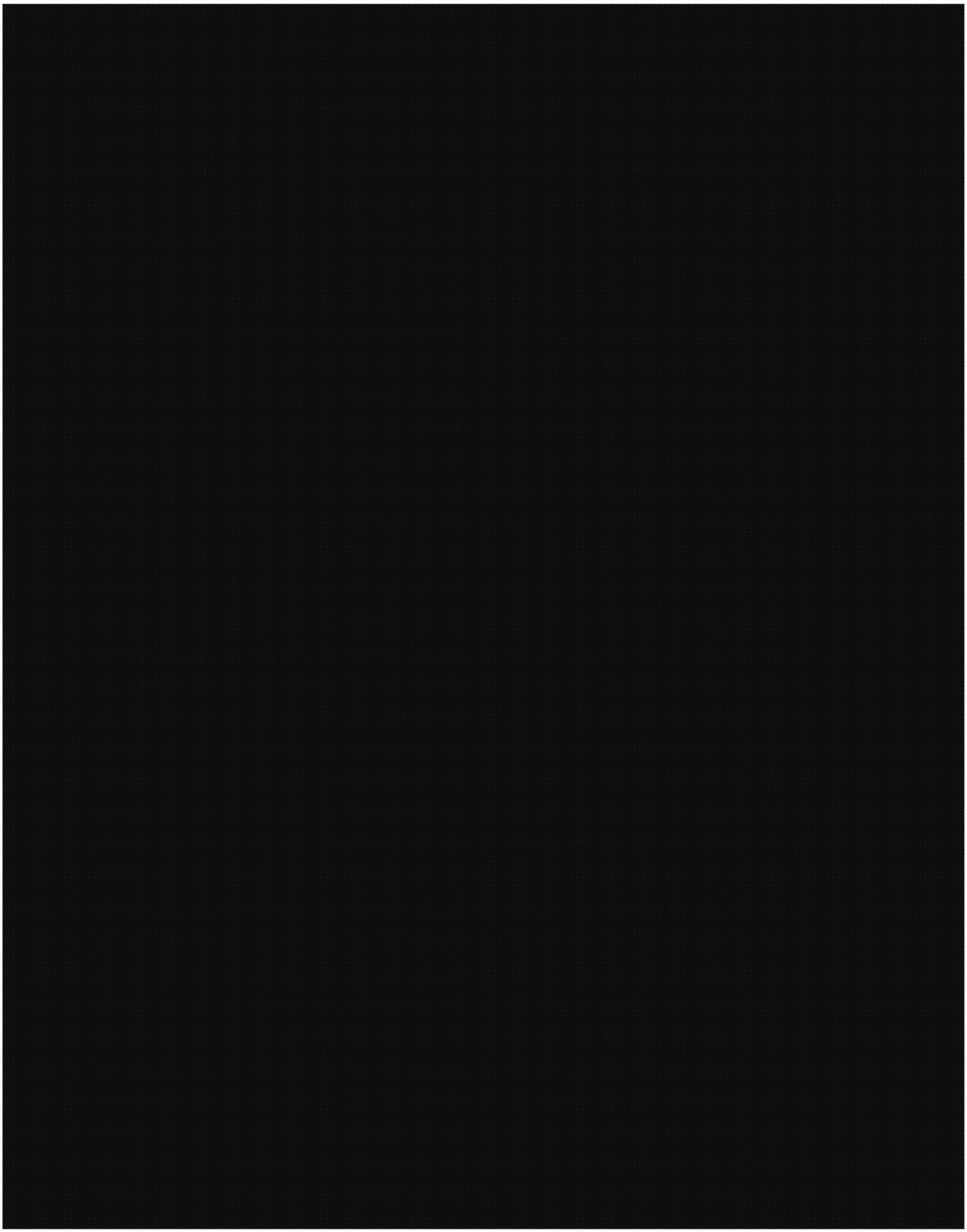
From: [redacted] <dyoungblood@lbsmith.org>
Sent: Tuesday, October 24, 2023 2:05 PM
To: [redacted] <[redacted]lbsmith.org>
Subject:

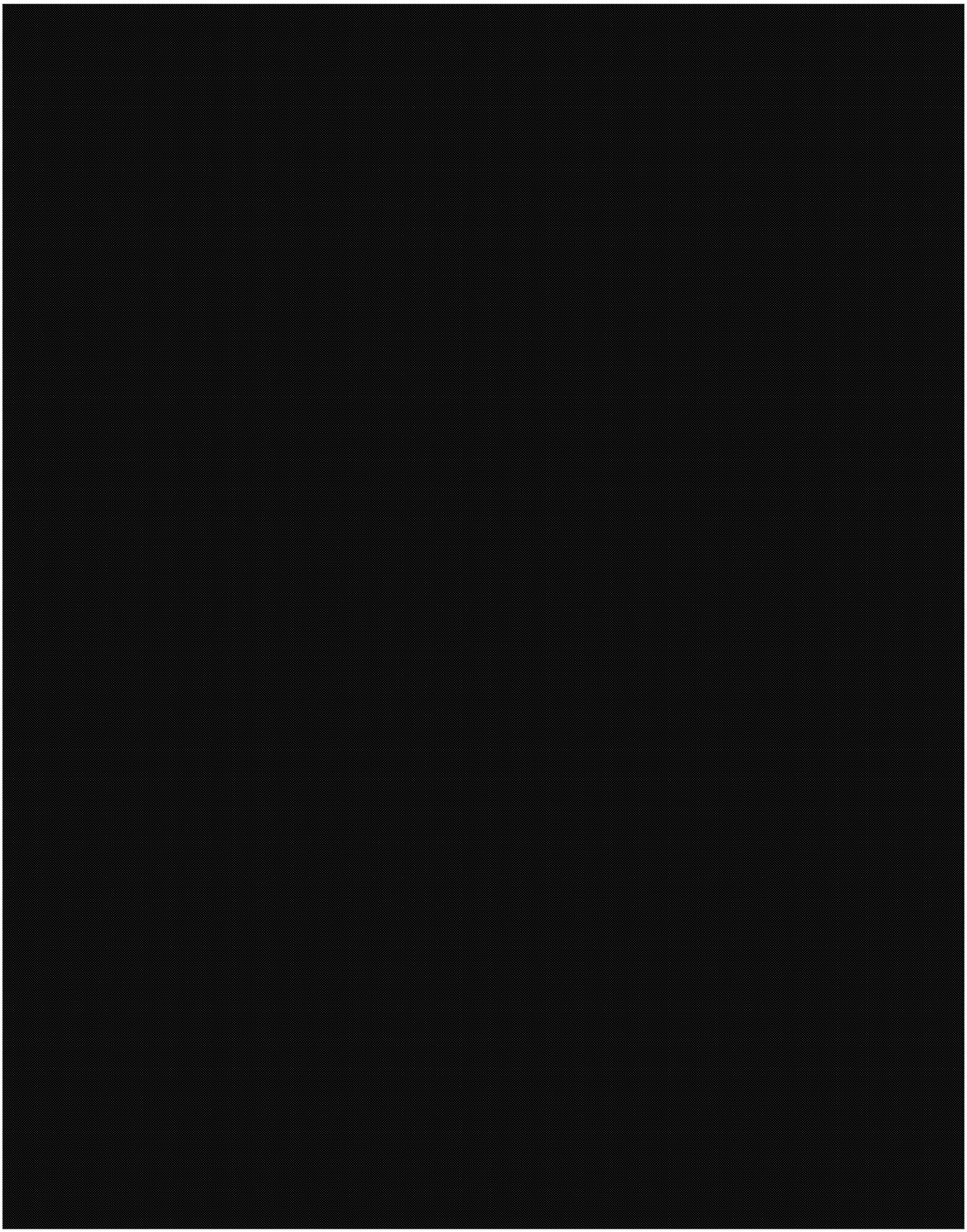
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android

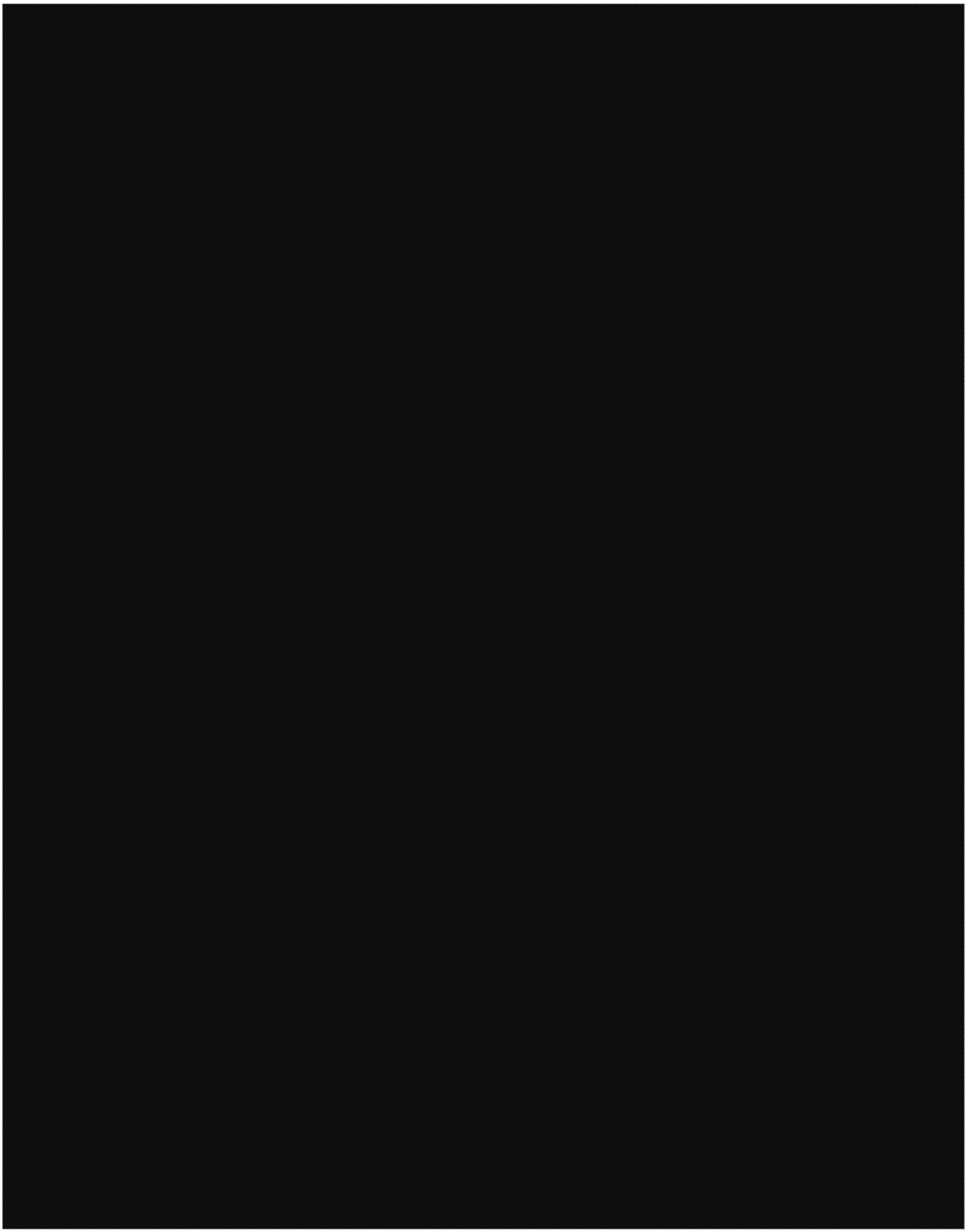












Julian Corona
IPTSE PVT
V25, V40, V44, V52, V54, V57
Chicago Assembly Plant
[redacted]

From: [redacted]
Sent: Tuesday, October 24, 2023 1:06 PM
To: Corona, Julian (J.) <jcoron42@ford.com>
Subject: Fw: Object in the fuel pump

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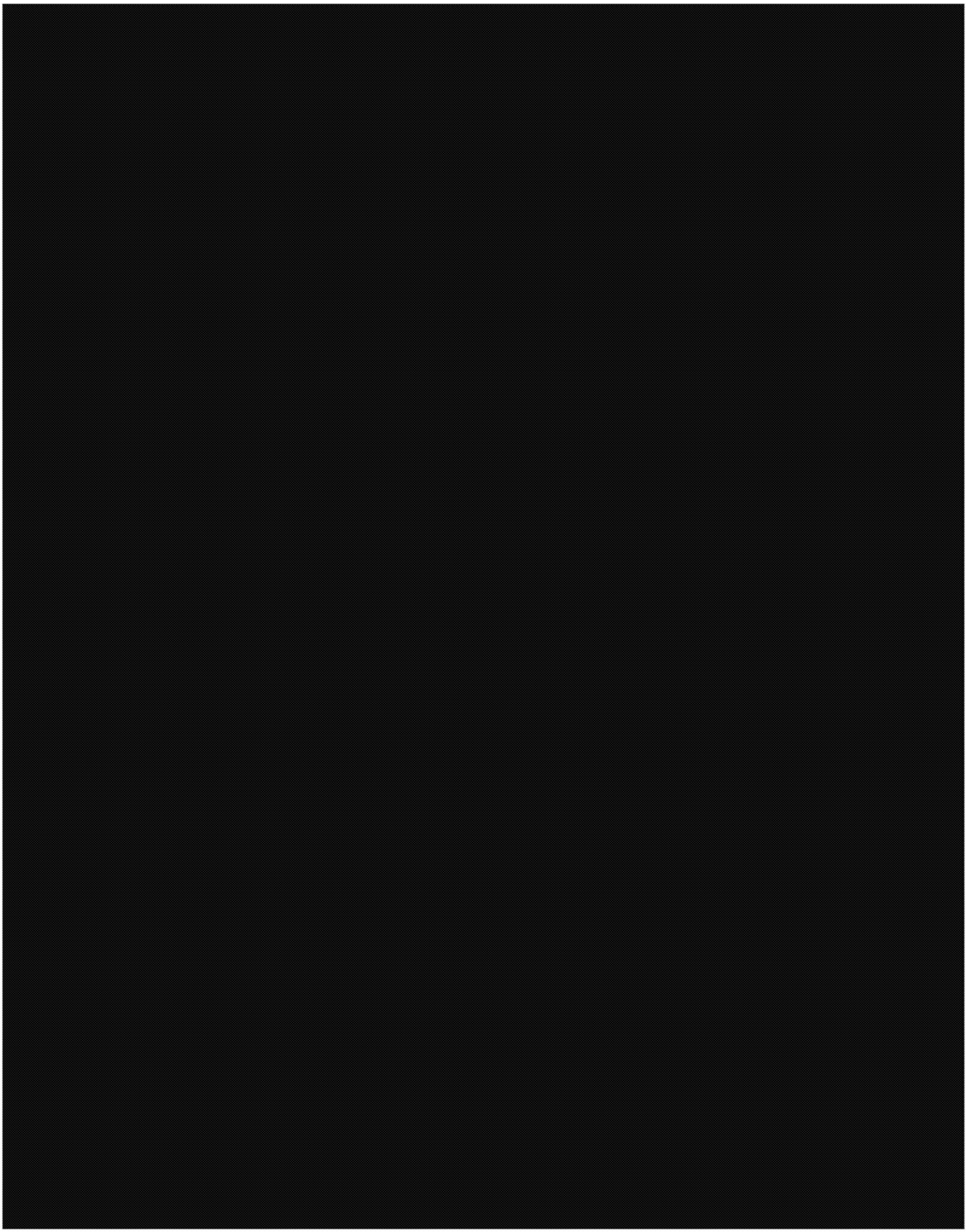
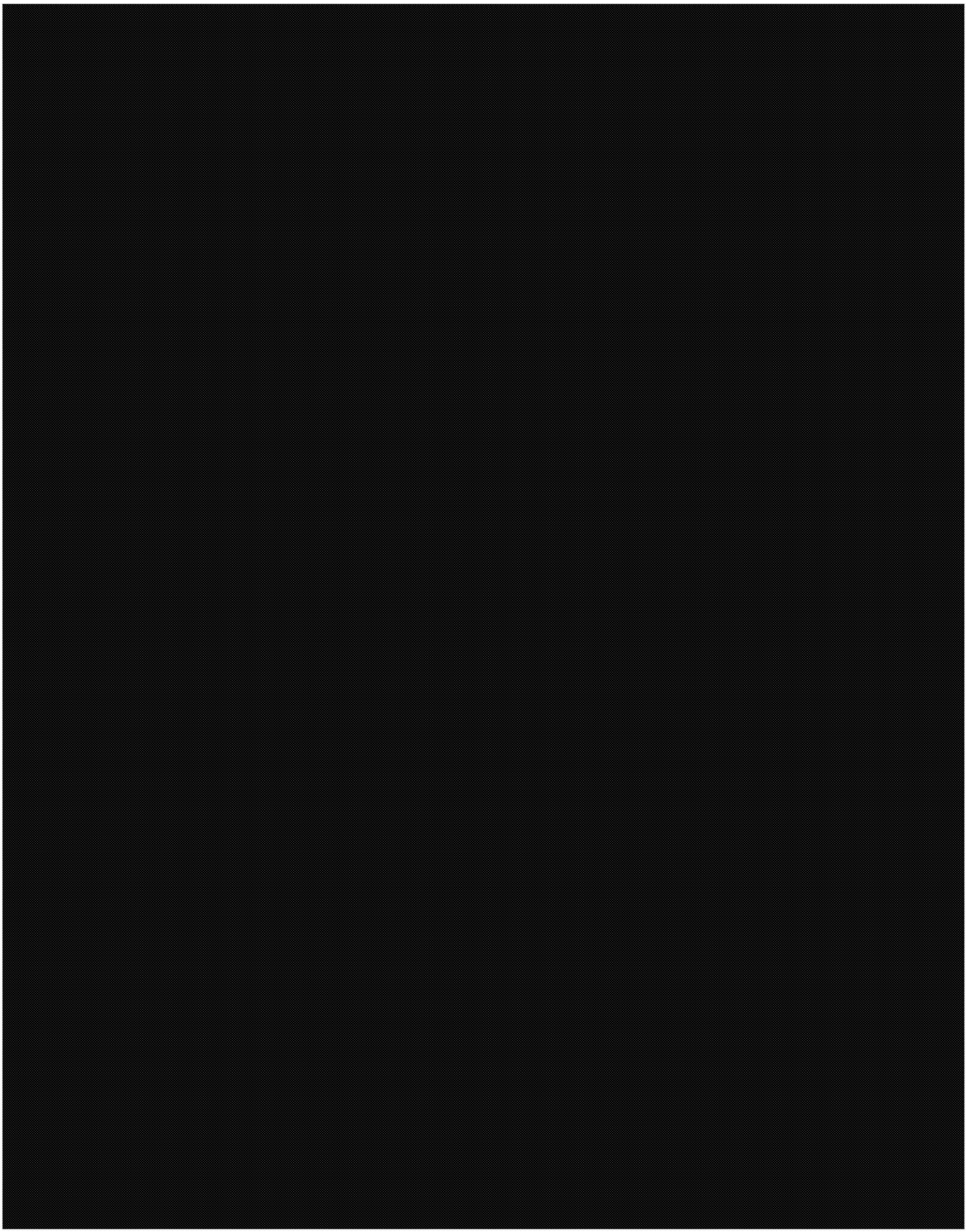
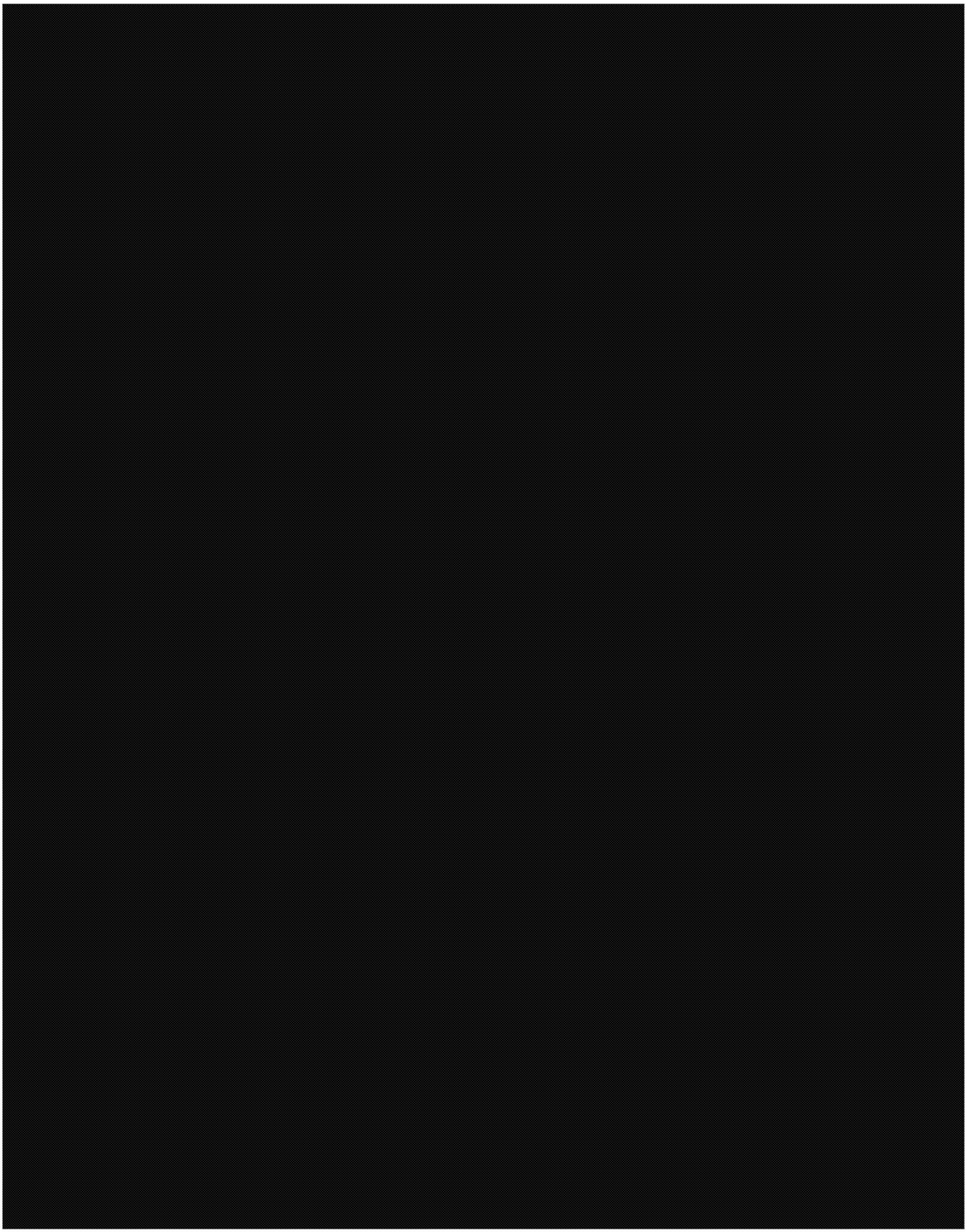
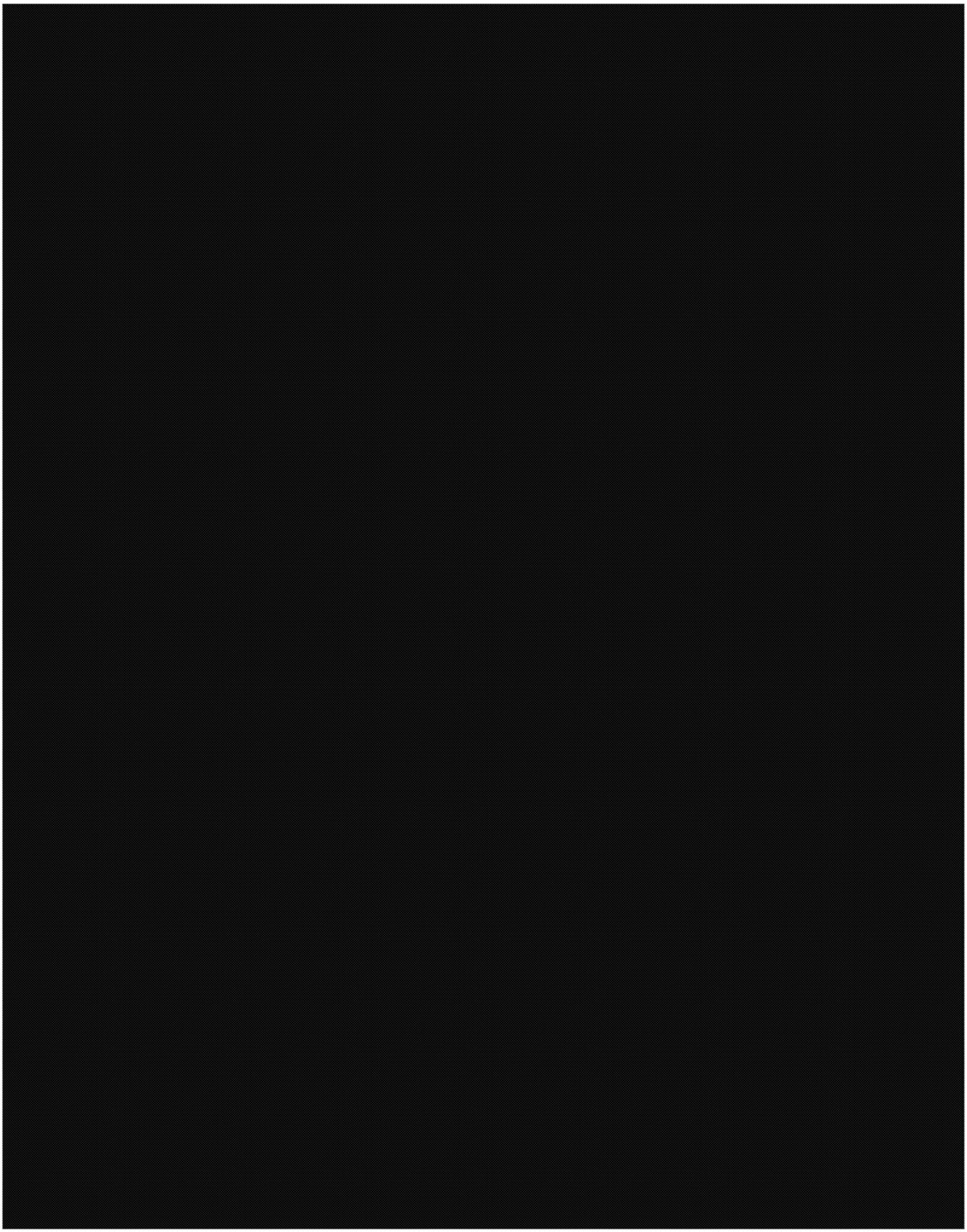
From: [redacted] <[redacted]bsmith.org>
Sent: Tuesday, October 24, 2023 2:05 PM
To: [redacted] <cjackson@lbsmith.org>
Subject:

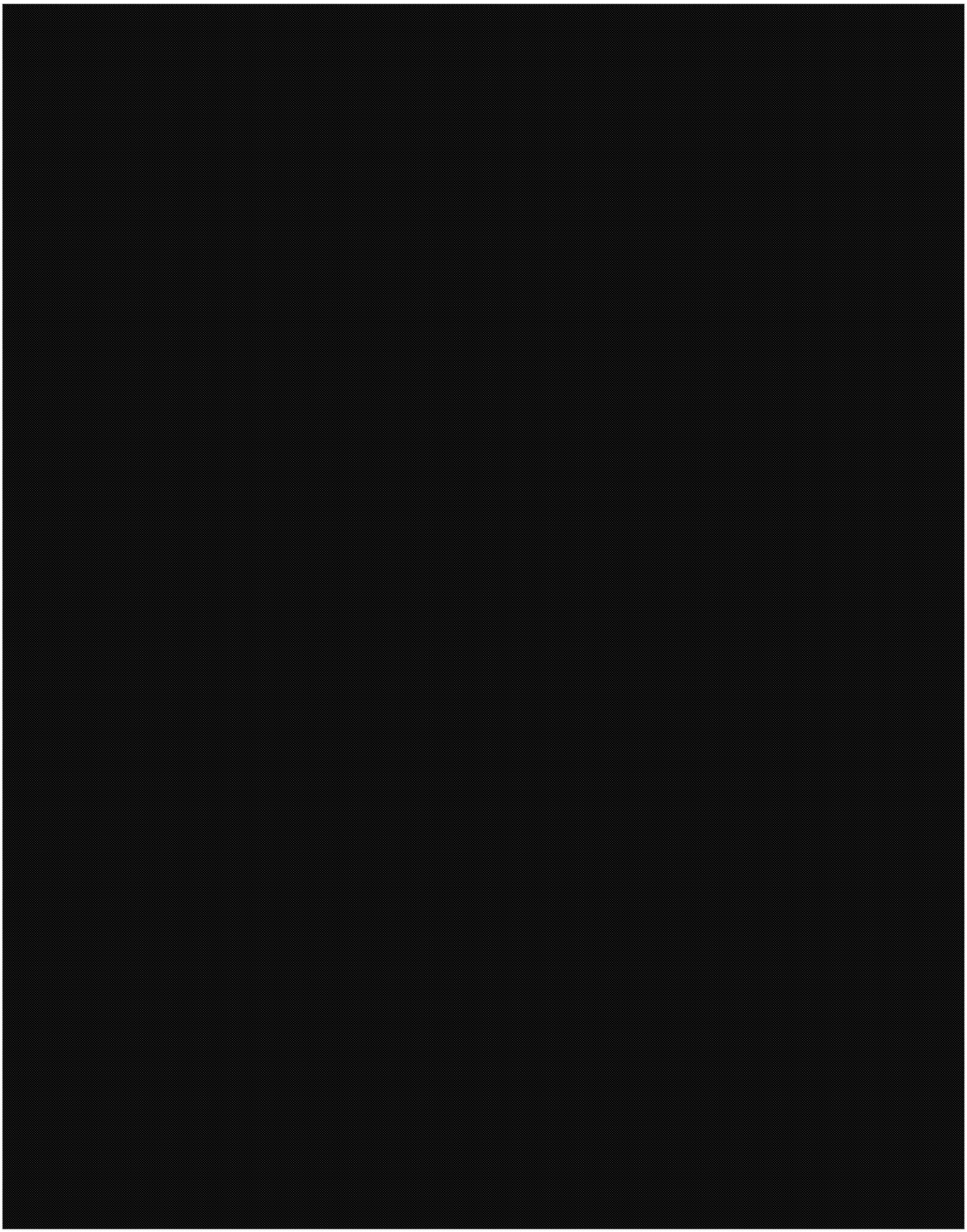
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android















Warranty Return

[redacted]

Warranty

Jul 2023

BorgWarner

PE24-019000832 RC



[redacted]

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

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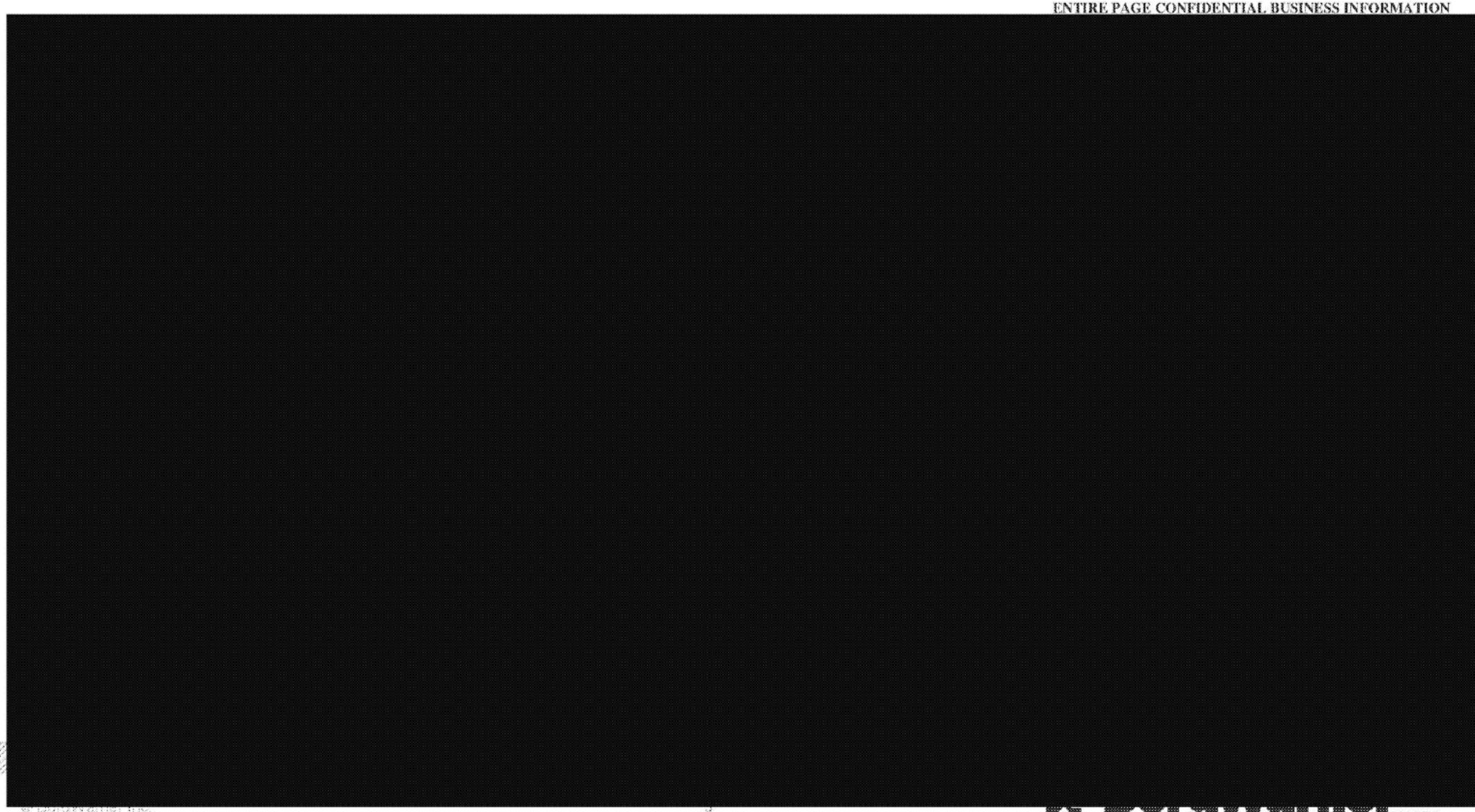
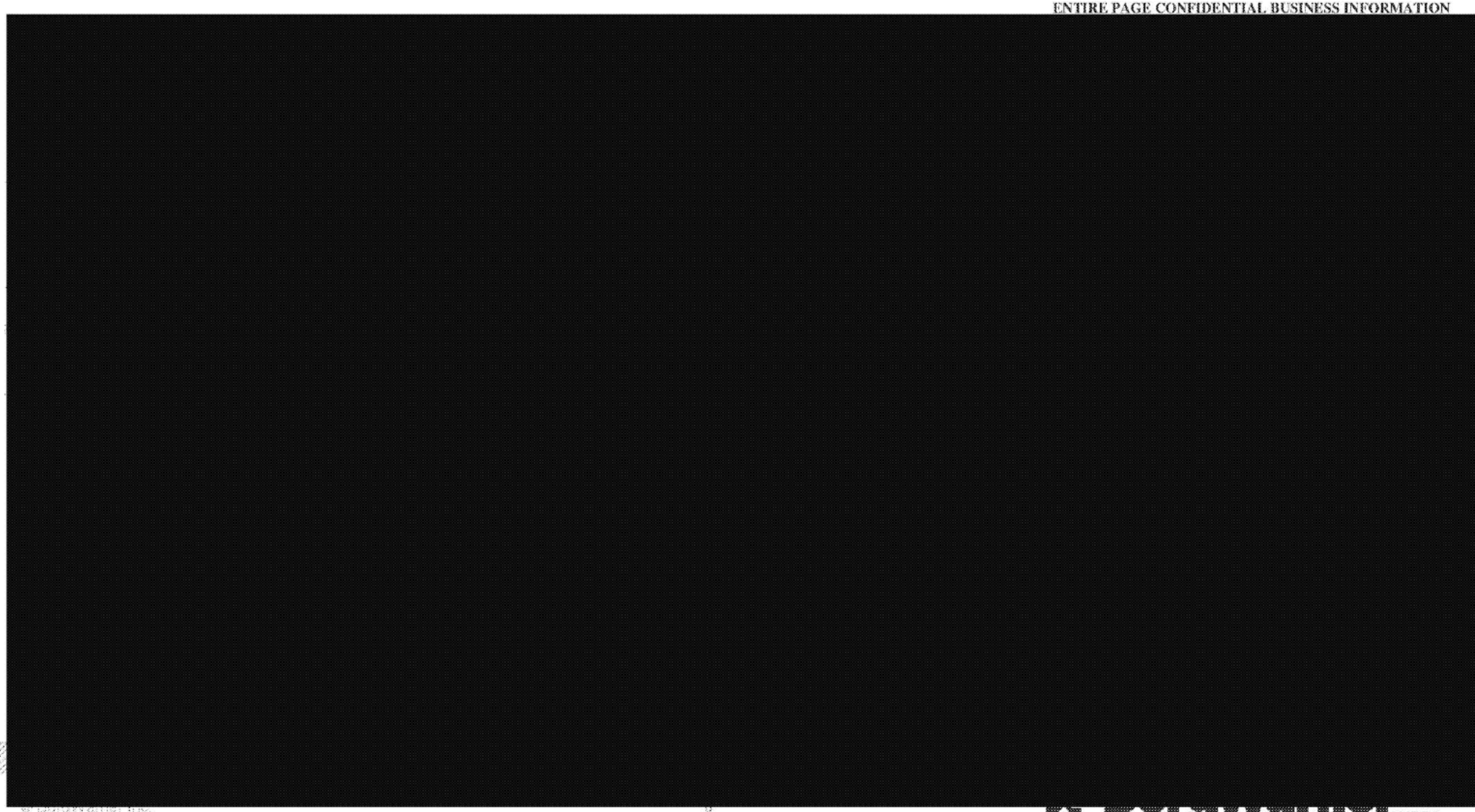
PE24-019000835 RC

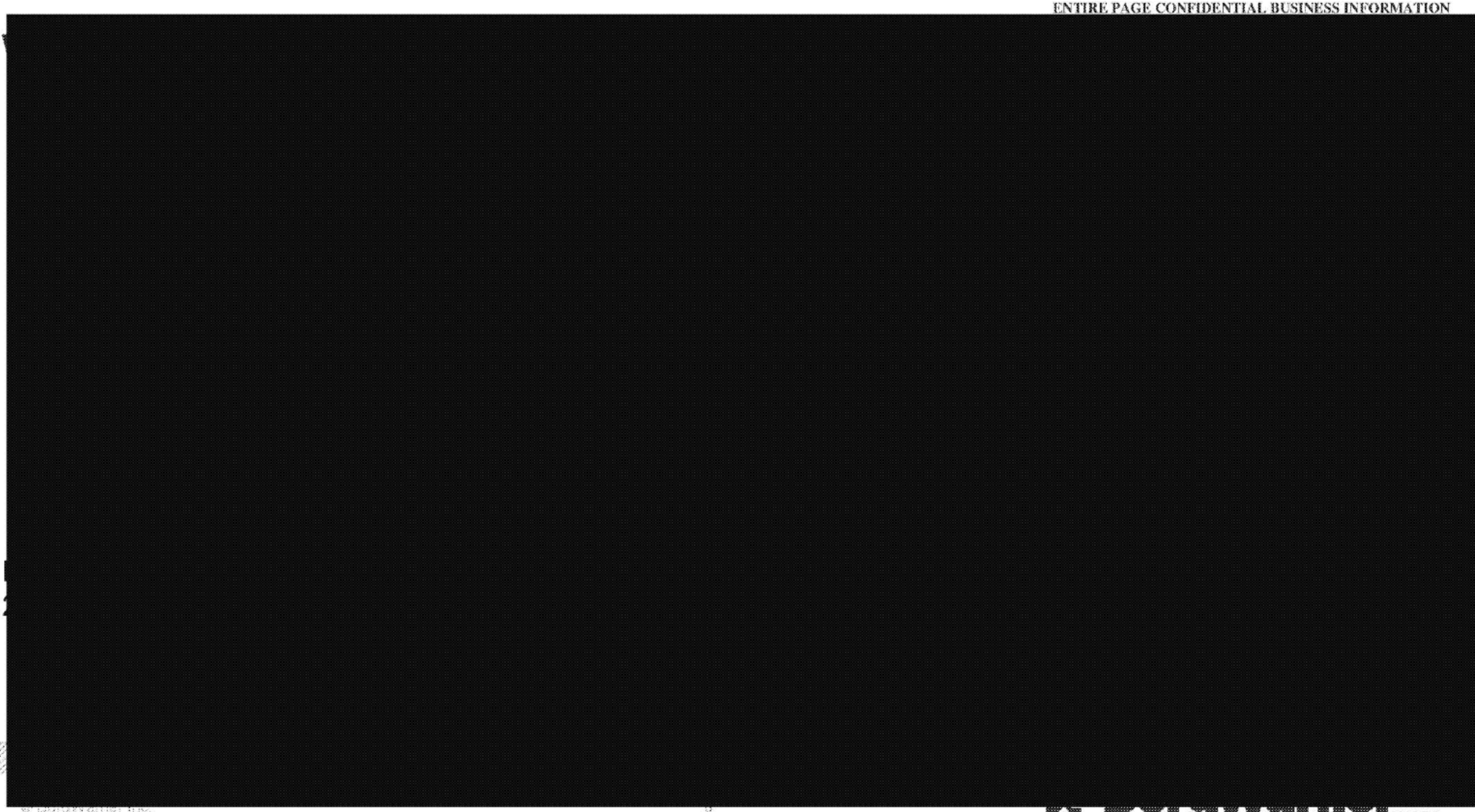


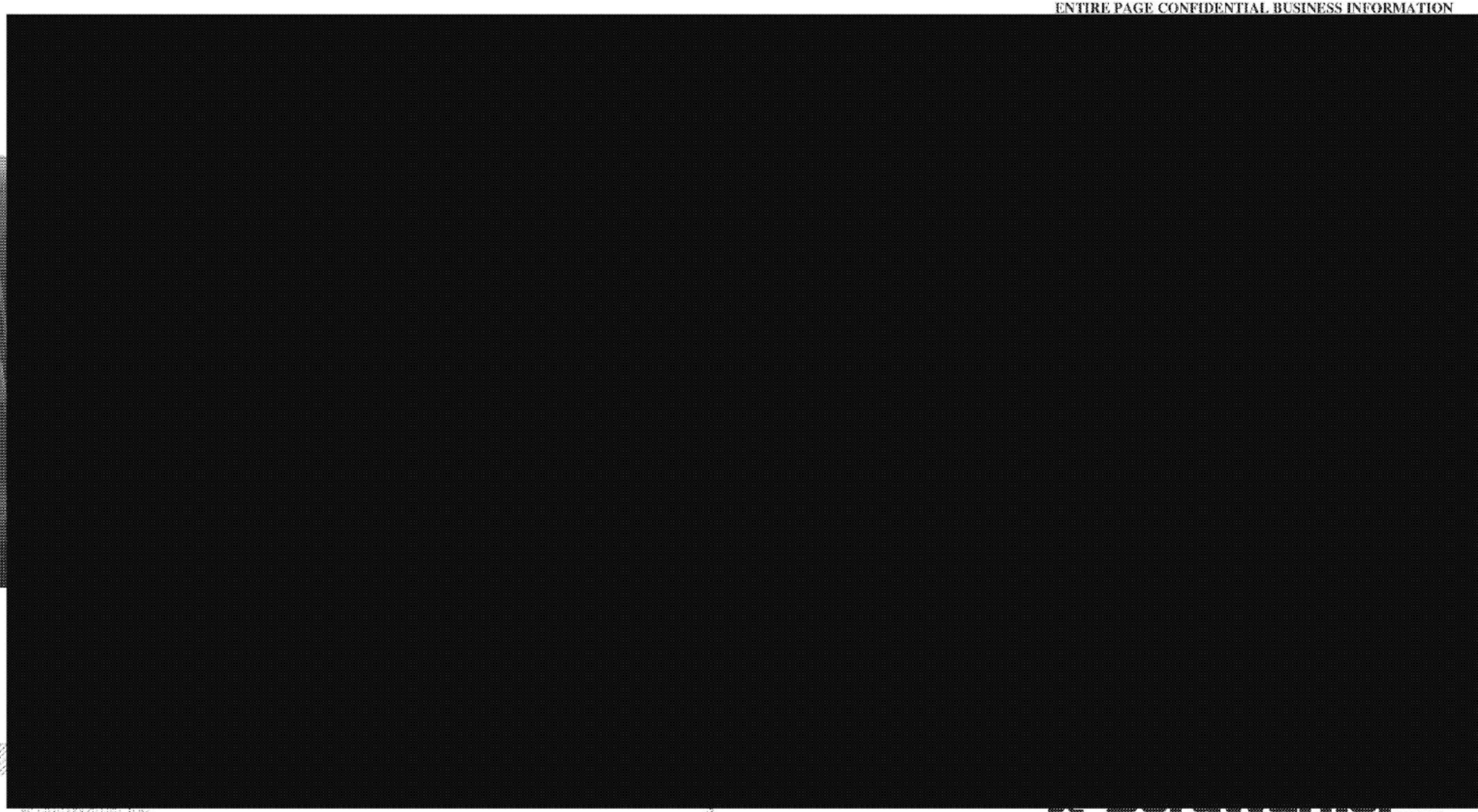


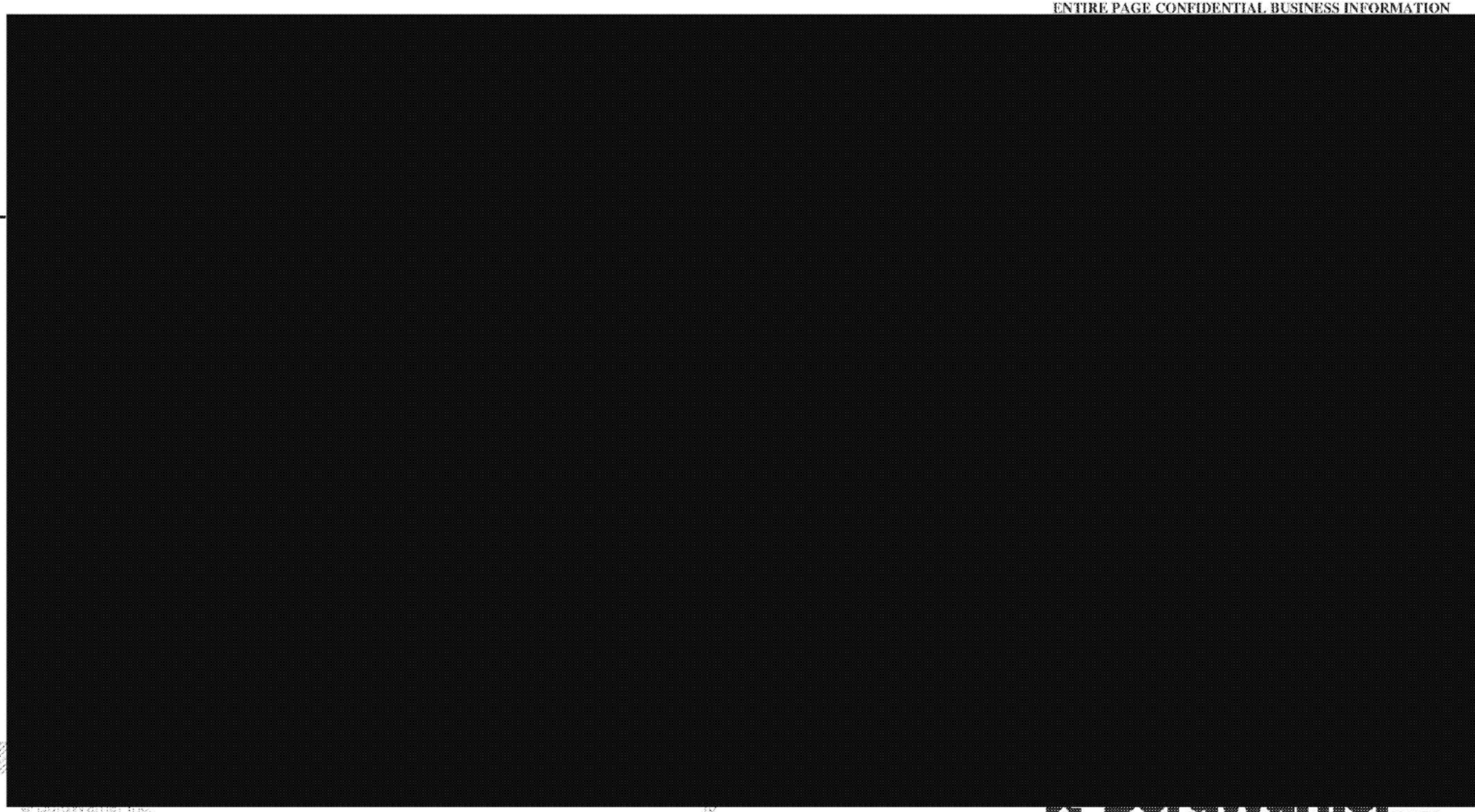
ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

[redacted]

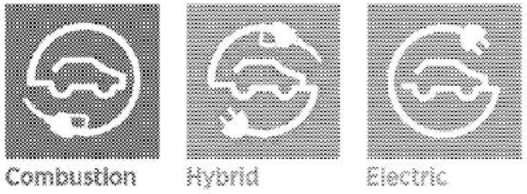
PE24-019000838 RC







Thank you!



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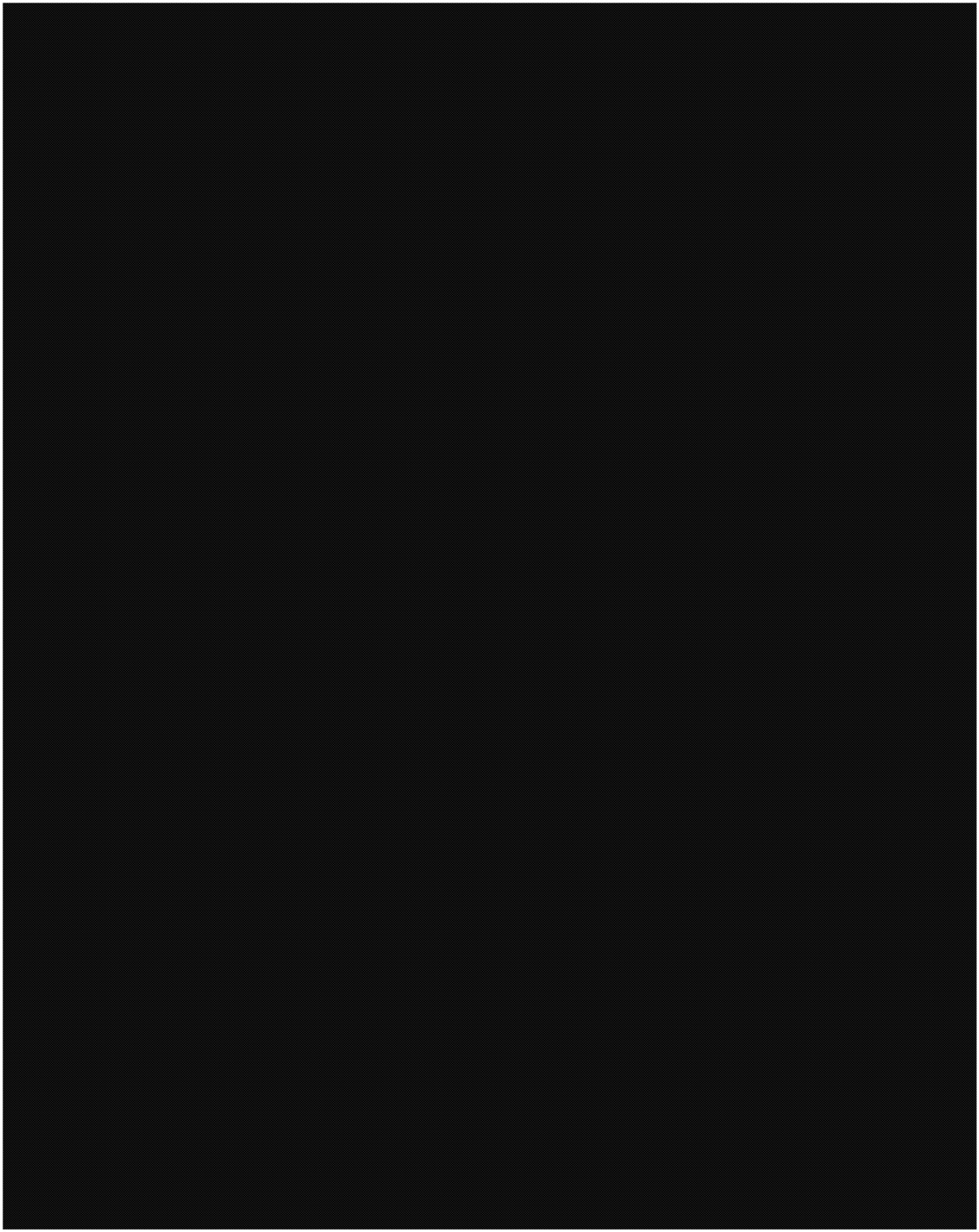

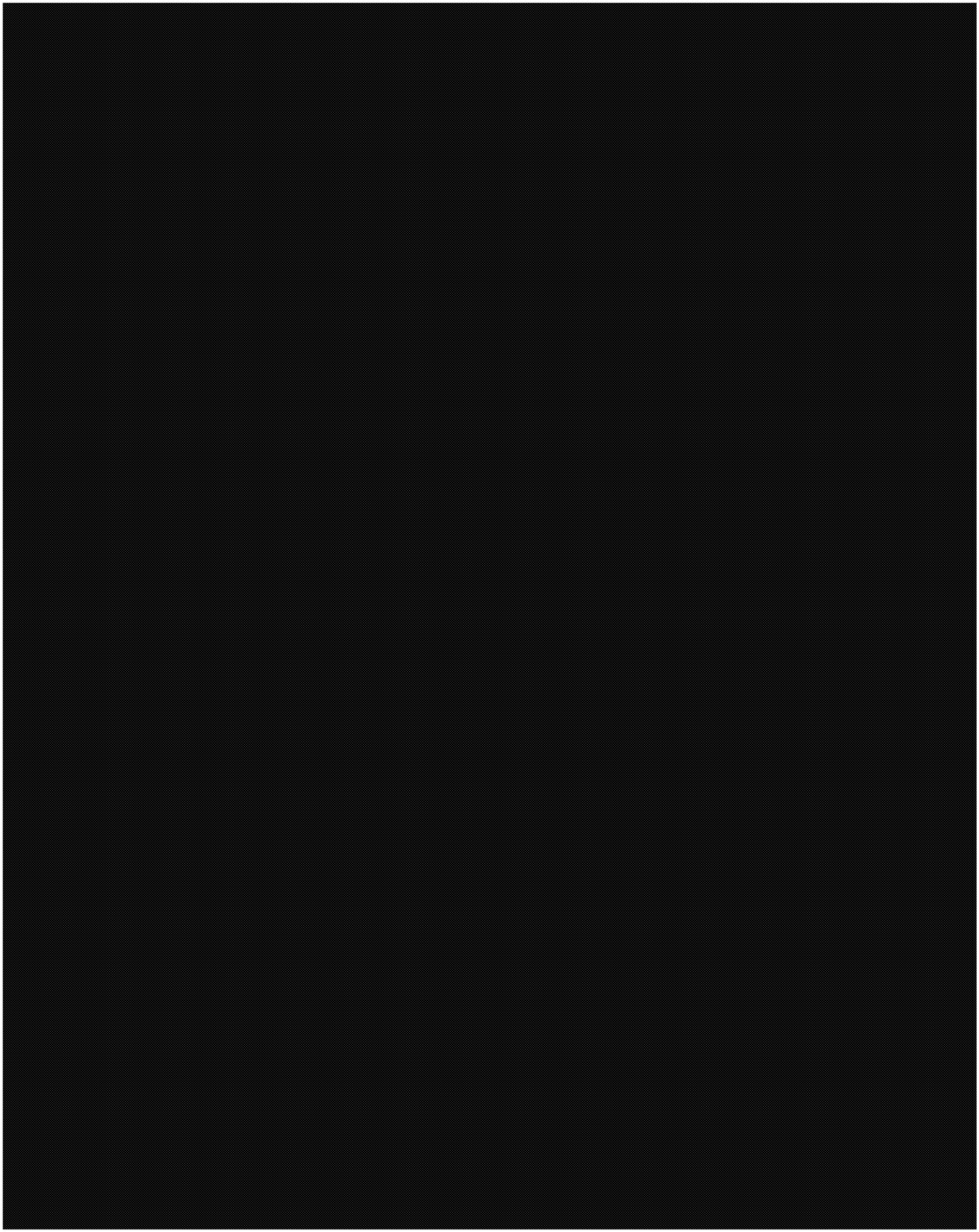

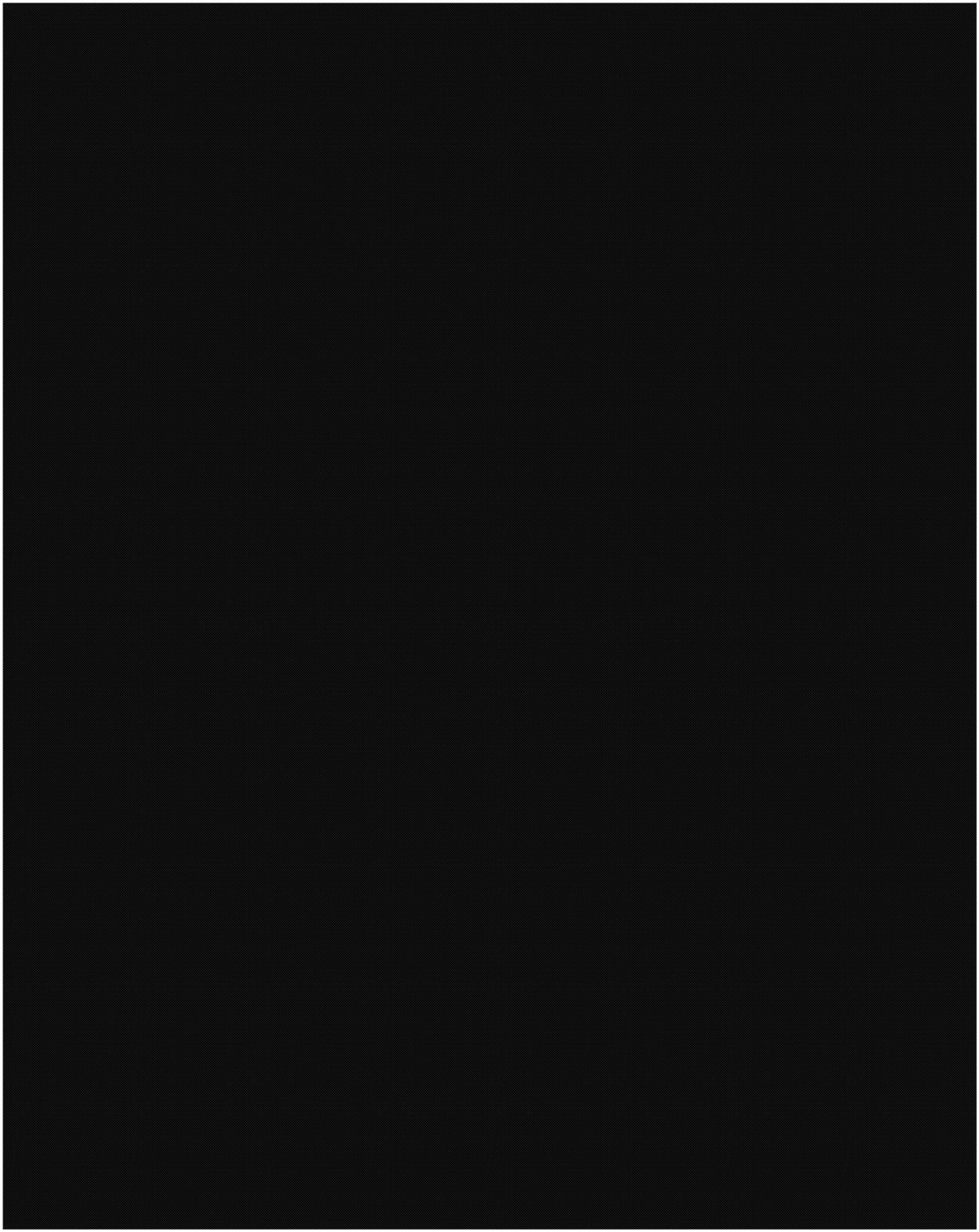

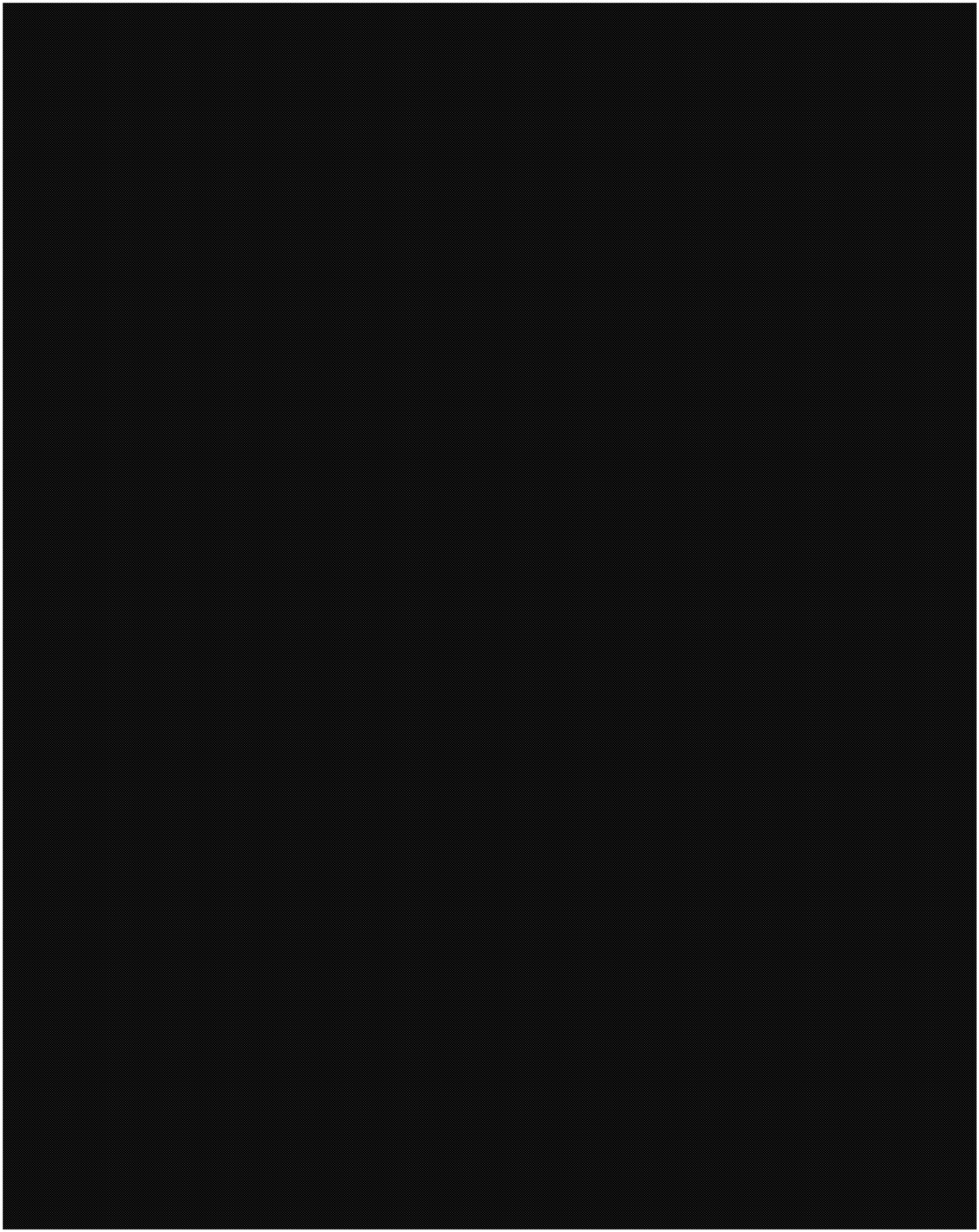

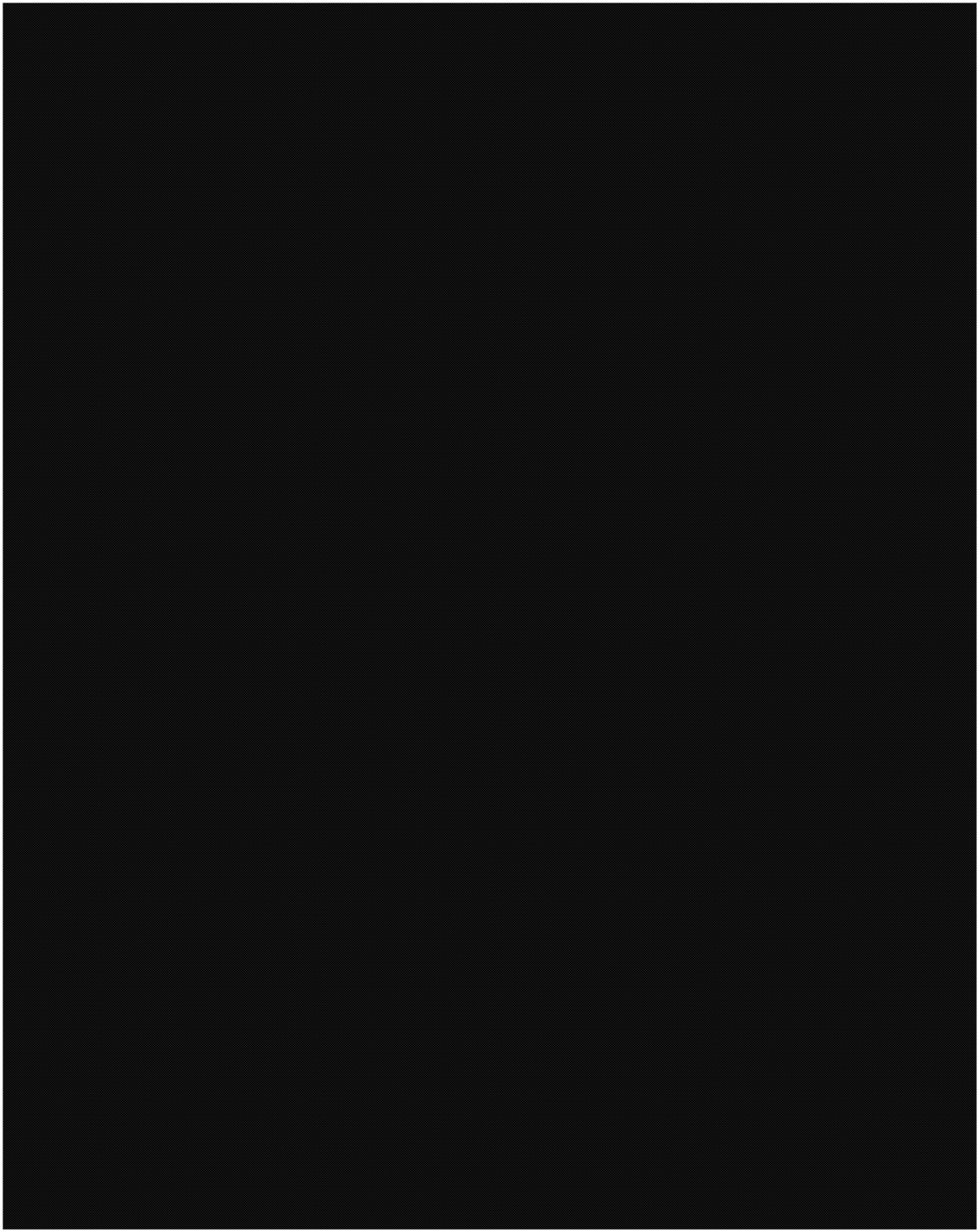

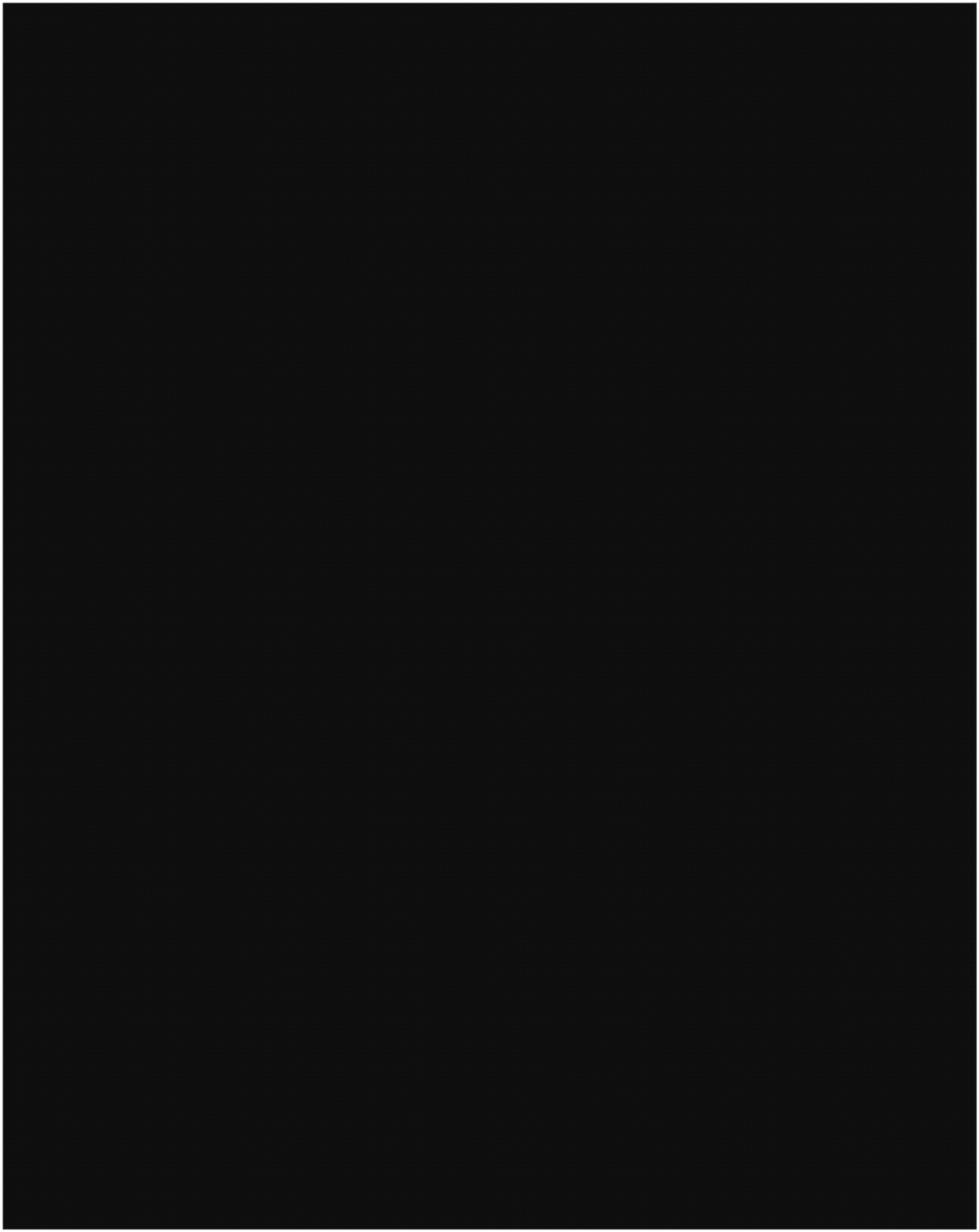

Julian Corona
IPTSE PVT
V25, V40, V44, V52, V54, V57
Chicago Assembly Plant
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Sent: Tuesday, October 24, 2023 1:06 PM
To: Corona, Julian (J.) <jcoron42@ford.com>
Subject: Fw: Object in the fuel pump

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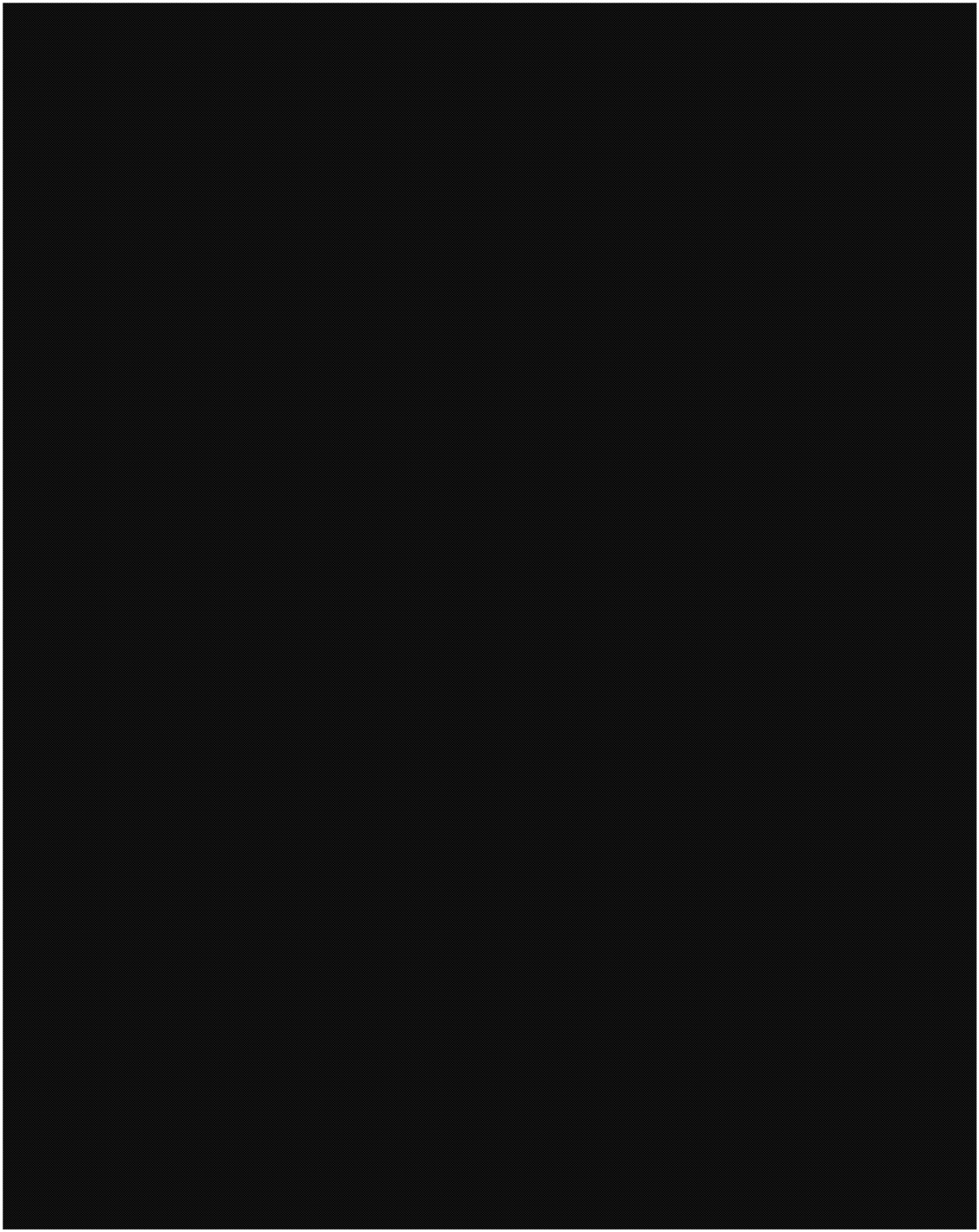
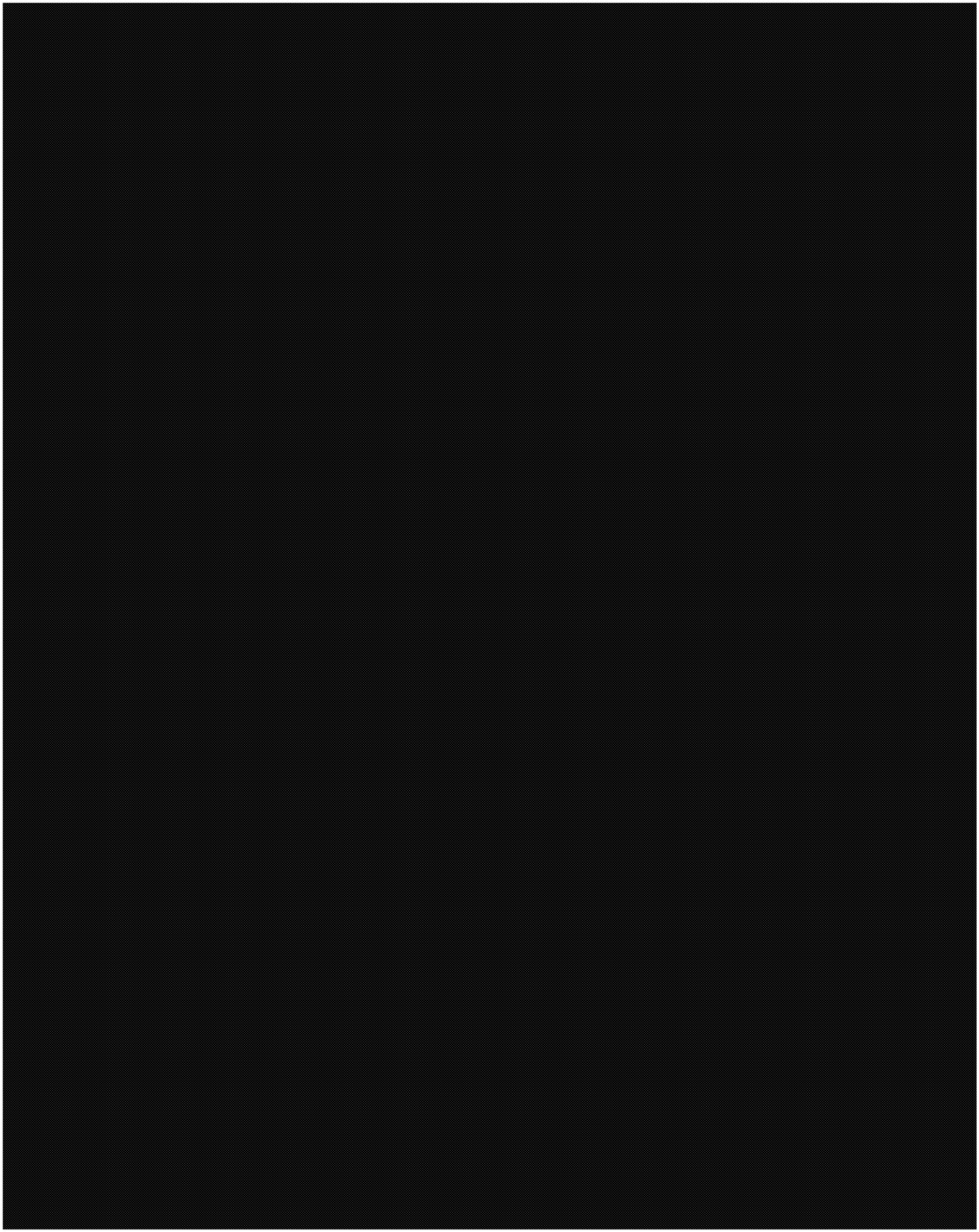




[redacted]

							and complete part analysis	
FUEL TANK SENDER	[redacted]				Tagged? (GSAR Load 11/3)			

VIN Model Year:2023 Fixed Model Year:2023 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	18-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	4487
Version/Series:	C/JN - XLT VERSION #2	TIS:	3
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	19-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	07-AUG-2023		
Production Date:	14-JUN-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	RAY'S FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	05716 - *	Labor Cost:	316.61
Address:	385 BYPASS ROAD	VAT:	.00
City:	BRANDENBURG	Misc. Expense Amount:	.00
State:	KY Zip Code: 401081729	Part Markup Amount:	33.07
Country:	USA Region Code: NA	Material Cost:	115.72
Phone:	(270) [redacted]	Total Cost Gross:	432.33

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN, PUMPED FUEL INTO VEHICLE HOWEVER LEVER REMAINED AROUND 3/4 TANK - REVIEWED TSB, GSM, & SSM APPLICATION - NONE RELATED - FOLLOWED WSM PPT D FOR FUEL TANK LEVEL SENSOR IMPROPER OPERATION - D1= IPC SELF TEST NO DTCS , D10= NO FUEL TANK DAMAGE OR DEFORMATION PRESENT, D11= DISCONNECT AND INSPECT CONNECTORS - NO CONCERNS FOUND AND CONDITION REMAINS PRESENT, D12= NO RESISTANCE DOES NOT FOLLOW AS DESCRIBED BETWEEN 10 - 180 OHMS, D13= YES REMOVED FUEL TANK AND REMOVED PUMP MODULE ASSEMBLY, DISCONNECTED LEVEL SENSOR AND TESTED - RESISTANCE FOLLOWS SPEC PER WSM DIRECTIONS - REPLACED FUEL PUMP ASSEMBLY, SEAL, AND ALL REQUIRED HARDWARE - SCANNED FOR ANY CREATED DTCS - NONE PRESENT - VERIFIED OPERATION - CONCERN NO LONGER PRESENT

Customer Comment:	CUSTOMER STATES FUEL GAUGE NOT WORKING PROPERLY

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	187.99
9002A6	FUEL PUMP - ELECTRIC - REPLACE	29.68
MTIME		98.94

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
Y	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	FS	Y
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	09-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	900
Version/Series:	C/LJ - KING RANCH SERIES	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	26-OCT-2023
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	25-SEP-2023		
Production Date:	29-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	FRED GRANDE FORD SALES, INC.	Dealer Paid Amount:	.00
Dealer Code:	02685 - *	Labor Cost:	754.39
Address:	10901 GRATIOT RD	VAT:	.00
City:	RICHMOND	Misc. Expense Amount:	.00
State:	MI Zip Code: 48064	Part Markup Amount:	13.86

Country:	USA Region Code: NA	Material Cost:	48.48
Phone:	[redacted]5	Total Cost Gross:	802.87

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	69 - FROZEN/SEIZED/BINDING
Technician Comment:	TEST PCM AND IPC PASS. TEST DATALOGGER PIDS AND SIGNAL SIMULATE FUEL GAUGE PASS. AT 1/2 TANK NOW-FILL 11 GAL. AND MONITOR DID NOT CHANGE READINGS. WSM PPT D1=NO.D10-YES. D12-YES-D14-ACESS IPC AND TEST WIRNG-PASS, TEST IPC AND WIRING W/GAUGE TESTER-PASS. RE-INSPECTIONOF SENDING UNIT FOUND INTERMITTANTLT SENDER BINDING IN CERTAIN POSITIONS. REPLACE SENDCERBAND RETEST OKAY. RE-ADD FUEL OKAY NOW. MTIME OK, NO LABOR OP AVAILABLE.
Customer Comment:	FUEL SYSTEM / DRIVEABILITY CONCERN CUST STS FUEL GAUGE READ 1/2-1/4 THEN TANK WOULD ONLY TAKE 1 GALLON ALSO AFTER FILLING GAUGE STILL READ EMPTY AND LOW FUEL LIGHT ON

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
MT9A299		754.39

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repl Indic
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
Y	L1MZ	9A299	A	SENDER FUEL TANK	L1MZ	9A299	A	SENDER FUEL TANK	100101	1	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	L1MZ	3B498	E	REINF-FRT TRK CONTR ARM	L1MZ	3B498	E	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y
N	XG	1	E1	BATTERY ASY	XG	1	E1	BATTERY ASY	140100	1	MU	Y
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	25-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	18
Version/Series:	C/JN - XLT VERSION #2	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	02-NOV-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	1

WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	28-SEP-2023		
Production Date:	31-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	MCALPINE FORD LINCOLN SALES LT	Dealer Paid Amount:	.00
Dealer Code:	B1392 - *	Labor Cost:	294.27
Address:	15815 YONGE STREET	VAT:	42.88
City:	AURORA	Misc. Expense Amount:	42.88
State:	ON Zip Code: L4G1P4	Part Markup Amount:	10.17
Country:	CAN Region Code: NA	Material Cost:	35.61
Phone:	[redacted]	Total Cost Gross:	329.87

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	41 - STICKS/BINDS/GRABS
Technician Comment:	DIAG, PPT D, REMOVE FUEL TANK AS PER PPT TO INSPECT CIRCUITS, FOUND ERRATIC RESISTANCE READING, UPON CLOSER INSPECTION FOUND FUEL LEVEL SENDER FLOAT BINDING & CARD IS STARTING TO WEAR DUE TO BINDING, REPLACE NEW SENDER UNIT, RECK
Customer Comment:	CHECK FUEL GAUGE READS LOW & TANK IS FULL

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12651D	BODY / CHASSIS / ELECTRIAL (BCE) TEST	21.80
12651D45	BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST	32.69
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	207.08
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	32.69

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
N	CG	807	*		4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	MI	Y
N	PS	1083	*		L1MZ	9A299	A	SENDER FUEL TANK	100101	1	MI	Y
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	LB5Z	3B498	A	REINF-FRT TRK CONTR ARM	LB5Z	3B498	A	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y

Y	*	9A299	*	SENDER FUEL TANK	*	9A299	*	SENDER FUEL TANK	100101	0	FS	N

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	11-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	14
Version/Series:	C/JN - XLT VERSION #2	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	27-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	02-OCT-2023		
Production Date:	13-SEP-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	DAVE SINCLAIR FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	08199 - *	Labor Cost:	424.28
Address:	7466 S LINDBERGH	VAT:	.00
City:	ST LOUIS	Misc. Expense Amount:	.00
State:	MO Zip Code: 631254898	Part Markup Amount:	68.35
Country:	USA Region Code: NA	Material Cost:	154.11
Phone:	[redacted]	Total Cost Gross:	578.39

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	- Scanned network for codes no were stored. I ran self test on IPC and it passes. all modules pass network test. No TSB,SSM, or GSB. Went into pinpoint test D for incorrect fuel gauge operation. Determined fuel tank need to be dropped and fuel pump/Sender needs replaced. Replaced fuel pump following WSM. Fuel gauge now reads properly
Customer Comment:	VEHICLE IS FULL ON FUEL BUT GUAGE SHOWS EMPTY

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	298.57
9002A6	FUEL PUMP - ELECTRIC - REPLACE	47.14
12650D	EEC - (QUICK TEST) DIAGNOSIS	31.43
12650D45	PIN POINT TEST DIAGNOSIS	47.14

PART INFORMATION: Note: All costs are in US dollars

	Reported Part Number	Engineering Part Number	CPSC		

Causal Flag	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description		Part Quantity	Par Typ Cod
Y	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	E
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	E
N	*	W717822	S439		*	W717822	S439		*	2	E
N	*	W719511	S439		*	W719511	S439		*	3	E
N	L1MZ	3B498	C	REINF-FRT TRK CONTR ARM	L1MZ	3B498	C	REINF-FRT TRK CONTR ARM	05XXXX	1	E
N	L1MZ	9450	A	GSKT-EXH MANIF/MFLR	L1MZ	9450	A	GSKT-EXH MANIF/MFLR	0903XX	1	E
N	*	W714265	S442		*	W714265	S442		*	2	E

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KC	DSYMP			
	KO	DSYMP			
	KR	DSYMP			

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	27-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	74
Version/Series:	C/CN - LTD VERSION	TIS:	0
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	31-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-OCT-2023		
Production Date:	22-SEP-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METTER FORD	Dealer Paid Amount:	.00
Dealer Code:	04800 - *	Labor Cost:	281.85
Address:	125 OAK TREE ROAD	VAT:	.00
City:	METTER	Misc. Expense Amount:	.00
State:	GA Zip Code: 304396392	Part Markup Amount:	11.05
Country:	USA Region Code: NA	Material Cost:	28.05
Phone:	[redacted]	Total Cost Gross:	309.90

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	28 - OPEN CIRCUIT
Technician Comment:	INSPECTED AND VERIFIED CONCERN. ECC TEST ANDPPT FOR DTC`S P0460 AND P0463. TESTED AND FOUND ALL WIRING TO THE FUEL TANK IS OK. FUELSENDER CIRCUITS ARE OPEN INSIDE THE FUEL TANKREMOVED THE FUEL TANK TO GAIN ACCESS. REMOVEDAND FOUND BROKEN WIRING TO THE FUEL GUAGE SENDER. REMOVED AND REPLACED THE FUEL SENDER TOCORRECT. REASSEMBLED, CLEARED, DROVE AND RETESTED. OK AT THIS TIME.
Customer Comment:	C/S CHECK ENGINE LIGHT IS ON AT ALL TIMES AND THE FUEL GUAGE IS INOP

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	20.13
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	10.07
12650D45	PIN POINT TEST DIAGNOSIS	30.20
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	191.25
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	30.20

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extende Amoun
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9A299	A	SENDER FUEL TANK	L1MZ	9A299	A	SENDER FUEL TANK	100101	1	FS	Y	28.0

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P0460	FUEL LEVEL SENSOR A CIRCUIT	28	CCM FUEL LEVEL
Y	KC	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL
Y	KO	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL
Y	KO	P0460	FUEL LEVEL	28	CCM FUEL LEVEL

			SENSOR A CIRCUIT		
Y	KR	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL
Y	KR	P0460	FUEL LEVEL SENSOR A CIRCUIT	28	CCM FUEL LEVEL

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	20-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	13
Version/Series:	C/JN - XLT VERSION #2	TIS:	0
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	03-NOV-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	24-OCT-2023		
Production Date:	18-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	STERLING MCCALL FORD	Dealer Paid Amount:	.00
Dealer Code:	06244 - *	Labor Cost:	448.00
Address:	6445 SOUTHWEST FREEWAY	VAT:	.00
City:	HOUSTON	Misc. Expense Amount:	.00
State:	TX Zip Code: 770742205	Part Markup Amount:	30.21
Country:	USA Region Code: NA	Material Cost:	105.73
Phone:	[redacted]	Total Cost Gross:	553.73

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN, FUEL GAUGE IS READING LOW EVEN THOUGH FUEL TANK IS FULL AND CEL IS ON. CONNECTED FDRS. DTC P0463 IS PRESENT. PERFORMED PINPOINT TEST D. D1:N. D9:Y. D10:Y. D11:Y. D12:N. D13:Y. R&I FUEL TANK. INSTALLED NEW FUEL SENDER DUE TO AN OPEN CIRCUIT IN FUEL SENDER. CLEARED CODES. VERIFIED REPAIR. OK AT THIS TIME FP 9H307 CC 42
Customer Comment:	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND GAS IS READY AT 0 MILES.. CHECK AND ADV ISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.00
12650D45	PIN POINT TEST DIAGNOSIS	48.00
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	304.00
9002A6	FUEL PUMP - ELECTRIC - REPLACE	48.00
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.00

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Exter Amo
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	FS	Y	1
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y	4

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	KC	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL
Y	KO	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL
Y	KR	P0463	FUEL LEVEL SENSOR A CIRCUIT HIGH	28	CCM FUEL LEVEL

ATTACHMENTS for Claim Key : 1549047 and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	25-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	16
Version/Series:	C/JN - XLT VERSION #2	TIS:	0
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1

Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	16-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	26-SEP-2023		
Production Date:	20-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	ATCHINSON FORD SALES, INC.	Dealer Paid Amount:	.00
Dealer Code:	02731 - *	Labor Cost:	408.70
Address:	9800 BELLEVILLE RD	VAT:	.00
City:	BELLEVILLE	Misc. Expense Amount:	.00
State:	MI Zip Code: 481111397	Part Markup Amount:	12.26
Country:	USA Region Code: NA	Material Cost:	29.26
Phone:	(734) 6979161	Total Cost Gross:	437.96

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	CONFIRMATION - 202394430669 VERIFIED CONCERN, PERF SELF TESTS - NO DTCS STORED OR PRESENT, PERF ELECTRICAL DIAG AND PID MONITOR, REMOVED EXHAUST, DRIVESHAFT, AND HEAT SHIELDS, REMOVED FUEL TANK AND FUEL PUMP MODULE, RR FUEL LEVEL SENDER PT#9A299 CC42, REASSEMBLED VEHICLE AND RETEST, VERIFIED REPAIR, SUBMITTED PHOTOS FOR 0-3 MIS #9549
Customer Comment:	CUSTOMER STATES THE FUEL LEVEL SAYS 21 MILES UNTIL EMPTY EVEN THOUGH THE GAUGE SAYS ITS FULL AND THE PREP DEPT FILLED UP THE TANK FOR DELIVERY CHECK AND ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12651D	BODY / CHASSIS / ELECTRIAL (BCE) TEST	27.25
12651D45	BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST	40.87
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	258.84
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	40.87
SUBPHOTO	PHOTO(S) - SUBMIT	40.87

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extende Amoun
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9A299	A	SENDER FUEL TANK	L1MZ	9A299	A	SENDER FUEL TANK	100101	1	FS	Y	29.2

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	BO	DYMSP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

Attention: These attachments may contain customer personally identifiable information like name, address, email and phone number. This information must be protected according to the company Personally Identifiable Information Standard https://www.policyportal.ford.com/D2/#d2

Attachments

- 1.JPG

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	09-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	31
Version/Series:	C/JN - XLT VERSION #2	TIS:	0
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	19-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-OCT-2023		
Production Date:	12-SEP-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	AUTONATION FORD CORPUS CHRISTI	Dealer Paid Amount:	.00
Dealer Code:	04584 - *	Labor Cost:	398.25
Address:	6250 S PADRE ISLAND DR	VAT:	.00
City:	CORPUS CHRISTI	Misc. Expense Amount:	.00
State:	TX Zip Code: 784124012	Part Markup Amount:	94.04
Country:	USA Region Code: NA	Material Cost:	189.13
Phone:	(361) 9946200	Total Cost Gross:	587.38

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	33 CP#9H307, CC#42 9002A(1.9)9002A6(0.3)12651D(0.2)12651D45(0.3) 2.70 VERIFIED CUSTOMERS CONCERN. PERFORMED SELF TEST PASSES. GO TO WORK SHOP MANUAL 413-01 SYMPTOM CHART. GO TO PINPOINT TEST D1-N, D10-Y, D11-Y, D12-N, D13-Y. DRAIN FUEL TANK. R&R FUEL TANK FOR ACCESS. REPLACED FUEL PUMP W/SENDER ASSEMBLY INTERNAL FAULT. RECHECK FUEL GAUGE READING PROPERLY NOW.

Customer Comment:	CUSTOMER STATES FILLED UP WITH FUEL AND FUEL INDICATOR STILL ON. CK AND ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	280.25
12651D	BODY / CHASSIS / ELECTRIAL (BCE) TEST	29.50
12651D45	BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST	44.25
9002A6	FUEL PUMP - ELECTRIC - REPLACE	44.25

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
Y	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	FS	Y
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	L1MZ	3B498	E	REINF-FRT TRK CONTR ARM	L1MZ	3B498	E	REINF-FRT TRK CONTR ARM	05XXXX	2	FS	Y
N	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KC	DSYMP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	15-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	433
Version/Series:	C/C9 - ST VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	23-OCT-2023

WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	13-SEP-2023		
Production Date:	28-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	COURT STREET FORD INC	Dealer Paid Amount:	.00
Dealer Code:	01631 - *	Labor Cost:	483.72
Address:	558 LATHAM DRIVE	VAT:	.00
City:	BOURBONNAIS	Misc. Expense Amount:	.00
State:	IL Zip Code: 609142320	Part Markup Amount:	285.98
Country:	USA Region Code: NA	Material Cost:	725.94
Phone:	(815) 9399600	Total Cost Gross:	1209.66

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	verified customers concern; ran oasis no TSBs or SSMs; installed FDRS no codes; D1- NO; D10-YES; D11- YES; D12-NO; D13- NO replace fuel pump; removed fuel tank; replaced fuel pump; retested- OK
Customer Comment:	Customer states fuel gauge not accurate. It will go from a half tank and then drop immediately to 50 miles to empty.

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	284.54
9002A6	FUEL PUMP - ELECTRIC - REPLACE	42.68
STATELBR		156.50

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
Y	*	9H307	*	SENDER-ELEC PUMP	*	9H307	*	SENDER-ELEC PUMP	100101	0	SB	N
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y
N	L1MZ	9H307	MA	SENDER-ELEC PUMP	L1MZ	9H307	MA	SENDER-ELEC PUMP	100101	1	FS	Y

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = *

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

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	05-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	155
Version/Series:	C/JN - XLT VERSION #2	TIS:	0
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	23-OCT-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	27-OCT-2023		
Production Date:	14-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	BREAMAN MERRILL FORD	Dealer Paid Amount:	.00
Dealer Code:	06144 - *	Labor Cost:	327.62
Address:	1301 N. CENTER AVENUE	VAT:	.00
City:	MERRILL	Misc. Expense Amount:	.00
State:	WI Zip Code: 544521253	Part Markup Amount:	10.06
Country:	USA Region Code: NA	Material Cost:	35.18
Phone:	(715) 5364542	Total Cost Gross:	362.80

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	FUEL GUAGE READS EMPTY WHEN APPARENTLY 1/2 FULL. CHECK ENGINE LIGHT ON, EEC TEST W/FDRS, KOEO P1111, KOER P1111, KOEC P2580 NO TSB`S ORSSMS. PPPT D- D1- NO IPC PASS. D10 YES, D11YES, D12 NO, D13- NO SENDER BINDS AND STAYS AT .7 OHMS. R&R FUEL SENDER, INSTALL TANK PERWSM, CLEAR ALL CMDTCS, GUAGE READS 1/2 TANK-NO RATTLES
Customer Comment:	CUSTOMER STATES FUEL GAUGE RANDOMLY DROPPED TO 0 MPG WHILE DRIVING. CHECK ENGINE LIGHT IS ON.

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	23.40
12650D45	PIN POINT TEST DIAGNOSIS	35.10
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	222.32
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	11.70
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	35.10

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
N	L1MZ	3B498	D	REINF-FRT TRK CONTR ARM	L1MZ	3B498	D	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y
N	L1MZ	3B498	C	REINF-FRT TRK CONTR ARM	L1MZ	3B498	C	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y
Y	L1MZ	9A299	A	SENDER FUEL TANK	L1MZ	9A299	A	SENDER FUEL TANK	100101	1	FS	Y
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KO	P2580	TURBOCHARGER/SUPERCHARGER SPEED SENSOR "A" CIRCUIT LOW	22	BOOST CONTROL (COMPONENT)

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = 1281429 Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	20334201
Market Derived:	F - FORD	Repair Date:	08-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	13
Version/Series:	C/C9 - ST VERSION	TIS:	0
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	06-OCT-2023
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	06-OCT-2023		
Production Date:	30-AUG-2023		
VIN:	[redacted]	Expense Information	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	ROESCH FORD	Dealer Paid Amount:	.00
Dealer Code:	04221 - *	Labor Cost:	1005.95

Address:	333 WEST GRAND AVENUE	VAT:	.00
City:	BENSENVILLE	Misc. Expense Amount:	7.38
State:	IL Zip Code: 601063329	Part Markup Amount:	142.62
Country:	USA Region Code: NA	Material Cost:	324.77
Phone:	(630) 2796000	Total Cost Gross:	1338.10

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CUSTOMER COMPLAINT, FUEL LEVEL INACCURATE. SCANNED FOR CODES - NO CODES FOUND. FOUND PINPOINT TEST D BY SYMPTOM. PERFORMED IPC SELF TEST, NO NEW CODES. VISUALLY INSPECTED FUEL TANK, NO DAMAGE FOUND. FUEL LEVEL GOES DOWN WHILE DRIVING SO DECIDED TO HALT PINPOINT TEST D AND CHECK FULL CIRCUIT BEFORE DROPPING FUEL TANK TO INSPECT FUEL PUMP. PULLED INSTRUMENT PANEL, LEFT KICK PANEL AND LEFT UNDERBODY SPLASH GUARD TO ACCESS CONNECTORS C220 PIN 10 TO C3136 PIN 11 MEASURED 0.4 OHMS, C220 PIN 2 TO C3136 PIN 9 MEASURED 0.4 OHMS. VISUALLY INSPECTED C3136, C248, C220. ALL PINS OK, TERMINALS OK, PIN FITMENT - OK. PERFORMED PMI ON PCM, NO CHANGE. PERFORMED PMI ON ICM, NO CHANGE. PID FOR FUEL LEVEL READS THE SAME AS THE GAUGE. PID FOR FUEL LEVEL ACCURACY READS FALSE, STILL NO CODES. DROPPED FUEL TANK TO INSPECT C4331 ALL PINS OK, TERMINALS OK, PIN FITMENT OK. MEASURED RESISTANCE FROM C4331 ACROSS THE FUEL LEVEL SENSOR MEASURED 164 OHMS, SPEC FOR FULL TANK IS 10 OHMS. PULLED FUEL SENDER UNIT AND DISCOVERED FUEL LEVEL SENSOR BINDING NEAR BOTTOM OPERATION. REPLACED FUEL LEVEL SENSOR. WHEN PUTTING TANK BACK UP DISCOVERED ONE OF THE EVAP LINES ON THE FUEL TANK HAD A HAIRL PRESS FITTING. REPLACED LINE. REINSTALLED FUEL TANK AND ALL BODY PANELS. VERIFIED REPAIRS - OK AT THIS TIME GCR #: [redacted]
Customer Comment:	STATES VEHICLE DISPLAYED 50 MILES TO EMPTY, ADDED $74.02 OF FUEL AND WARNING MESSAGE STILL DISPLAYS 50 MILES TO EMPTY AND FUEL GAUGE DID NOT MOVE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	38.69
12650D45	PIN POINT TEST DIAGNOSIS	58.04
MTACCESS		77.38
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	386.90
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	58.04
12222A	VACUUM TUBE/HOSE REPAIR	77.38
STATELBR		309.52

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Rep Indi
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
N	*	W717822	S439		*	W717822	S439		*	2	FS	
N	*	W719511	S439		*	W719511	S439		*	3	FS	

N	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	05XXXX	1	FS
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS
Y	L1MZ	9A299	A	SENDER FUEL TANK	L1MZ	9A299	A	SENDER FUEL TANK	100101	1	FS
N	M1MZ	9D683	A	VAPOR HOSE - FRONT	M1MZ	9D683	A	VAPOR HOSE - FRONT	1001XX	1	FS

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KO	DSYMP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	25-OCT-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	2291
Version/Series:	C/JN - XLT VERSION #2	TIS:	2
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-24]	GSAR Load Date:	03-NOV-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	11-SEP-2023		
Production Date:	30-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	HINES PARK FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	01425 - *	Labor Cost:	361.08
Address:	56558 PONTIAC TRAIL	VAT:	.00
City:	NEW HUDSON	Misc. Expense Amount:	.00
State:	MI Zip Code: 481659728	Part Markup Amount:	50.98
Country:	USA Region Code: NA	Material Cost:	126.50
Phone:	(248) 4376700	Total Cost Gross:	487.58

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE TROUBLES

Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	DIAG FUEL GAUGE OPERATION, PERFORM PINPOINT TESTS NO CODES PRESENT. MONITOR FLI PID AND ADD 5 GAL OF FUEL TO TANK. AFTER 20 MIN NO CHANGE IN GAUGE OR FLI PID. REMOVE FUEL TANK TO INSPECT. FOUND SENDING UNIT BINDING AND NOT MOVING. NESS TO REPLACE PUMP/SENDER ASSY. REINSTALL ALL COMPONENTS AND RETEST OPERATION,PASS.
Customer Comment:	FUEL GAUGE DOES NOT REGISTER AFTER FILLING VEHICLE.

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12651D	BODY / CHASSIS / ELECTRIAL (BCE) TEST	26.75
12651D45	BODY/CHASSIS/ELECTRICAL - DIAGNOSTIC PIN POINT TEST	40.12
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	254.09
9002A6	FUEL PUMP - ELECTRIC - REPLACE	40.12

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Exter Amo
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	FS	Y	1
N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y	5

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

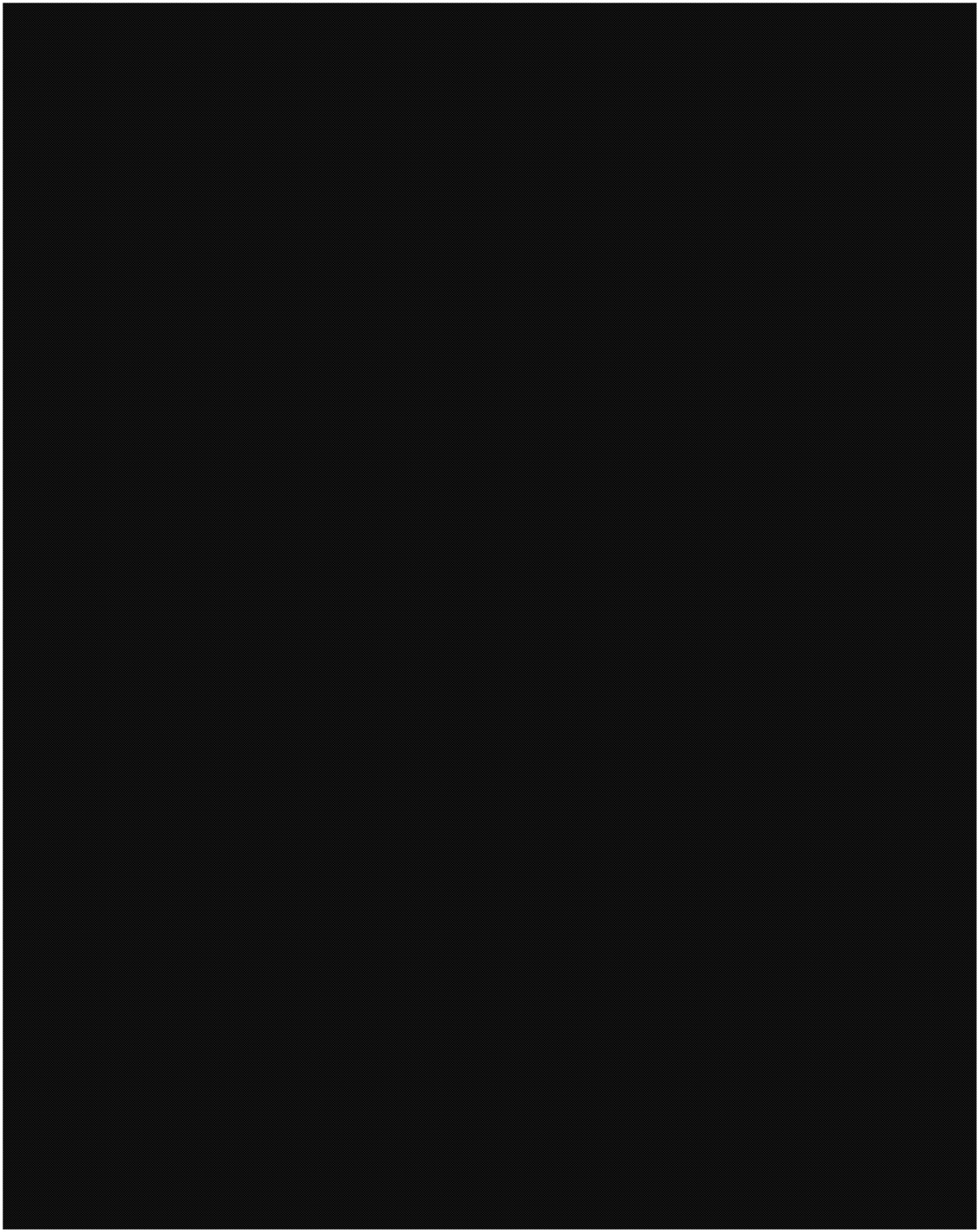
Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	OT	DSYMP			

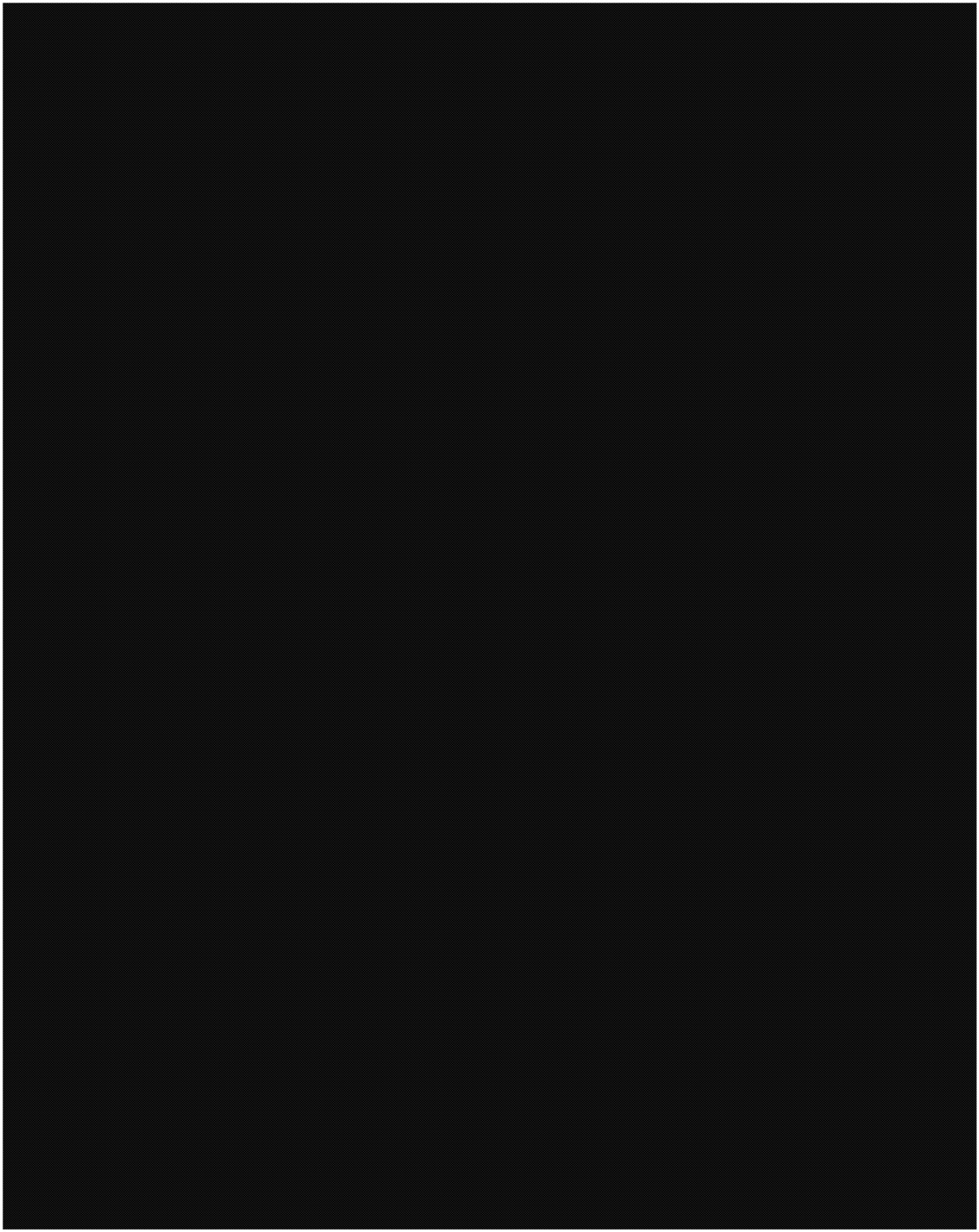
ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
[redacted]





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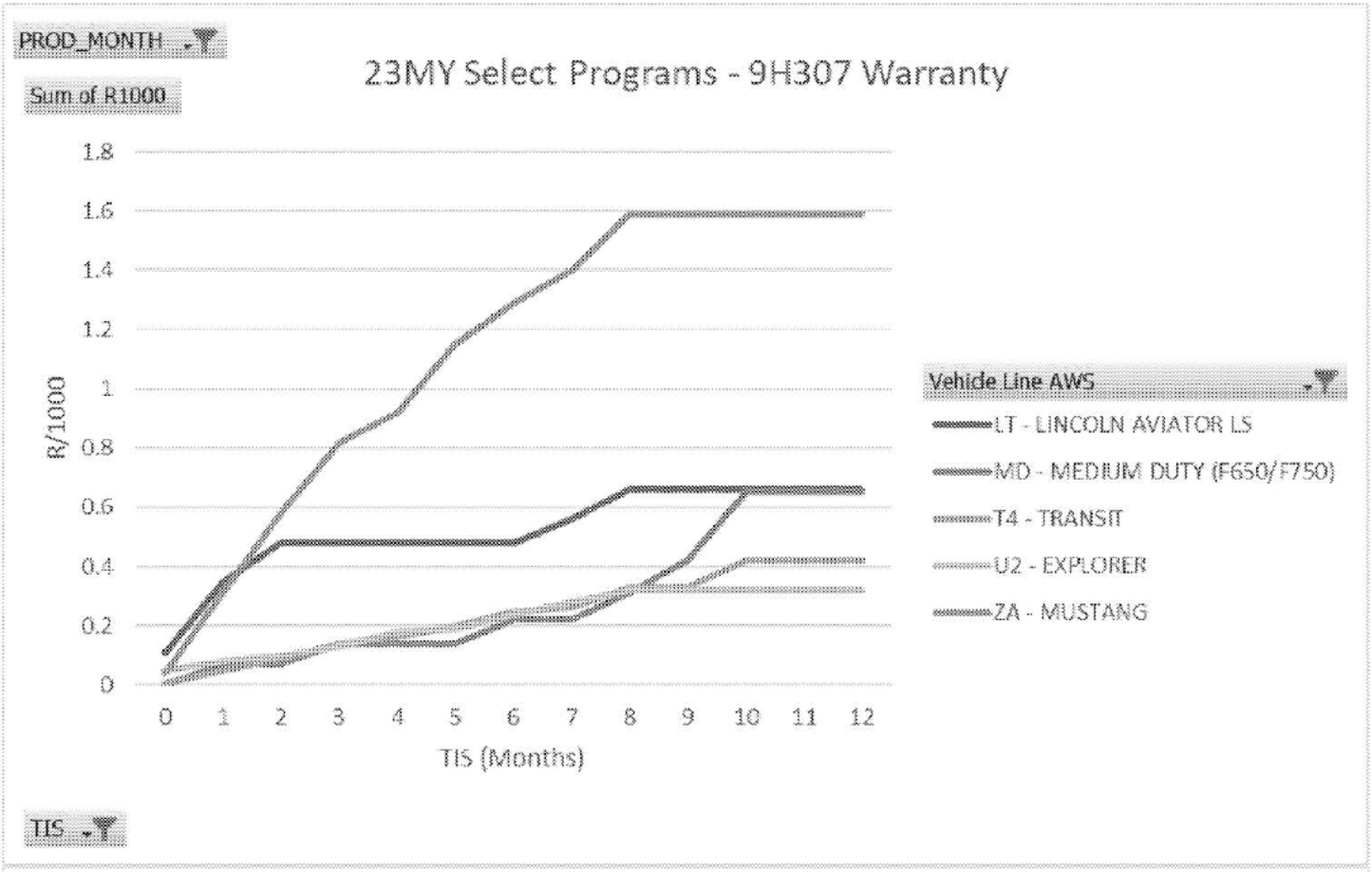
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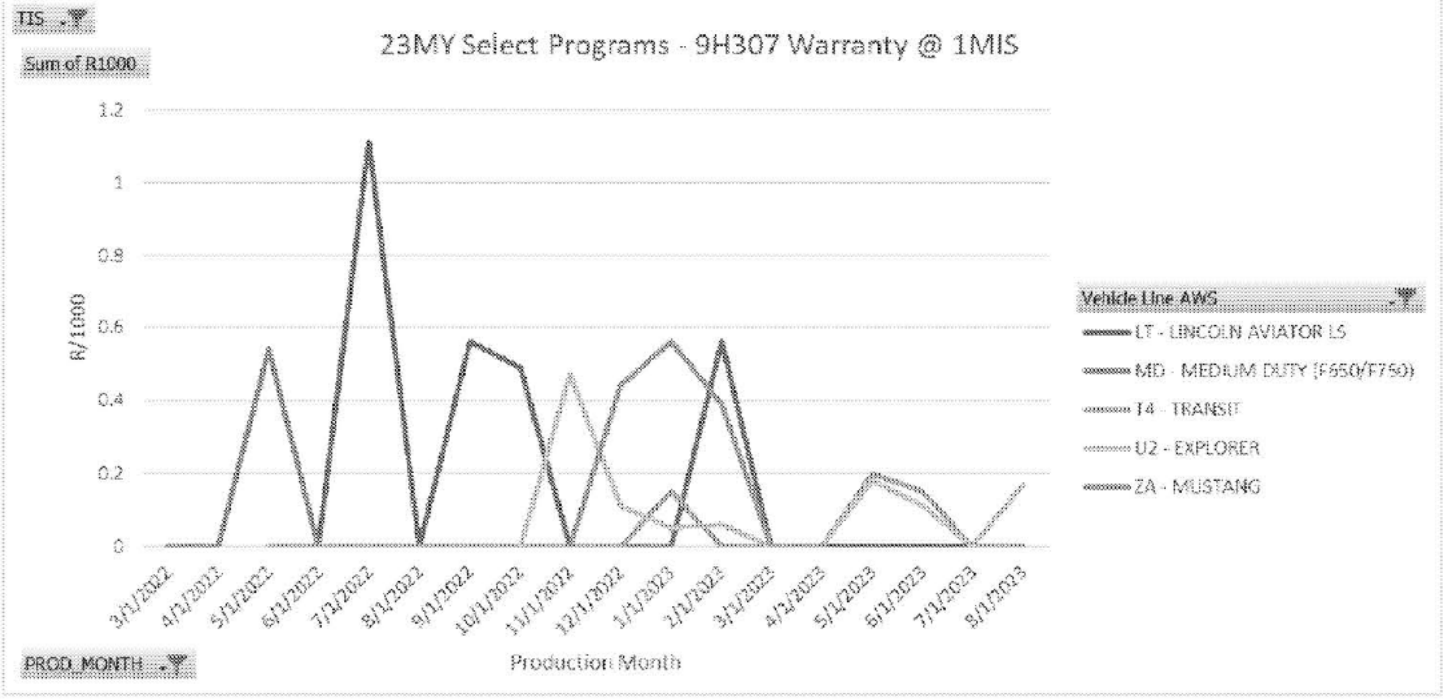
23MY Select Programs - 9H307 Warranty
Sum of R1000
R/1000
TIS (Months)
Vehicle Line AWS
LT - LINCOLN AVIATOR LS
MD - MEDIUM DUTY (F650/F750)
T4 - TRANSIT
U2 - EXPLORER
ZA - MUSTANG
TIS


TIS
23MY Select Programs - 9H307 Warranty @ 1MIS
Sum of R1000
R/1000
Production Month
Vehicle Line AWS
LT - LINCOLN AVIATOR LS
MD - MEDIUM DUTY (F650/F750)
T4 - TRANSIT
U2 - EXPLORER
ZA - MUSTANG
PROD_MONTH

David Martin
Quality Supervisor & 6-Sigma Master Black Belt
Phone: [redacted]

-----Original Appointment-----
From: Martin, David (D.S.)
Sent: Friday, November 17, 2023 1:54 PM
To: Martin, David (D.S.); Young, Richard (R.C.); Corona, Julian (J.); Siddiqui, Shahid (S.); Laboda, Robert (R.R.)
Cc: Nelson, Elyssa (E.)
Subject: U6XX Fuel Indication Discussion & Strategy
When: Monday, November 27, 2023 3:00 PM-3:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

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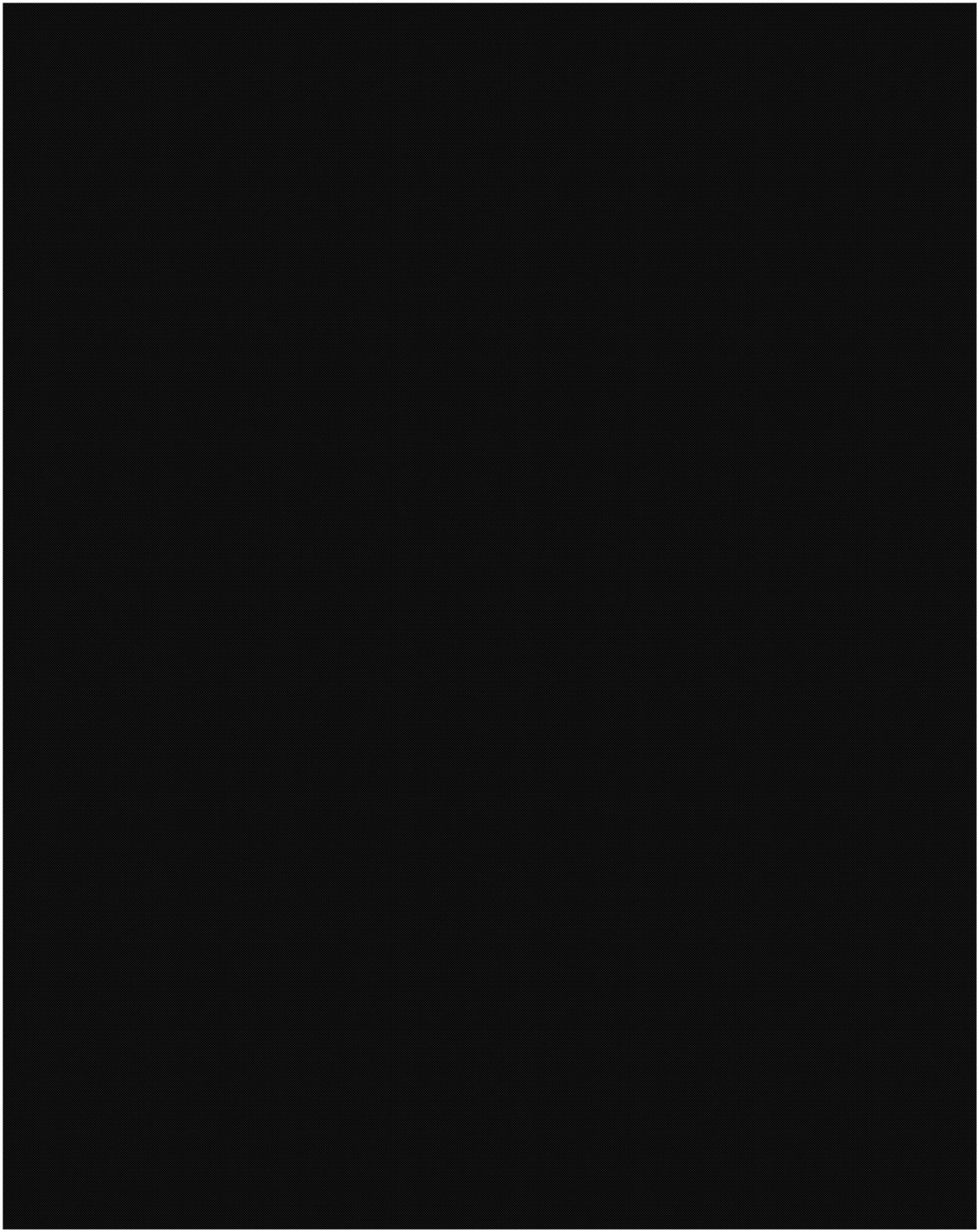

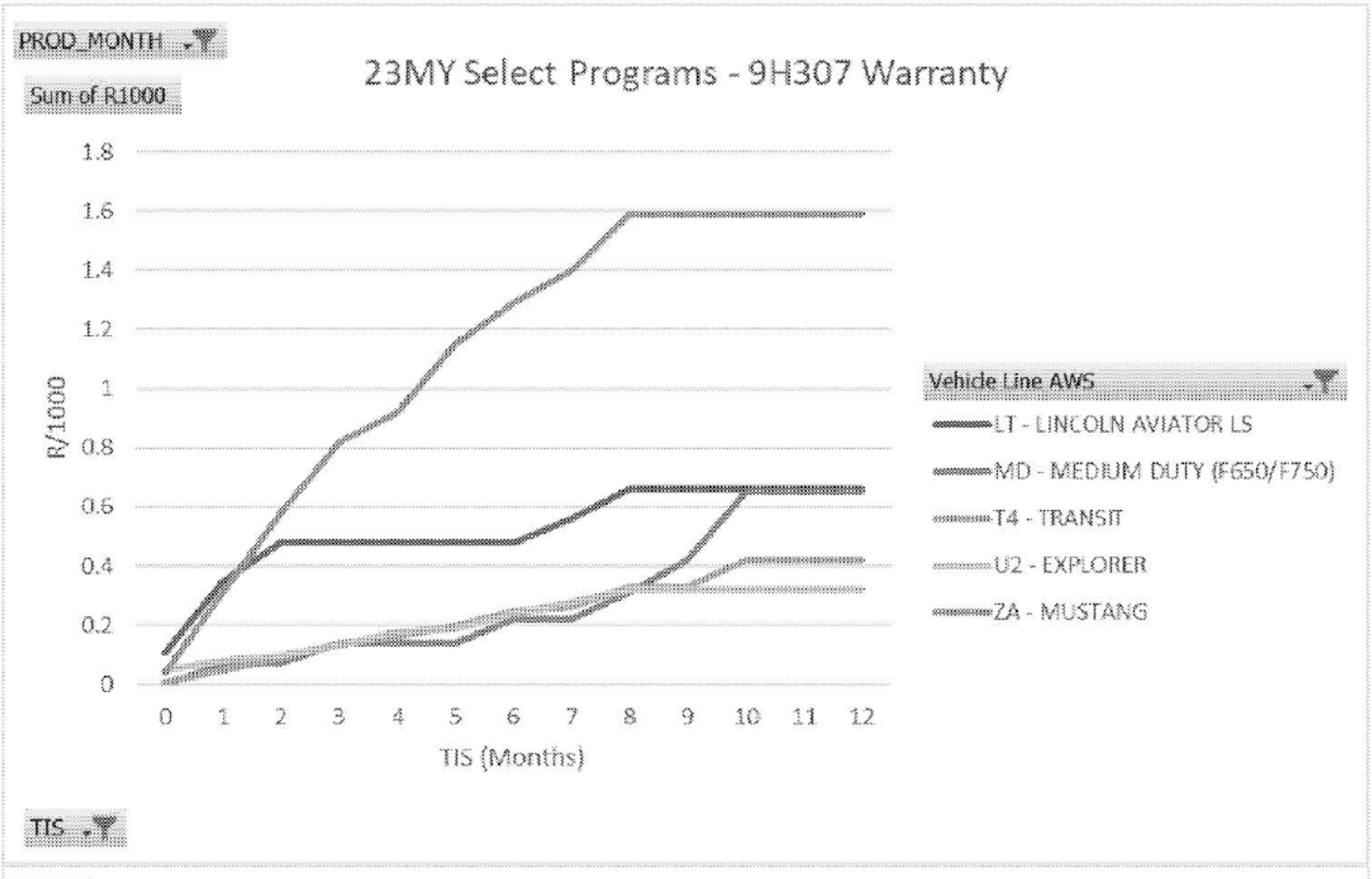

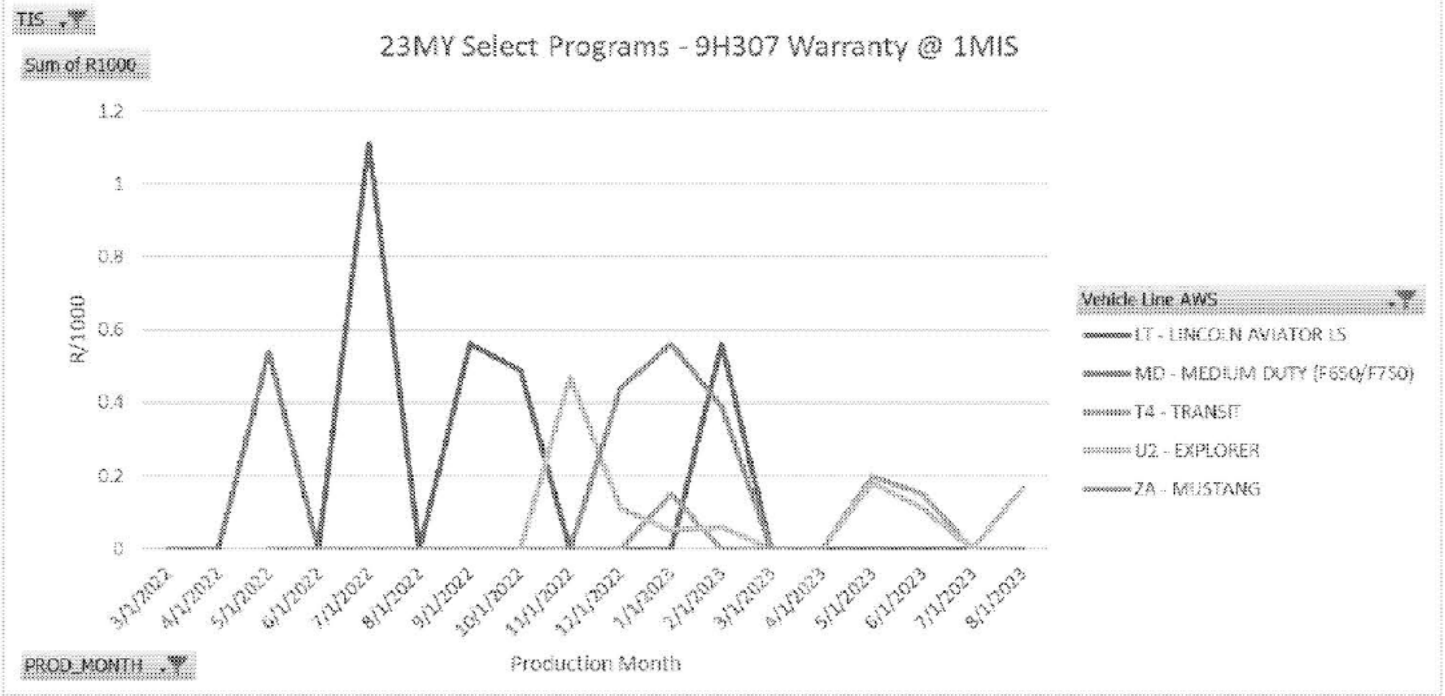

David Martin
Quality Supervisor & 6-Sigma Master Black Belt
Phone: (313) 467-6384

-----Original Appointment-----
From: Martin, David (D.S.)
Sent: Friday, November 17, 2023 1:54 PM

To: Martin, David (D.S.); Young, Richard (R.C.); Corona, Julian (J.); Siddiqui, Shahid (S.); Laboda, Robert (R.R.)
Cc: Nelson, Elyssa (E.)
Subject: U6XX Fuel Indication Discussion & Strategy
When: Monday, November 27, 2023 3:00 PM-3:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

_~_

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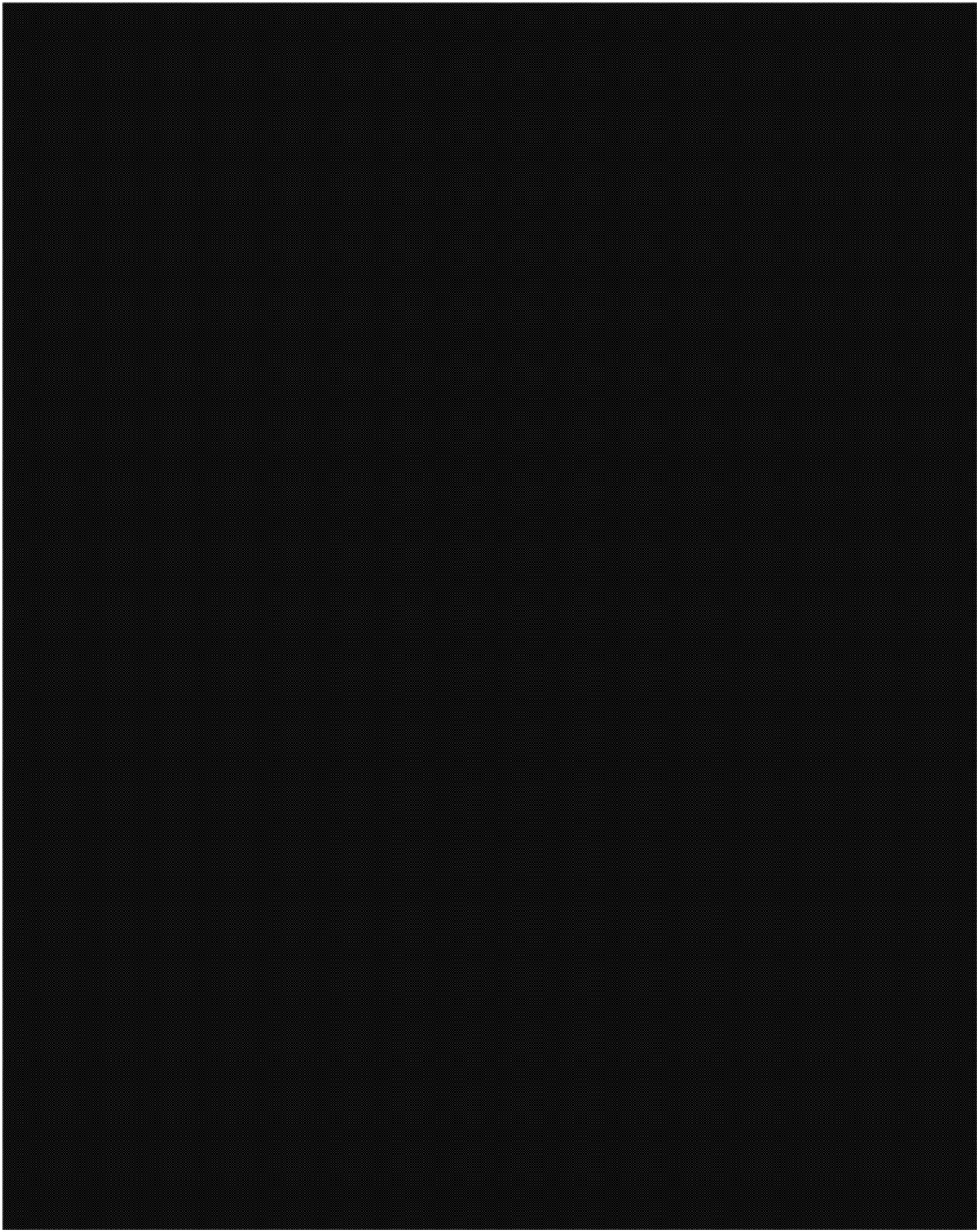
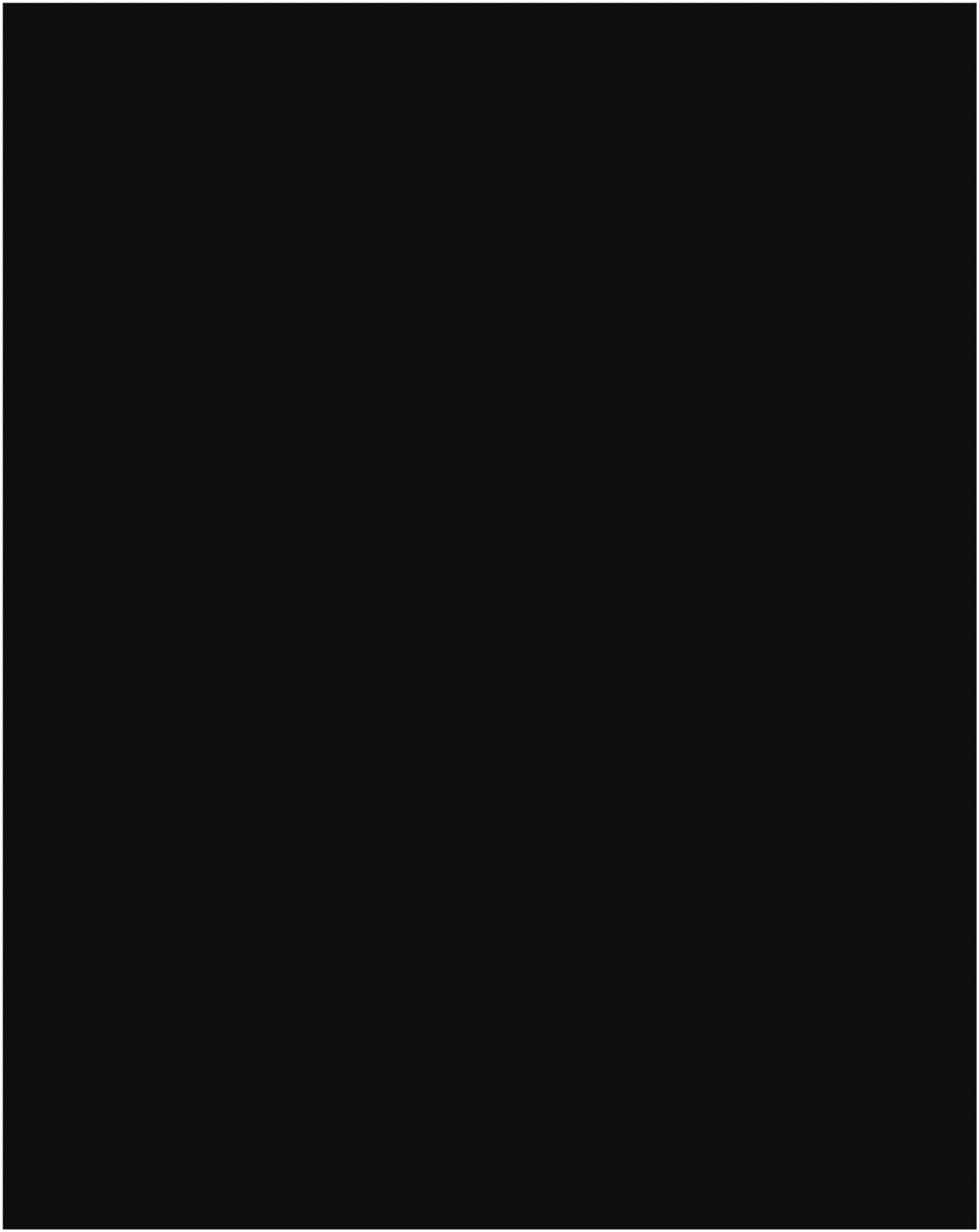
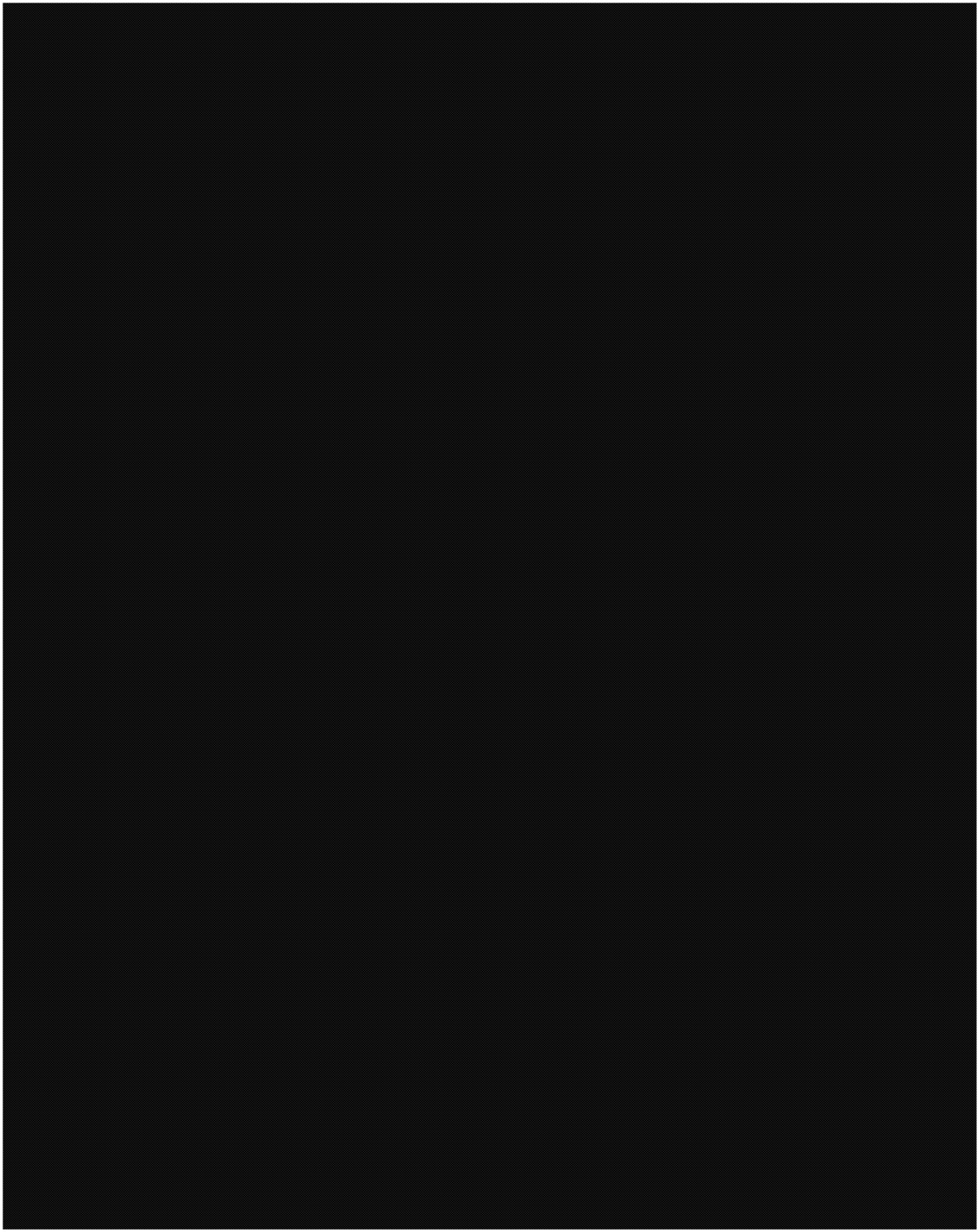
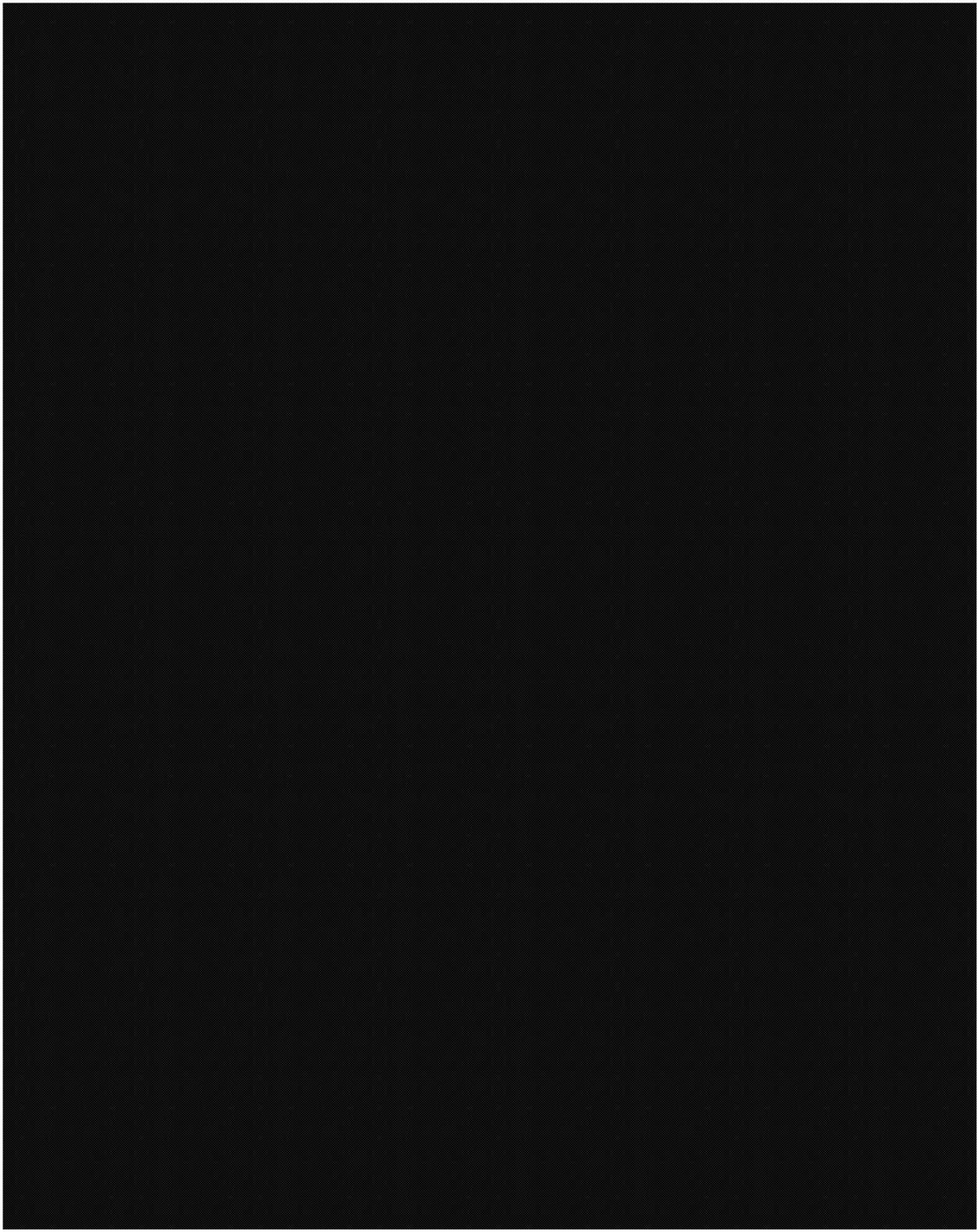
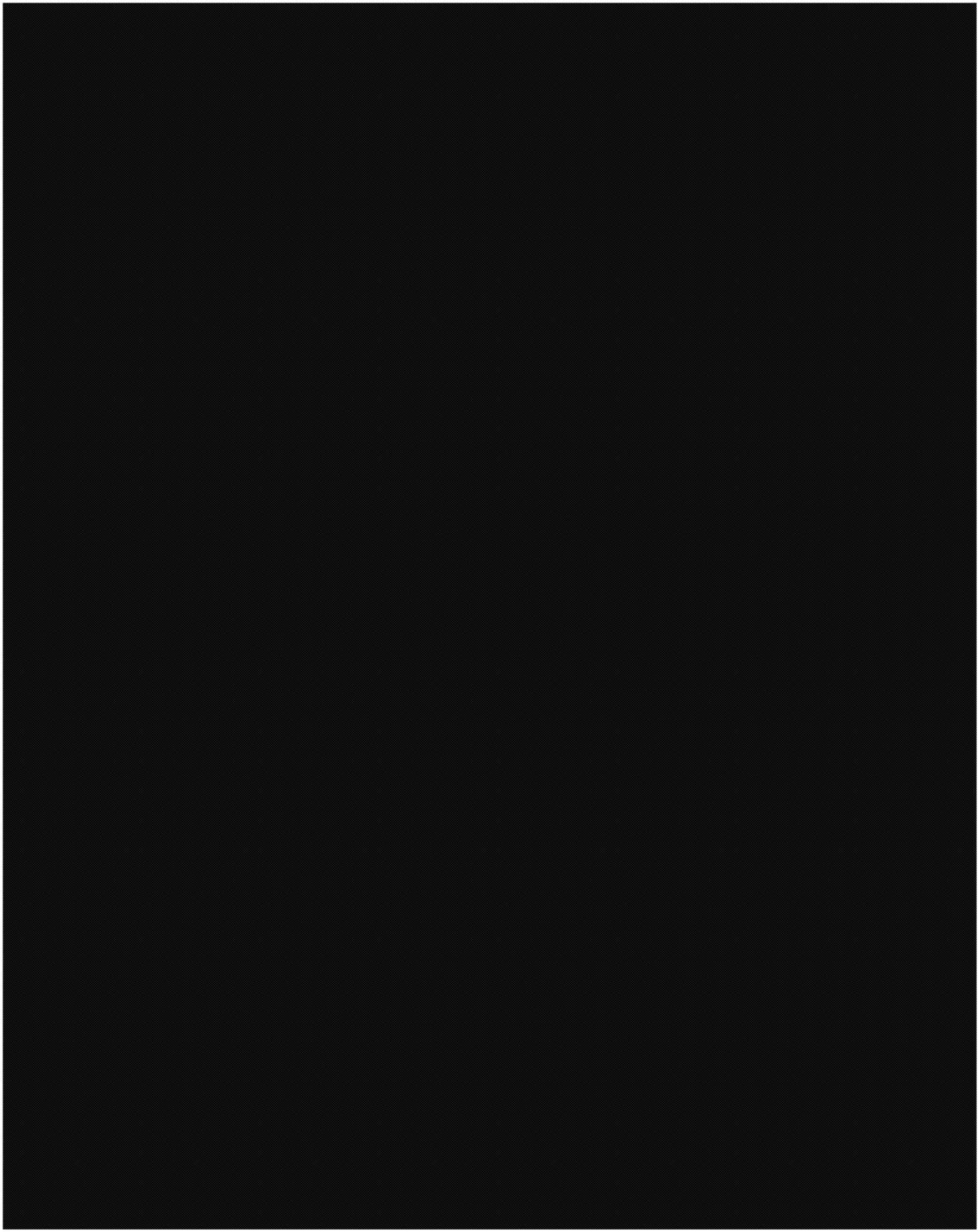
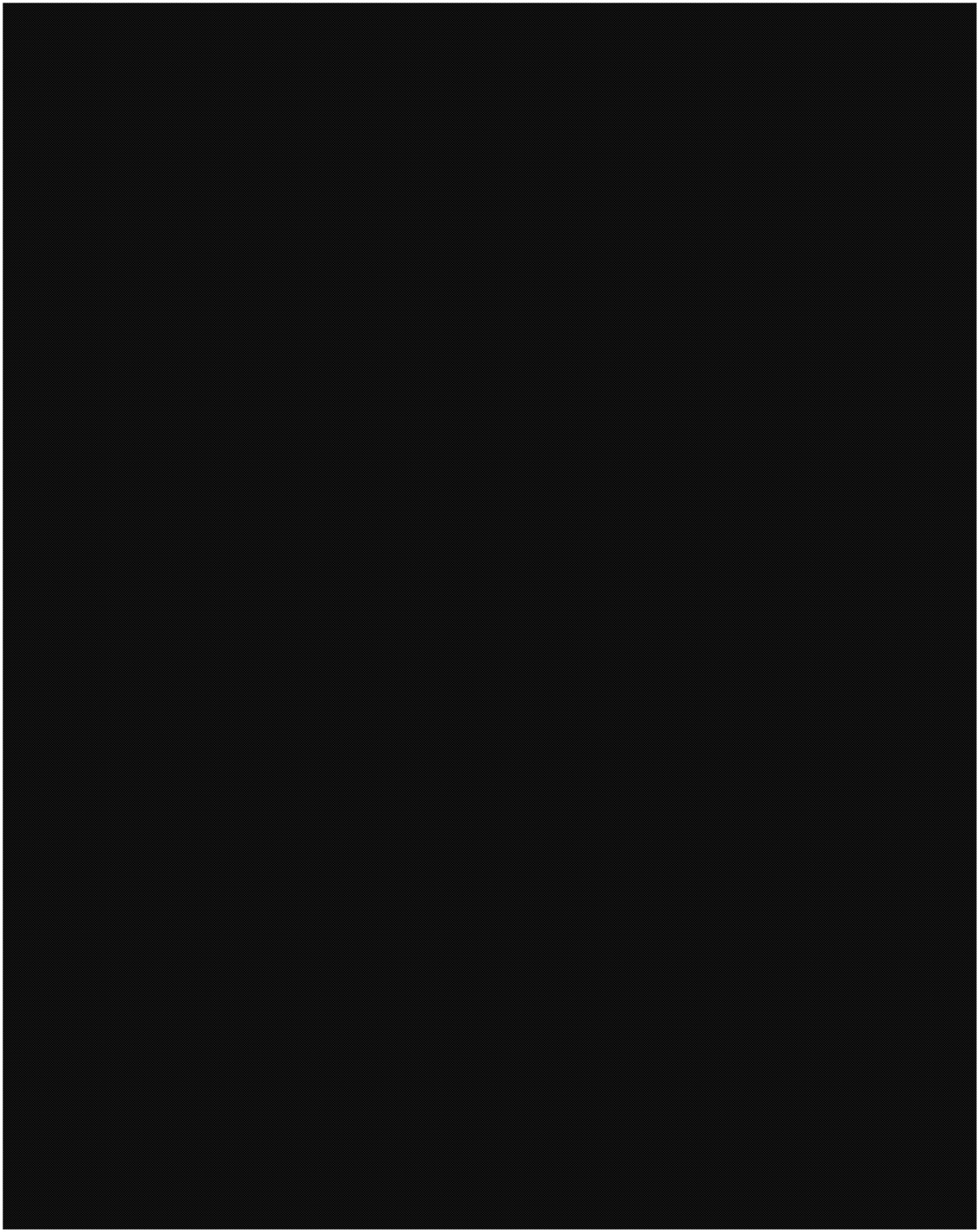


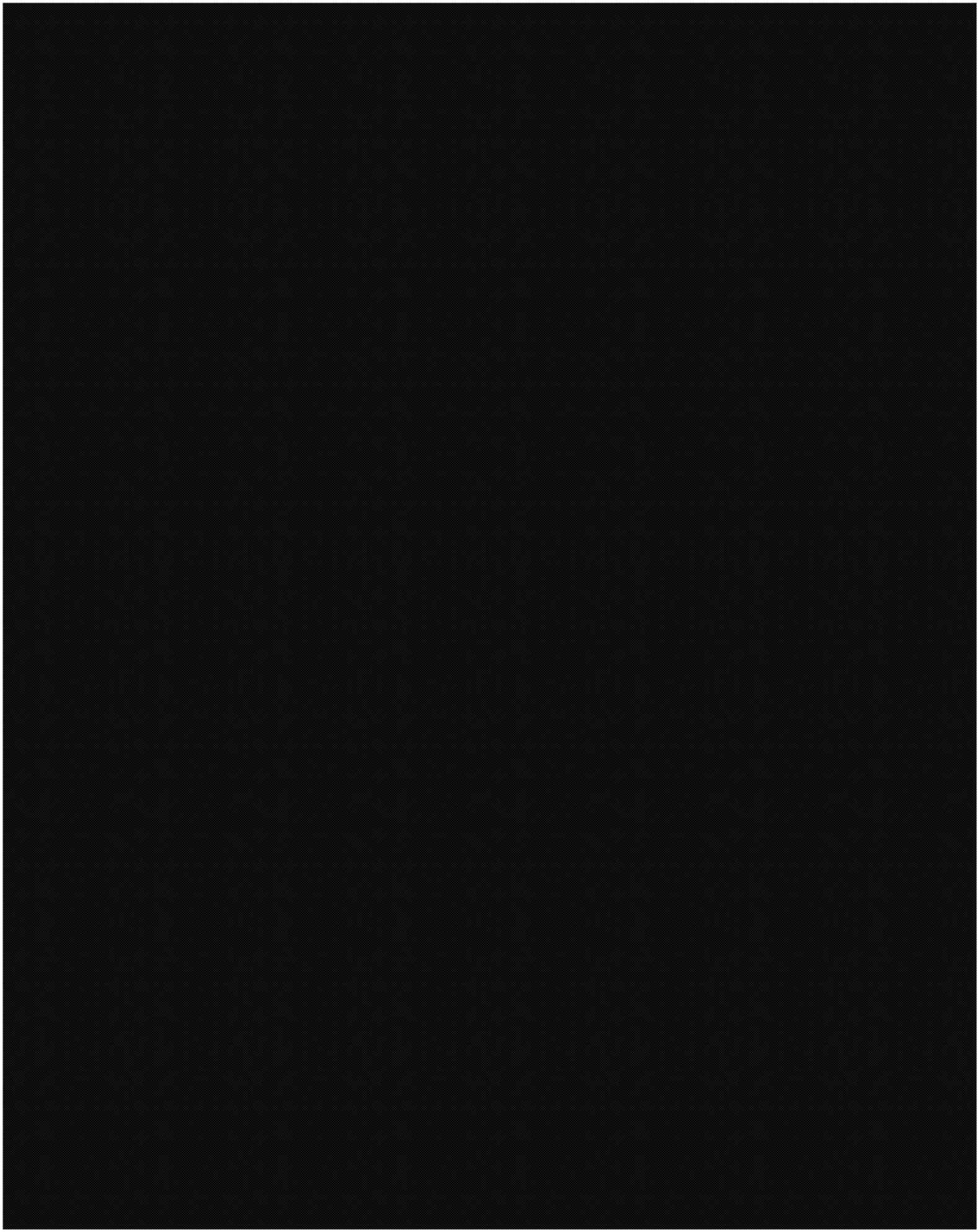












From: Nelson, Elyssa (E.) [ekopke@ford.com]
Sent: 1/31/2024 4:43:22 PM
To: Laboda, Robert (R.R.) [RLABODA@ford.com]; Corona, Julian (J.) [jcoron42@ford.com]
Subject: RE: Dimensional Analysis on Fuel Tank Sender

Sounds good, thank you!

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: Laboda, Robert (R.R.) <RLABODA@ford.com>
Sent: Wednesday, January 31, 2024 9:04 AM
To: Nelson, Elyssa (E.) <ekopke@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Dimensional Analysis on Fuel Tank Sender

Hello Team, Sorry I missed this email. I think all the dimensions that Phinia provided in the clearer views (attached) are adequate.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

Cell phone: 1-[redacted]

From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Tuesday, January 23, 2024 10:33 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>
Subject: FW: Dimensional Analysis on Fuel Tank Sender

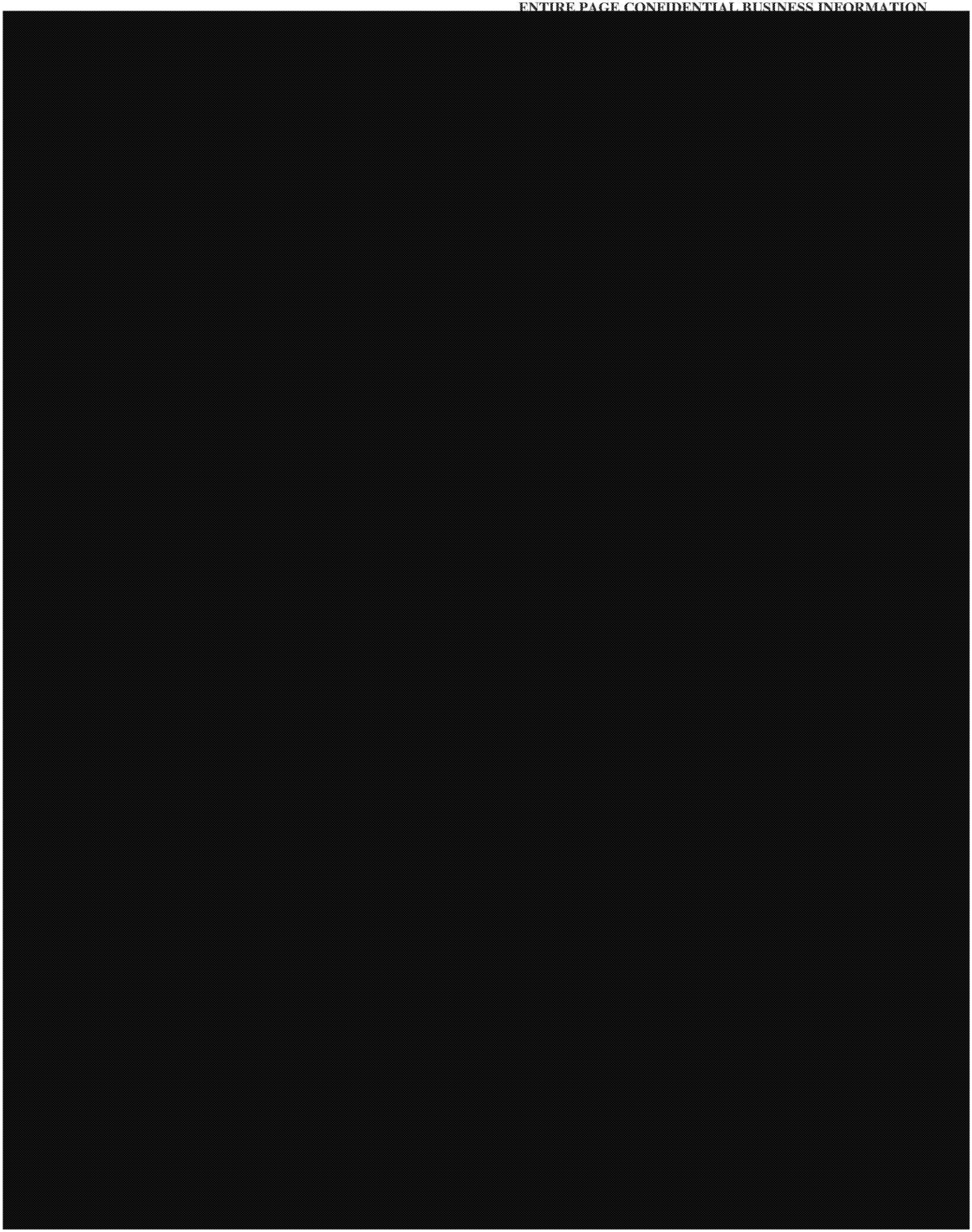
Hi Bob & Julian,

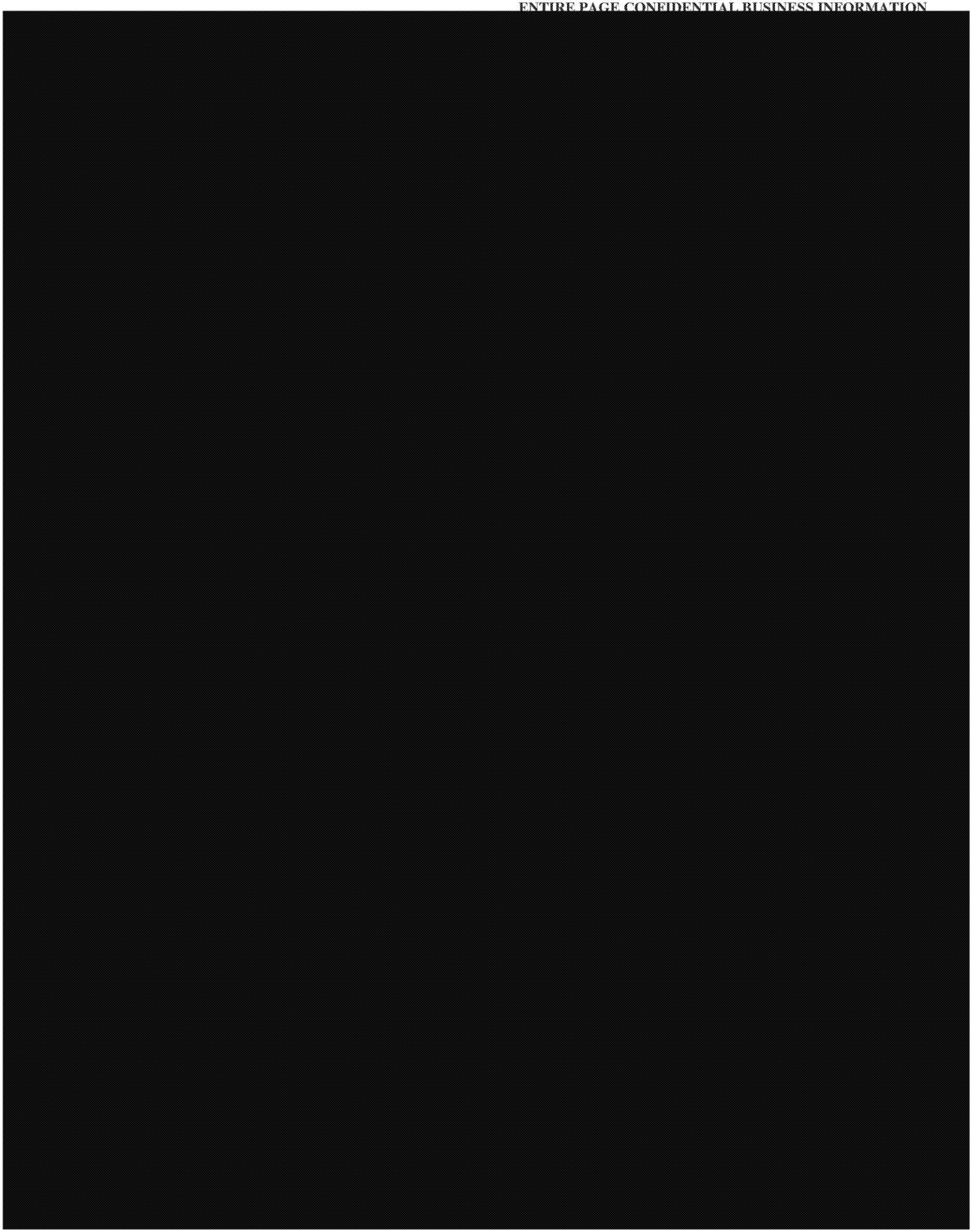
[redacted]

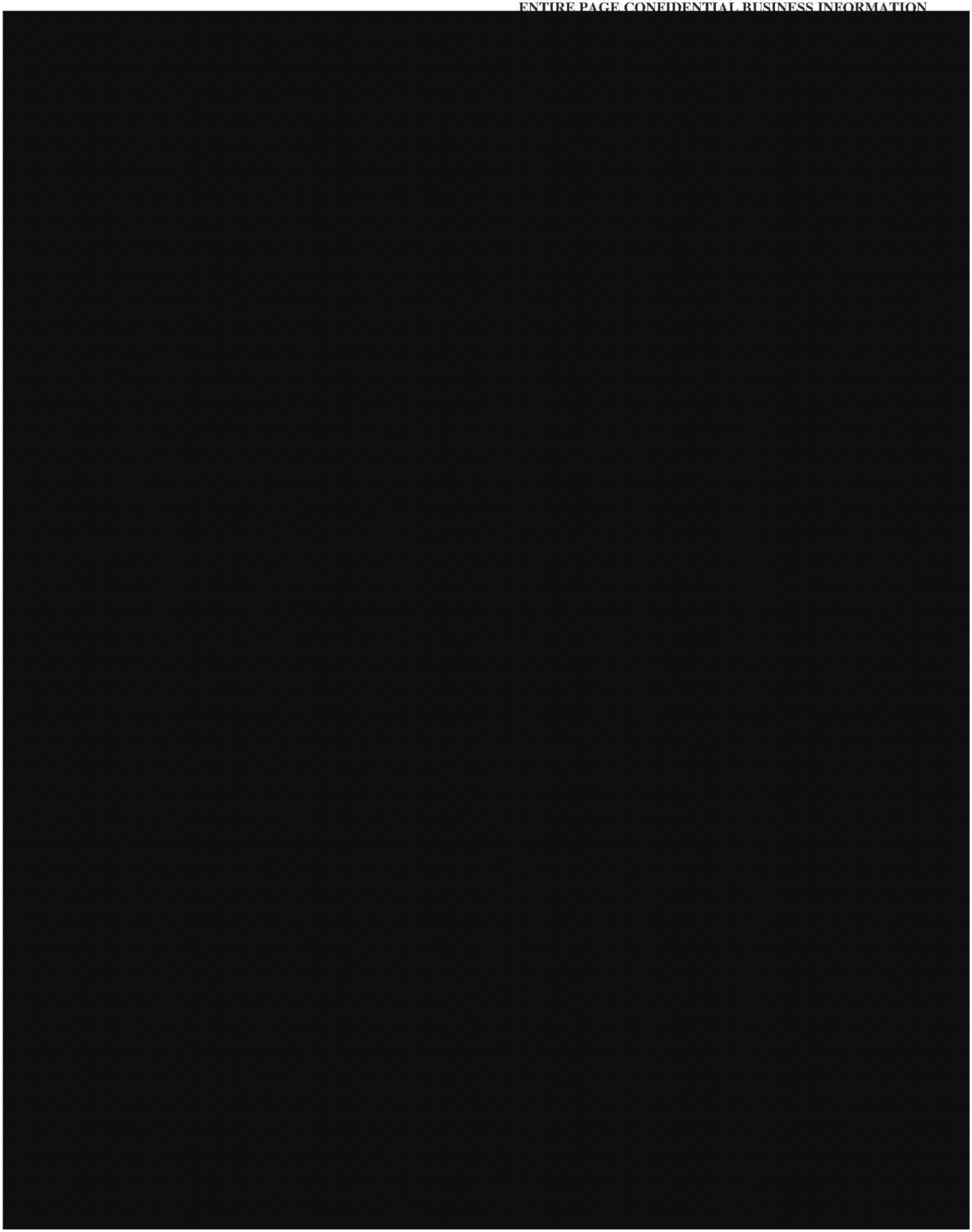
Thank you,

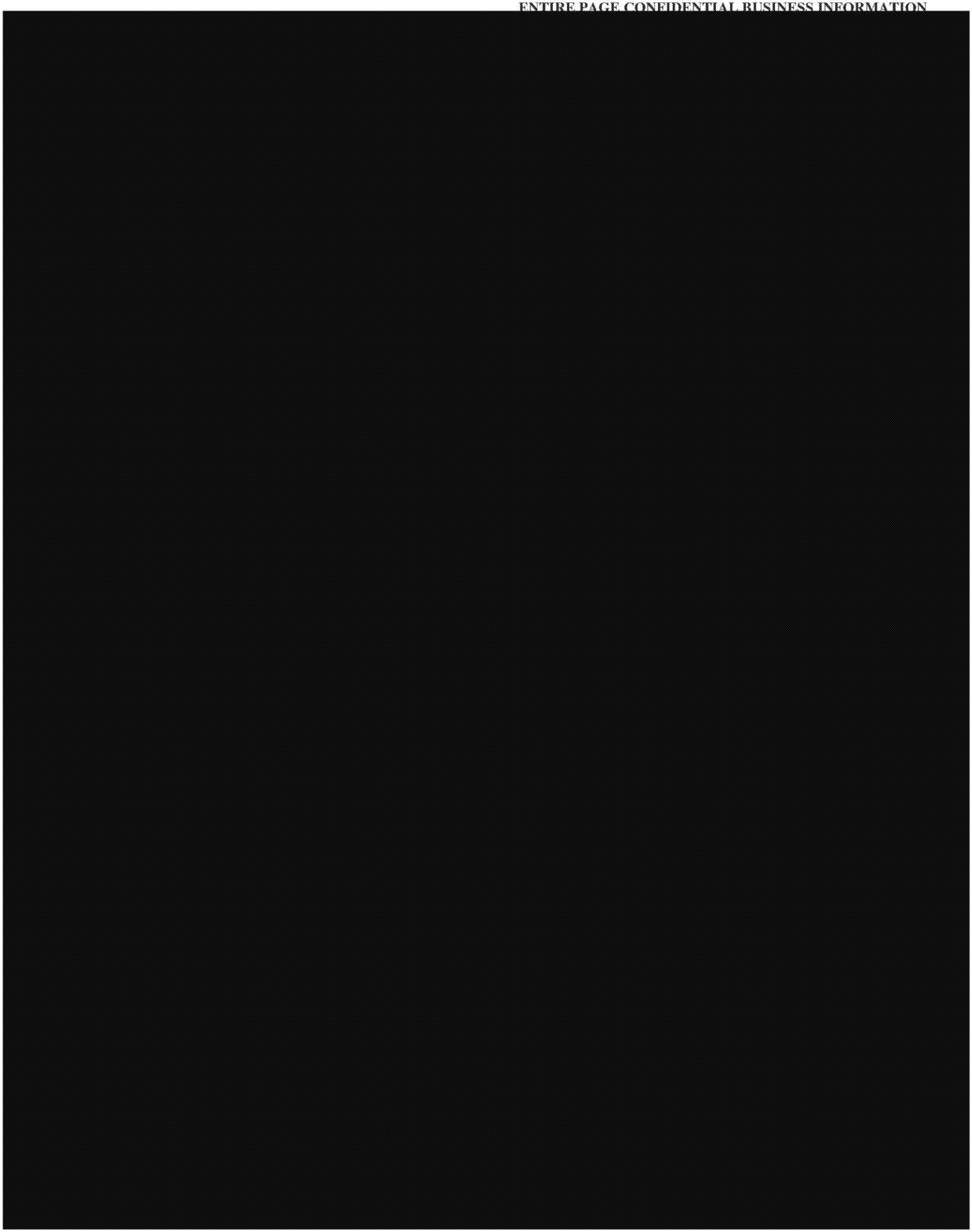
Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

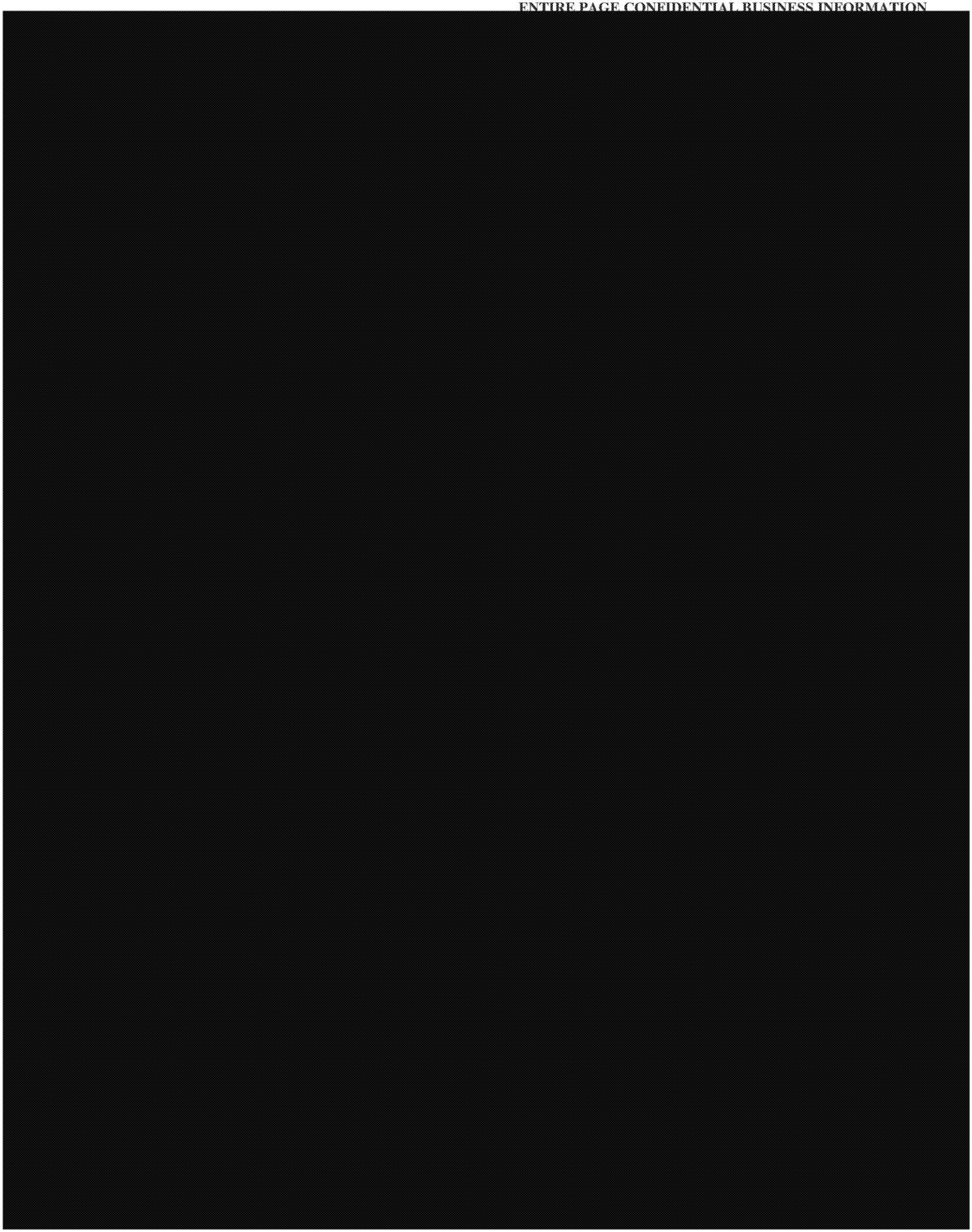
From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Tuesday, January 23, 2024 9:28 AM

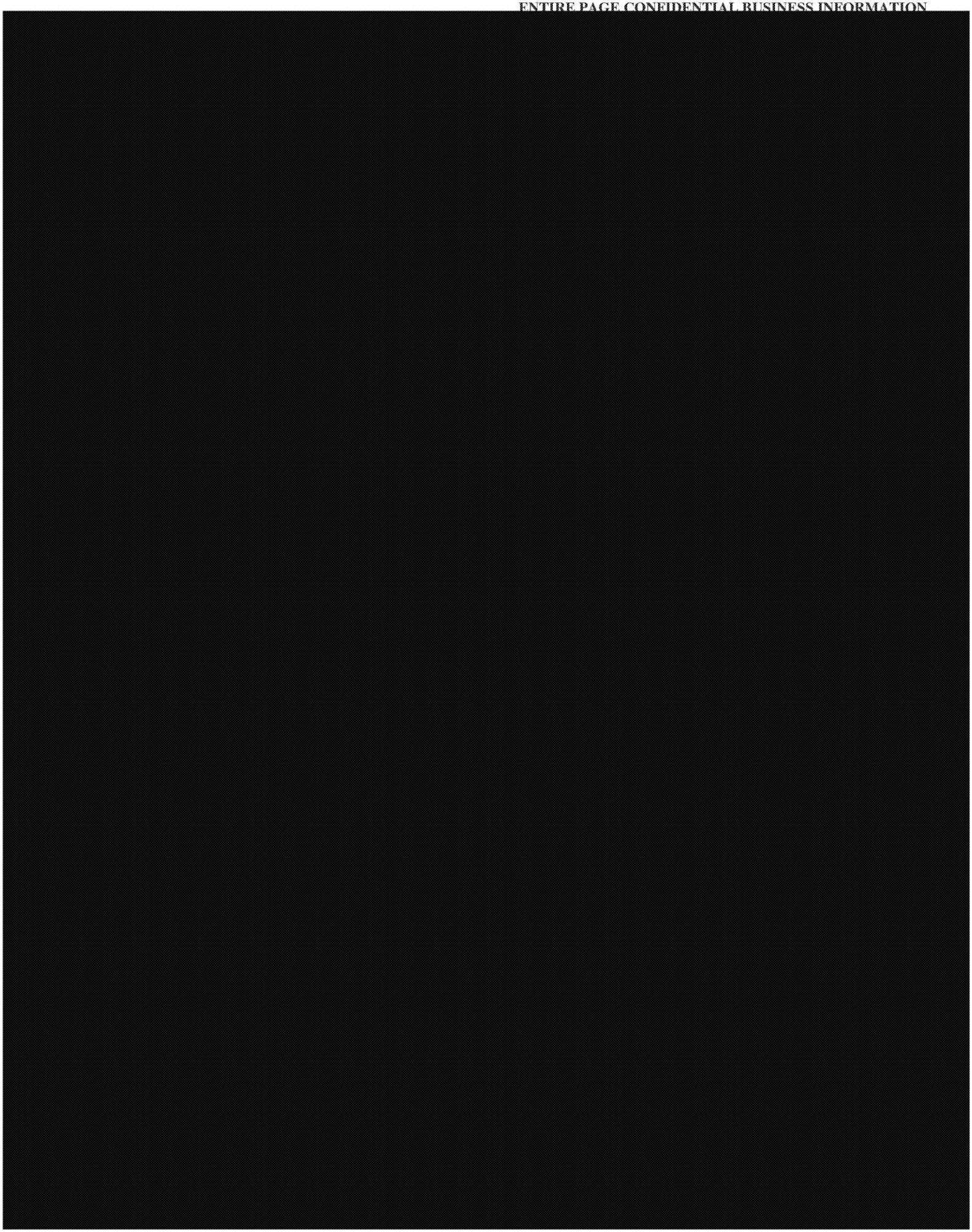












[redacted]

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

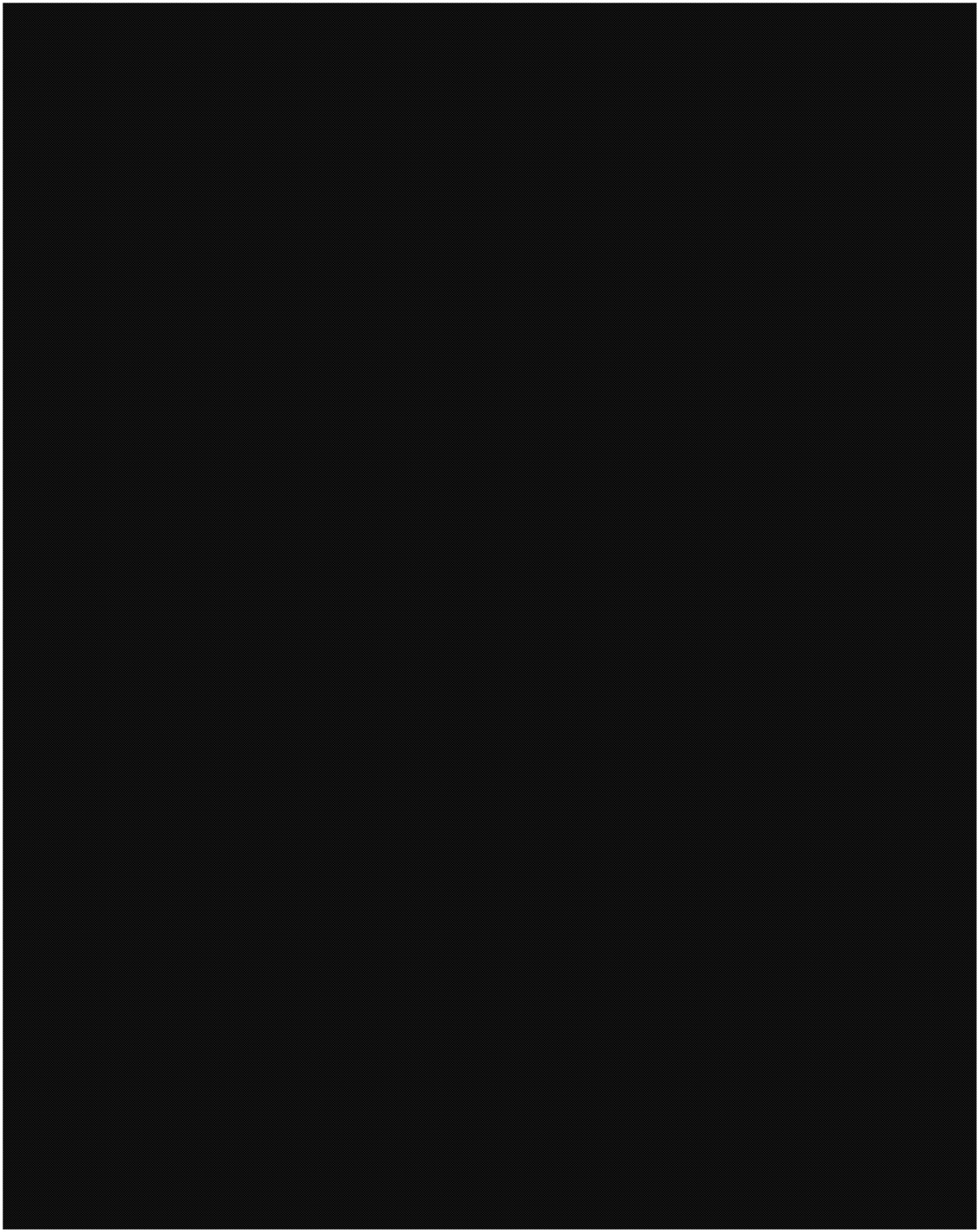
Cell phone: 1-[redacted]

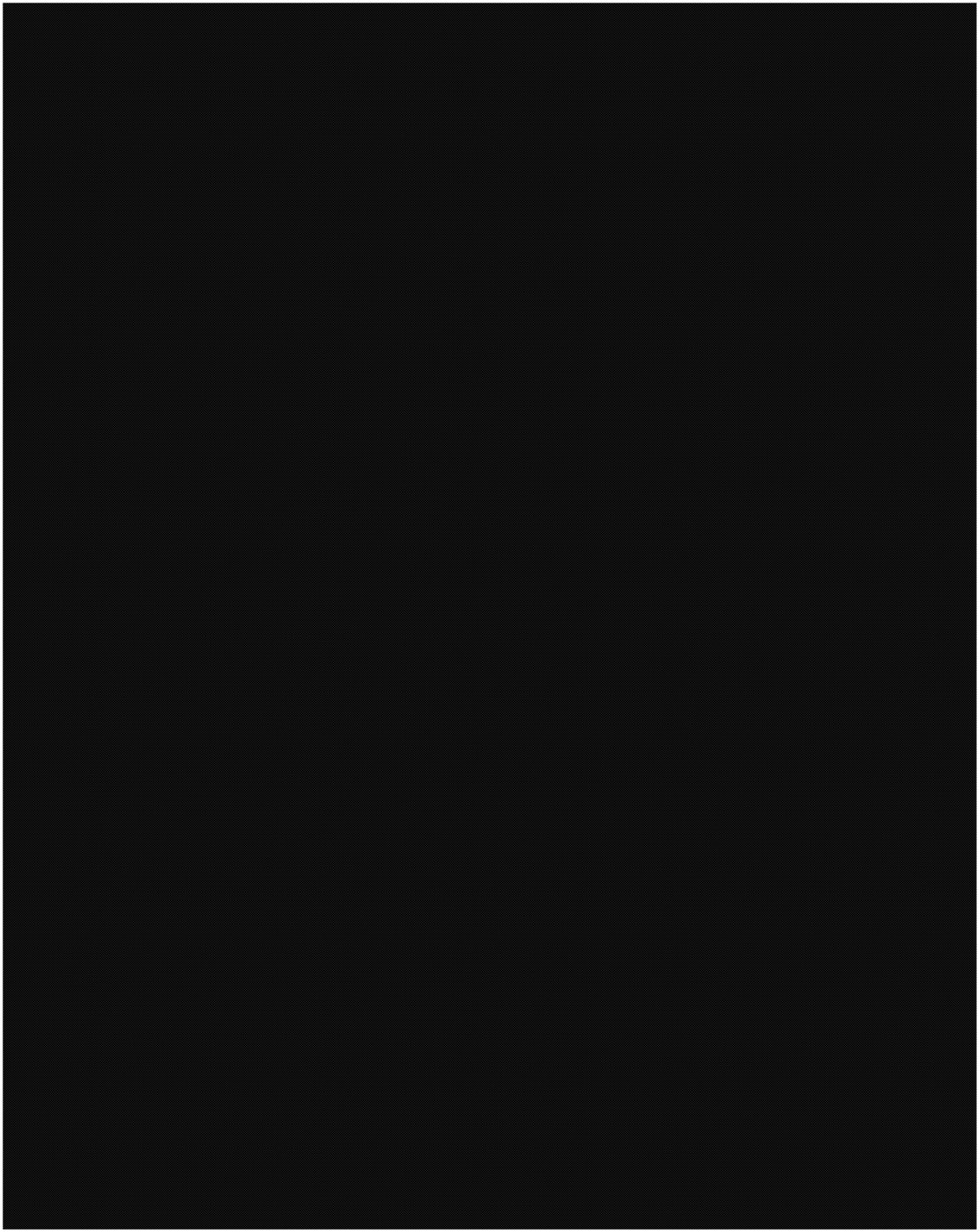
From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Friday, February 09, 2024 2:18 PM
To: Corona, Julian (J.) <jcoron42@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: FW: Internal P0463/P0460 Vehicles

[redacted]

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
[redacted]

From: Mei, Vincent (V.) <vmei@ford.com>
Sent: Friday, February 9, 2024 9:16 AM
To: Corona, Julian (J.) <jcoron42@ford.com>; Nelson, Elyssa (E.) <ekopke@ford.com>; Young, Richard (R.C.)





From: Camara, Sergio (S. A.) [scamara@ford.com]
Sent: 2/16/2024 2:59:51 PM
To: Sanborn, Ethan (E.D.) [esanbor2@ford.com]; Galindo, Luis (L.) [LGALIND8@ford.com]; Bolton, Al (A.F.) [abolton@ford.com]; Logli, Michael (M.A.) [mlogli1@ford.com]; Nelson, Elyssa (E.) [ekopke@ford.com]; Dreier, Paul (P.) [PDREIER@ford.com]; Corona, Julian (J.) [jcoron42@ford.com]; Romio Junior, Jose L (J.L.) [jjunior4@ford.com]; Herbert, Cristiano (G.H.) [cherbe13@ford.com]
CC: Docimo, Tony (A.F.) [adocimo@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]; Goodwine, Todd (T.) [tgoodw25@ford.com]; Thomas, Dwight (D.) [dthom545@ford.com]; Mei, Vincent (V.) [VMEI@ford.com]; Young, Richard (R.C.) [ryoung27@ford.com]; Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; Siddiqui, Shahid (S.) [ssiddiq3@ford.com]
Subject: RE: [redacted]

This is great Ethan. Thanks a lot by the analysis.

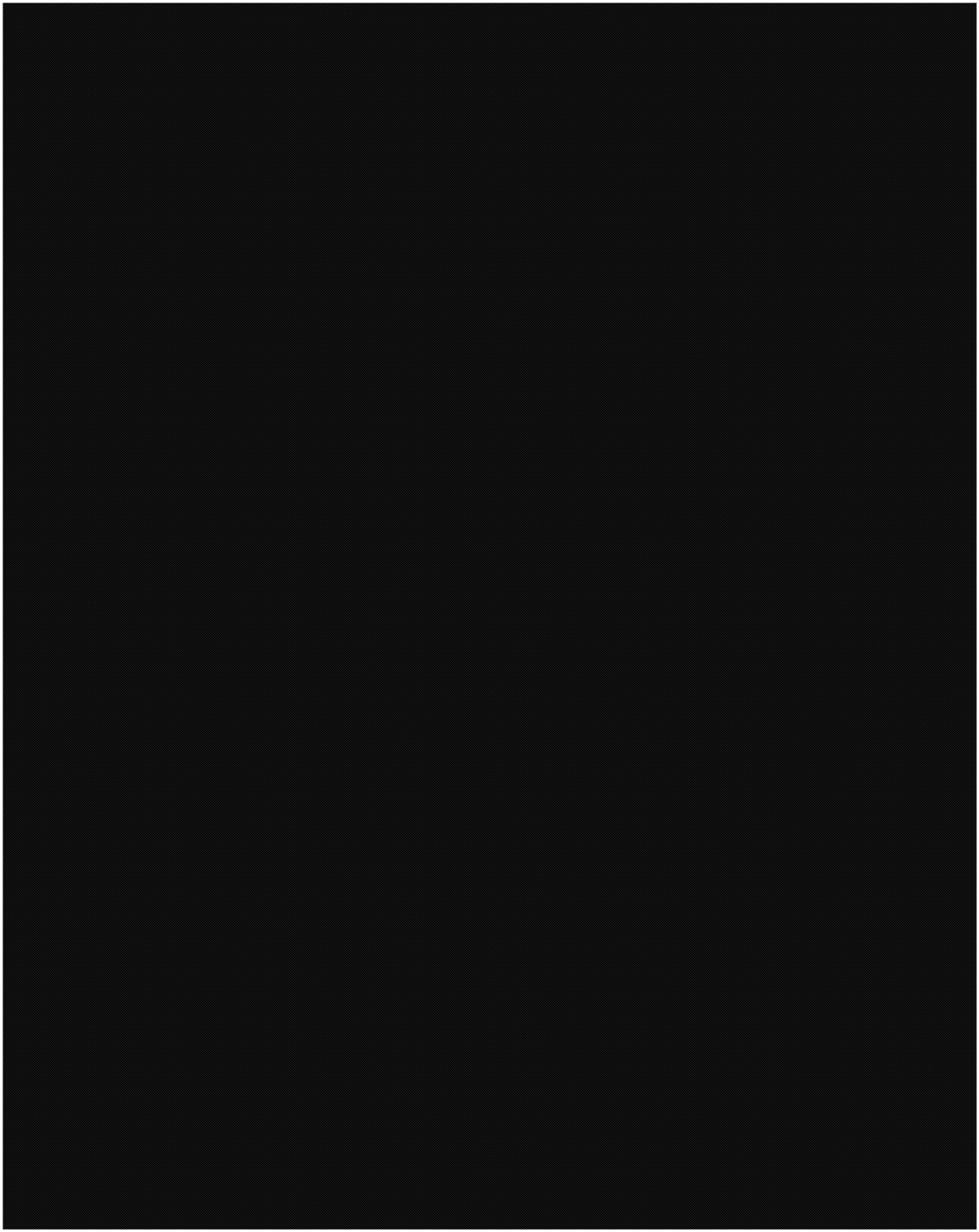
[redacted]

From: Sanborn, Ethan (E.D.) <esanbor2@ford.com>
Sent: Thursday, February 15, 2024 11:10 PM
To: Camara, Sergio (S. A.) <scamara@ford.com>; Galindo, Luis (L.) <LGALIND8@ford.com>; Bolton, Al (A.F.) <abolton@ford.com>; Logli, Michael (M.A.) <mlogli1@ford.com>; Nelson, Elyssa (E.) <ekopke@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Romio Junior, Jose L (J.L.) <jjunior4@ford.com>; Herbert, Cristiano (G.H.) <cherbe13@ford.com>
Cc: Docimo, Tony (A.F.) <adocimo@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>; Thomas, Dwight (D.) <dthom545@ford.com>; Mei, Vincent (V.) <VMEI@ford.com>; Young, Richard (R.C.) <ryoung27@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>
Subject: PGA29985 -

I checked the Contextual data for the vehicle we discussed today...
[redacted]

Concern:
22Jan2024
Mullimax Ford
VERIFIED CONCERN, FUEL GAUGE ERRATIC AND LOW FUEL LIGHT COMES ON AT TI MES. NO CODES, TSB S OR SSM S APPLY. PINPOINT TEST D SEC 413- 01 WSM. D1 NO, D10 YES, D11 YES, D12 NO D13, NO INSTALL NEW LEVEL SENDER. LOWE RED FUEL TANK AND REPLACED FUEL TANK LEVEL SENDING UNIT. REINSTALLED F UEL TANK AND RETEST OK. ROAD TEST OK.

I don't see anything erratic in the fuel gauge percent or DTE.
I put a red box around the time when the vehicle went to the dealer. It looks totally normal to me.



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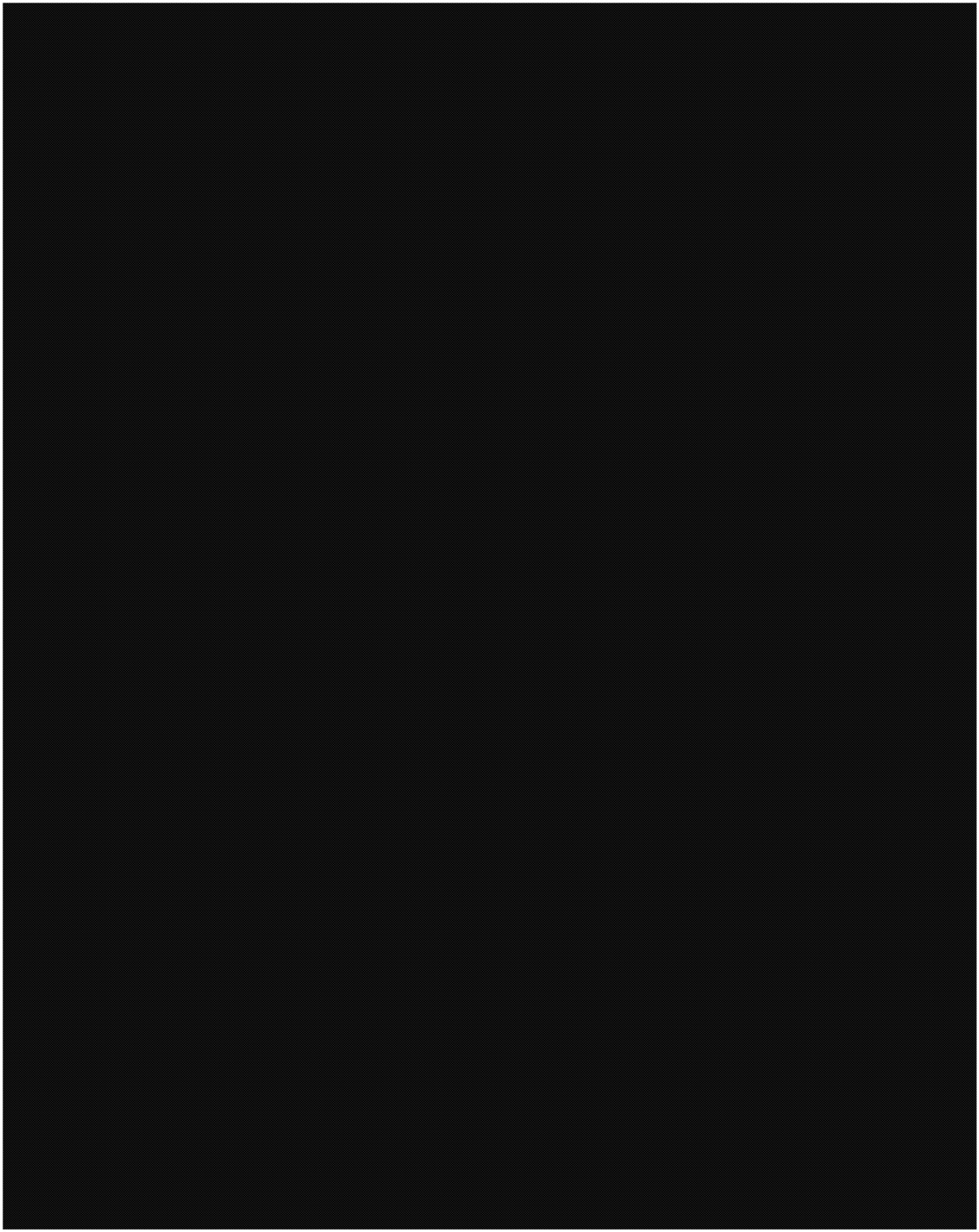
T32MC04



Cc: Nelson, Elyssa (E.) <ekopke@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>
Subject: RE: IPC warning in CVD

What are the customer complaints/issues?

Ethan Sanborn
Gasoline Fuel/Spark/Oil Controls Supervisor
Vehicle Embedded Software, Controls and Enterprise Connectivity
Model E
Motion+ Vehicle Controls – Powertrain and Electrified Controls (PTEC)
Powertrain Fuel/Ignition/Oil/Thermal Controls
E-mail: **esanbor2@ford.com** Cell: **313-670-3184**
Treat Customers Like Family

From: Siddiqui, Shahid (S.) <ssiddiq3@ford.com>
Sent: Tuesday, November 21, 2023 12:39 PM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Potluri, Sai (S.) <spotlur3@ford.com>
Cc: Nelson, Elyssa (E.) <ekopke@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>
Subject: RE: IPC warning in CVD

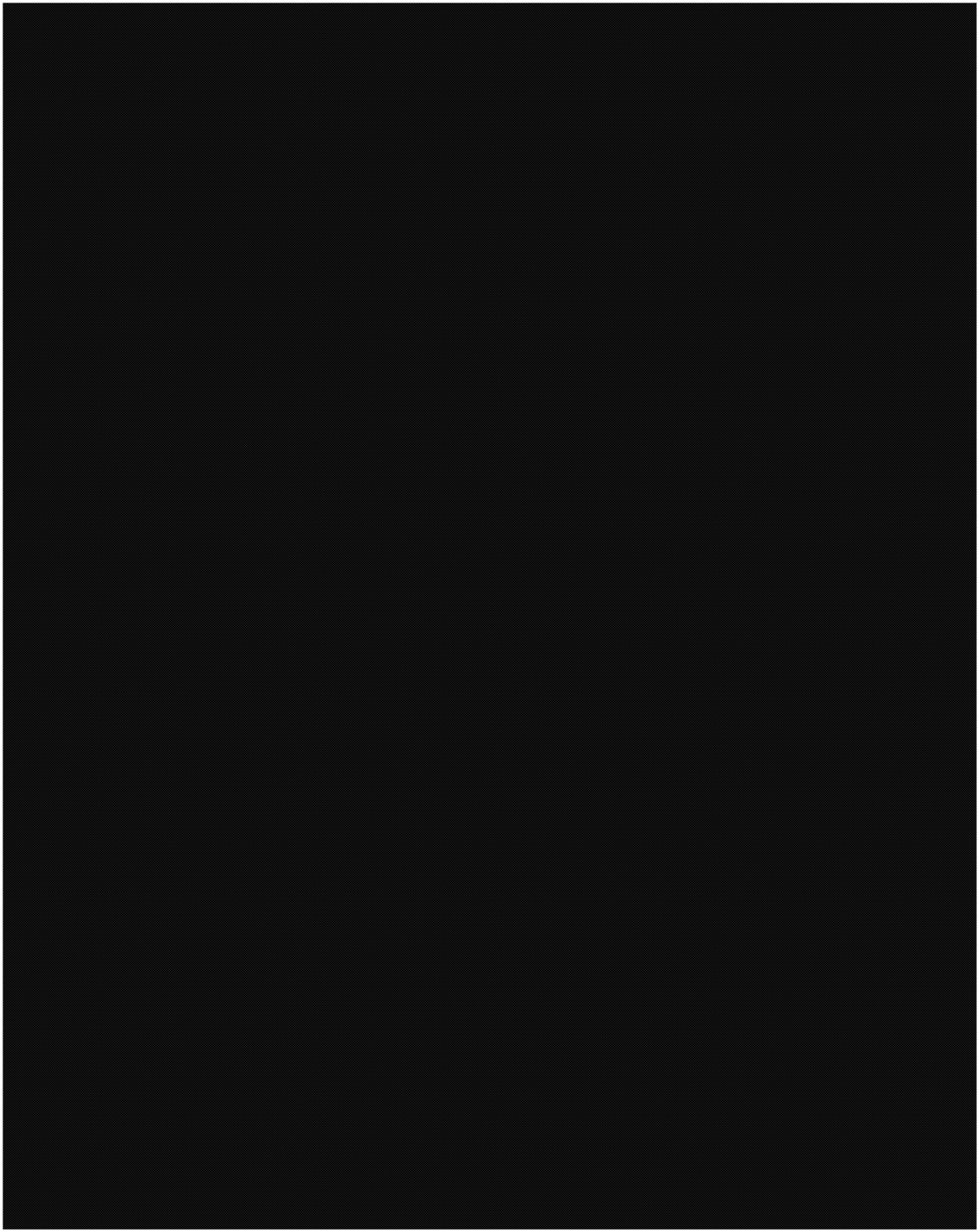
Yes, it depends how long is this loss and how the software can recover

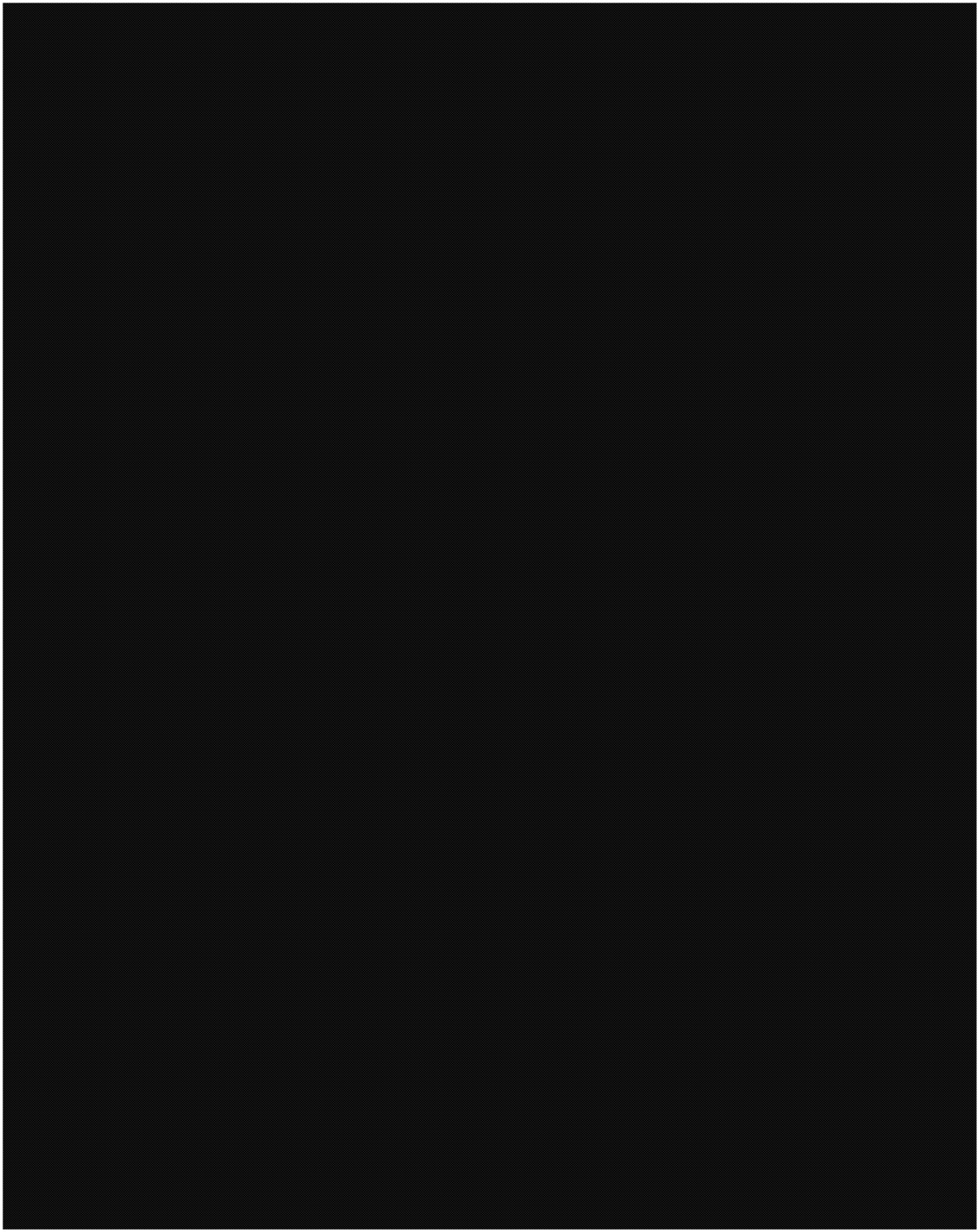
I have added Sai and Ethan they can explain software response better

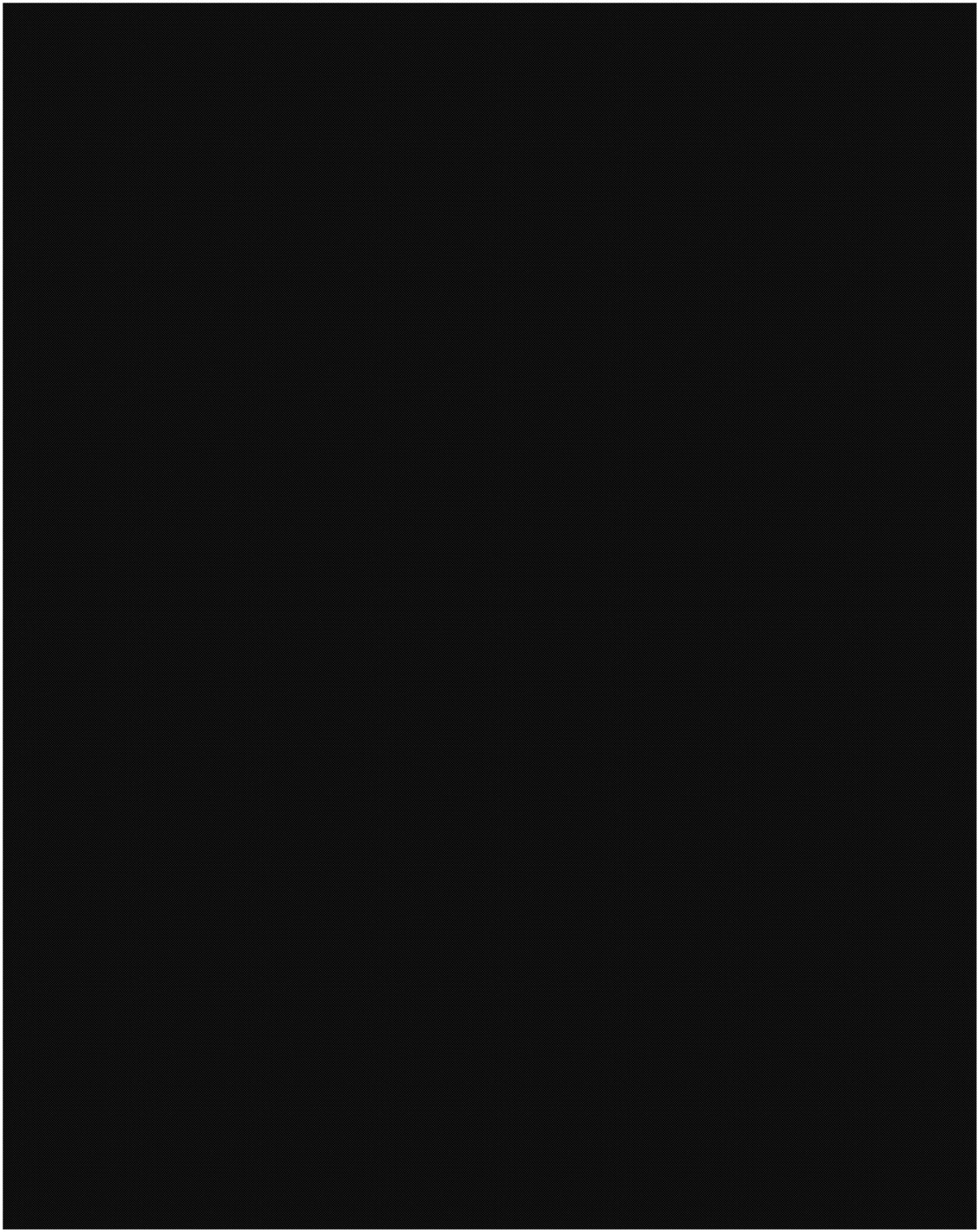
Thanks
Shahid

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Tuesday, November 21, 2023 12:26 PM
To: Siddiqui, Shahid (S.) <ssiddiq3@ford.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Nelson, Elyssa (E.) <ekopke@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Dreier, Paul (P.) <PDREIER@ford.com>
Subject: IPC warning in CVD

Hello Shahid,
We notice the below warnings often in CVD on FLS issues, do you think this type of loss of communication cause intermittent indication issues? Thank You







PGB94509 was the claim I was referring to in the meeting. I also added a couple more claims that I'm aware of with wiring/ connection issues with the C/S in line with what were seeing. I'm not sure if there are more claims like this (they typically get binned to F3).

[redacted] - FOUND LOOSE CONNECTION FROM LEVEL SENSOR TO FUEL PUMP ASSEMBLY
- C 4331 HARNESS 14407 AND CIRCUIT VMC11 YE/GN FOUND CONNECTOR NOT FULLY SEATED

- DISCONNECTED CONNECTER 3136 AND DRAG TESTED PIN 11 AND FOUND IT TO BE SPREAD.

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	23-JAN-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	56
Version/Series:	C/C9 - ST VERSION	TIS:	-1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	01-FEB-2024
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:			
Production Date:	06-DEC-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	MULLINAX FORD	Dealer Paid Amount:	.00
Dealer Code:	09699 - *	Labor Cost:	428.01
Address:	2317 S.R. 44	VAT:	.00
City:	NEW SMYRNA BEACH	Misc. Expense Amount:	.00
State:	FL Zip Code: 321688205	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(386) 4289094	Total Cost Gross:	428.01

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE OR DISTANCE-TO-EMPTY
Condition Code:	24 - LOOSE FASTENER
Technician Comment:	VERIFIED CONCERN, CHECKED FOR CODES, NO CODES PRESENT AT THIS TIME, PERFORMED PPT D, REMOVED MUFFLER ASSEMBLY, REMOVED DRIVESHAFT, REMOVED AND LOWERED FUEL TANK, REMOVED FUEL PUMP ASSEMBLY, FOUND LOOSE CONNECTION FROM LEVEL SENSOR TO FUEL PUMP ASSEMBLY, REINSTALLED FUEL PUMP ASSEMBLY, REINSTALLED FUEL TANK, REINSTALLED DRIVESHAFT, REINSTALLED MUFFLER ASSEMBLY, CHECKED FOR OPERATION, FUEL GAUGE NOW WORKS AS INTENDED AT THIS TIME, CHECKED FOR CODE, NO CODES PRESENT AT THIS TIME
Customer Comment:	CUSTOMER STATES THE FUEL GUAGE DOES NOT MOVEFILLED UP AND SAYS 0 MILES TO E MPTY

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.92
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.46
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	329.24
12650D45	PIN POINT TEST DIAGNOSIS	49.39

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	*	9034	*	PIPE ASY FUEL TANK	*	9034	*	PIPE ASY FUEL TANK	100104	0	FS	N	.00

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KR	DSYMP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	12-FEB-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	15
Version/Series:	C/C9 - ST VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	13-FEB-2024
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-JAN-2024		
Production Date:	21-NOV-2023		
VIN:	[redacted]	Expense Information	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METRO FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	04871 - *	Labor Cost:	441.77
Address:	9000 N W 7TH AVE	VAT:	.00
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 331502396	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(305) 7519711	Total Cost Gross:	441.77

CONCERN INFORMATION:

Cust. Concern Code:	A78 - LV CONNECTOR DISCONNECTS
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN FUEL GAUGE READING EMPTY INSTALLED FDRS NO CODES PRESENT DATA LOGGER FUEL LEVEL SENSOR READING 0 PERCENT PINPOINT TEST REMOVED FUEL TANK TO ACCESS FUEL LEVEL SENSOR CONNECTOR C 4331 HARNESS 14407 AND CIRCUIT VMC11 YE/GN FOUND CONNECTOR NOT FULLY SEATED RECONNECTED AND RE TESTED SYSTEM GAUGE WORKS NORMALLY
Customer Comment:	ENGINE MINOR UPON VEH FILL UP OF GAS VEH WILL STILL READ EMPTY EVEN THOUGH THE TANK IS FULL, PLEASE ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.36
12650D45	PIN POINT TEST DIAGNOSIS	49.09
12650D80	NGS DCL DISPLAY TEST	16.36
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	327.24

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	*	9H307	*	SENDER-ELEC PUMP	*	9H307	*	SENDER-ELEC PUMP	100101	0	SB	N	.00

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KO	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information	Claim Information

Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	13-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	9
Version/Series:	C/CN - LTD VERSION	TIS:	0
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	28-SEP-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	18-SEP-2023		
Production Date:	29-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	PAT MILLIKEN FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	02741 - *	Labor Cost:	415.12
Address:	9600 TELEGRAPH RD	VAT:	.00
City:	REDFORD	Misc. Expense Amount:	.00
State:	MI Zip Code: 482391492	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(313) 2553100	Total Cost Gross:	415.12

CONCERN INFORMATION:

Cust. Concern Code:	A79 - LV CONNECTOR TERMINAL ISSUES
Condition Code:	X2 - CONNECTION POOR/NOT MADE
Technician Comment:	TEST EEC. PASS CODES. VERIFIED FUEL GAUGE SHOWING ONLY 2 BARS WITH FULL TANK OF FUEL. FOUND FUEL LEVEL ONLY READING 11 %. DRAIN ALL THE FUEL FROM TANK AND MONITORED FUEL LEVEL WITH FDRS. STILL READING AT 11 % AND 2 BARS ON GAUGE. PIN POINT TEST D1 N D10 Y D11 Y D12 Y D14 N. TESTING INDICATING HIGH RESISTANCE IN CIRCUIT VMC11 YE/GN WIRE. DISCONNECTED CONNECTER 3136 AND DRAG TESTED PIN 11 AND FOUND IT TO BE SPREAD. REPAIRED AS NEEDED. REASSEMBLE REFILL TANK AND RETEST. ALL PASS AND GAUGE AT THE FULL MARK.
Customer Comment:	CHECK GAS GAUGE AND OPERATION, PREP FILLED THETANK AND IT STILL READS LOW OR EMPTY. SOLDUNIT

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	29.65
12650D80	NGS DCL DISPLAY TEST	14.83
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	281.68
12650D45	PIN POINT TEST DIAGNOSIS	44.48
12650D45WR	ENGINE MODULE - DIAGNOSTIC PIN POINT TEST	44.48

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					

Y	*	14407	*	WIRING ASY F/T/G/S J	*	14407	*	WIRING ASY F/T/G/S J	1801XX	0	FS	N	.00	

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KC	DSYMP			
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES
	OT	GN			
	OT	YE			
	OT	VMC11			
	OT	C3136			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant -- Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

-----Original Appointment-----
From: Camara, Sergio (S. A.) <scamara@ford.com>
Sent: Friday, February 9, 2024 3:00 PM
To: Camara, Sergio (S. A.); Galindo, Luis (L.); Bolton, Al (A.F.); Logli, Michael (M.A.); Nelson, Elyssa (E.); Dreier, Paul (P.); Corona, Julian (J.); Romio Junior, Jose L (J.L.); Herbert, Cristiano (G.H.); Sanborn, Ethan (E.D.); Docimo, Tony (A.F.); Laboda, Robert (R.R.); Goodwine, Todd (T.); Thomas, Dwight (D.); Mei, Vincent (V.); Young, Richard (R.C.); Ognjanovski Jr, Rob (R.G.); Siddiqui, Shahid (S.); Loiola, Victor Henrique (V.P.)
Subject: U6xx Fuel Indicate Alignment
When: Tuesday, February 20, 2024 10:30 AM-11:00 AM (UTC-03:00) Salvador.
Where: WEBEX

Team,

We would like to review with you the material that will be shared with Dante and Tony Docimo.

-~-

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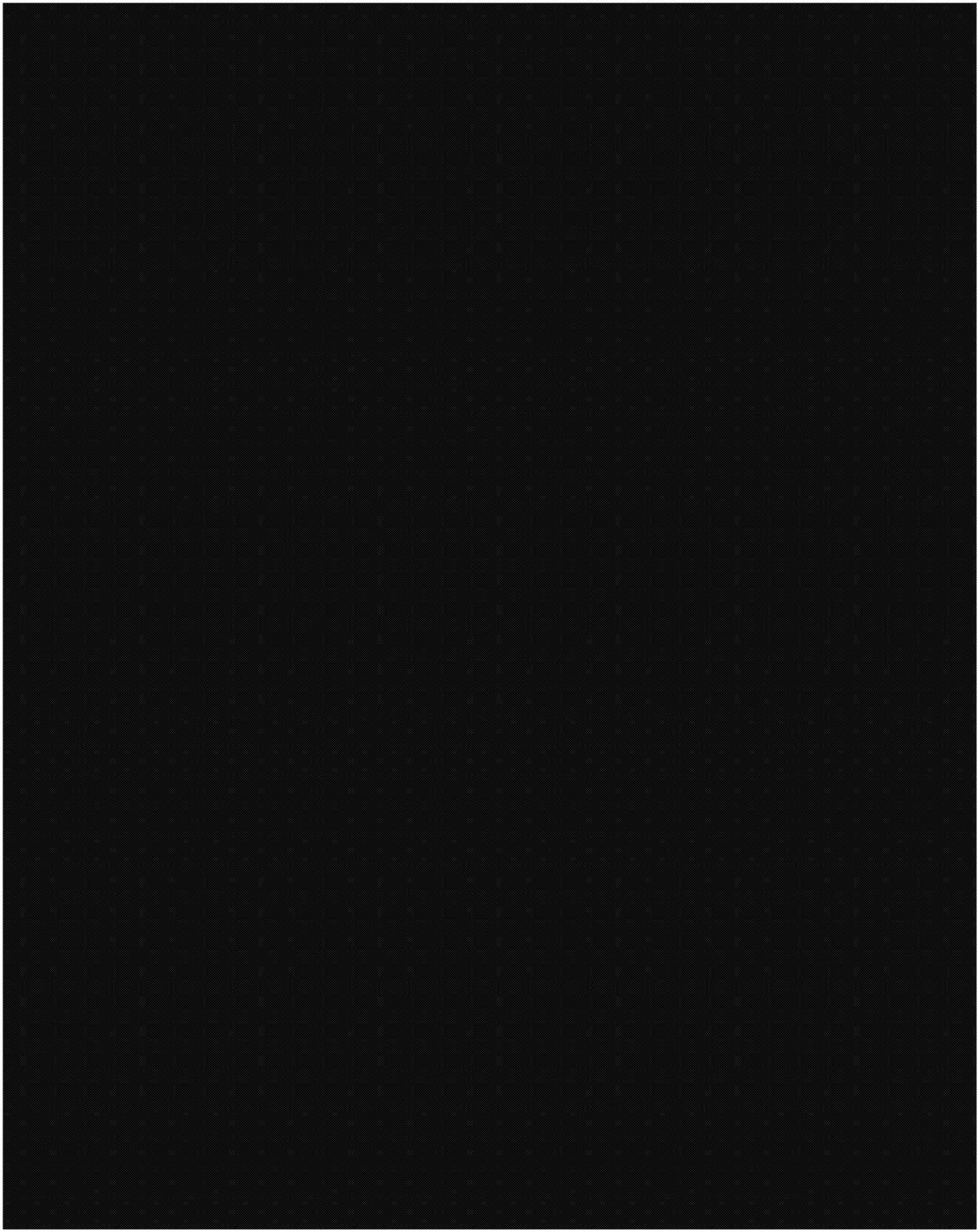

(J.) <jcoron42@ford.com>; Romio Junior, Jose L (J.L.) <jjunior4@ford.com>; Herbert, Cristiano (G.H.) <cherbe13@ford.com>; Sanborn, Ethan (E.D.) <esanbor2@ford.com>; Docimo, Tony (A.F.) <adocimo@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>; Thomas, Dwight (D.) <dthom545@ford.com>; Mei, Vincent (V.) <VMEI@ford.com>; Young, Richard (R.C.) <ryoung27@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Siddiqui, Shahid (S.) <ssiddiq3@ford.com>; Loiola, Victor Henrique (V.P.) <VLOIOLA@ford.com>
Subject: RE: U6xx Fuel Indicate Alignment

PGB94509 was the claim I was referring to in the meeting. I also added a couple more claims that I'm aware of with wiring/ connection issues with the C/S in line with what were seeing. I'm not sure if there are more claims like this (they typically get binned to F3).

[redacted] FOUND LOOSE CONNECTION FROM LEVEL SENSOR TO FUEL PUMP ASSEMBLY
C 4331 HARNESS 14407 AND CIRCUIT VMC11 YE/GN FOUND CONNECTOR NOT FULLY SEATED

DISCONNECTED CONNECTER 3136 AND DRAG TESTED PIN 11 AND FOUND IT TO BE SPREAD.

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	23-JAN-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	56
Version/Series:	C/C9 - ST VERSION	TIS:	-1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	01-FEB-2024
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:			
Production Date:	06-DEC-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	MULLINAX FORD	Dealer Paid Amount:	.00
Dealer Code:	09699 - *	Labor Cost:	428.01
Address:	2317 S.R. 44	VAT:	.00
City:	NEW SMYRNA BEACH	Misc. Expense Amount:	.00
State:	FL Zip Code: 321688205	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(386) 4289094	Total Cost Gross:	428.01

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE OR DISTANCE-TO-EMPTY
Condition Code:	24 - LOOSE FASTENER
Technician Comment:	VERIFIED CONCERN, CHECKED FOR CODES, NO CODES PRESENT AT THIS TIME, PERFORMED PPT D, REMOVED MUFFLER ASSEMBLY, REMOVED DRIVESHAFT, REMOVED AND LOWERED FUEL TANK, REMOVED FUEL PUMP ASSEMBLY, FOUND LOOSE CONNECTION FROM LEVEL SENSOR TO FUEL PUMP ASSEMBLY, REINSTALLED FUEL

	PUMP ASSEMBLY, REINSTALLED FUEL TANK, REINSTALLED DRIVESHAFT, REINSTALLED MUFFLER ASSEMBLY, CHECKED FOR OPERATION, FUEL GAUGE NOW WORKS AS INTENDED AT THIS TIME, CHECKED FOR CODE, NO CODES PRESENT AT THIS TIME
Customer Comment:	CUSTOMER STATES THE FUEL GUAGE DOES NOT MOVEFILLED UP AND SAYS 0 MILES TO E MPTY

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.92
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.46
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	329.24
12650D45	PIN POINT TEST DIAGNOSIS	49.39

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	*	9034	*	PIPE ASY FUEL TANK	*	9034	*	PIPE ASY FUEL TANK	100104	0	FS	N	.00

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KR	DSYMP			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] lote: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	12-FEB-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	15
Version/Series:	C/C9 - ST VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	13-FEB-2024
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-JAN-2024		
Production Date:	21-NOV-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METRO FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	04871 - *	Labor Cost:	441.77
Address:	9000 N W 7TH AVE	VAT:	.00
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 331502396	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00

Phone:	(305) 7519711	Total Cost Gross:	441.77

CONCERN INFORMATION:

Cust. Concern Code:	A78 - LV CONNECTOR DISCONNECTS
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN FUEL GAUGE READING EMPTY INSTALLED FDRS NO CODES PRESENT DATA LOGGER FUEL LEVEL SENSOR READING 0 PERCENT PINPOINT TEST REMOVED FUEL TANK TO ACCESS FUEL LEVEL SENSOR CONNECTOR C 4331 HARNESS 14407 AND CIRCUIT VMC11 YE/GN FOUND CONNECTOR NOT FULLY SEATED RECONNECTED AND RE TESTED SYSTEM GAUGE WORKS NORMALLY
Customer Comment:	ENGINE MINOR UPON VEH FILL UP OF GAS VEH WILL STILL READ EMPTY EVEN THOUGH THE TANK IS FULL, PLEASE ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.36
12650D45	PIN POINT TEST DIAGNOSIS	49.09
12650D80	NGS DCL DISPLAY TEST	16.36
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	327.24

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	*	9H307	*	SENDER-ELEC PUMP	*	9H307	*	SENDER-ELEC PUMP	100101	0	SB	N	.00

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KO	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information	Claim Information

Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	13-SEP-2023
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	9
Version/Series:	C/CN - LTD VERSION	TIS:	0
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	28-SEP-2023
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	18-SEP-2023		
Production Date:	29-AUG-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	PAT MILLIKEN FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	02741 - *	Labor Cost:	415.12
Address:	9600 TELEGRAPH RD	VAT:	.00
City:	REDFORD	Misc. Expense Amount:	.00
State:	MI Zip Code: 482391492	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(313) 2553100	Total Cost Gross:	415.12

CONCERN INFORMATION:

Cust. Concern Code:	A79 - LV CONNECTOR TERMINAL ISSUES
Condition Code:	X2 - CONNECTION POOR/NOT MADE
Technician Comment:	TEST EEC. PASS CODES. VERIFIED FUEL GAUGE SHOWING ONLY 2 BARS WITH FULL TANK OF FUEL. FOUND FUEL LEVEL ONLY READING 11 %. DRAIN ALL THE FUEL FROM TANK AND MONITORED FUEL LEVEL WITH FDRS. STILL READING AT 11 % AND 2 BARS ON GAUGE. PIN POINT TEST D1 N D10 Y D11 Y D12 Y D14 N. TESTING INDICATING HIGH RESISTANCE IN CIRCUIT VMC11 YE/GN WIRE. DISCONNECTED CONNECTER 3136 AND DRAG TESTED PIN 11 AND FOUND IT TO BE SPREAD. REPAIRED AS NEEDED. REASSEMBLE REFILL TANK AND RETEST. ALL PASS AND GAUGE AT THE FULL MARK.
Customer Comment:	CHECK GAS GAUGE AND OPERATION, PREP FILLED THETANK AND IT STILL READS LOW OR EMPTY. SOLDUNIT

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	29.65
12650D80	NGS DCL DISPLAY TEST	14.83
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	281.68
12650D45	PIN POINT TEST DIAGNOSIS	44.48
12650D45WR	ENGINE MODULE - DIAGNOSTIC PIN POINT TEST	44.48

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					

Y	*	14407	*	WIRING ASY F/T/G/S J	*	14407	*	WIRING ASY F/T/G/S J	1801XX	0	FS	N	.00	

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = Y

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	KC	DSYMP			
N	KO	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES
	OT	GN			
	OT	YE			
	OT	VMC11			
	OT	C3136			

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant -- Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

-----Original Appointment-----
From: Camara, Sergio (S. A.) <scamara@ford.com>
Sent: Friday, February 9, 2024 3:00 PM
To: Camara, Sergio (S. A.); Galindo, Luis (L.); Bolton, Al (A.F.); Logli, Michael (M.A.); Nelson, Elyssa (E.); Dreier, Paul (P.); Corona, Julian (J.); Romio Junior, Jose L (J.L.); Herbert, Cristiano (G.H.); Sanborn, Ethan (E.D.); Docimo, Tony (A.F.); Laboda, Robert (R.R.); Goodwine, Todd (T.); Thomas, Dwight (D.); Mei, Vincent (V.); Young, Richard (R.C.); Ognjanovski Jr, Rob (R.G.); Siddiqui, Shahid (S.); Loiola, Victor Henrique (V.P.)
Subject: U6xx Fuel Indicate Alignment
When: Tuesday, February 20, 2024 10:30 AM-11:00 AM (UTC-03:00) Salvador.
Where: WEBEX

Team,

We would like to review with you the material that will be shared with Dante and Tony Docimo.

-~-

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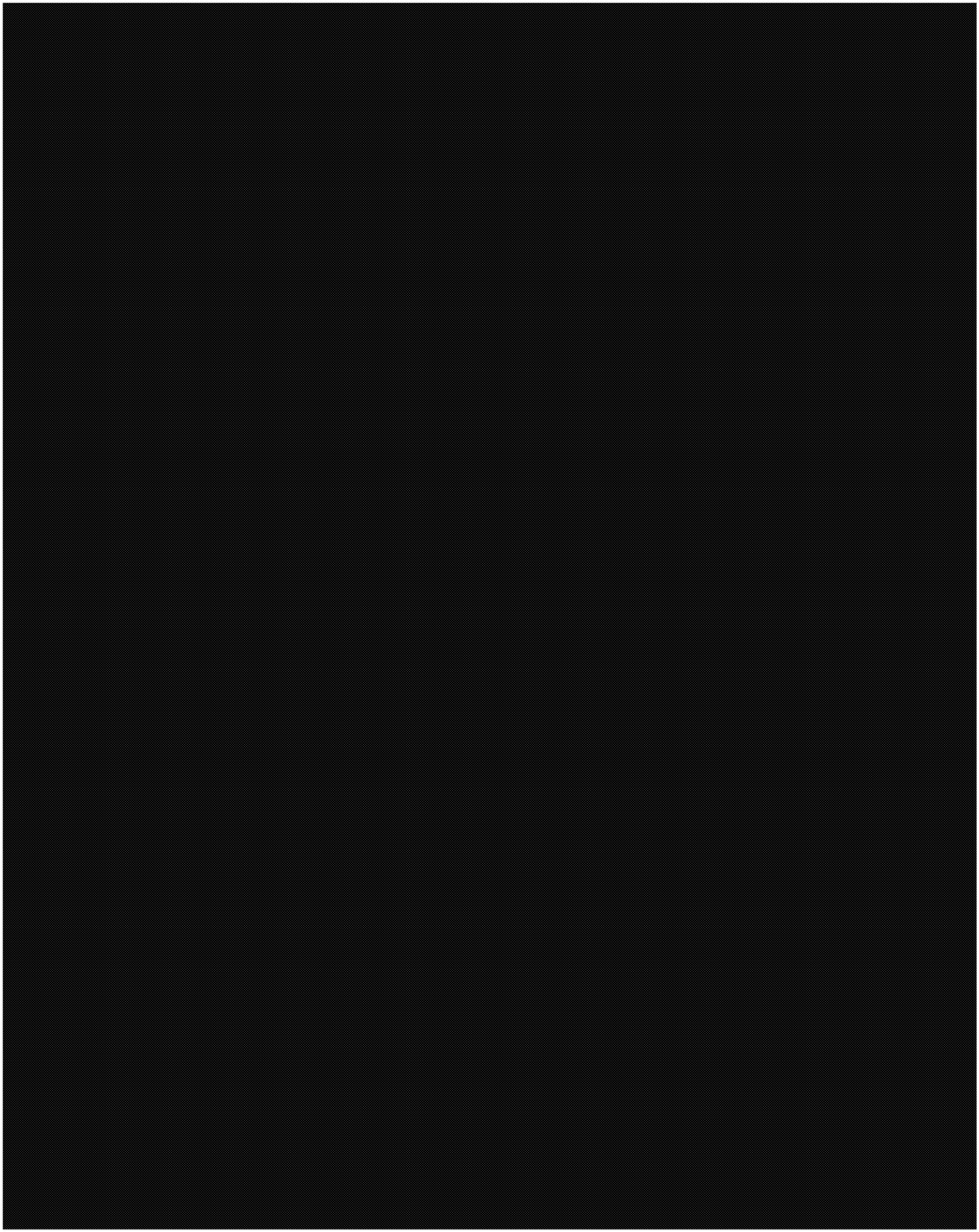
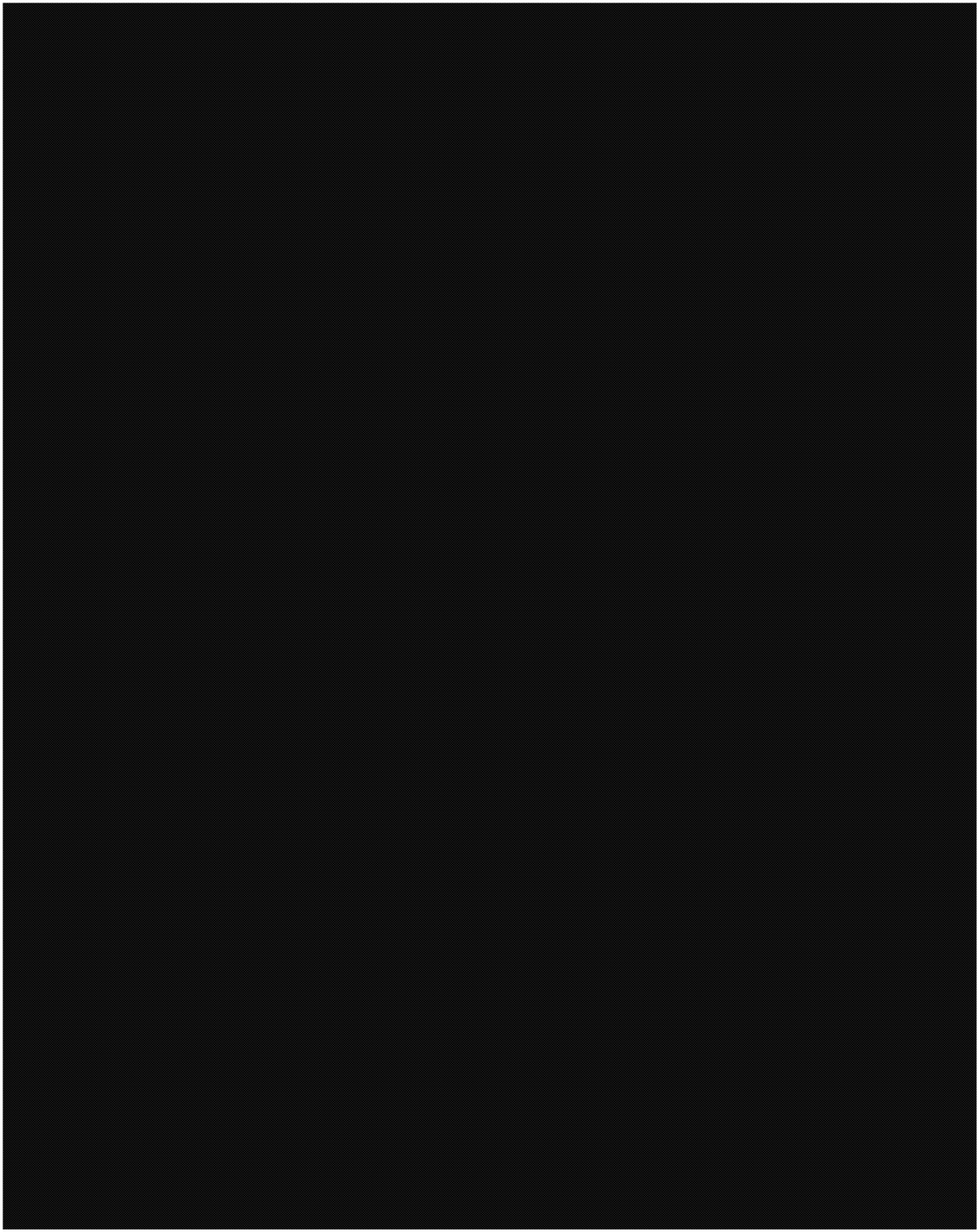
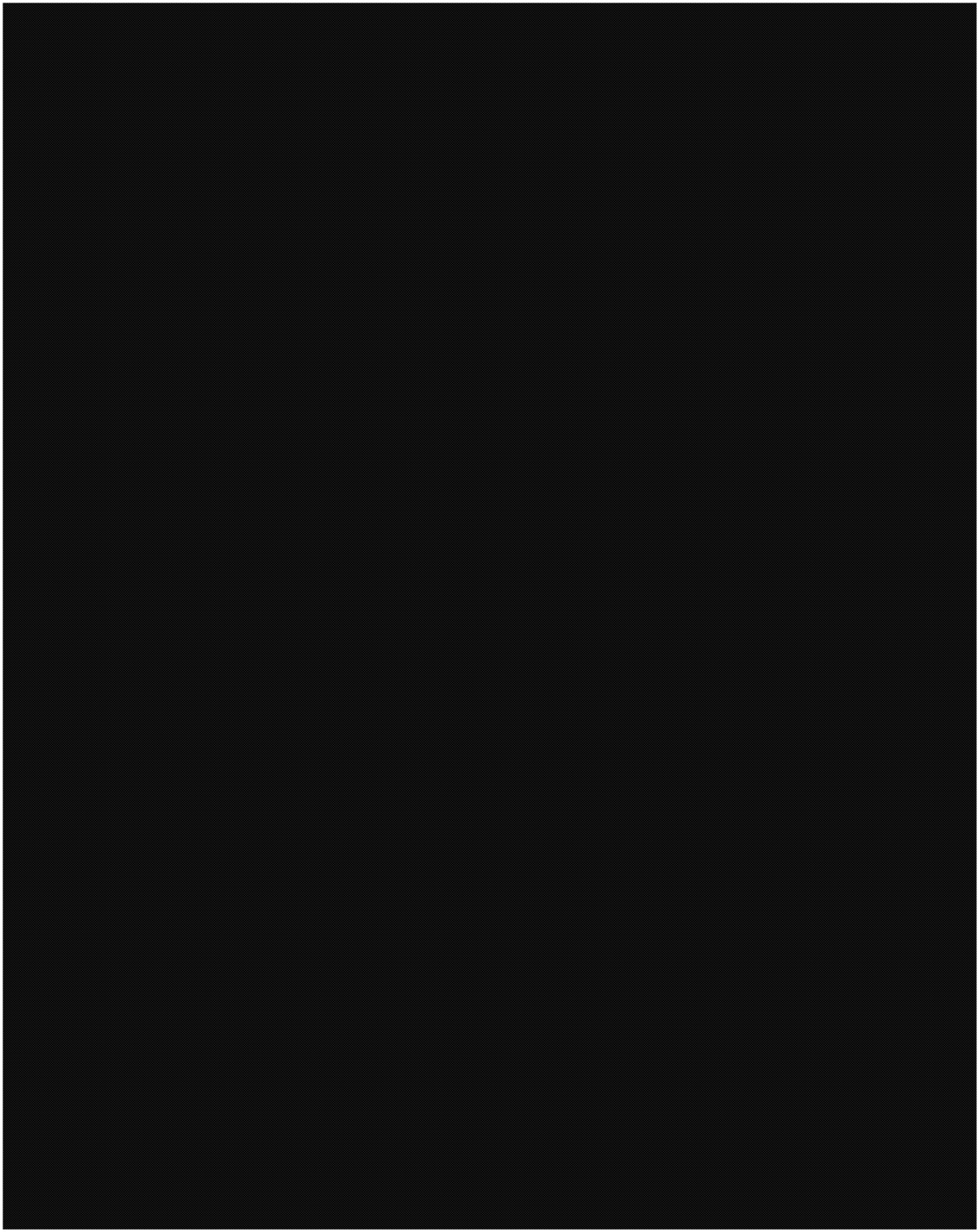
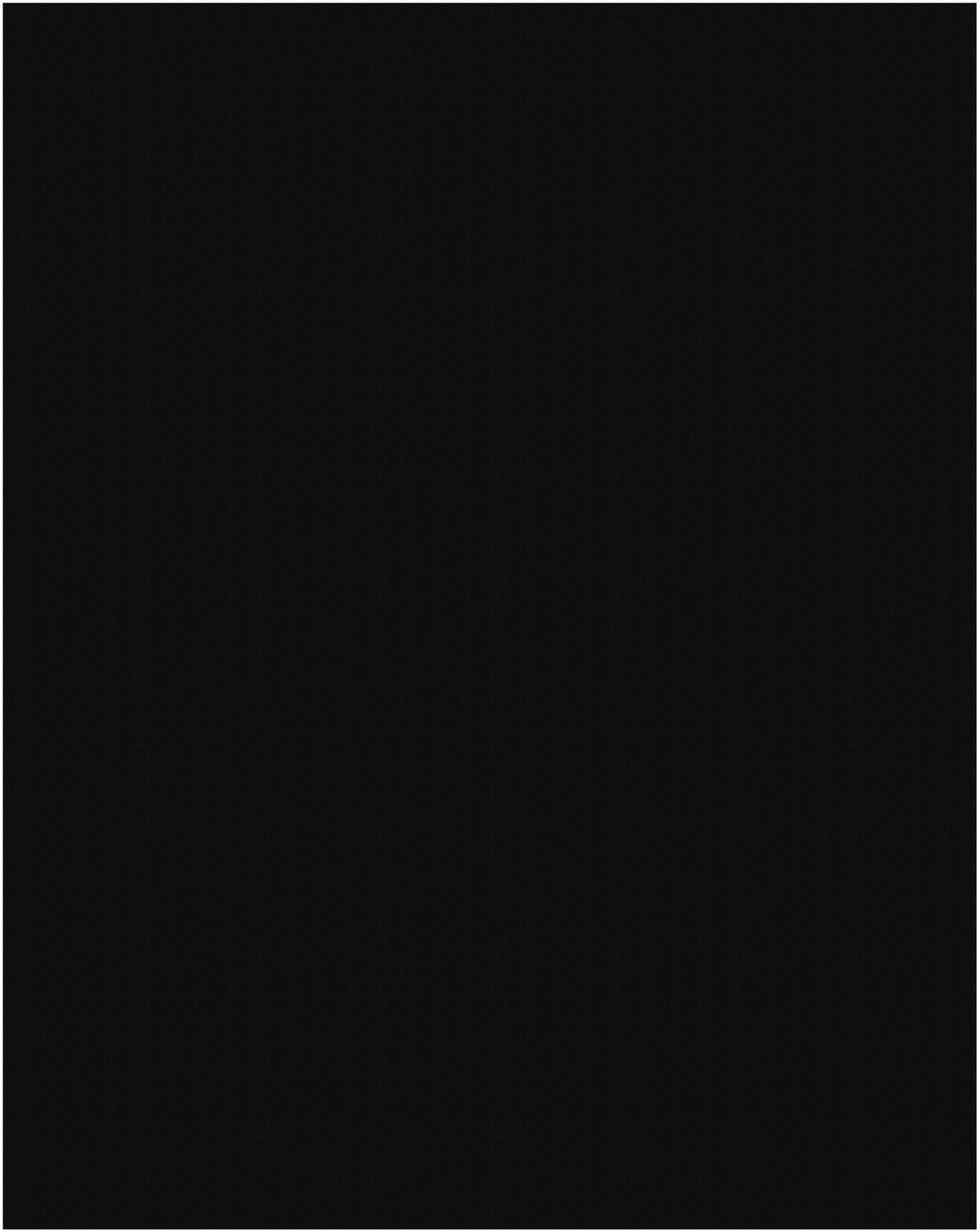
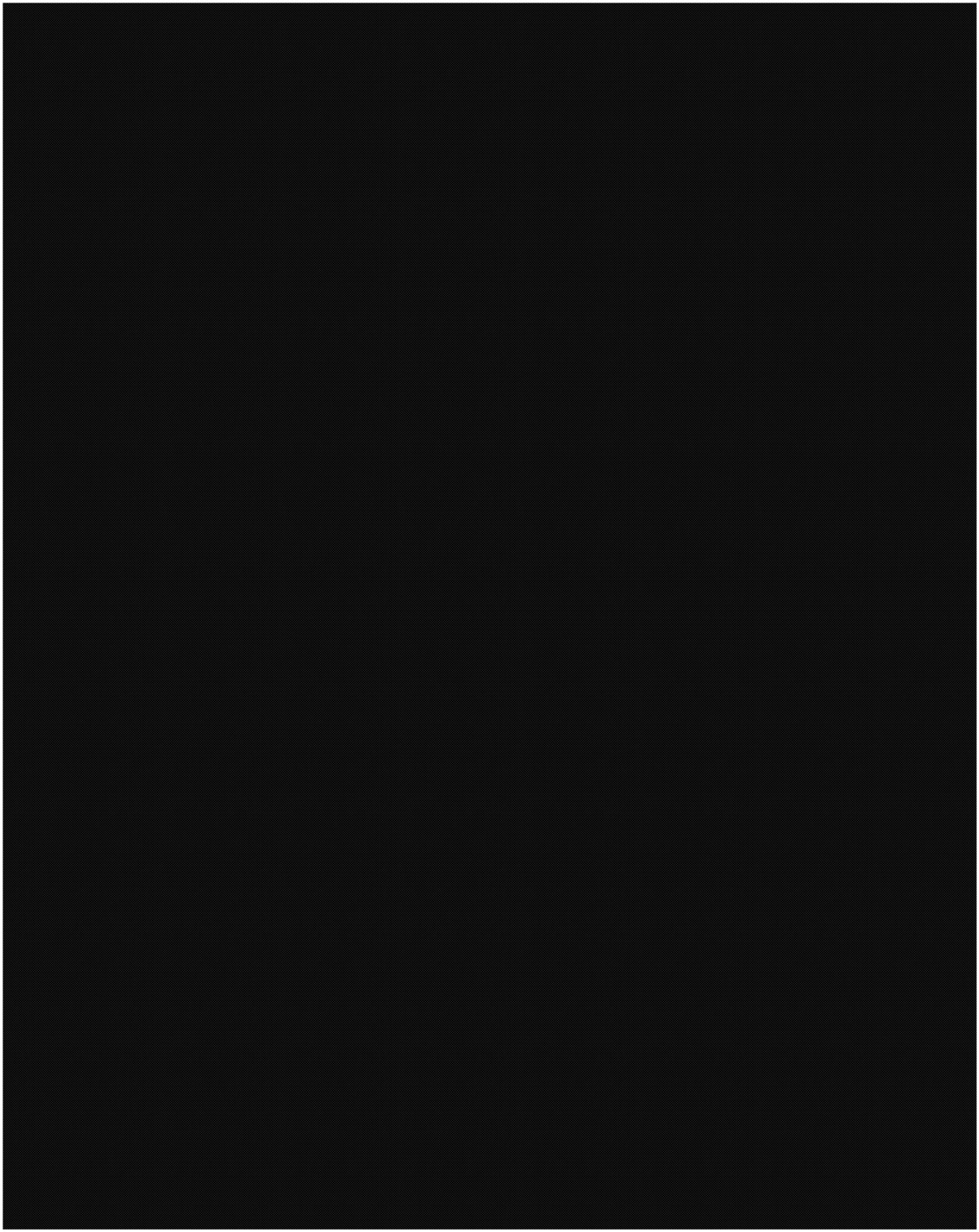
T32MC04

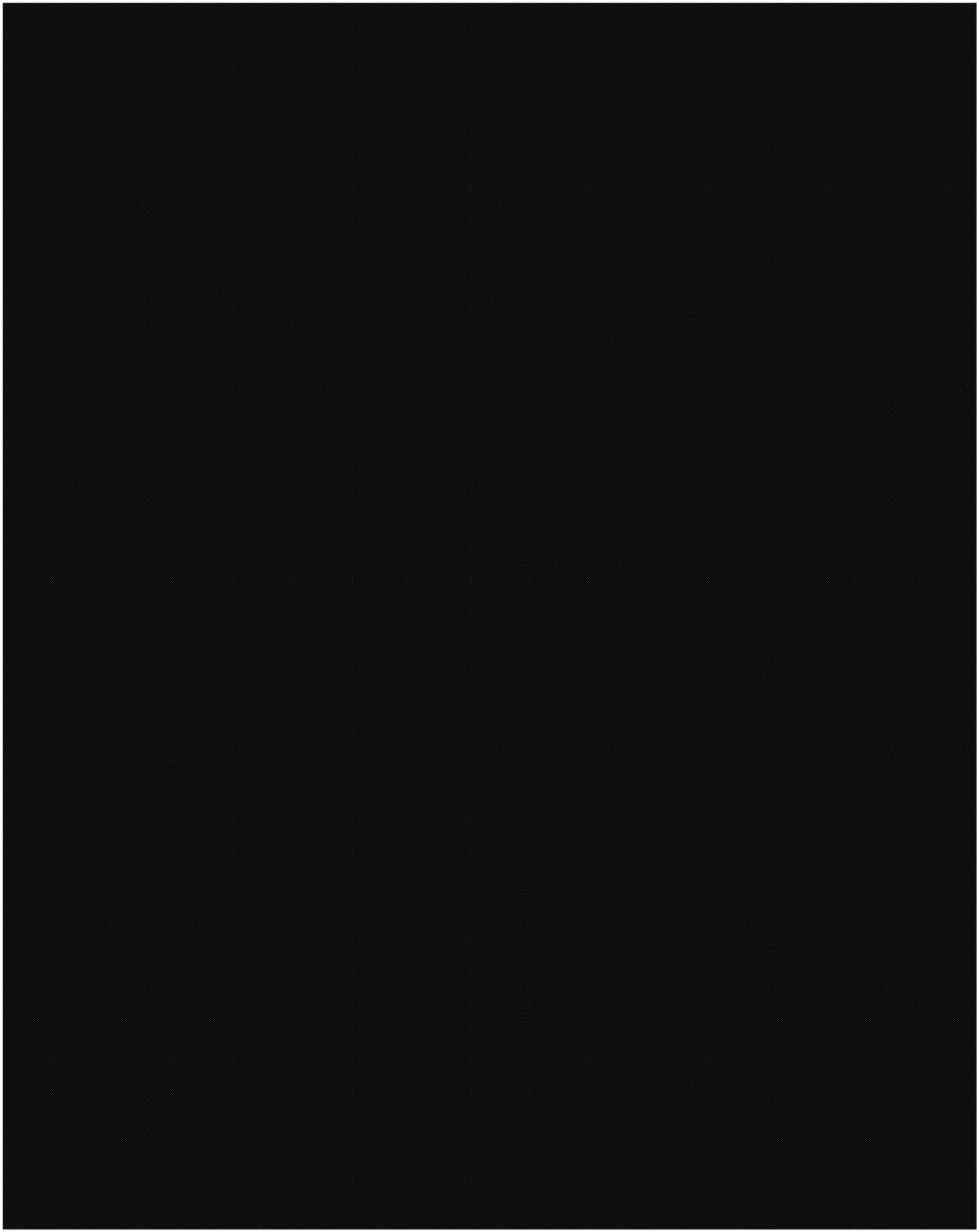


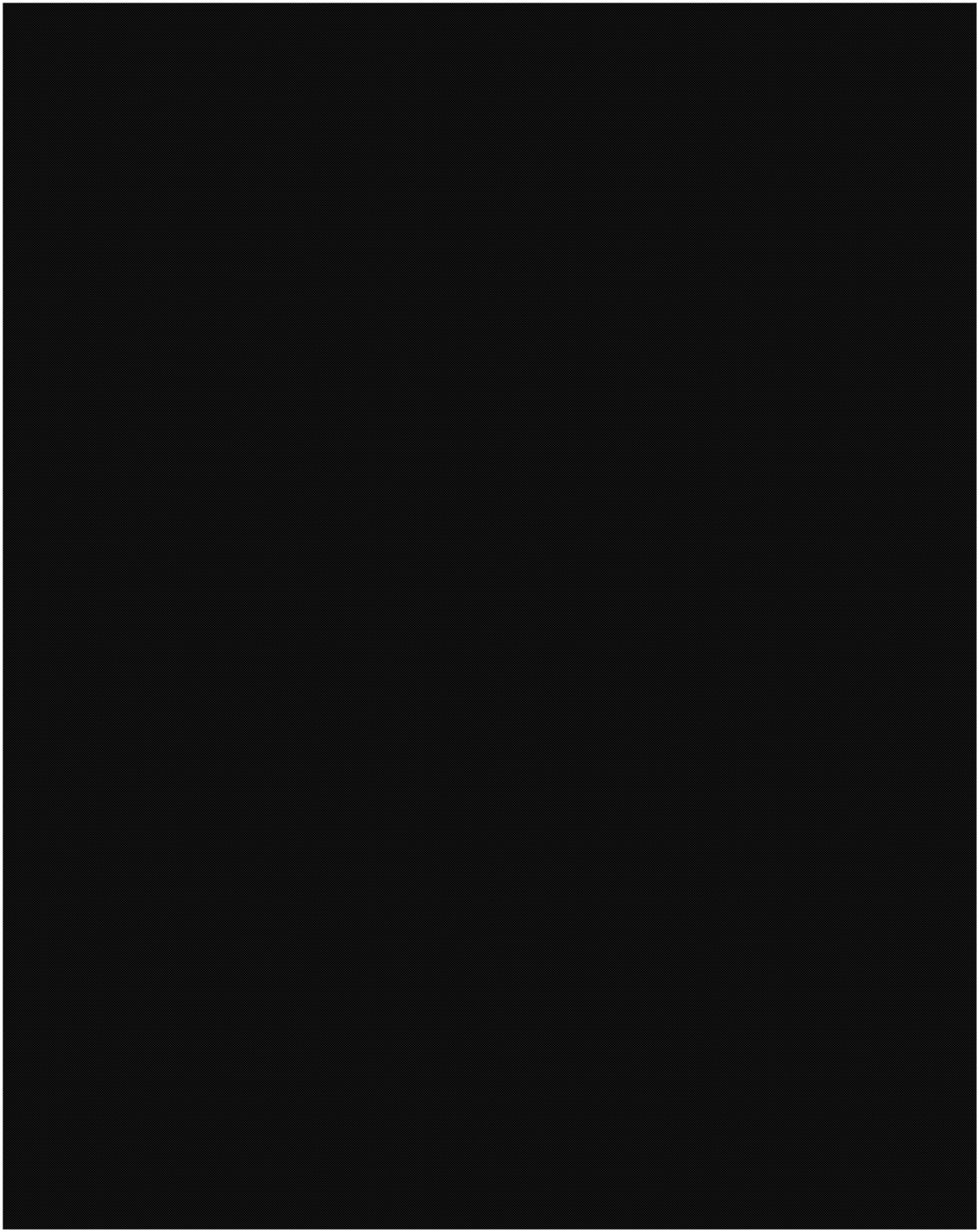


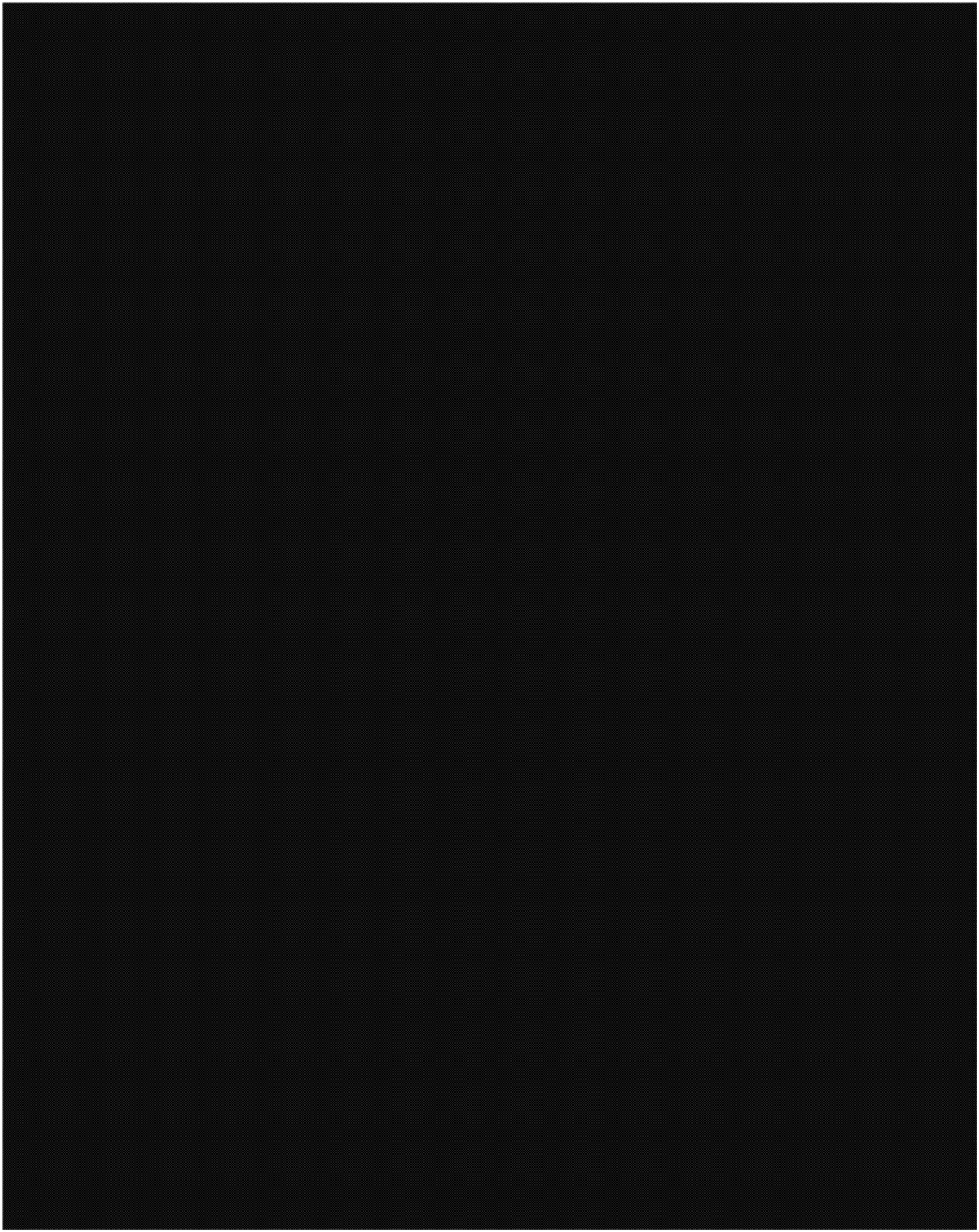


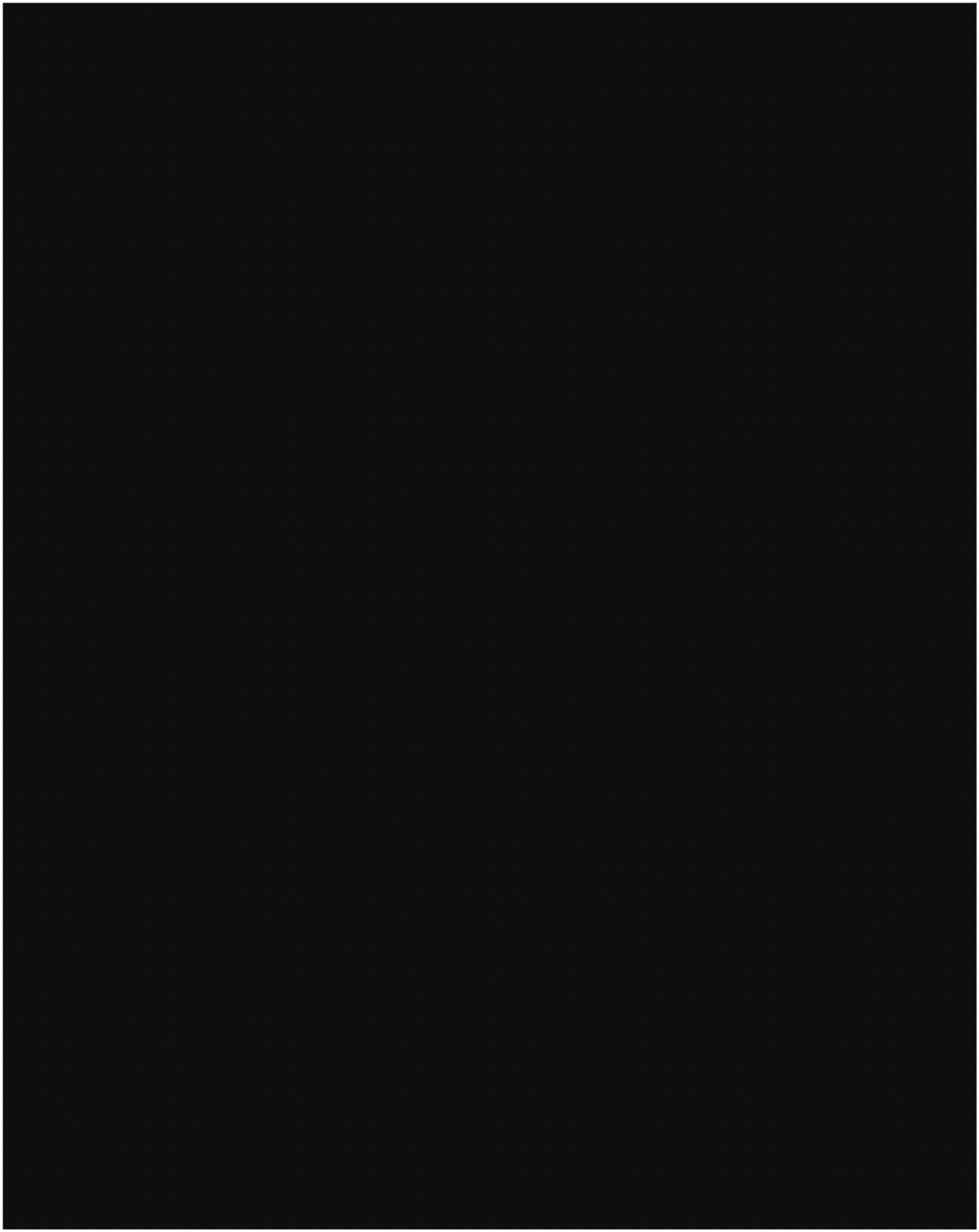


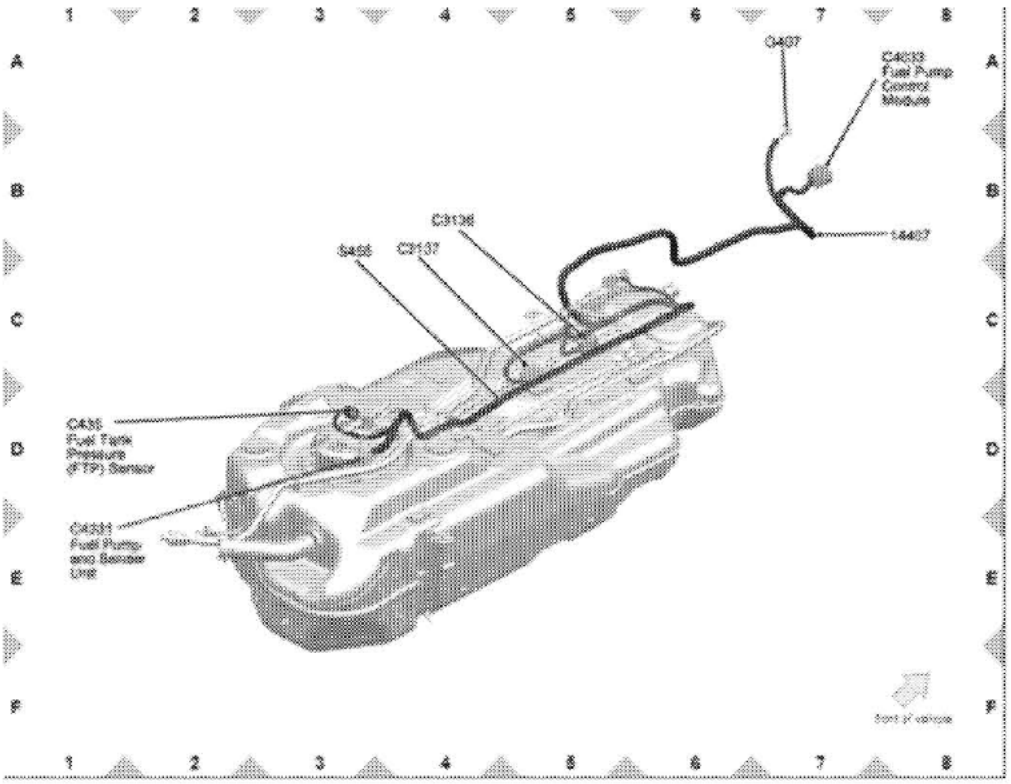












Claim Detail

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Attachments: 0

VIN Model Year:2023 Fixed Model Year:2024 Claim Key [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	[redacted]024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	12
Version/Series:	C/JJ - BASE VERSION	TIS:	0
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	29-JAN-2024
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	1
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-JAN-2024		
Production Date:	27-NOV-2023		

VIN:	[redacted]	Expense Information	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	BELLA AUTO GROUP DEL ESTE, LLC	Dealer Paid Amount:	.00
Dealer Code:	F0S02 - *	Labor Cost:	268.33
Address:	AVE. 65 DE INFANTERIA KM. 5.3	VAT:	.00
City:	CAROLINA	Misc. Expense Amount:	11.15
State:	PR Zip Code: 00929	Part Markup Amount:	2.05
Country:	PRI Region Code: WD	Material Cost:	6.00
Phone:	(*) *	Total Cost Gross:	285.48

CONCERN INFORMATION:

Cust. Concern Code:	A92 - LV WIRING ¿ DAMAGE / ROUTING / APPEARANCE
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	SE PROCEDIO A VERIFICAR UNIDAD DUPLICANDO CONDICION. SE ENCONTRO LA LUZ DE CHECK ENGINE ENCENDIDA. SE PROCEDIO A SCANEAR UNIDAD INDICANDO CODIGO FUEL LEVEL SENSOR `A` cIRCUIT OPEN. SE PROCEDIO A REVISAR CABLERIA EN EL AREA DEL COMPARTIMIENDO INTERIOR ENCONTRANDO VOLTAJE EN EL MISMO. SE PROCEDIO A REMOVER EL TANQUE DE GASOLINA PARA TENER ASCESO AL FUEL SENDER EL QUE INDICA EL NIVEL DE GASOLINA. AL REMOVER EL FUEL SENDER SE ENCONTRO QUE EL CABLE NO SE ENCONTRABA EN SU POSICION SI NO QUE NO ESTABA CONECTADO EN SU PLUG. SE PROCEDIO A PLUGEAR. SE SUBIO EL TANQUE DE GASOLINA SE INSTALO TODO HACIA ATRAS, SE VERIFICO NIVEL DE GASOLINA Y EL MISMO EMPEZO A MARCAR EL NIVEL. PROBLEMA SE ENCONTRABA EN LA CONECCION DEL PLUG. SINTOMA CORREGIDO.
English Technician Comment:	THE UNIT WAS VERIFYING, DUPLICATING THE CONDITION. THE CHECK ENGINE LIGHT WAS FOUND ON. A scan of the vehicle proceeded, indicating a fuel level sensor code of `A` circuit open. A check of the wiring in the area of the interior compartment was found, and voltage was found there. THE GASOLINE TANK WAS REMOVED TO HAVE ACCESS TO THE FUEL SENDER, THE ONE THAT INDICATES THE GASOLINE LEVEL. WHEN REMOVING THE FUEL SENDER, THEY FOUND THAT THE CABLE WAS NOT IN ITS POSITION BUT IT WAS NOT CONNECTED TO ITS PLUG. THE PLUGGAGE WAS PROCEDED. The gas tank was raised, everything was installed towards the back, the gas level was checked and it started to mark the level. PROBLEM WAS FOUND IN THE PLUG CONNECTION. SYMPTOM CORRECTED.
Customer Comment:	C/I AVISO DE CHECK ENGINE ACTIVO EN EL PANEL CAUSE: CABLES SENSOR
English Customer Comment:	C/I CHECK ENGINE WARNING ACTIVE ON PANEL CAUSE: SENSOR WIRES

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK - REMOVE AND INSTALL	188.82
9350B	FUEL PUMP PRESSURE TEST ON VEHICLE - DIAGNOSIS	59.63

999A	ADDITIONAL - MISC. REPAIRS	19.88

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
N	*	W717822	S439		*	W717822	S439		*	2	FS	Y
N	*	W719511	S439		*	W719511	S439		*	3	FS	Y
Y	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	L1MZ	3B498	F	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = *

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

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Attention: These attachments may contain customer personally identifiable information like name, address, email and phone number. This information must be protected according to the company Personally Identifiable Information Standard https://www.policyportal.ford.com/D2/#d2

Attachments

Claim Detail

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Attachments: 0

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	12-FEB-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	15
Version/Series:	C/C9 - ST VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	13-FEB-2024
WERS Engine Code:	C/YX-3.0L GTDI TC V6 GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	31-JAN-2024		

Production Date:	21-NOV-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METRO FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	04871 - *	Labor Cost:	441.77
Address:	9000 N W 7TH AVE	VAT:	.00
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 331502396	Part Markup Amount:	.00
Country:	USA Region Code: NA	Material Cost:	.00
Phone:	(305) 7519711	Total Cost Gross:	441.77

CONCERN INFORMATION:

Cust. Concern Code:	A78 - LV CONNECTOR DISCONNECTS
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	VERIFIED CONCERN FUEL GAUGE READING EMPTY INSTALLED FDRS NO CODES PRESENT DATA LOGGER FUEL LEVEL SENSOR READING 0 PERCENT PINPOINT TEST REMOVED FUEL TANK TO ACCESS FUEL LEVEL SENSOR CONNECTOR C 4331 HARNESS 14407 AND CIRCUIT VMC11 YE/GN FOUND CONNECTOR NOT FULLY SEATED RECONNECTED AND RE TESTED SYSTEM GAUGE WORKS NORMALLY
Customer Comment:	ENGINE MINOR UPON VEH FILL UP OF GAS VEH WILL STILL READ EMPTY EVEN THOUGH THE TANK IS FULL, PLEASE ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.36
12650D45	PIN POINT TEST DIAGNOSIS	49.09
12650D80	NGS DCL DISPLAY TEST	16.36
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	327.24

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extended Amount
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	*	9H307	*	SENDER-ELEC PUMP	*	9H307	*	SENDER-ELEC PUMP	100101	0	SB	N	.00

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	PASS	SYSTEM PASS	27	NO-FAULT CODES

N	KO	P1000	OBD SYSTEMS READINESS TEST NOT COMPLETE	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Attention: These attachments may contain customer personally identifiable information like name, address, email and phone number. This information must be protected according to the company Personally Identifiable Information Standard https://www.policyportal.ford.com/D2/#d2

Attachments

From: Nelson, Elyssa (E.) [ekopke@ford.com]
Sent: 2/28/2024 4:56:50 PM
To: Alvarado, Miguel (Juarez-TC) [mialvarado@phinia.com]; Olivas, Jesus (Chihuahua) [jolivas@phinia.com]; erjimenez@phinia.com; Corona, Julian (J.) [jcoron42@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]; Goodwine, Todd (T.) [tgoodw25@ford.com]
Subject: ENAUB - Phinia - Warranty Claim - FUEL TANK SENDER

Good Morning,

[redacted]

In	TAG_NBR	ISSUED_DATE	TRACKING_NO	BASE	VEHICLE_LINE	MODEL_YEAR	CLAIM_KEY	RAC_CODE	RECEIVED_DATE	VIN
	0373277179	01/31/2024	[redacted]	9A299	EXPLORER 4X2 (2	2023	2444893	DEL BT		[redacted]
	0373796493	02/23/2024		9A299	EXPLORER 4X2 (2	2023	2658474	DEL BT		

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	22-JAN-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	206
Version/Series:	C/JN - XLT VERSION #2	TIS:	1
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	24-JAN-2024
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	02-JAN-2024		
Production Date:	02-DEC-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METRO FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	04871 - *	Labor Cost:	556.31
Address:	9000 N W 7TH AVE	VAT:	.00
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 331502396	Part Markup Amount:	9.47

Country:	USA Region Code: NA	Material Cost:	22.27
Phone:	(305) 7519711	Total Cost Gross:	578.58

CONCERN INFORMATION:

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	EEC DIAGNOSIS P0460 PRESENT PERFORMED DATA LOGGER PID MONITOR CHECKED IPC PERFORMED PINPOINT TEST D1Y D2Y D11Y D12N D13N REMOVED FUEL TANK AND REPLACED FUEL FUEL SENDER AND RESET KAM AND RE TESTED NORMAL OPERATION AFTER REPAIRS
Customer Comment:	ENGINE MINOR CUSTOMER STATES GAS IS NOT READING CORRECTLY, IT IS SAYING IT FULL AND THE TANK IS NOT FULL, PLEASE ADVISE

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.36
12650D45	PIN POINT TEST DIAGNOSIS	49.09
12650D80	NGS DCL DISPLAY TEST	16.36
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	81.81
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	310.88
9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	49.09

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extende Amoun
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9A299	B	SENDER FUEL TANK	L1MZ	9A299	B	SENDER FUEL TANK	100101	1	FS	Y	22.2

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
N	KC	PASS	SYSTEM PASS	27	NO-FAULT CODES
Y	KO	P0460	FUEL LEVEL SENSOR A CIRCUIT	28	CCM FUEL LEVEL
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	31-JAN-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	502
Version/Series:	C/JN - XLT VERSION #2	TIS:	1
Drive Type:	C/B-2 WHL L/H REAR DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	16-FEB-2024
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	02-JAN-2024		
Production Date:	02-DEC-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	METRO FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	04871 - *	Labor Cost:	556.31
Address:	9000 N W 7TH AVE	VAT:	.00
City:	MIAMI	Misc. Expense Amount:	.00
State:	FL Zip Code: 331502396	Part Markup Amount:	9.47
Country:	USA Region Code: NA	Material Cost:	22.27
Phone:	(305) 7519711	Total Cost Gross:	578.58

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE OR DISTANCE-TO-EMPTY
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	INSTALLED FDRS NO CODES PRESENT DATA LOGGER PID MONITOR AND ROAD TESTED TO SEE IF GAUGE IS MOVING UNEXPECTEDLY GAUGE STAYED IN SAME POSITION ON ROAD TEST PERFORMED PINPOINT TEST AND MONITOR FUEL LEVEL INPUT PID FOUND THE FUEL GAUGE READING 3/4OF A TANK AND THE FUEL LEVEL INPUT READING 45 PERCENT PINPOINT TEST D1Y D2Y D11Y D12N D13 REMOVED FUEL TANK AND FOUND THE FUEL SENDER BINDING UP REPLACED SENDER RETESTED AND THE GAUGE IS READING ACCURATE AT THIS TIME SYSTEM PASSED
Customer Comment:	ENGINE MINOR CUSTOMER STATES GAS GADGE IS NOT READING CORRECTLY, SHE HAD 1/2 TANK WHEN SHE PARKED THE VEH AND WHEN SHE GOT BACK THE VEH WAS READING

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
12650D	EEC - (QUICK TEST) DIAGNOSIS	32.72
12650DX1	EXTRA TIME TO REPEAT FINAL QUICK TEST	16.36
12650D45	PIN POINT TEST DIAGNOSIS	49.09
12650D80	NGS DCL DISPLAY TEST	16.36
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	81.81
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	310.88

9002A4	FUEL GAUGE TANK UNIT OR SEAL REMOVE AND INSTALL OR REPLACE	49.09

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Extende Amoun
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	L1MZ	9A299	B	SENDER FUEL TANK	L1MZ	9A299	B	SENDER FUEL TANK	100101	1	FS	Y	22.2

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
	BO	D1-YES			
	BO	D11-YES			
	BO	D2-YES			
	BO	DSYMP			
N	KC	PASS	SYSTEM PASS	27	NO-FAULT CODES
N	KO	P1111	SYSTEM PASS	27	NO-FAULT CODES
N	KR	PASS	SYSTEM PASS	27	NO-FAULT CODES

ATTACHMENTS for Claim Key : [redacted] and Model Year : 2023

No attachments found

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: Goodwine, Todd (T.) [tgoodw25@ford.com]
Sent: 3/13/2024 11:21:15 AM
To: Corona, Julian (J.) [jcoron42@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: RE: Fuel senders

Yea, I skimmed though it but didn't see any smoking gun.

From: Corona, Julian (J.) <jcoron42@ford.com>
Sent: Wednesday, March 13, 2024 12:09 AM
To: Goodwine, Todd (T.) <tgoodw25@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Fuel senders

Thank you Todd. I'm not sure what to do with this though. I will need more time tomorrow to digest.

Bob, Did you get a chance to review these from central labs?

--
Julian Corona
IPTSE PVT
V25, V40, V44, V52, V54, V59
Chicago Assembly Plant
[redacted]

From: Goodwine, Todd (T.) <tgoodw25@ford.com>
Sent: Tuesday, March 12, 2024 8:11 AM
To: Corona, Julian (J.) <jcoron42@ford.com>
Subject: FW: Fuel senders

Not sure if you got this or not

From: Lasley, Donald (D.M.) <dlasley1@ford.com>
Sent: Tuesday, March 12, 2024 7:48 AM
To: Nelson, Elyssa (E.) <ekopke@ford.com>
Cc: Goodwine, Todd (T.) <tgoodw25@ford.com>
Subject: RE: Fuel senders

Good morning, Todd.
Results from the U625 fuel sender units. I updated the project and included color maps from the arm and body. If you have any questions give me a call, I'm in the office until 2.

don

VEV
DESIGN AID / METROLOGY

Donald Lasley
PD Analyst. | Metrology/ Design Aid Safety Leader
Phone: 313-805-2922
Email: dlasley1@ford.com
Submit a Request - ELMS
Design Aid | Metrology Website

From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Tuesday, February 27, 2024 10:15 AM
To: Lasley, Donald (D.M.) <dlasley1@ford.com>
Subject: RE: Fuel senders

Good Morning Don,

Thank you for the heads up, that sounds good.

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: Lasley, Donald (D.M.) <dlasley1@ford.com>
Sent: Tuesday, February 27, 2024 4:44 AM
To: Nelson, Elyssa (E.) <ekopke@ford.com>
Cc: Lasley, Donald (D.M.) <dlasley1@ford.com>
Subject: RE: Fuel senders

Good morning Elyssa,
I should be able to start back on the fuel sender project on Wednesday, I'm currently working on a stop build project.

don

Donald Lasley
PD Analyst. | Metrology/ Design Aid Safety Leader
Phone: 313-805-2922
Email: dlasley1@ford.com
Submit a Request - ELMS
Design Aid | Metrology Website

From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Monday, February 26, 2024 11:43 AM
To: Lasley, Donald (D.M.) <dlasley1@ford.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>
Subject: FW: Images.

Hi Don,

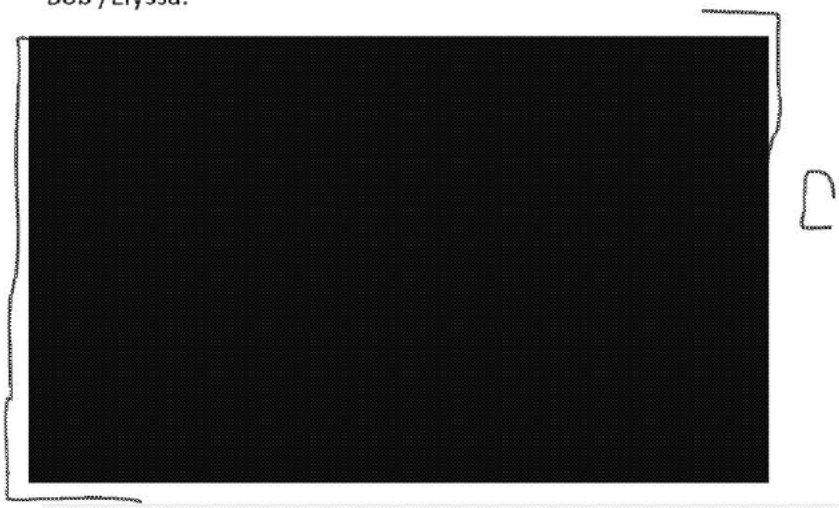
See attached and below email. I'm hoping this helps. As soon as they share the required tolerances I'll pass those along as well.

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: erjimenez@phinia.com <erjimenez@phinia.com>
Sent: Monday, February 26, 2024 9:45 AM
To: Nelson, Elyssa (E.) <ekopke@ford.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>
Subject: RE: Images.

Bob /Elyssa:



From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Friday, February 23, 2024 4:25 PM
To: Jimenez, Ernesto (Juarez-TC) <erjimenez@phinia.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>
Subject: RE: Images.

EXTERNAL SENDER
Wonderful, thank you Ernesto.

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: erjimenez@phinia.com <erjimenez@phinia.com>
Sent: Friday, February 23, 2024 5:22 PM
To: Nelson, Elyssa (E.) <ekopke@ford.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>
Subject: RE: Images.

Hello Elyssa, good afternoon.
Yes I will request the 3D model to our design group, and I will take care of the required dimensions.
Best regards.

EJ

From: Nelson, Elyssa (E.) <ekopke@ford.com>
Sent: Friday, February 23, 2024 4:04 PM
To: Jimenez, Ernesto (Juarez-TC) <erjimenez@phinia.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>; Goodwine, Todd (T.) <tgoodw25@ford.com>
Subject: RE: Images.

EXTERNAL SENDER
Hi Ernesto,

Please see Bob's email below. Would this be possible? It would help with the dimensional analysis at Central Labs.

Thank you,

Elyssa D. Nelson
Chicago Assembly Plant – Resident STA Engineer
Email: ekopke@ford.com
Office +1 (773) 646-7571
Cell +1 (773) 520-6494

From: Laboda, Robert (R.R.) <RLABODA@ford.com>
Sent: Friday, February 16, 2024 12:51 PM
To: erjimenez@phinia.com; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>
Cc: Nelson, Elyssa (E.) <ekopke@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Images.

Hello Phinia team,
Thank you for sending the parts and drawings for our dimensional analysis.

[redacted]

Thank you in advance.

From: erjimenez@phinia.com <erjimenez@phinia.com>
Sent: Tuesday, January 23, 2024 4:24 PM
To: Nelson, Elyssa (E.) <ekopke@ford.com>
Cc: Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Laboda, Robert (R.R.) <rlaboda@ford.com>
Subject: Images.

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello **Elyssa**,

I didn't create an elaborate presentation; instead, I generated a few images that are clear and large enough to be easily readable. Please let me know if you need anything else.
Best regards.

Ernesto Jimenez
Product Engineer
Fuel Delivery Modules

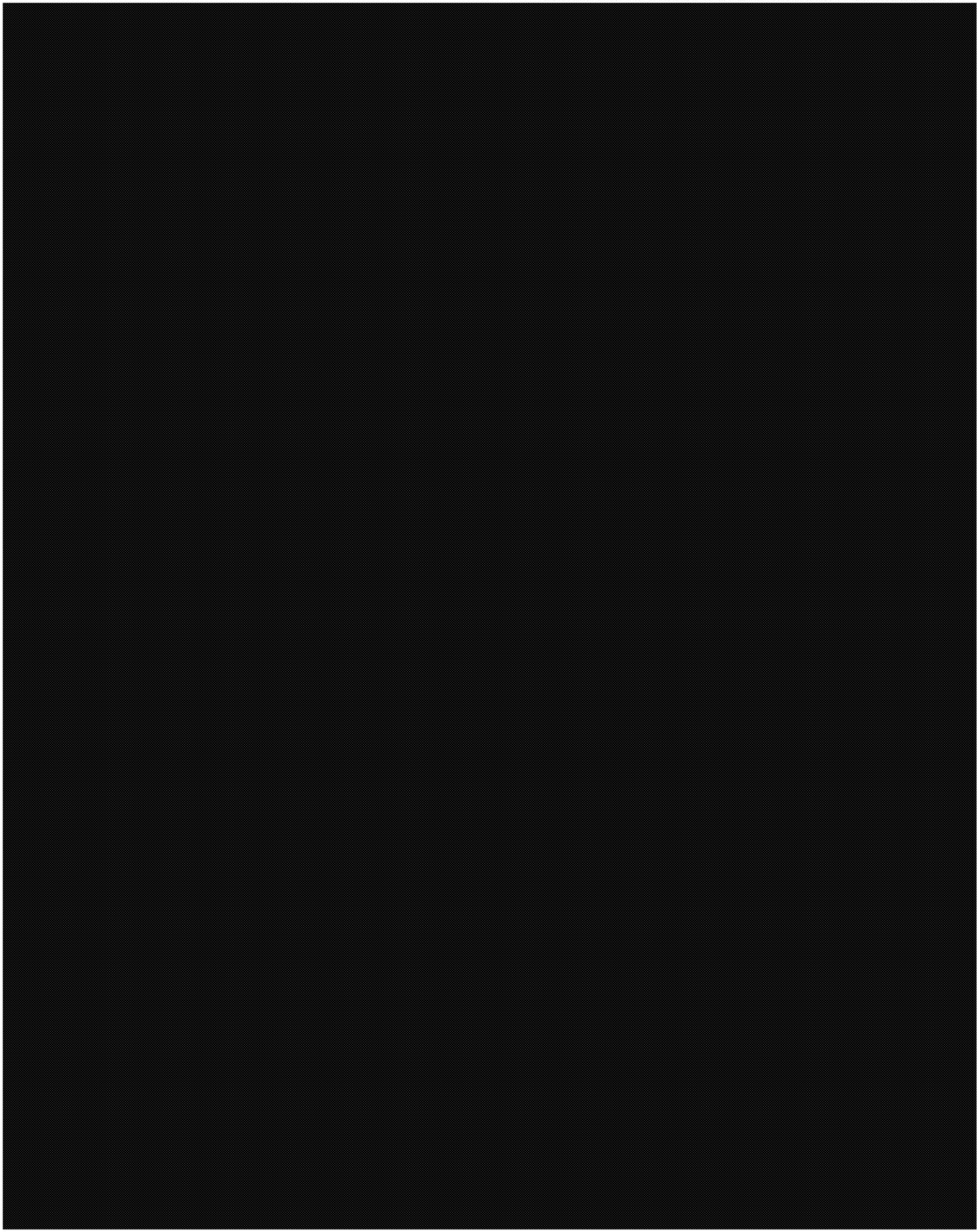
PHINIA
Mexico Technical Center
Cd. Juarez, Chihuahua,

phinia.com




VEV
DESIGN AID / METROLOGY


VEV
DESIGN AID / METROLOGY



From: Goodwine, Todd (T.)
Sent: Tuesday, April 9, 2024 8:48 AM
To: Gonzalez Ramon, Jose Rodolfo
Cc: Davidson, Steve (S.M.) <sdavids3@ford.com>; Corona, Julian (J.) <jcoron42@ford.com>
Subject: GY0WA - YAPP - Warranty Claim - FUEL TANK, CONTAMINATED, , , , , FUEL TANK - [redacted]

Hello Team,

Please see the following claim and provide an initial response.

Ford Chicago Assembly Plant (CAP) has received the warranty claim described below. In an effort to prevent recurrence, please take the steps outlined below. If you have any concerns meeting this request, please contact the undersigned immediately. **In your initial response, document any cross vehicle line/cross Ford plant usage of the suspect component.**

Initial Response (within 48 hours)
When warranty claim is received, prior to part being received

1. **Review claim information.**
   - Estimate suspect part manufacturing date based on vehicle Production Date.
   - Identify the most likely Failure Mode(s)/ Defect(s).

2. **Walk through the manufacturing process to determine if the Failure Mode/ Defect exists currently or during the suspect time period.**
   - Review CR / QR history and your internal process control history to determine if failure mode has been noted in last 90 days.
   - If failure mode/defect was already addressed, provide containment or corrective actions taken and dates implemented.
   - Ensure current production is defect free. If not, implement incremental containment action and provide applicable marking / identification of clean point.

3. **Review function and effectiveness of process controls.**
   - Verify applicable end of line test and upstream process controls and Poke Yokes are, and have been, in place and functioning.
   - Run additional test parts ("rabbits") through process to confirm controls.

4. **Make your plant floor personnel aware of the issue (Quality Alert, Visual Aids, Daily Quality Meetings, etc.).**

5. **Have your in-plant rep review the Ford Plant installation and inspection/test processes to understand failure mode detection at the Ford facility.**

6. **Initiate an 8D, at least through D3 (Containment), capturing the above steps. Include the Resident and Site STA Engineers on distribution.**

Updated Response
After part is received/analyzed

1. **If part received and Failure Mode/Defect NOT verified:**

- Review investigation results with the PD/PVT Engineer and coordinate any required next steps.
- Update 8D.

2. **If part received and/or Failure Mode/Defect is verified:**
- Coordinate with IQ to confirm stock certification requirements.
- Complete the 8D.

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = [redacted] Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	[redacted]
Market Derived:	F - FORD	Repair Date:	26-MAR-2024
Body/Cab Type:	C/UB - 5 DOOR SUV	Distance:	1152
Version/Series:	C/CN - LTD VERSION	TIS:	1
Drive Type:	C/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	C/TW-U625N EXPLORER [20-25]	GSAR Load Date:	28-MAR-2024
WERS Engine Code:	C/N3-2.3L 4V TIVCT DI TC 270 HP GAS	Transaction Code:	S07
WERS Transmission Code:	C/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:	09-MAR-2024		
Production Date:	08-DEC-2023		
VIN:	[redacted]	**Expense Information**	
Dealer Information		Customer Paid Amount:	.00
		Deductible Amount:	.00
Dealer Name:	GLEN SAIN FORD, INC.	Dealer Paid Amount:	.00
Dealer Code:	05134 - *	Labor Cost:	541.22
Address:	1301 HIGHWAY 49 NORTH	VAT:	.00
City:	PARAGOULD	Misc. Expense Amount:	.00
State:	AR Zip Code: 724501961	Part Markup Amount:	30.98
Country:	USA Region Code: NA	Material Cost:	108.43
Phone:	870-236-8546	Total Cost Gross:	649.65

CONCERN INFORMATION:

Cust. Concern Code:	L69 - FUEL GAUGE OR DISTANCE-TO-EMPTY
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	SCANNED FOR DTC`S FOUND P25B0 REFER TO PPT D1-12 REMOVED UNDERBODY SHIELDS, DRIVESHAFT,MUFFLER, AND FUEL TANK TO REMOVE FUEL SENDINGUNIT. FOUND AN EXTRA FUEL PUMP ORING IN TANKAND WRAPPED AROUND SENDING UNIT FLOAT ARM.REMOVED ORING AND REINSTALLED. RETEST GOOD,ROAD TEST WHILE MONITORING FUEL PID ALL WORKSAS SHOULD
Customer Comment:	C/S GAS GAUGE SHOWS EMPTY EVEN RIGHT AFTER PUTTING GAS IN TANK

LABOR INFORMATION: Note: All costs are in US dollars

Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	223.54
9002A6	FUEL PUMP - ELECTRIC - REPLACE	35.30
5230A	MUFFLER REPLACE	58.83

4602A	DRIVE SHAFT ASSEMBLY - REAR REMOVE AND INSTALL OR REPLACE	105.89
12650D	EEC - (QUICK TEST) DIAGNOSIS	23.53
12650D45	PIN POINT TEST DIAGNOSIS	35.30
12650D81	NGS RECORDER / MONITOR ROAD TEST DIAGNOSIS	58.83

PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Repla Indica
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description				
N	L1MZ	9H307	K	SENDER-ELEC PUMP	L1MZ	9H307	K	SENDER-ELEC PUMP	100101	1	FS	Y
N	*	W717822	S439		*	W717822	S439		*	4	FS	Y
N	*	W719511	S439		*	W719511	S439		*	4	FS	Y
N	LB5Z	3B498	A	REINF-FRT TRK CONTR ARM	LB5Z	3B498	A	REINF-FRT TRK CONTR ARM	05XXXX	1	FS	Y
Y	*	9276	*	GASKET FUEL GAUGE	*	9276	*	GASKET FUEL GAUGE	1001XX	0	SB	N

MALFUNCTION INFORMATION:

DTC Sections: Mil. Light On = N

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description
Y	OT	P25B0	FUEL LEVEL SENSOR "A" STUCK	28	CCM FUEL LEVEL

ATTACHMENTS for Claim Key [redacted] and Model Year : 2023

Warranty Claim

“Extra seal o-ring”

VIN: [redacted]

YAPP USA

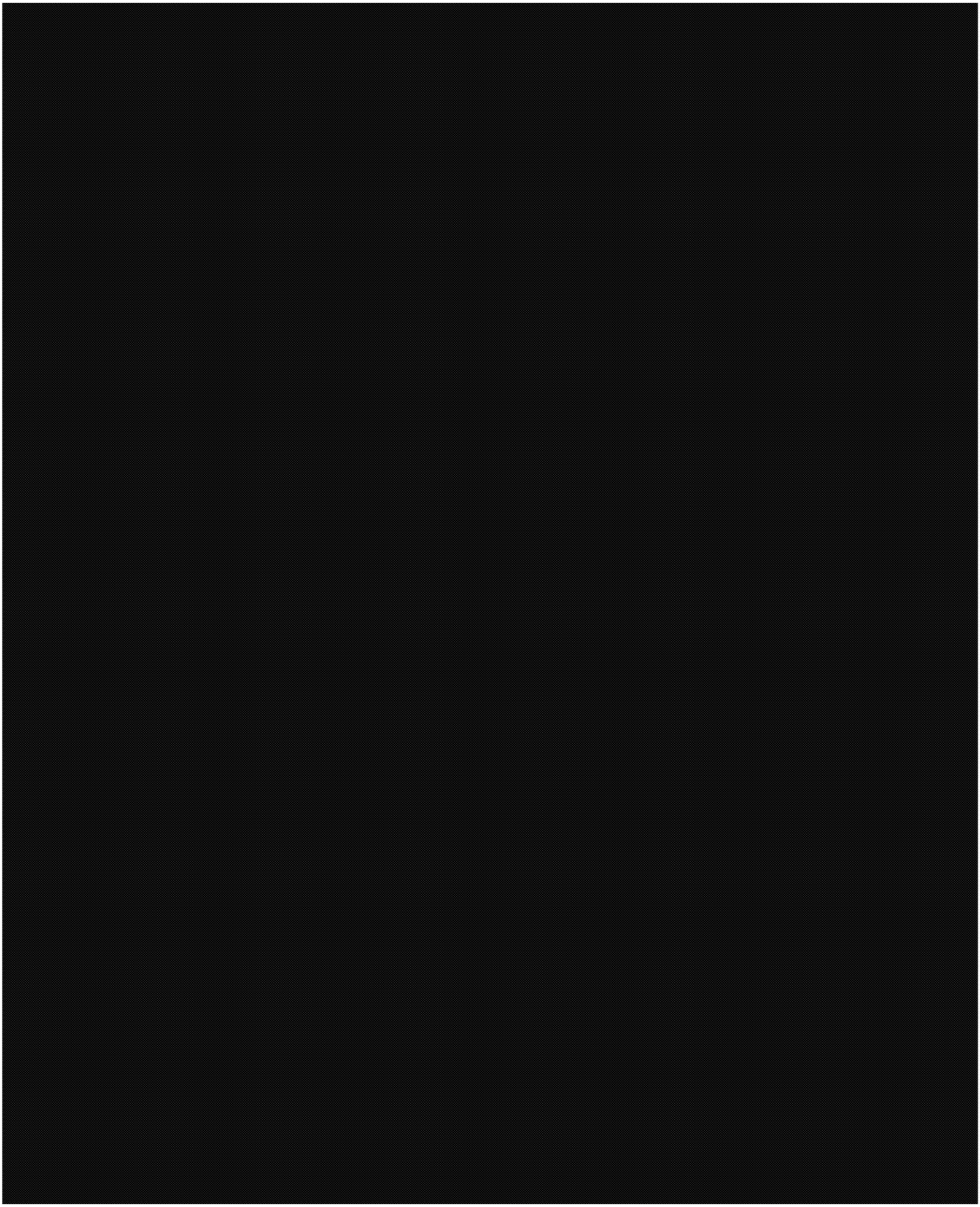
QE: [redacted]

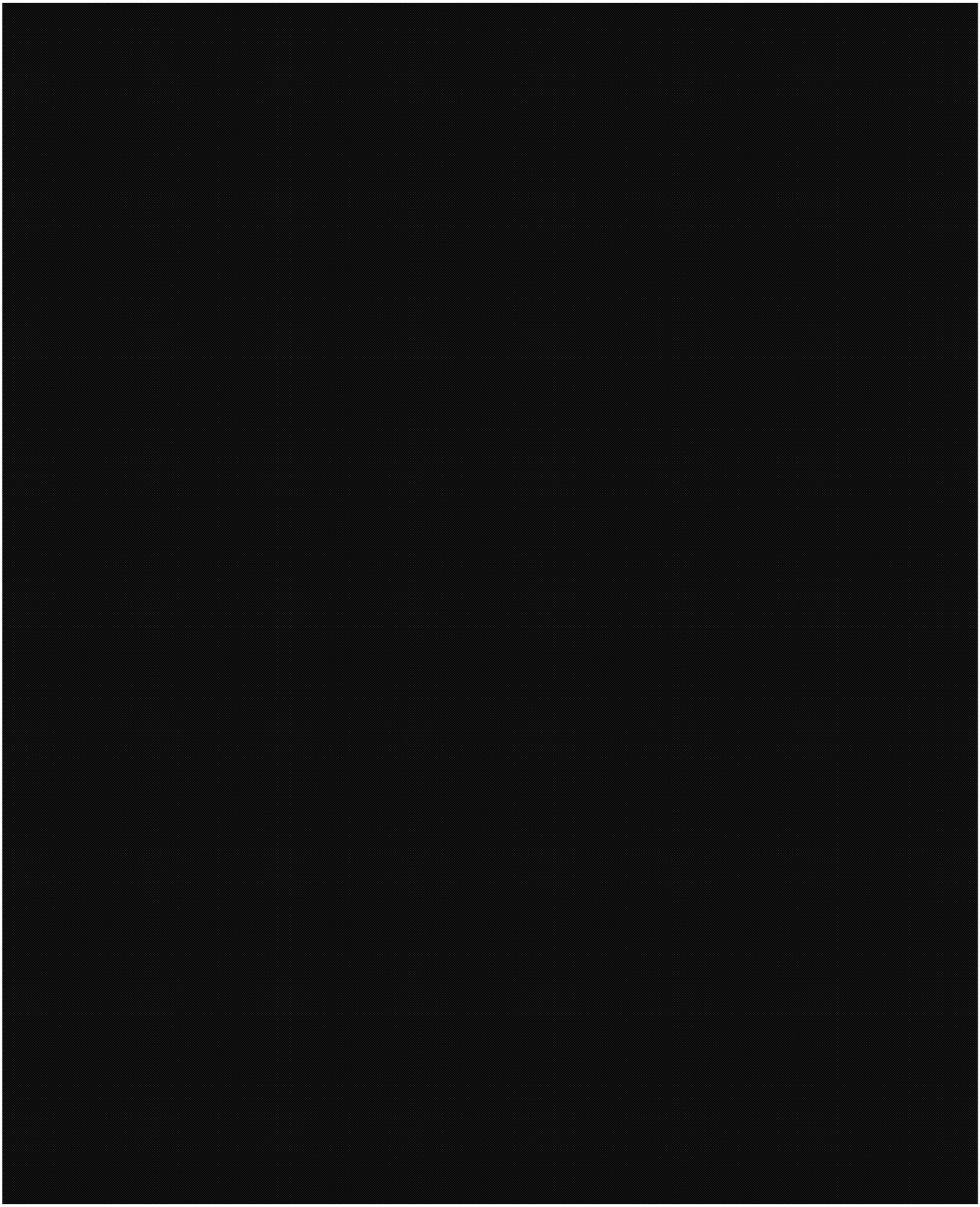
Date

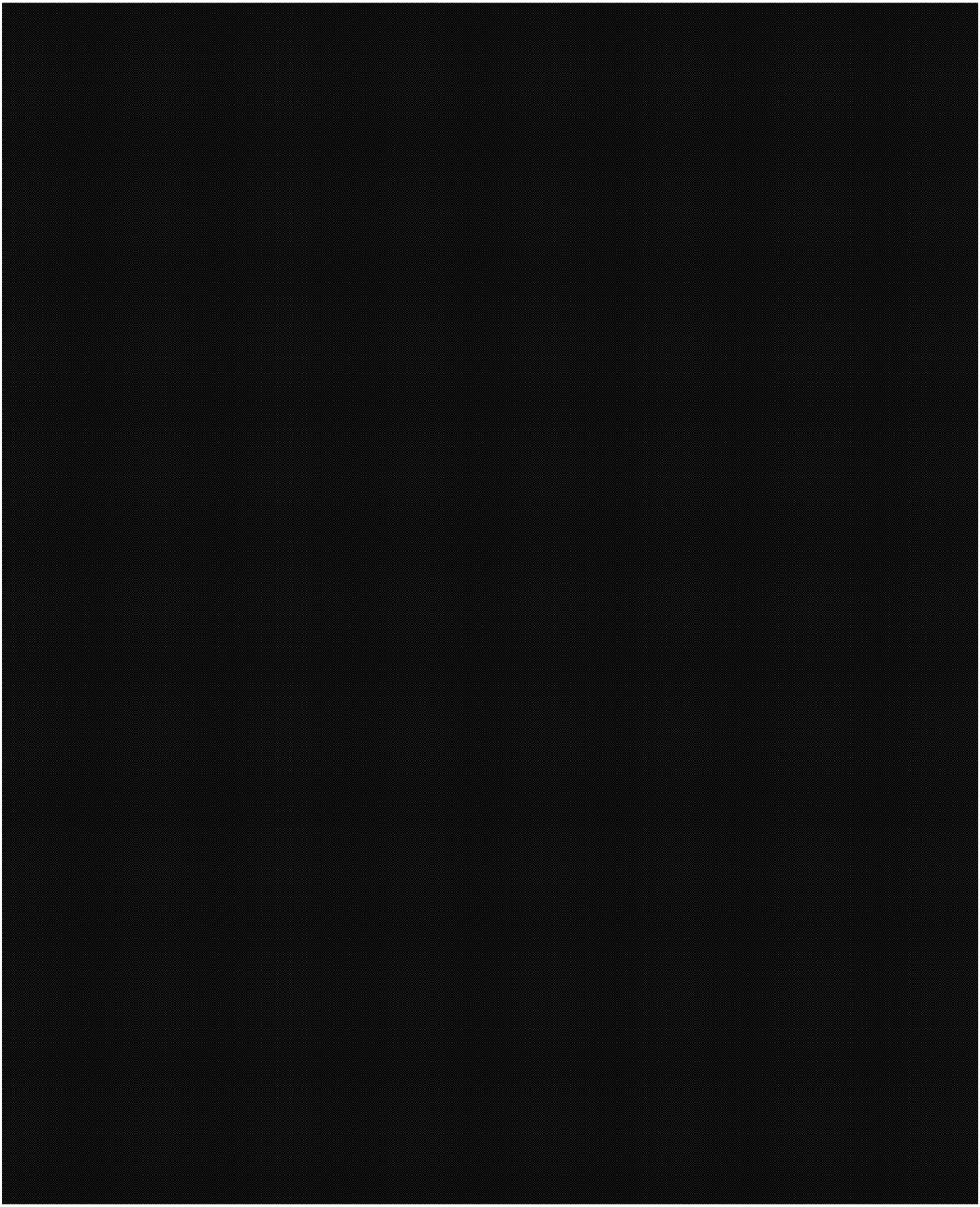
[redacted]

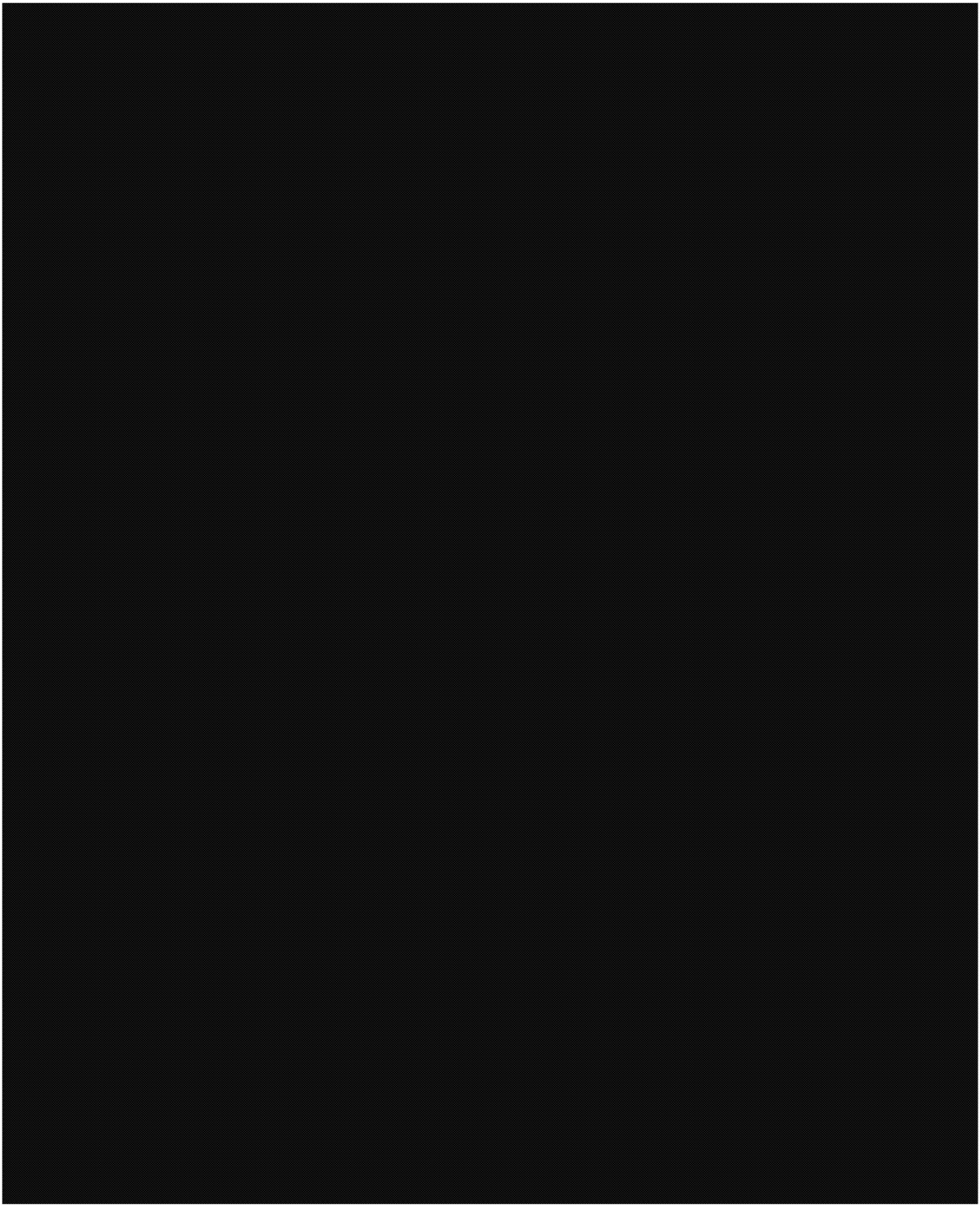
ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

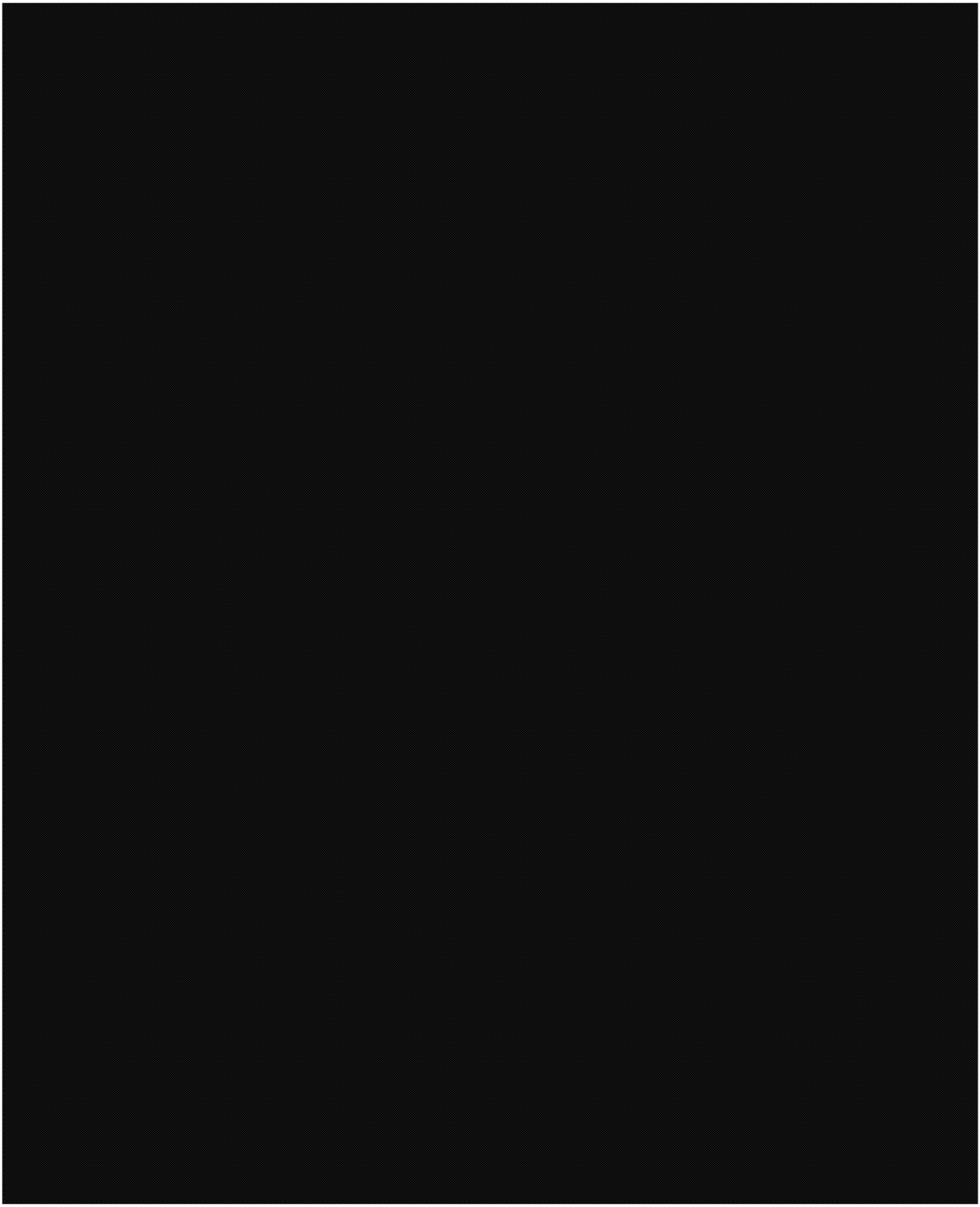


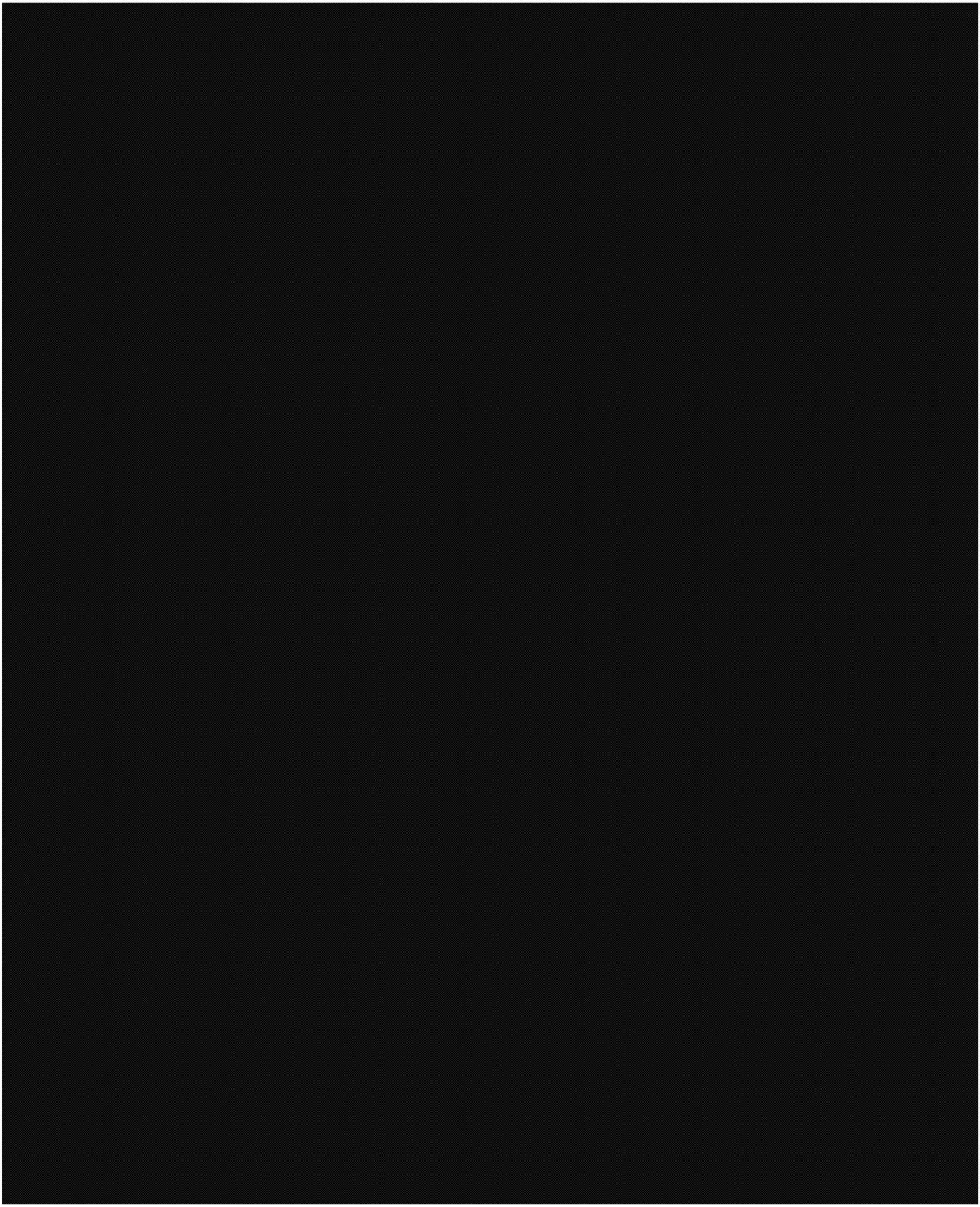


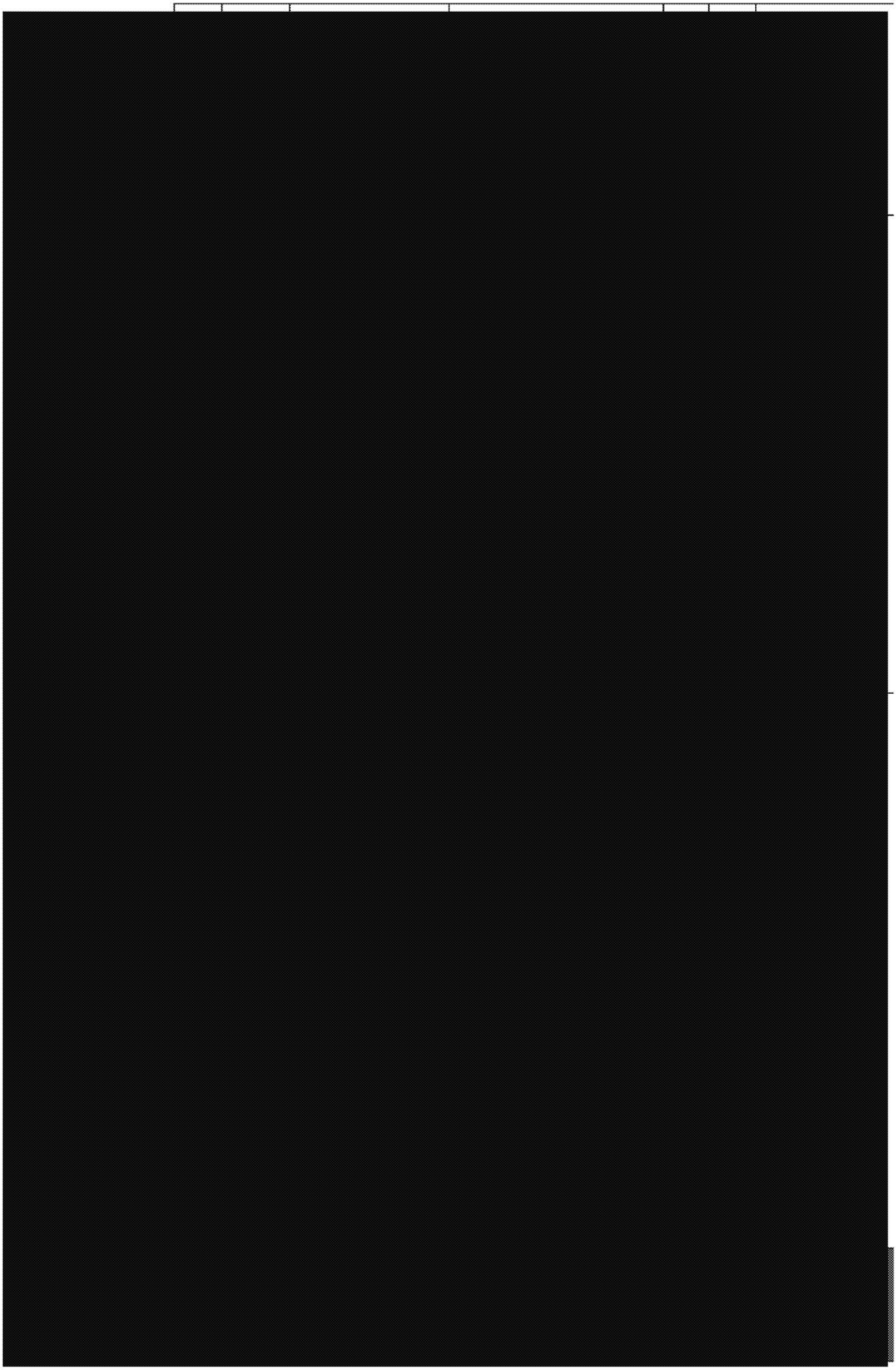


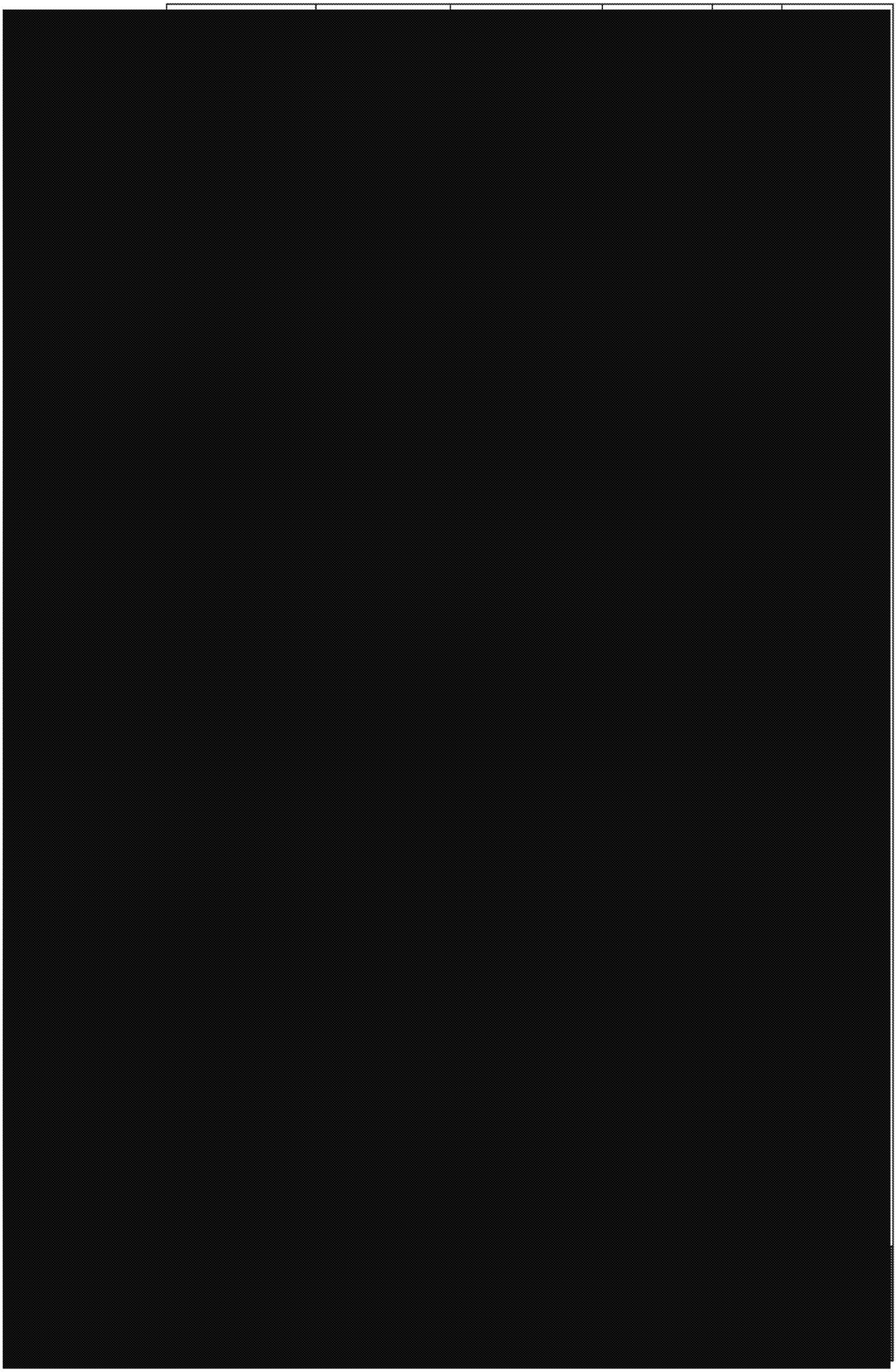


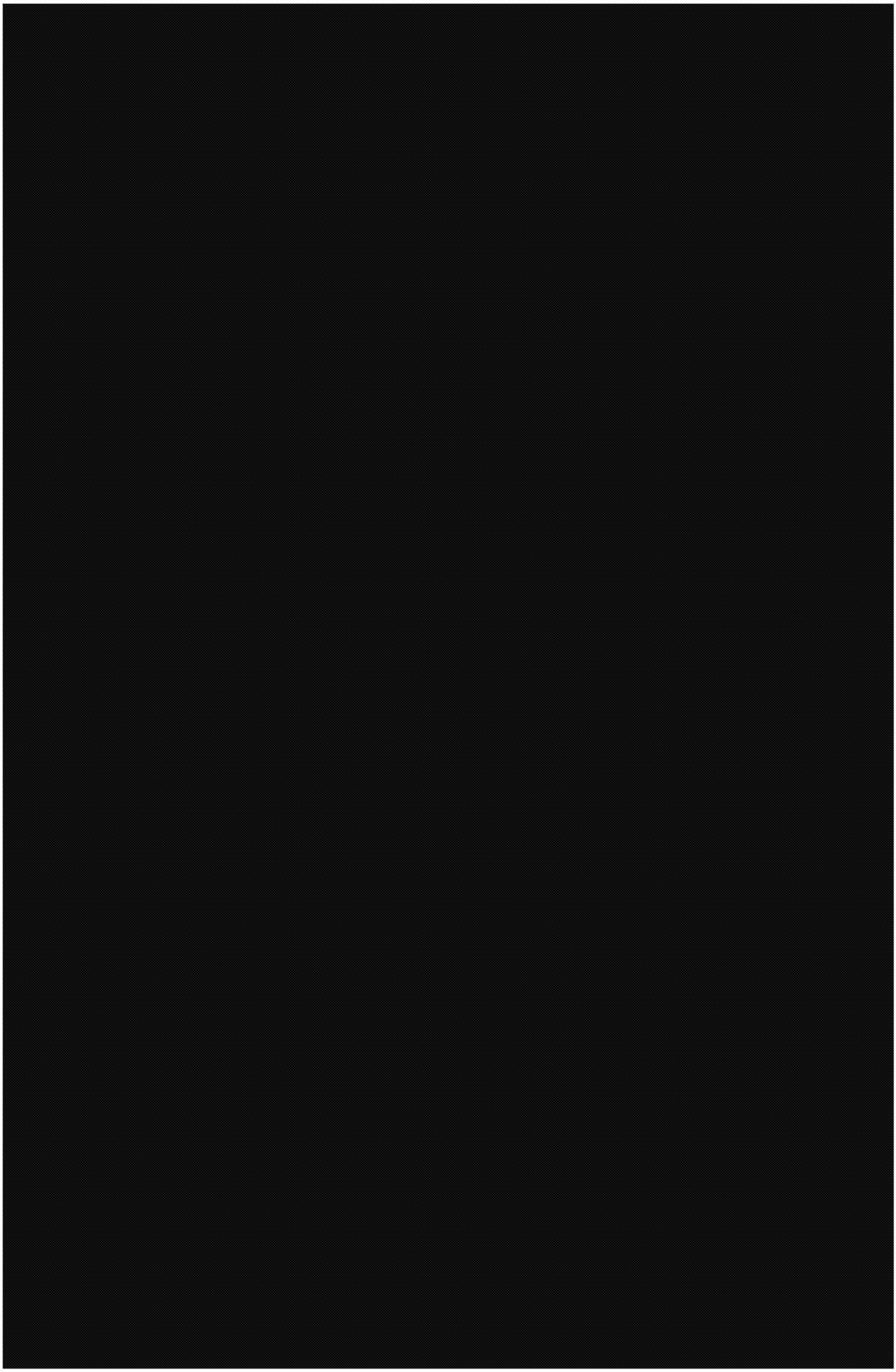


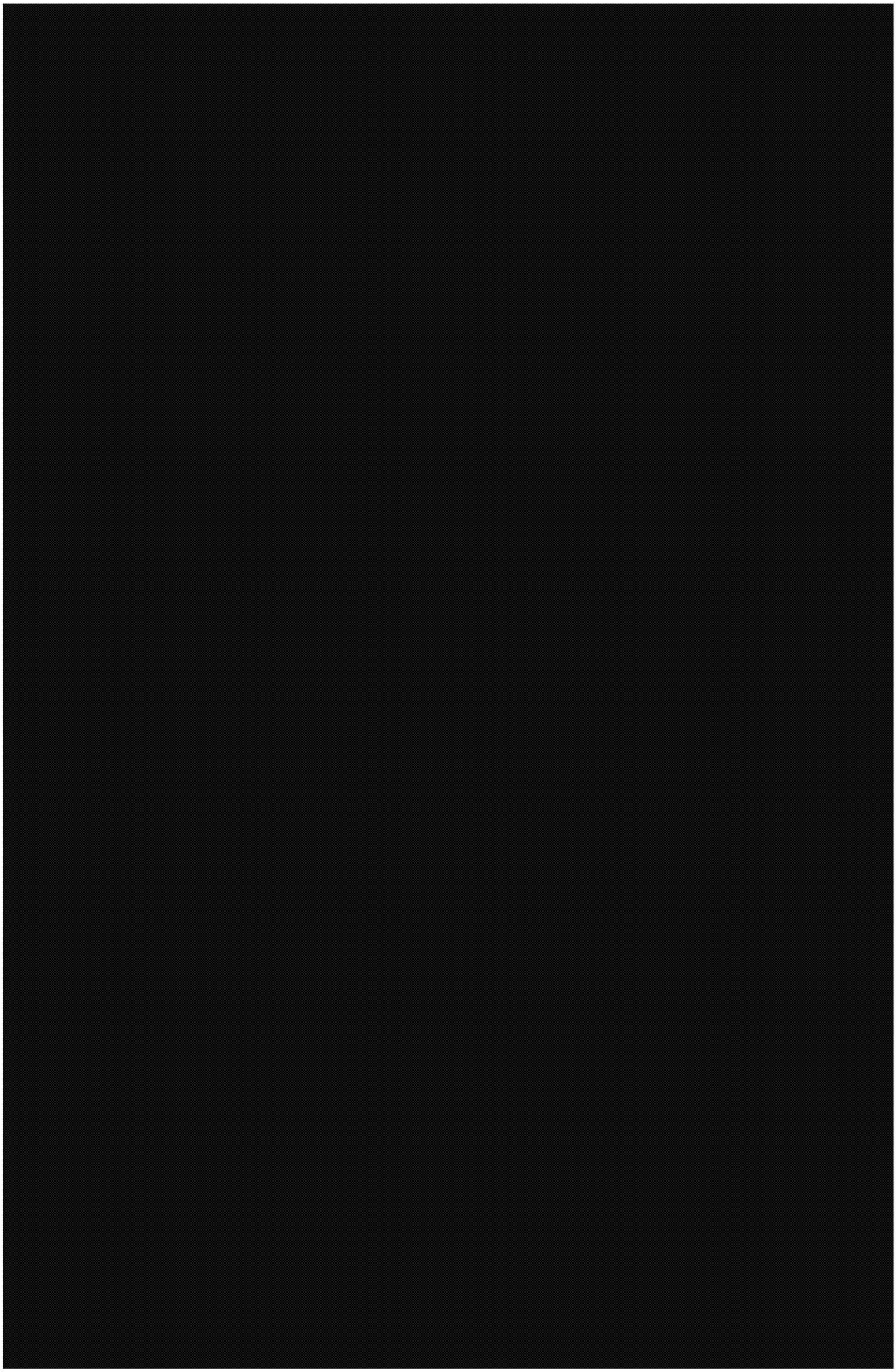


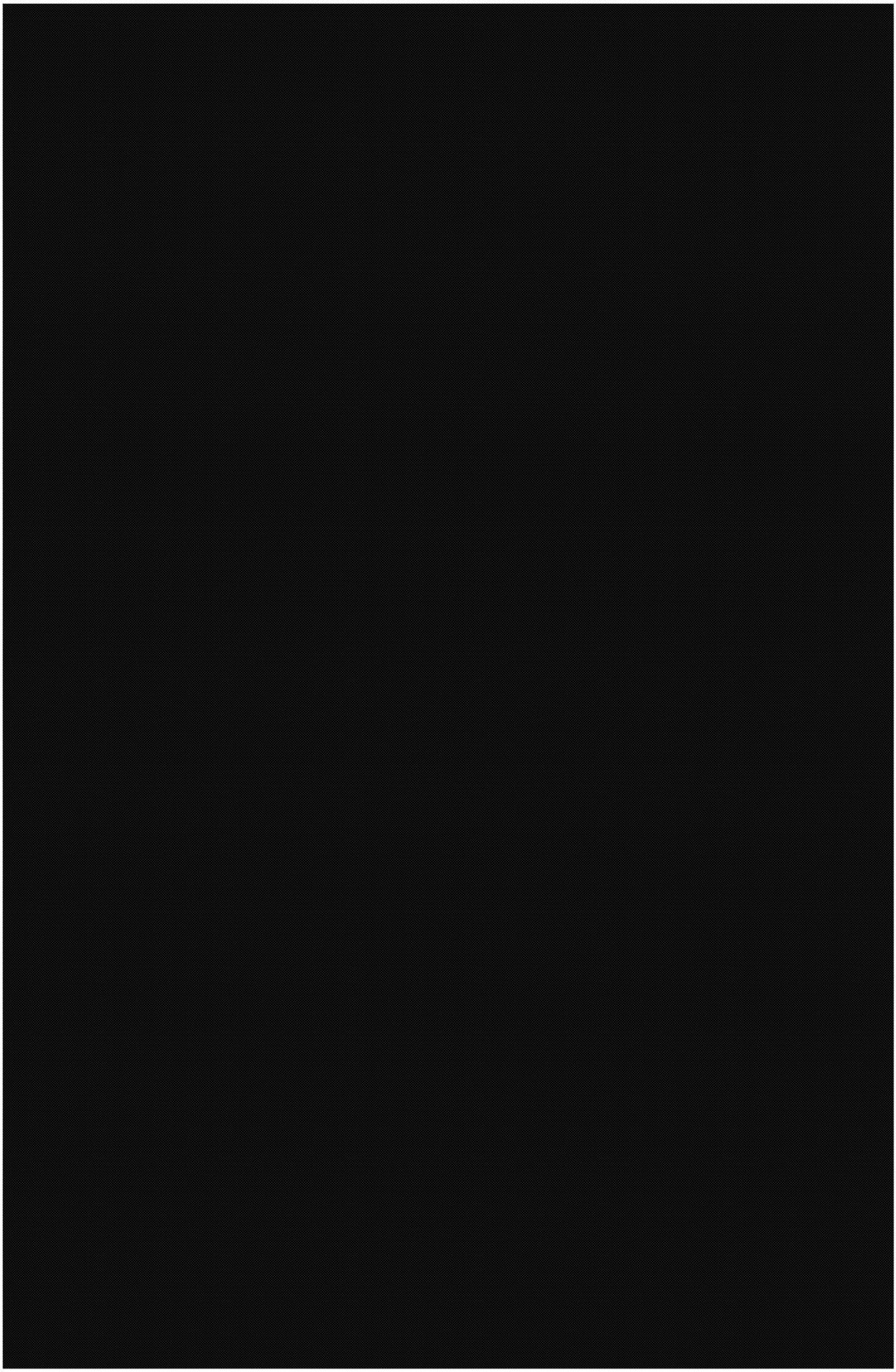


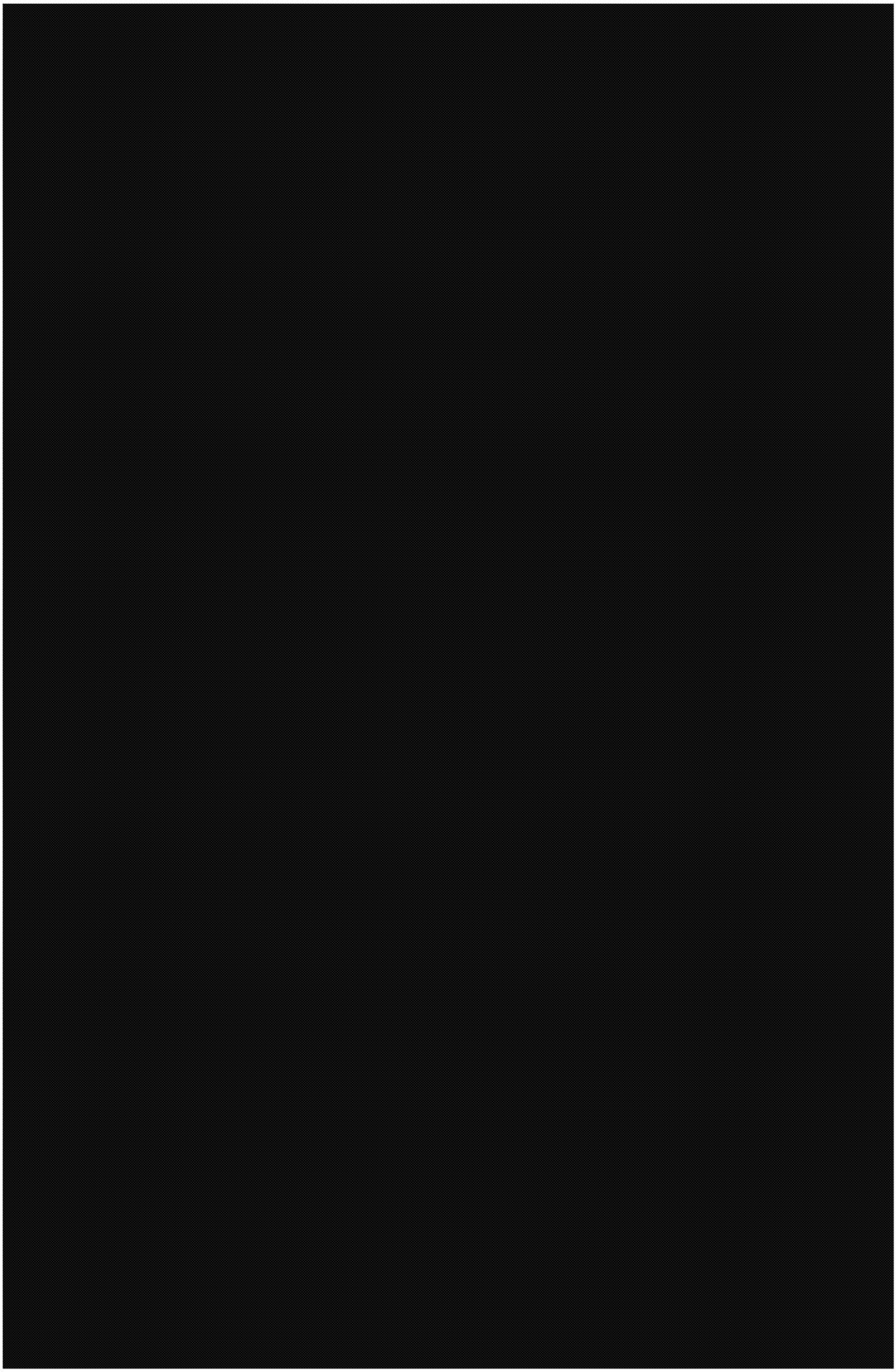


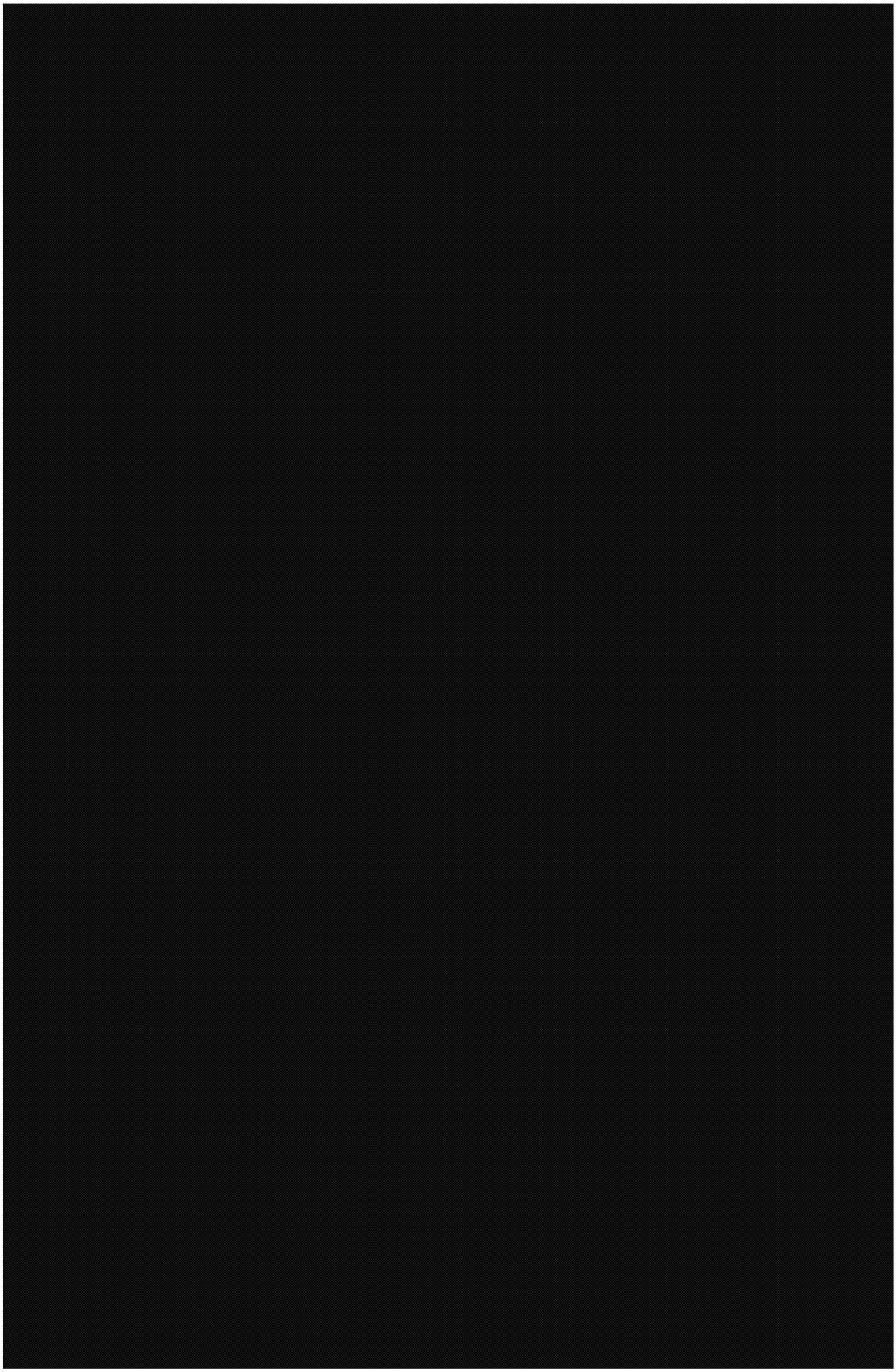


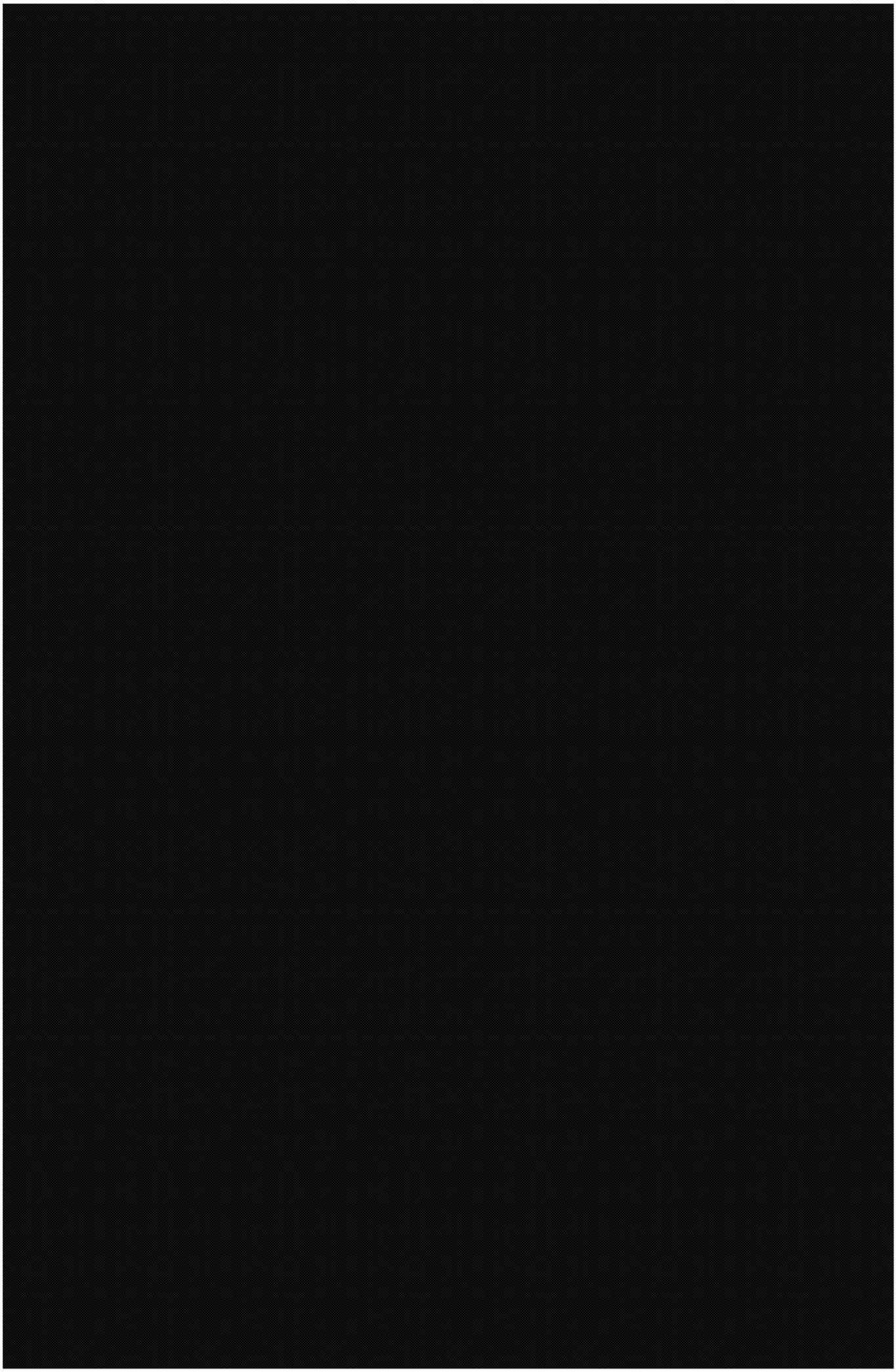


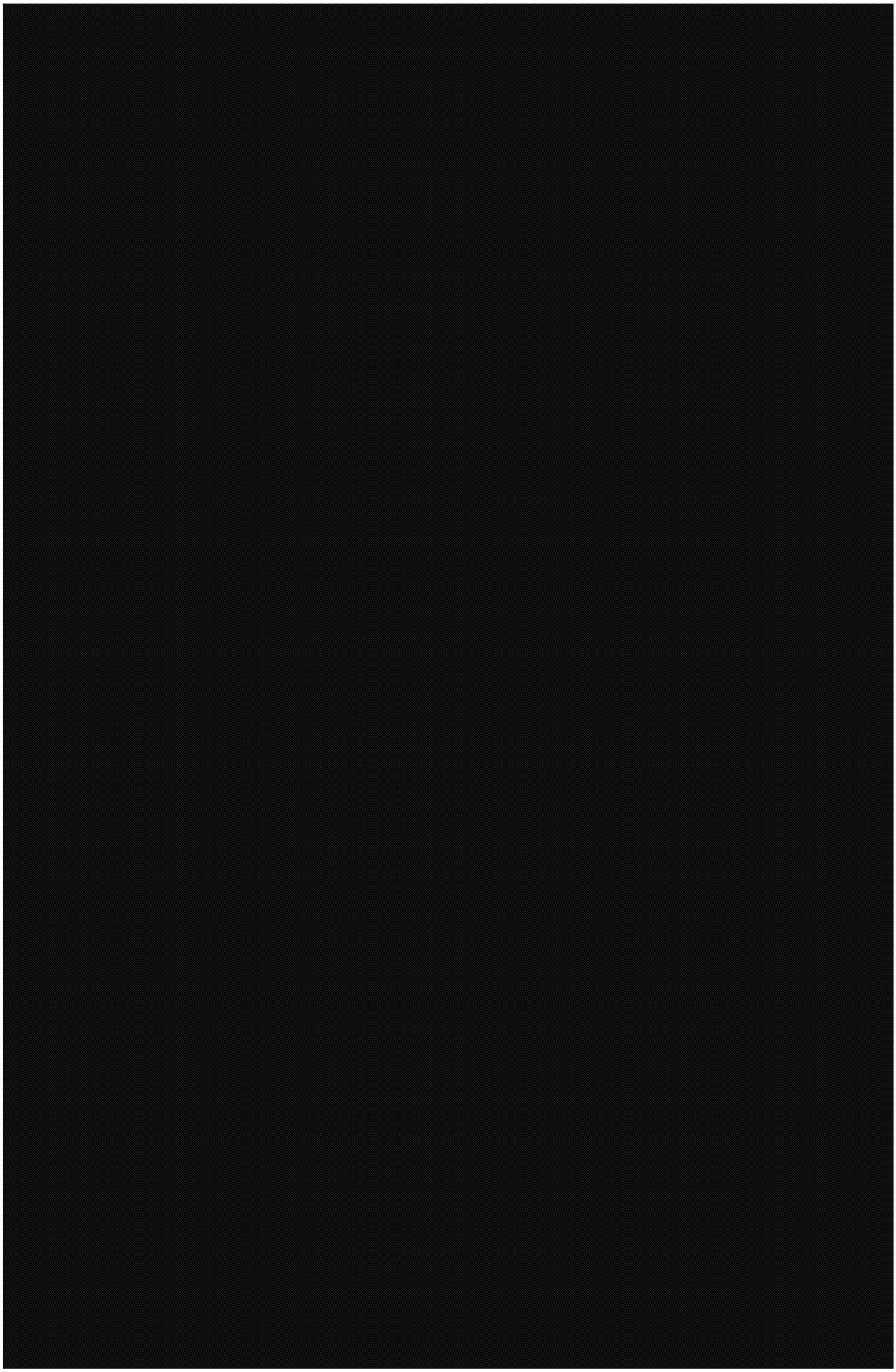


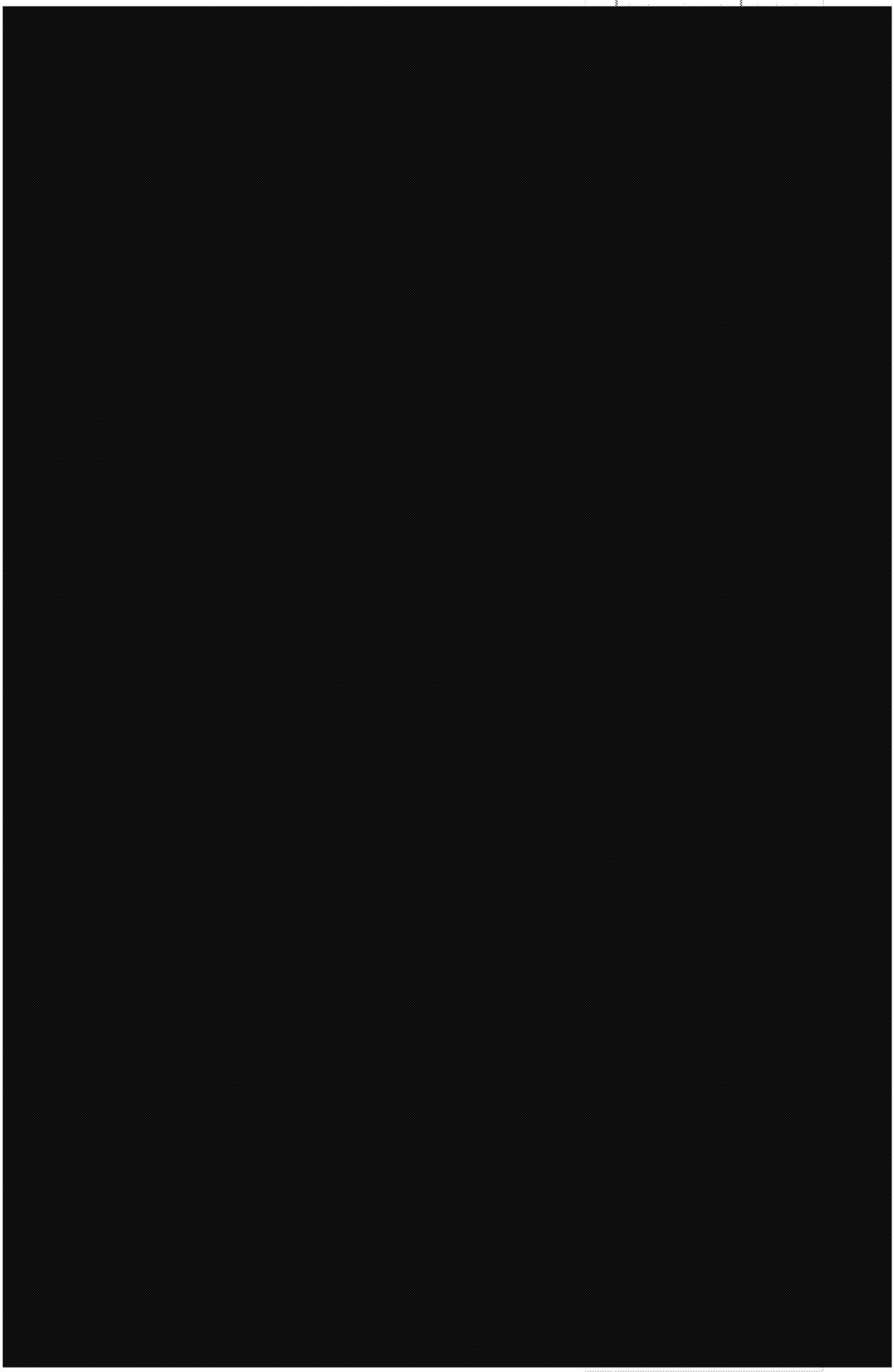


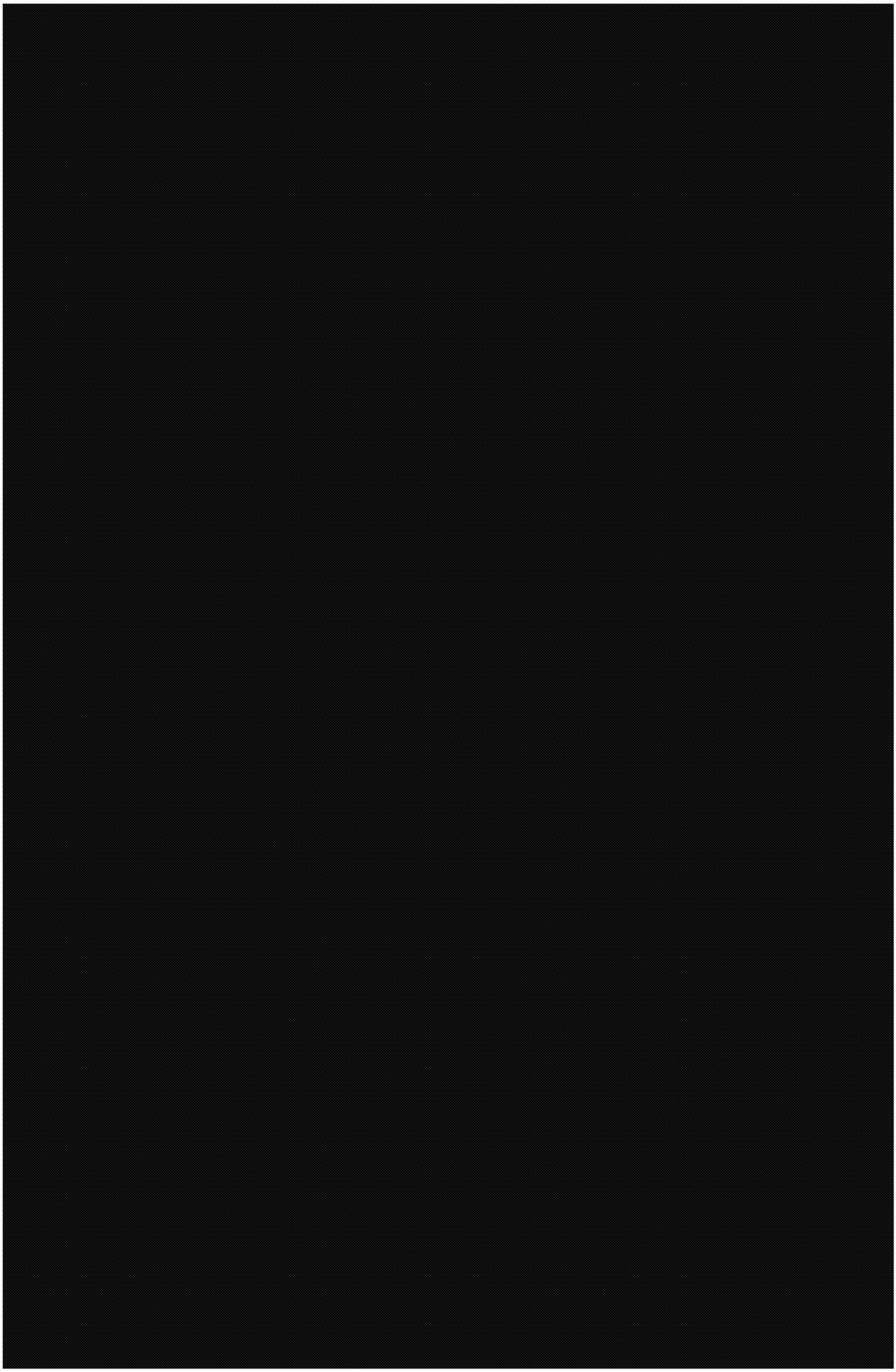


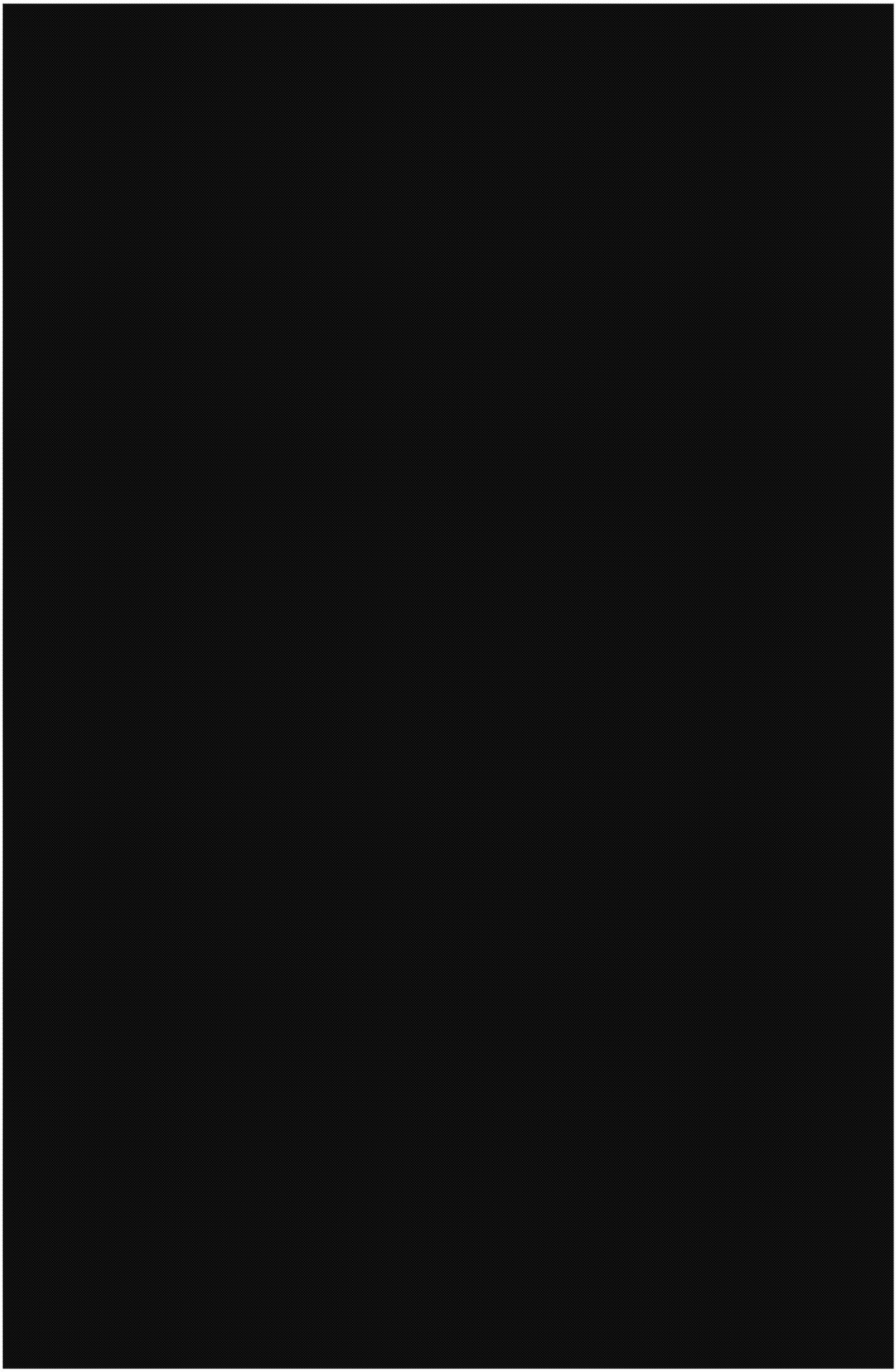


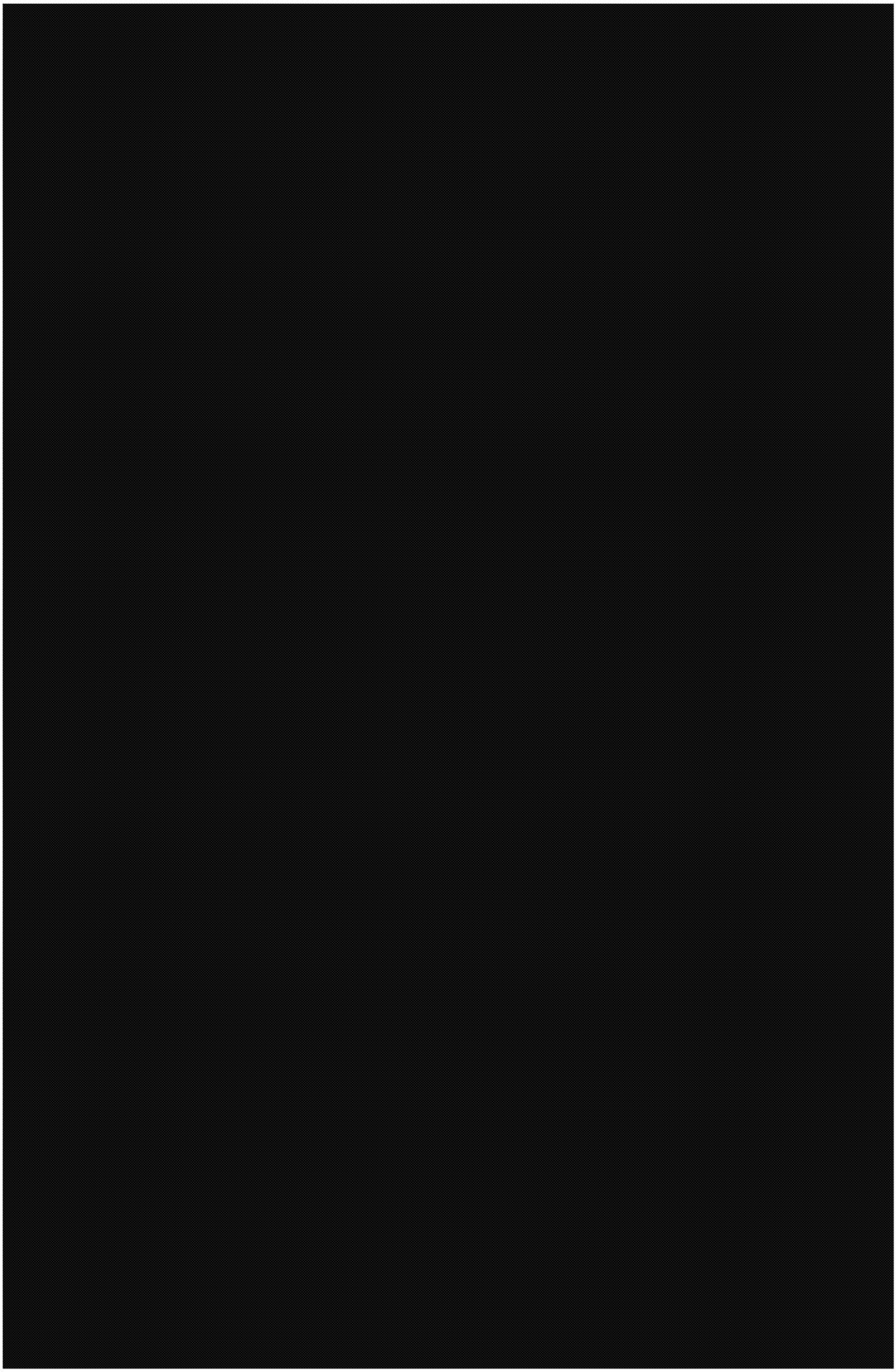


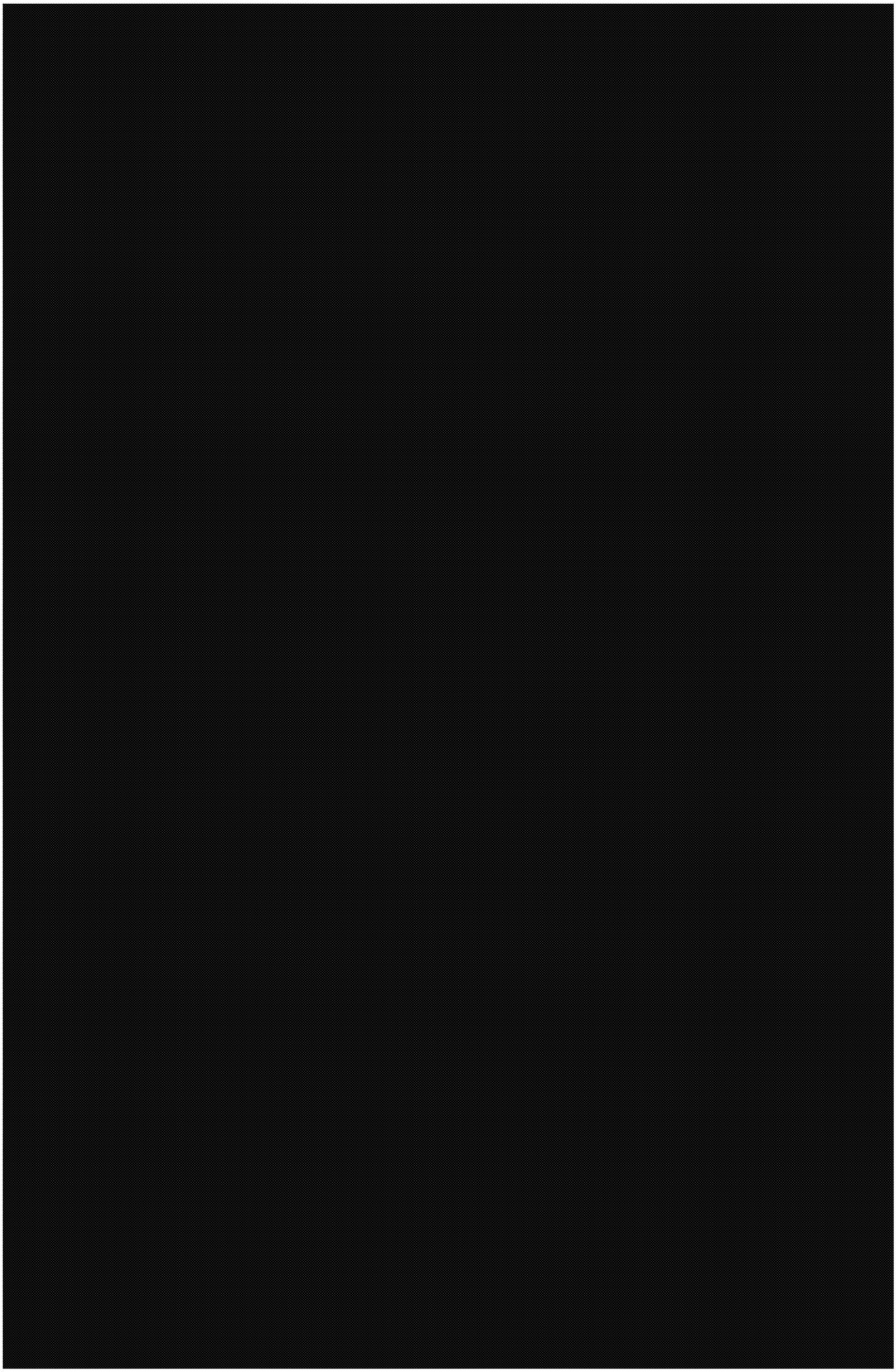


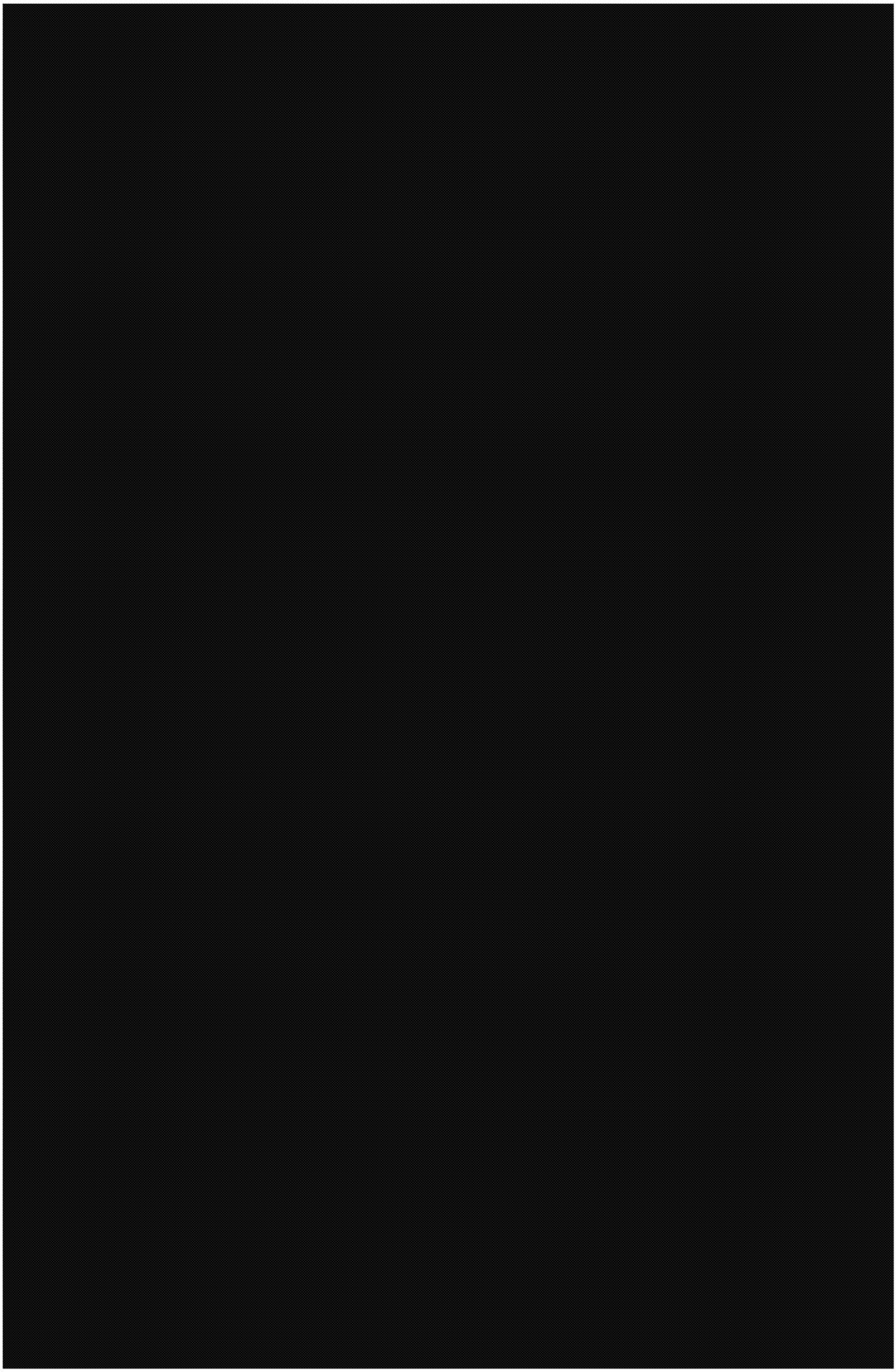


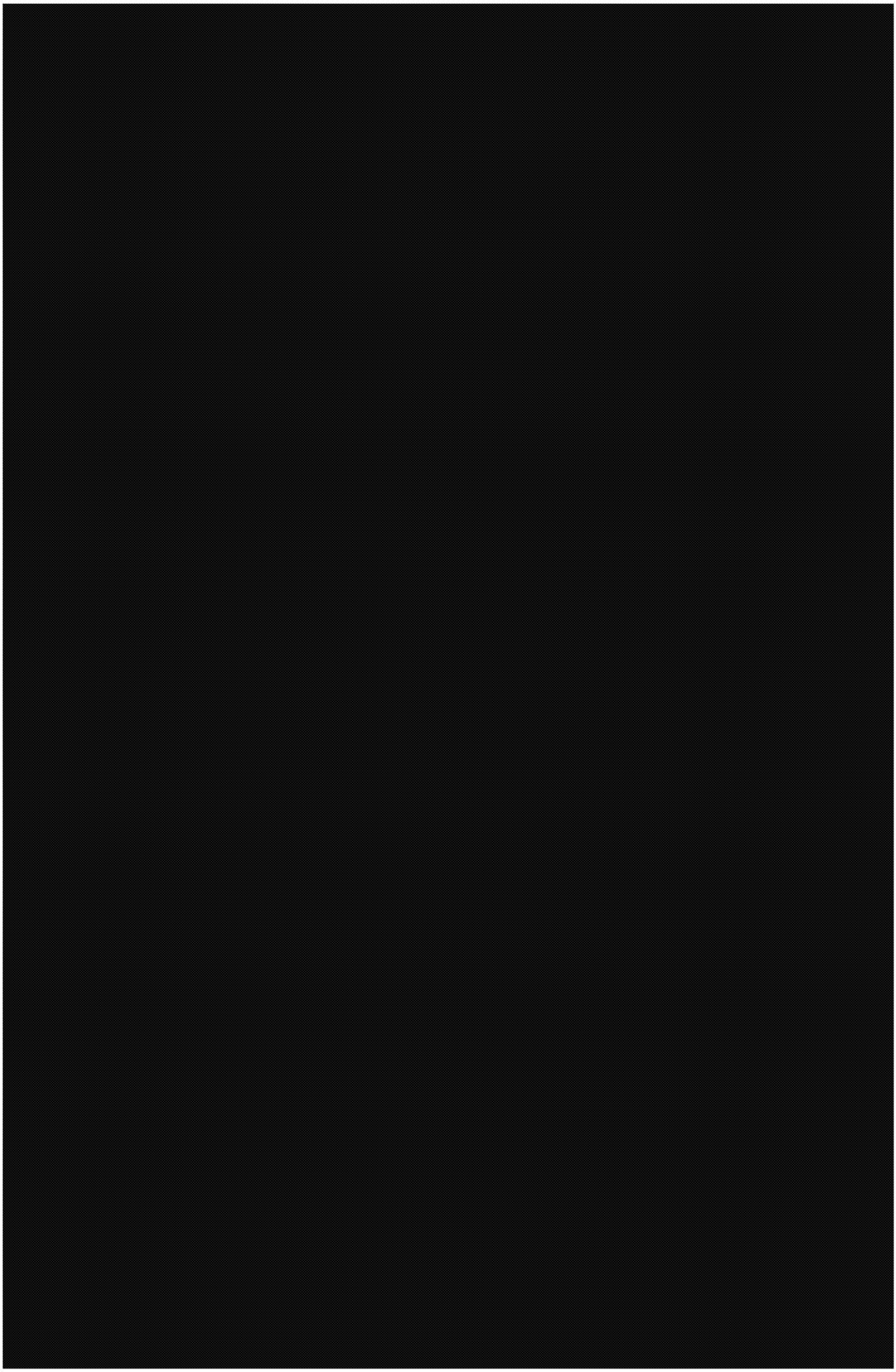


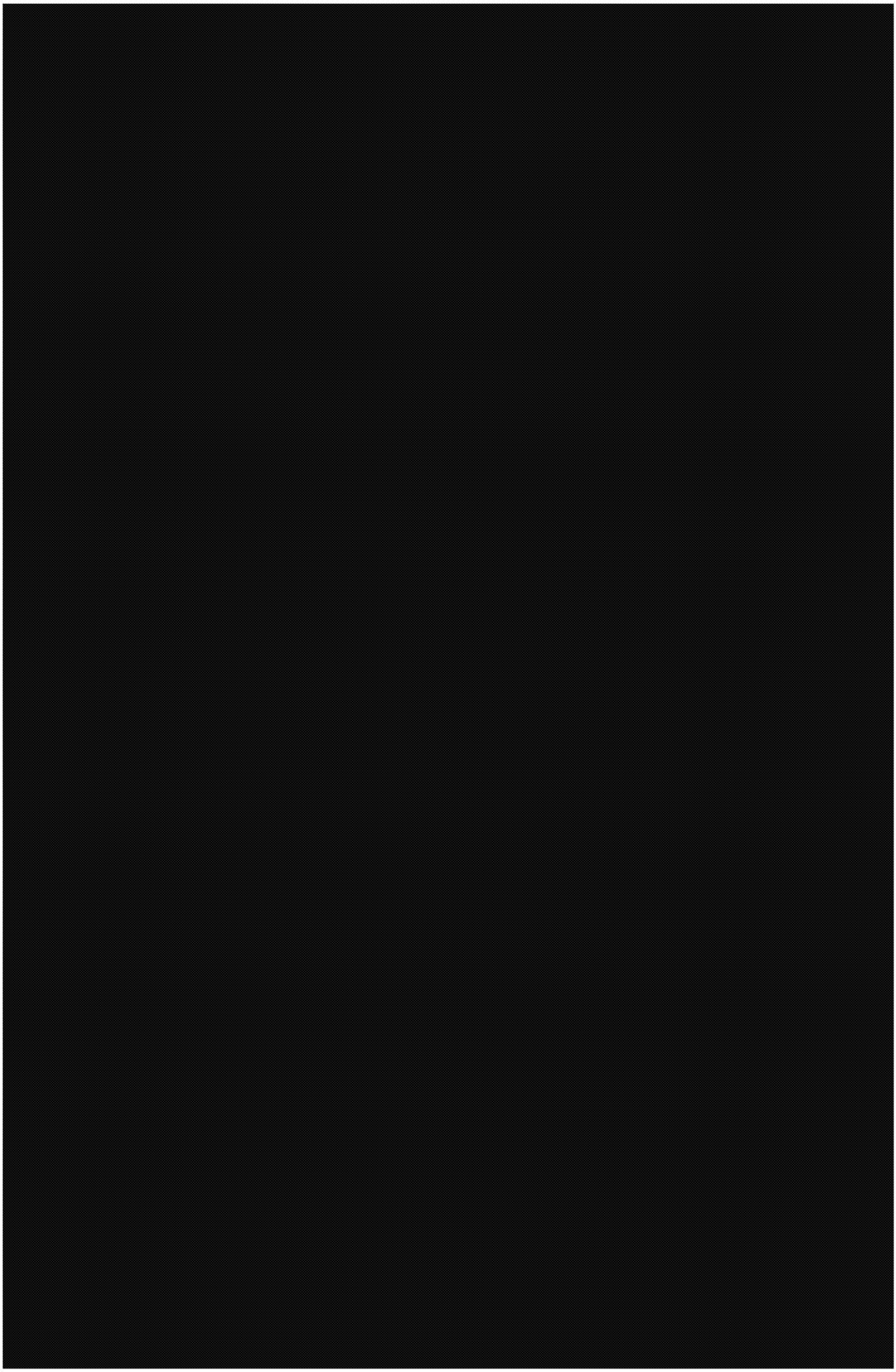










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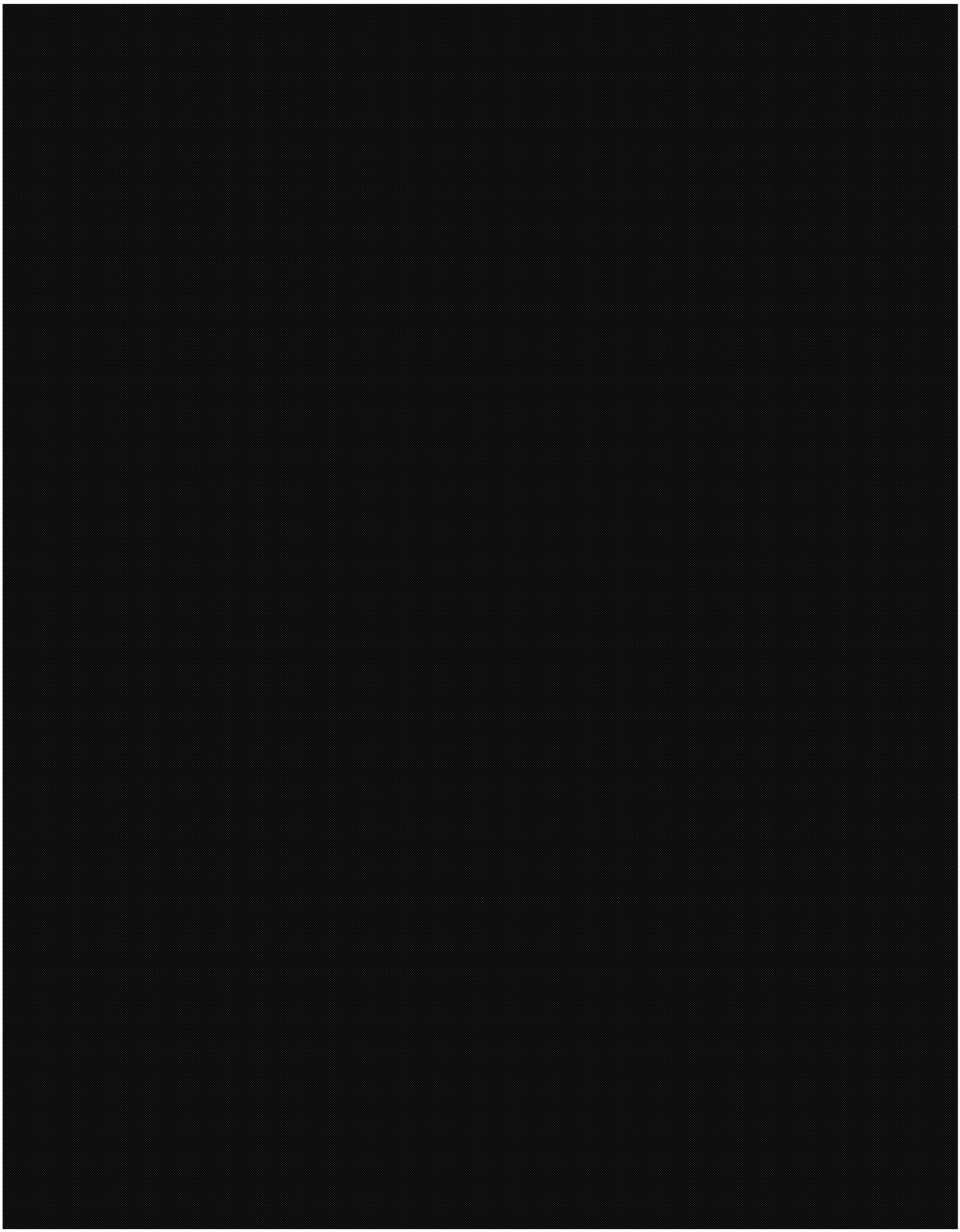
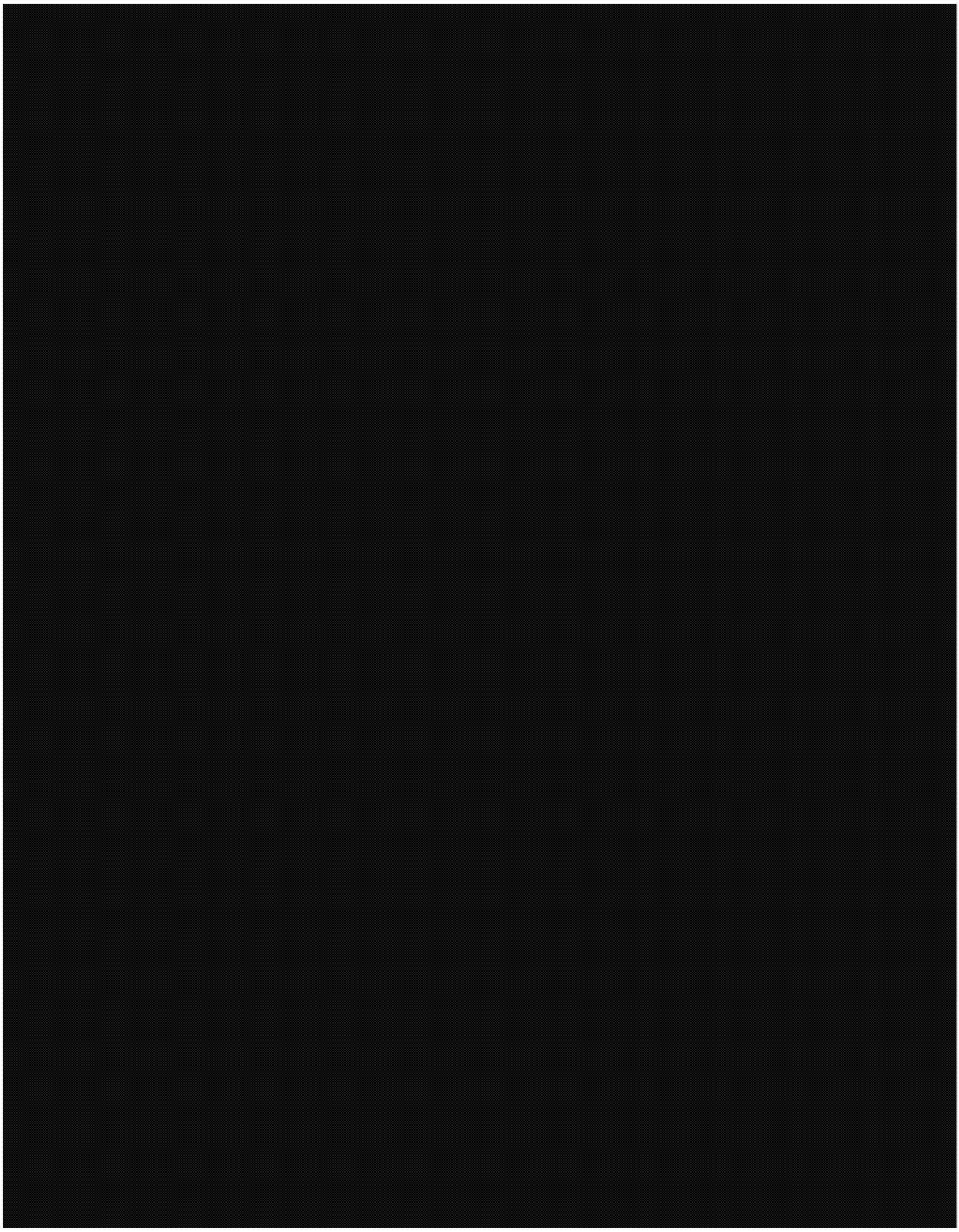




What was the issue associated with BSAQ project [redacted]

Regards,

Dave Dokas
Technical Specialist – Fuel Delivery Modules and Lines
Ford Motor Company
Office: AEC 3507
Phone: (313) 805-9842

From: Bolton, Al (A.F.) <abolton@ford.com>
Sent: Thursday, August 17, 2023 5:23 PM
To: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>; Rajendran, Raj (N.) <rrajendr@ford.com>; Murphy, Lara (L. K.) <lcurri14@ford.com>; Steslicki, Michael (M.E.) <msteslic@ford.com>
Subject: FW: MY2023 Bronco Fuel Pump

Rob/Bob,

Please see Raj's note below. Do you have any insight relative to the post-PCA claims for Bronco fuel pump?

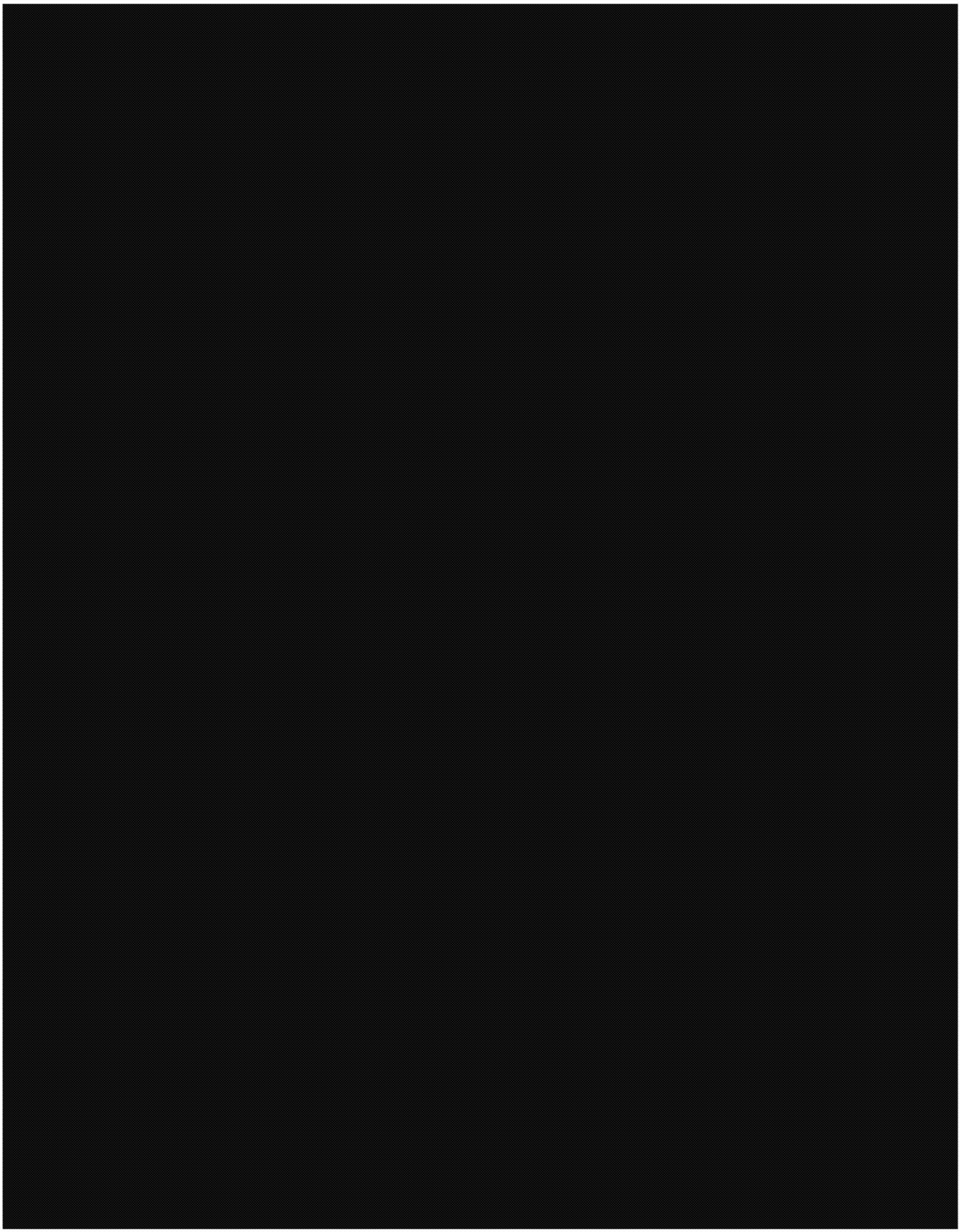
Regards,

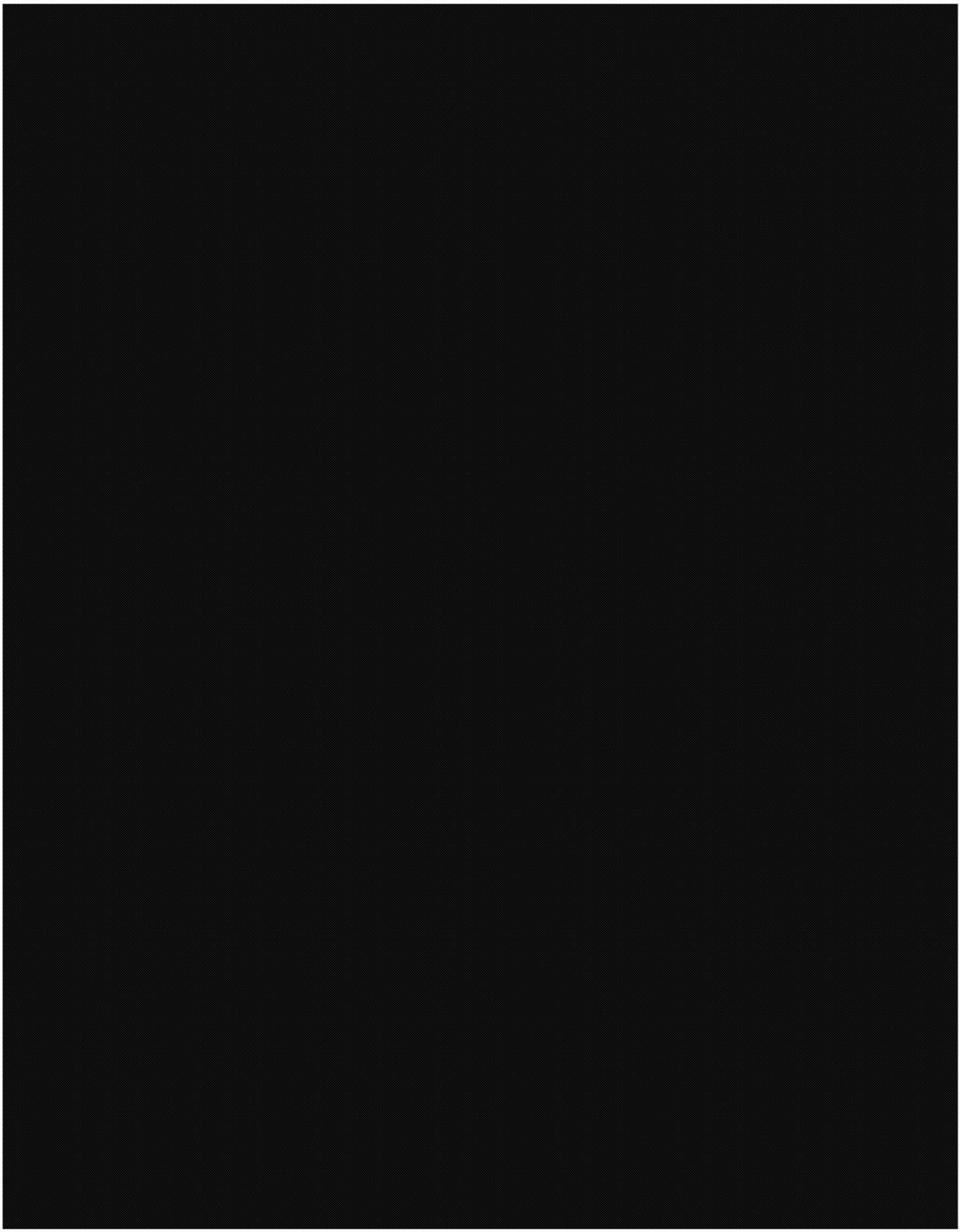
Al Bolton
Manager – Fuel Systems Engineering
ICE Propulsion and Thermal Systems Engineering
Ford Motor Company
313 805-9818, abolton@ford.com

From: Rajendran, Raj (N.) <rrajendr@ford.com>
Sent: Thursday, August 17, 2023 3:42 PM
To: Bolton, Al (A.F.) <abolton@ford.com>
Cc: Murphy, Lara (L. K.) <lcurri14@ford.com>; Steslicki, Michael (M.E.) <msteslic@ford.com>
Subject: MY2023 Bronco Fuel Pump

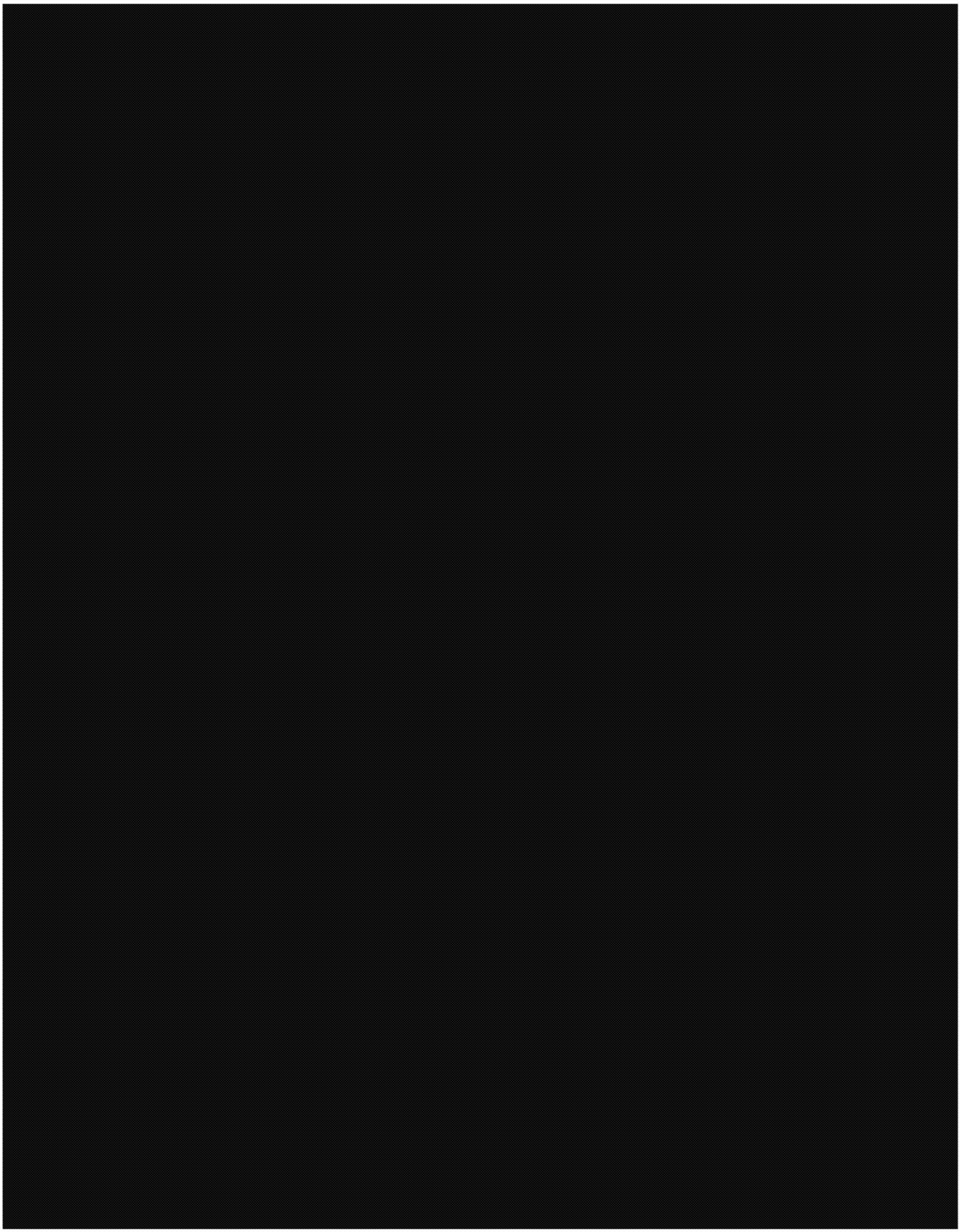
Good afternoon Al,

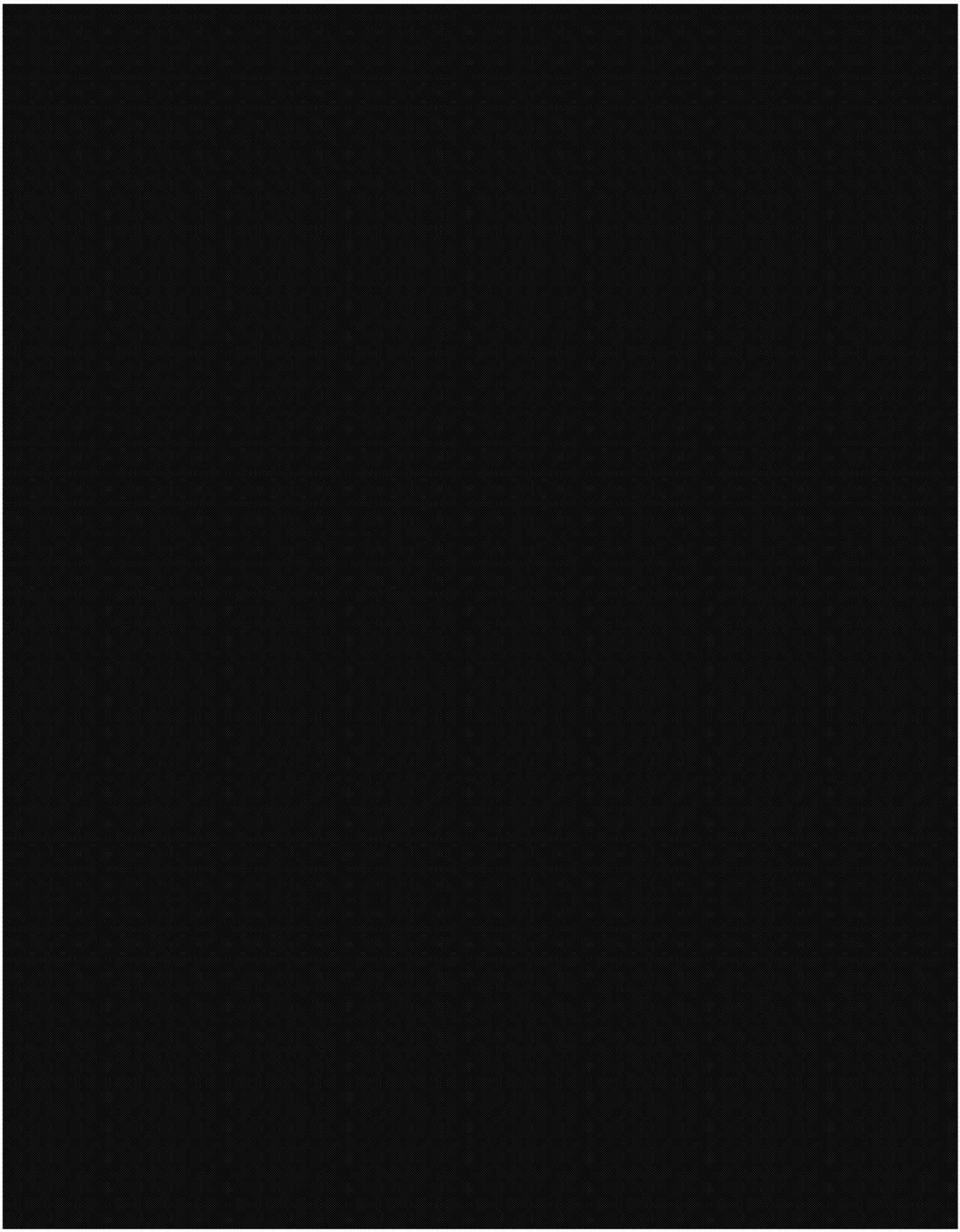
We had the MY2023 Bronco Fuel Pump (9H307) flagged in our QED Warranty 2.0 and has a JIRA ticket assigned to it.

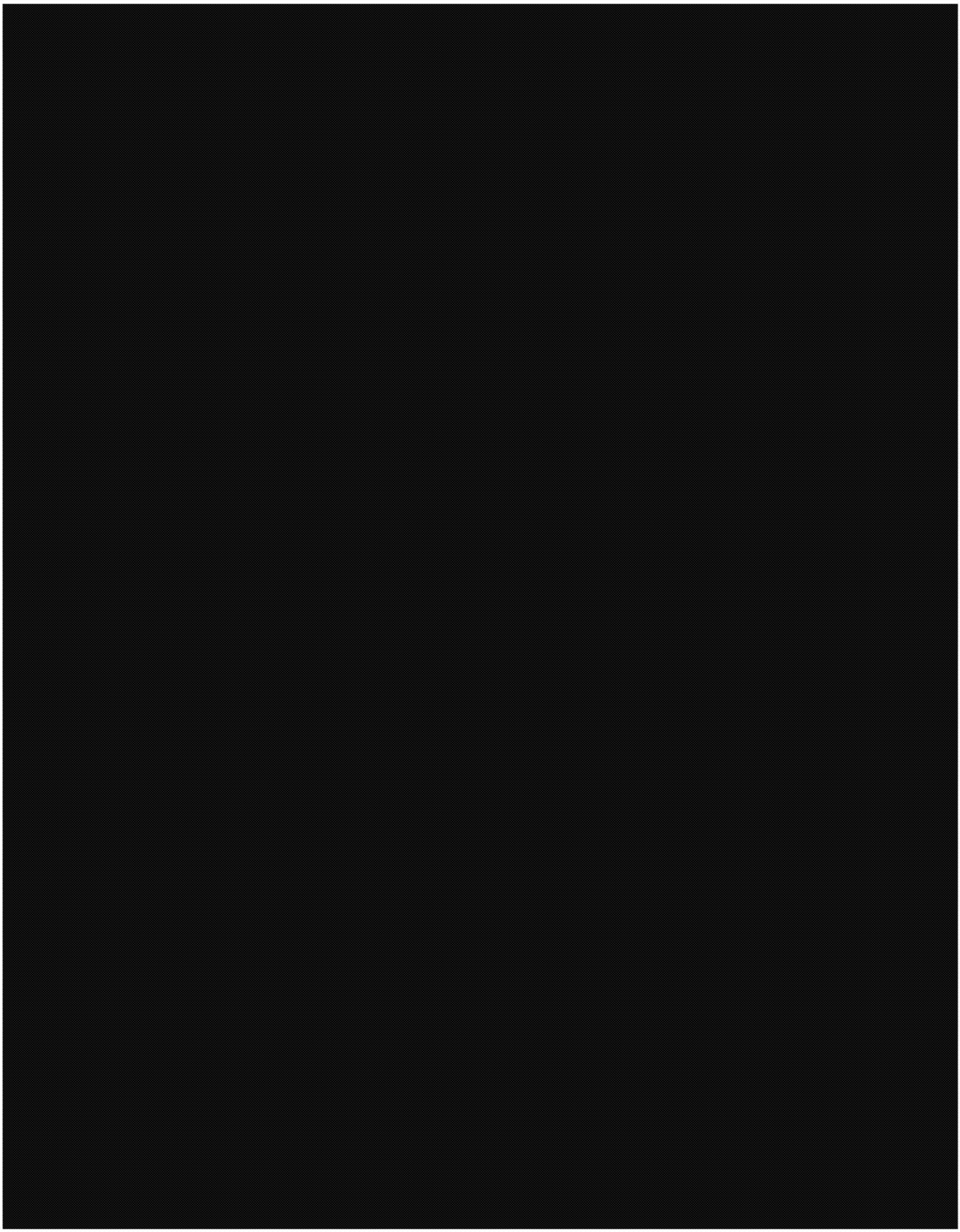


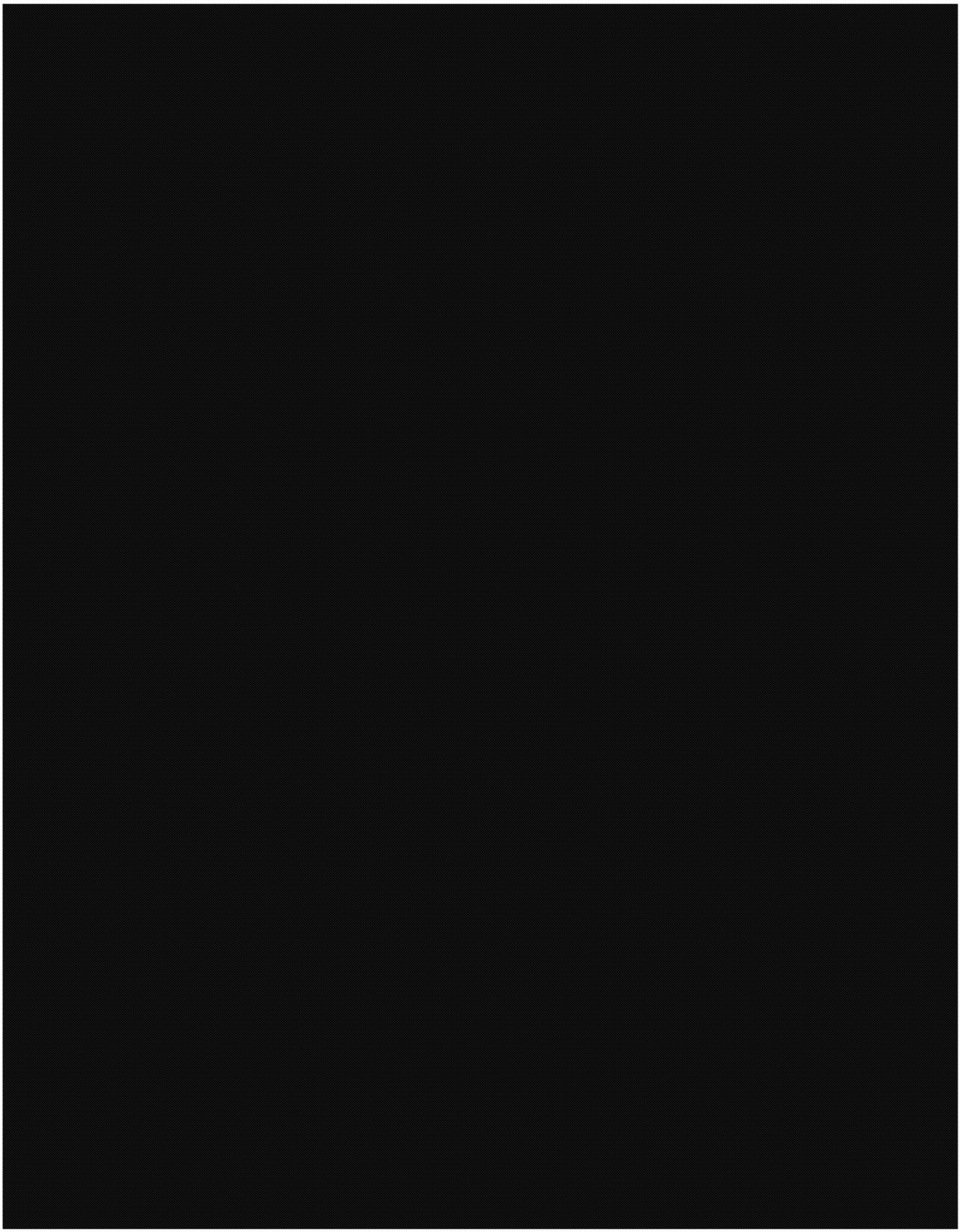


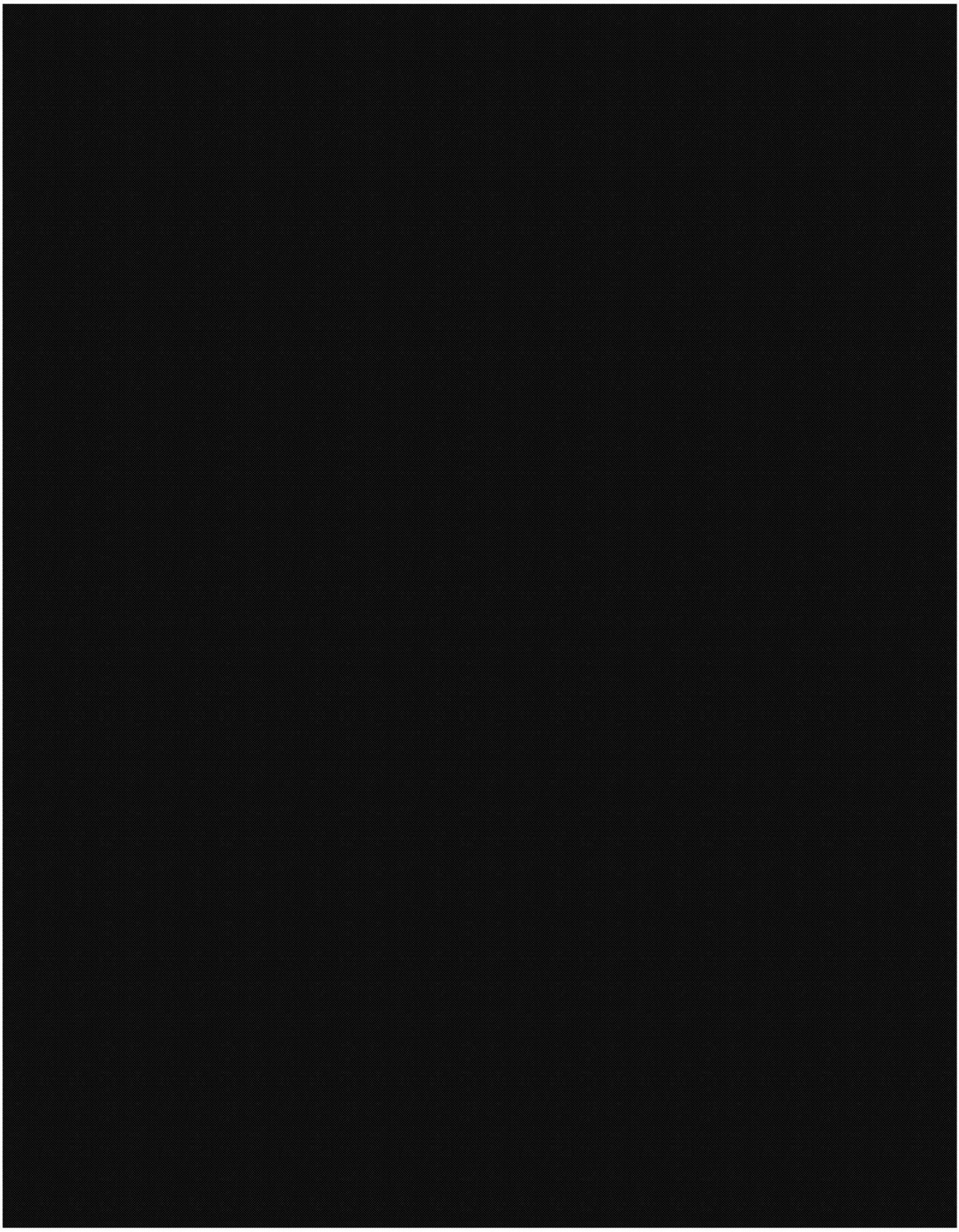
Dearborn, MI 48121
Cell phone: 1-[redacted]











To: cwitherspoon@phinia.com
Cc: Alvarado, Miguel (Juarez-TC) <mialvarado@borgwarner.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Hello Chris,
Thank you for the follow-up, I let Dillon know the appropriate RAC code.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: cwitherspoon@phinia.com <cwitherspoon@phinia.com>
Sent: Thursday, July 20, 2023 2:48 PM
To: Laboda, Robert (R.R.) <rlaboda@ford.com>; cwitherspoon@borgwarner.com
Cc: Alvarado, Miguel (Juarez-TC) <mialvarado@borgwarner.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Yes, we will look out for it, but as stated today in the meeting we need insure the shipping location is corrected.

When I receive this one, I will see if there is any testing I can do prior to shipping to MTC Juarez.

Regards,

Chris Witherspoon

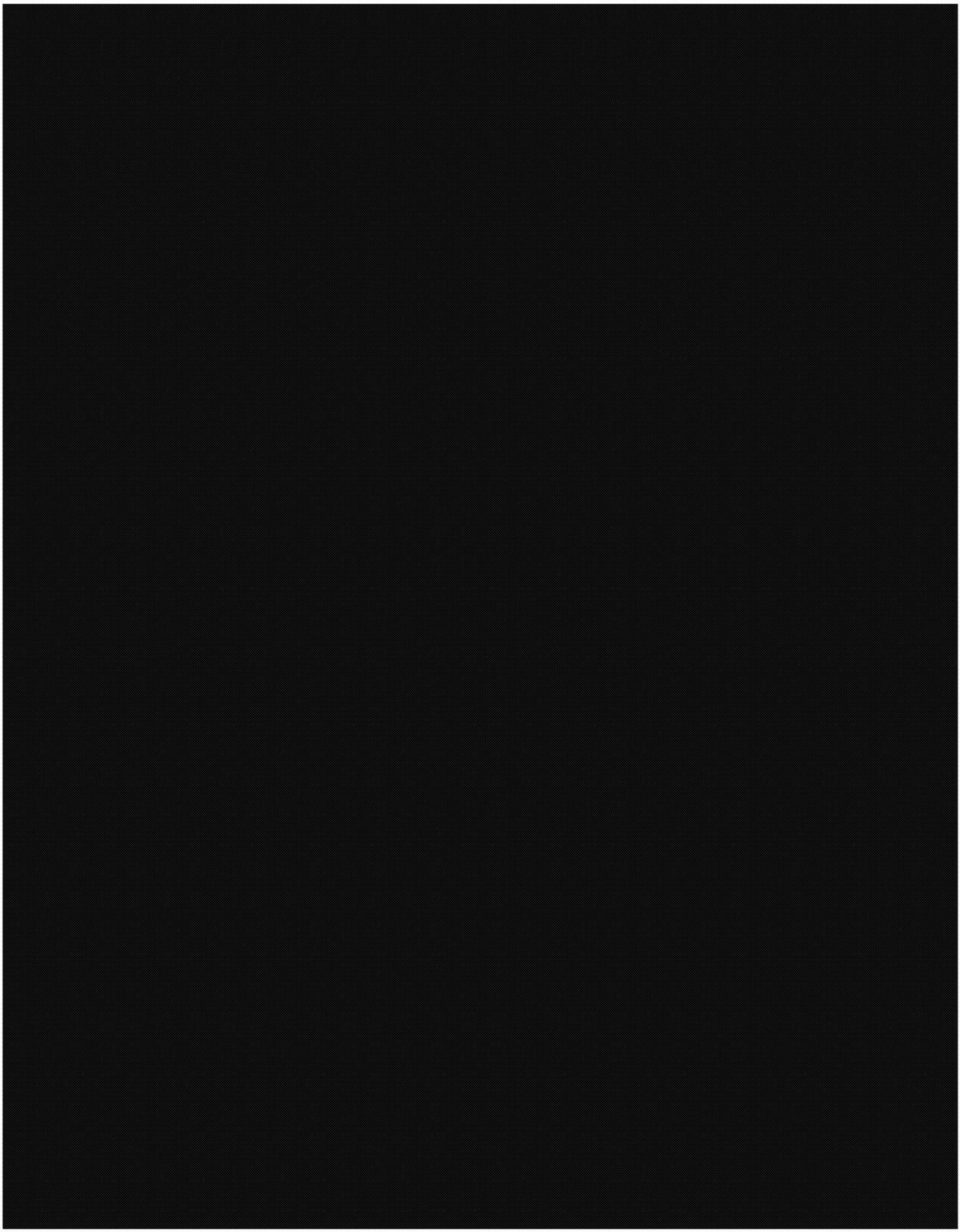
PHINIA

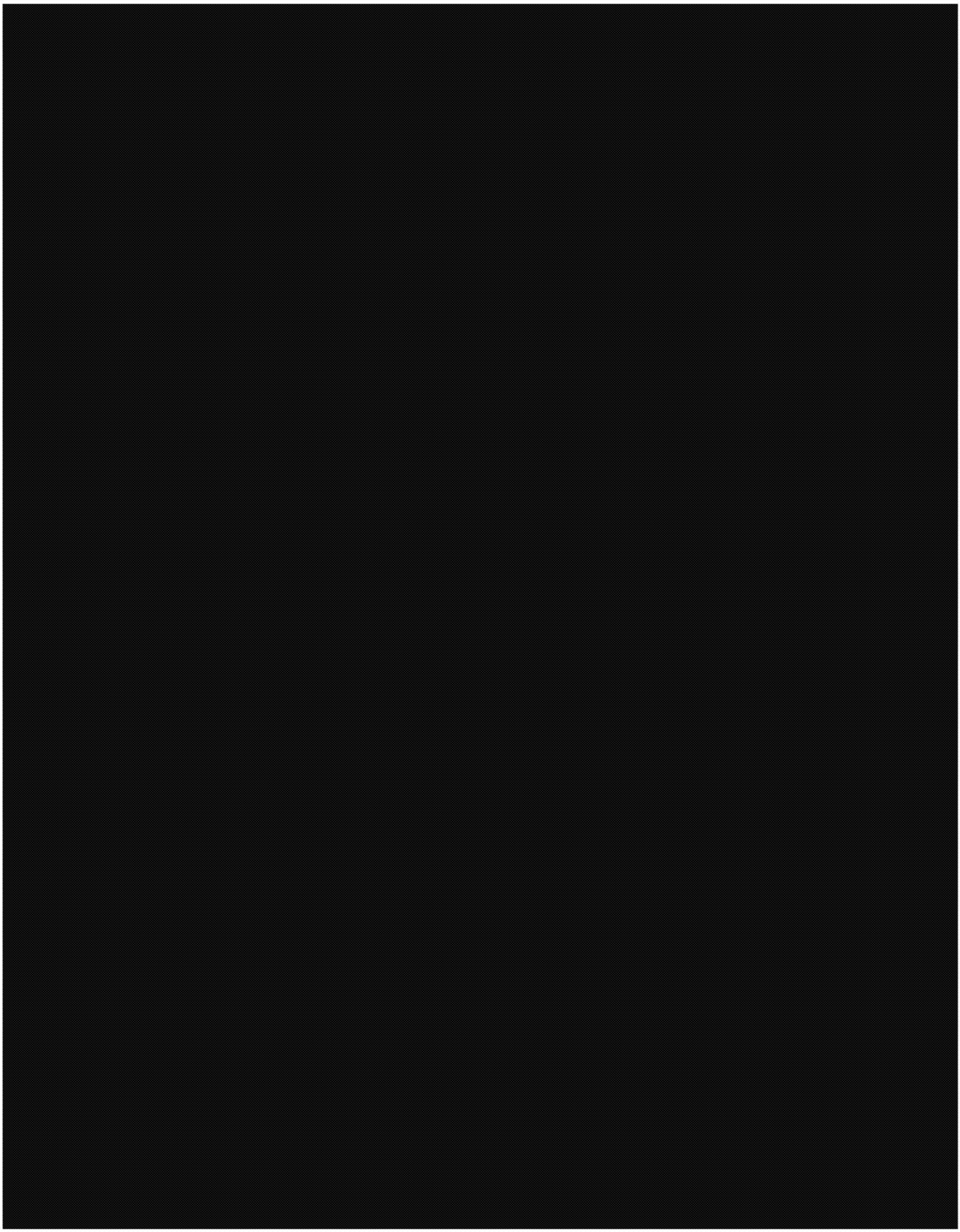
cwitherspoon@phinia.com
+1 810.691.8454 Mobile

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Wednesday, July 19, 2023 4:42 PM
To: cwitherspoon@borgwarner.com
Cc: Alvarado, Miguel (Juarez-TC) <mialvarado@borgwarner.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Subject: FW: Bronco - Low Fuel Pressure broken ICA

"EXTERNAL SENDER"
"BORGWARNER FORWARD"

Hello Chris,
I mentioned this return to you this morning that looks like is being sent to your office. According to the return parts tag indicates it is tagged for return to you but has not shipped yet.





Cell phone: 1-[redacted]

From: Pearce, Dillon (D.R.) <dpearc48@ford.com>
Sent: Friday, July 14, 2023 2:00 PM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Absolutely! Thanks for your support.

Dillon Pearce
Michigan Assembly Plant PVT
dpearc48@ford.com [redacted]
Ford Motor Company

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Friday, July 14, 2023 1:43 PM
To: Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Hello Dillon,
Sounds good, it should get tagged by me but just in case, I will check again Monday and if not, maybe you could hottag this one, thank you.

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Pearce, Dillon (D.R.) <dpearc48@ford.com>
Sent: Friday, July 14, 2023 1:14 PM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Hello Bob,
No I didn't VIN request this. I have always let them follow the 700 tags. I can certainly submit a VIN request for this though. Or we can wait until Monday to see if it's been tagged. We now have 5 days to request parts back from dealers

Dillon Pearce
Michigan Assembly Plant PVT
dpearc48@ford.com [redacted]
Ford Motor Company

From: Laboda, Robert (R.R.) <rlaboda@ford.com>
Sent: Friday, July 14, 2023 12:09 PM
To: Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Hello Dillon,
Thank you, For the VIN below, it hasn't been tagged yet by my blanket 700 tag, did you VIN specific tag this part?

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, CD542/764, V710, U71x)

Cell phone: 1-[redacted]

From: Pearce, Dillon (D.R.) <dpearc48@ford.com>
Sent: Friday, July 14, 2023 10:18 AM
To: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

Hello Bob,
I will update the BSAQ to include 5/5/23 as an additional action done by BW.

We had another claim come in today for Bronco:

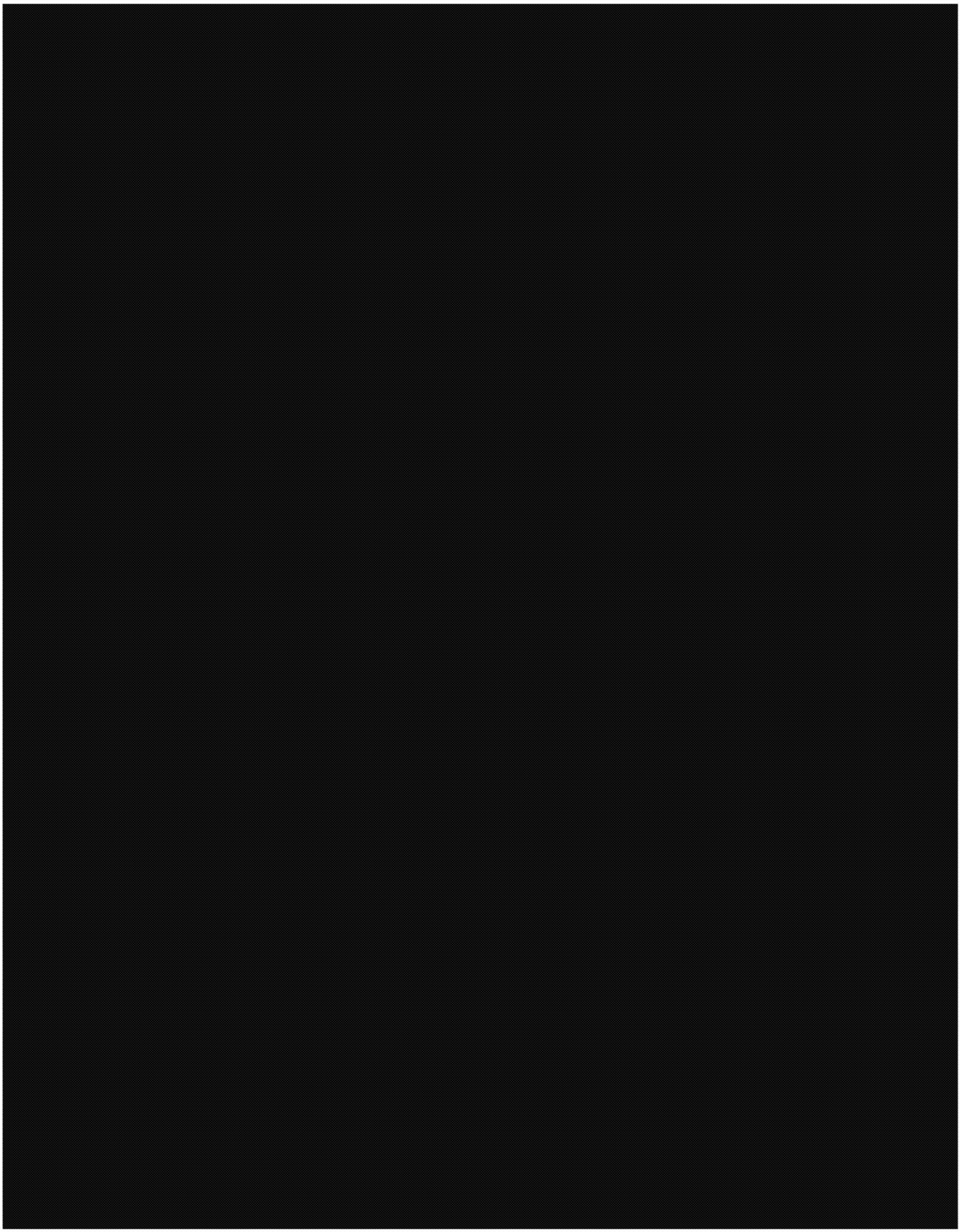
VIN:[redacted]
Tech comments: "VERIFIED CONCERN, VEHICLE WOULD NOT CRANK OR START. TESTED BATTERY, RESULTS SHOWED TO REPLACE BATTERY. INSTALLED NEW BATTERY, DTC JE51CQM00LU6 ACES CODE: HFB2S AFTER REPLACING BATTERY, VEHICLE WOULD CRANK BUT NOT START. SCANNED DTC`S, FOUND DTC P006C, P008A, AND P0627 FOR LOW FUEL PRESSURE AND FUEL PUMP A CONTROL CIRCUIT OPEN. PERFORMED PINPOINT TEST HC: NO, HC1 NO, HC3 YES, HC4 NO, PINPOINT TEST KC2 YES, KC3 YES, KC4 YES, KC5 YES, KC6 NO. PINPOINT TEST LED TO REPLACEMENT OF THE FUEL PUMP CONTROL MODULE. INSTALLED NEW FUEL PUMP CONTROL MODULE AND RE-TESTED. VEHICLE STILL WOULD NOT START. FOLLOWED PINPOINT TEST KC FOR DTC P0627, KC9 NO, KC10 YES, KC11 YES, KC12 YES, KC13 YES, KC14 NO, KC15 NO, KC16 YES, KC17 NO. PINPOINT TEST LED TO REPLACING FUEL PUMP ASSEMBLY. RELIEVED ANY FUEL PRESSURE, DISCONNECTED BATTERY, REMOVED FUEL AND EVAP LINES, DRAINED FUEL TANK, REMOVED FUEL TANK AND FUEL PUMP ASSEMBLY. FOUND THAT THE FUEL PUMP WAS MELTED CAUSING AN OPEN CIRCUIT DTC. INSTALLED NEW FUEL PUMP ASSEMBLY, RE-INSTALLED FUEL TANK , FILLED FUEL TANK, RE-CONNECTED FUEL AND EVAP LINES. RE-CONNECTED BATTERY, CLEARED DTC`S. PRIMED FUEL SYSTEM TO BUILD FUEL PRESSURE. ROAD TESTED VEHICLE, CHECKED FOR ANY LEAKS. SCANNED FOR ANY DTC`S. NONE PRESENT. VERIFIED REPAIR. VEHICLE IS OPERATING NORMALLY AT THIS TIME."
Build date: 1/31/23

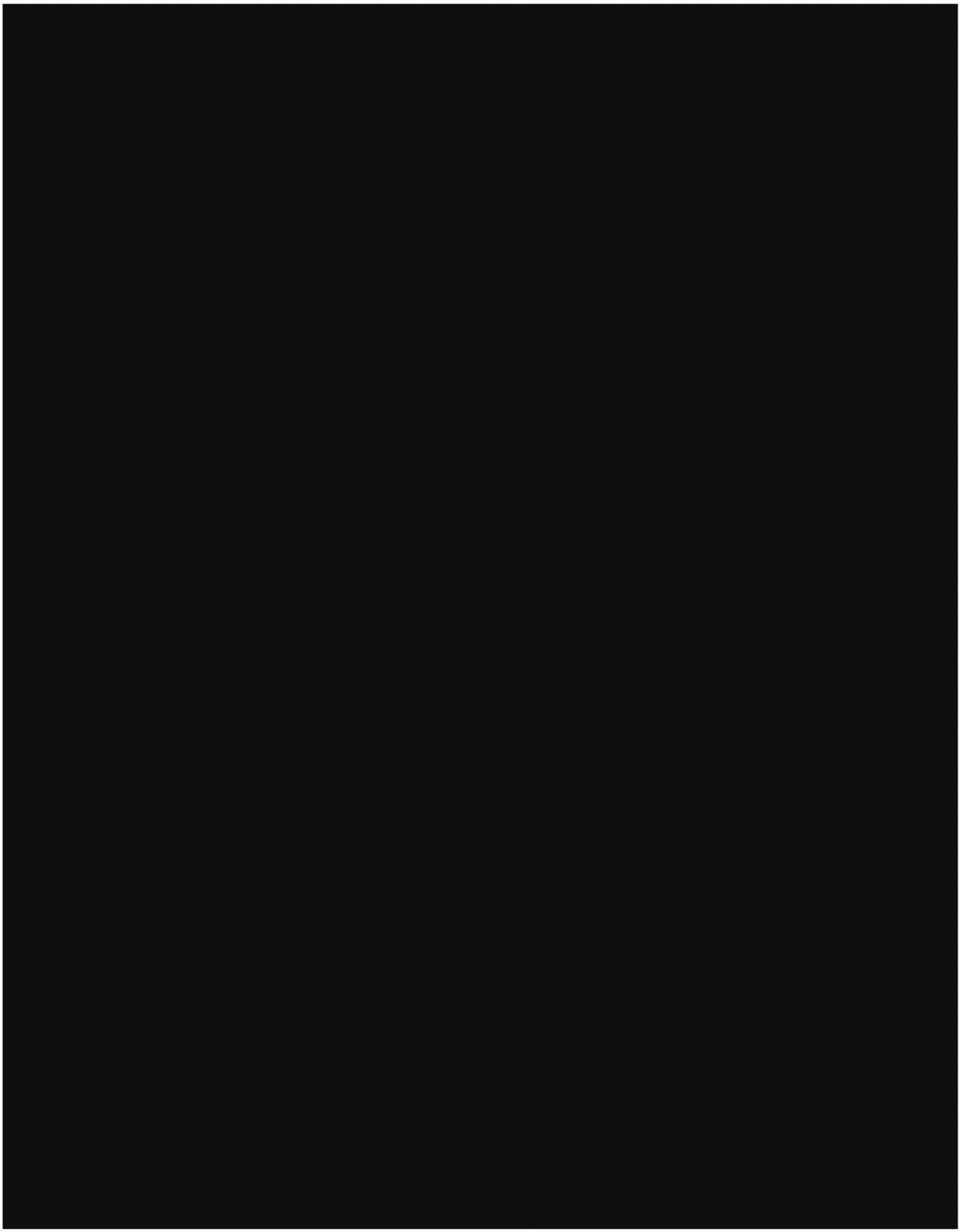
Dillon Pearce
Michigan Assembly Plant PVT
dpearc48@ford.com [redacted]
Ford Motor Company

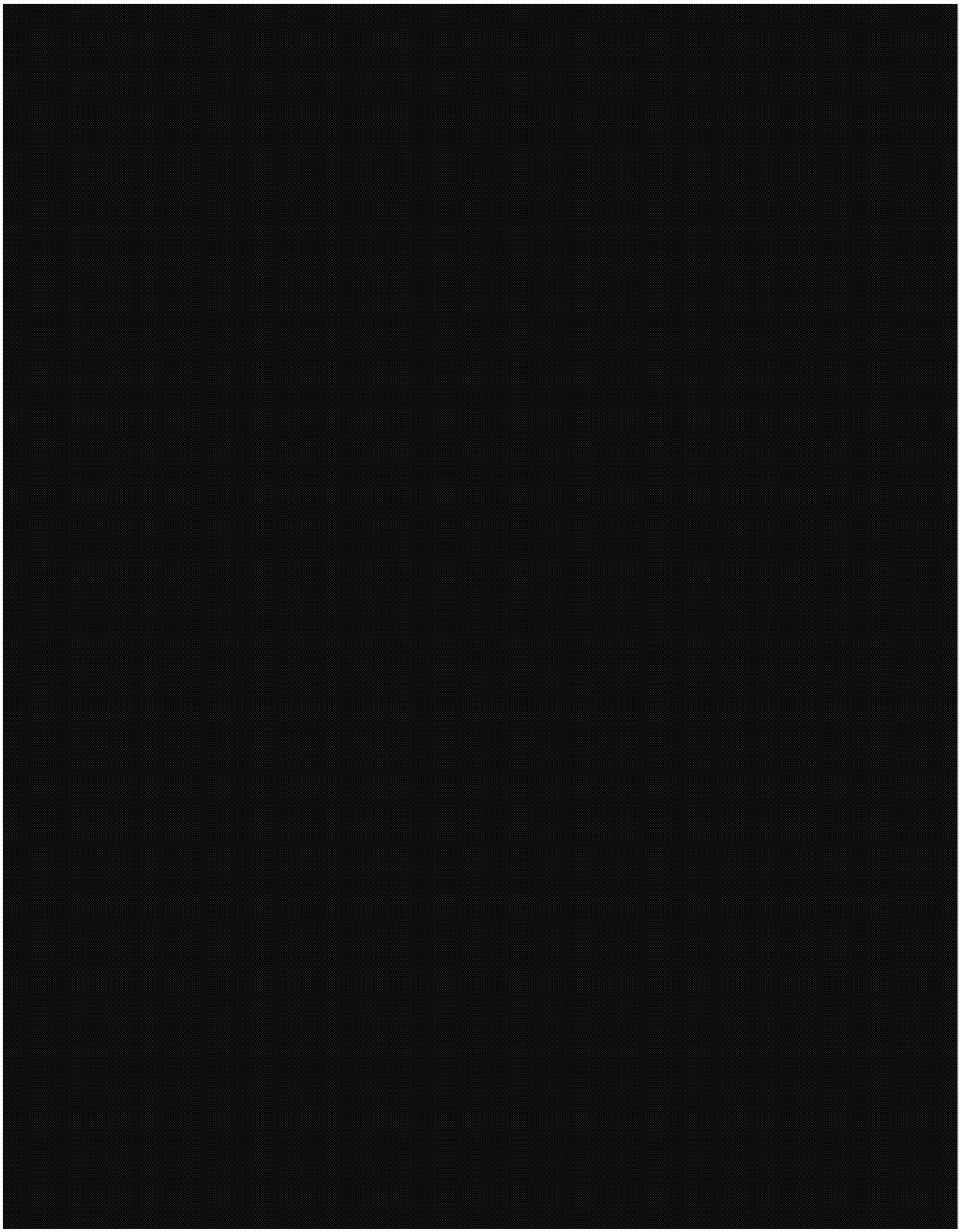
From: Benitez T, Miguel Angel (.) <mbenit25@ford.com>
Sent: Wednesday, July 12, 2023 1:01 PM
To: Pearce, Dillon (D.R.) <DPEARC48@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco - Low Fuel Pressure broken ICA

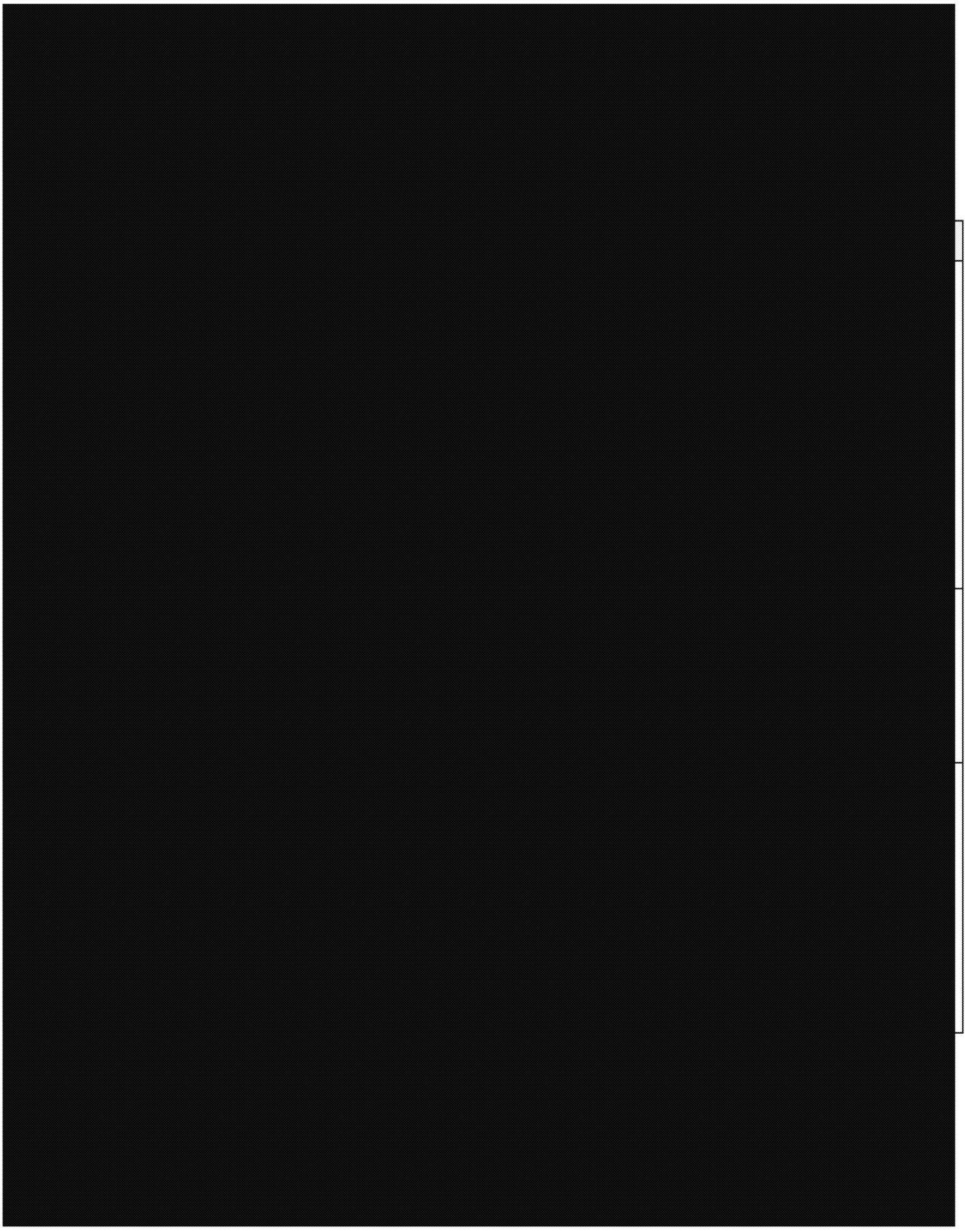
[redacted]

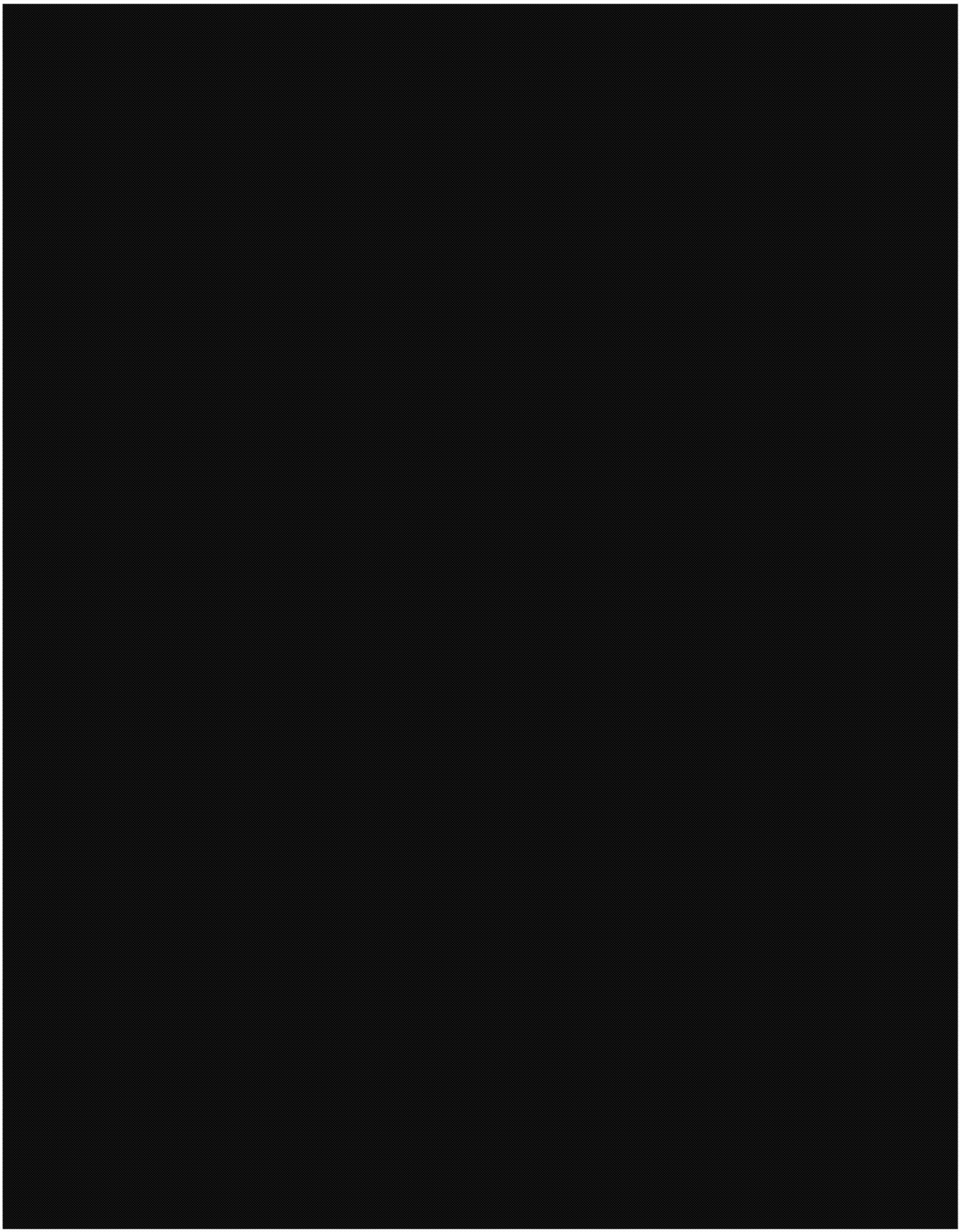
Thank you. All the best.











[redacted]

VIN: [redacted] **- Bronco**

Production Date: 2/8/23

Tech. comments: "EEC TEST. P00C6 P025A P0627. PPT KC. FUEL PRESSURE TEST-O PSI. OHMS AT FUEL PUMP READING 0786 K OHMS. FAULTY FUEL PUMP."

[redacted] **- Bronco**

1/26/23

"9h307 42 176 3.0 check tow in from parking lot dcl eec test p0627 p008a p00c6 p053f p0087 fuel pressure test line and rail pressure low pin point test lower tank kc kc1=kc9 kcp=n kc10=y kc11=y kc12=y kc13=y kc14=n kc15=n kc17=n replace pump reassemble clear dtc recheck pressure td 4 m

[redacted] **- Bronco**

1/18/23

"VERIFIED CUSTOMER CONCERN. CHECKED FOR CODES USING FDRS, FOUND CODE P008A. PERFORMED PINPOINT TEST HC HC1- NO GO TO HC2 HC2- AS PER PINPOINT TEST, PERFORMED MECHANICAL FUEL PRESSURE TEST, 0 PSI FOUND. NO GO TO HC3 HC3- AS PER PINPOINT TEST TO CHECK FOR RESISTANCE ON FUEL PUMP CONNECTOR C4330. NECESSARY TO LOWER FUEL TANK TO GAIN ACCESS TO FUEL PUMP CONNECTOR C4330. CHECKED FOR RESISTANCE ON CONNECTOR C4330 PIN 3 AND GROUND. MEASURED 1.0 OHMS OF RESISTANCE. YES GO TO HC4 HC4- AS PER PINPOINT TEST TO CHECK FOR POWER ON C4330 PIN 4 WHILE MONITORING FP(STATUS) PID. USED FDRS TO MONITOR PID FP (STATUS). WHILE COMMANDING PID ON , MEASURED 12.20 VOLTS ON C4330 PIN 4. YES GO TO HC15 HC15- DISCONNECTED FUEL SUPPLY LINE ON FUEL RAIL AND FUEL PUMP AS PER PINPOINT TEST. CHECKED FUEL SUPPLY LINES FOR RESTRICTIONS WHILE APPLING 5 PSI OF AIR PRESSURE. NO RESTRICTIONS FOUND. YES GO TO HC16 HC16- NO - INSTALL NEW FUEL PUMP ASSEMBLY. REMOVED AND REPLACED FUEL PUMP ASSEMBLY, REMOVED AND REPLACED FUEL PUMP O-RING SEAL. REINSTALLED AND RETEST. CUSTOMER CONCERN NO LONGER PRESENT."

[redacted] **- Bronco**

1/12/23

"VERIFIED CONCERN WITH VEHICLE. SCANNED VEHICLE FOUND CODES P008A P0627 P00C6 FOUND NO TSB OR SSM FOR CODES OR FOR CONCERN. WENT TO SECTION 310-013 TO PPT KC. KC1 YES KC9 YES KC12 YES KC13 YES KC14 NO KC15 NO KC16 YES KC17 NO. FOUND FUEL PUMP FAULTY. FOLLOWED WORK SHOP TO DROP DOWN FUEL TANK ASSEMBLY THEN REMOVED FUEL PUMP ASSEMBLY, INSTALL NEW PUMP INSTALLED TANK FOUND VEHICLE TO START AND RUN AS INTENDED CLEARED CODES FOUND NO MORE CODES TO COME BACK VEHICLE OK AT THIS TIME. VN"

[redacted] **- Ranger**

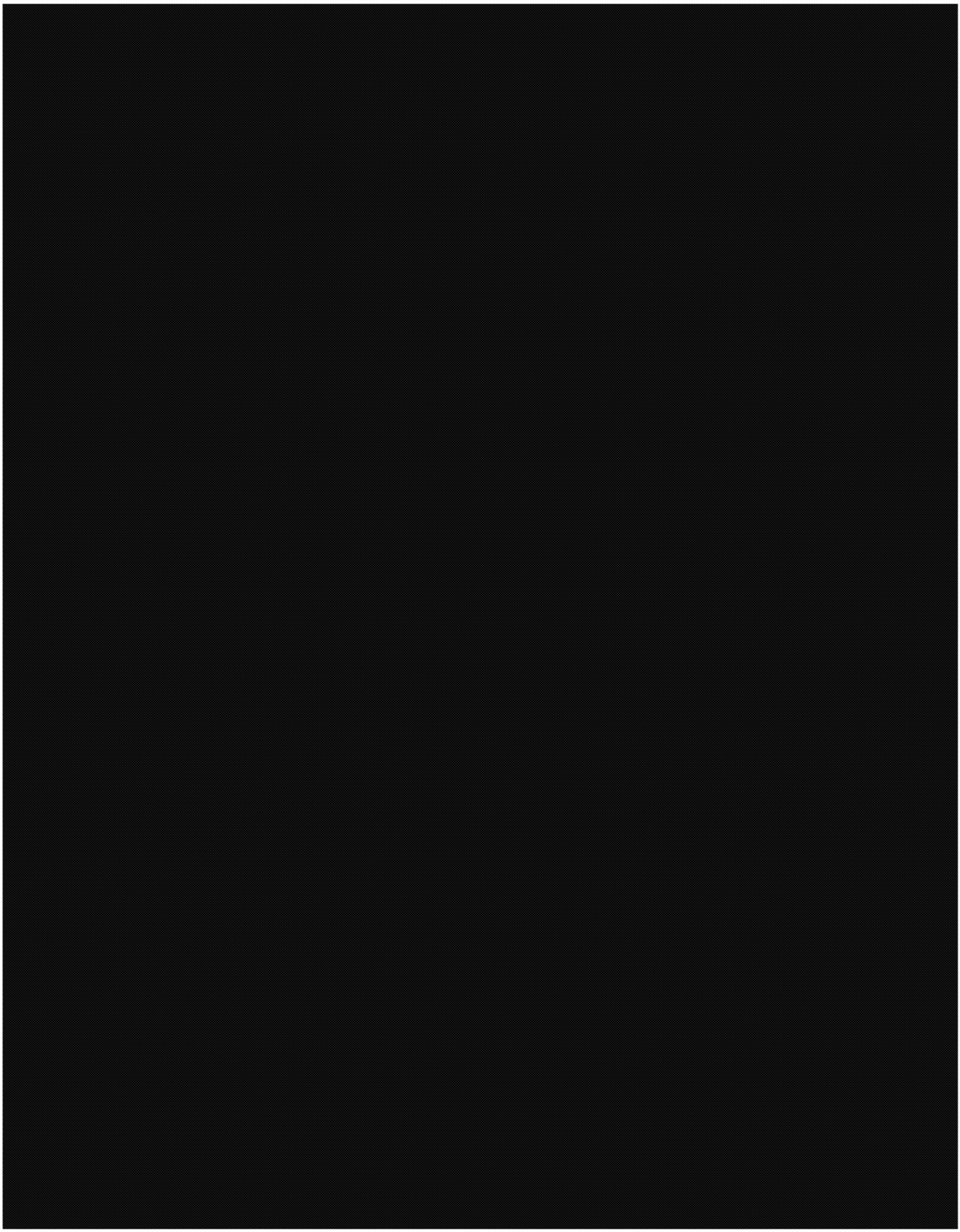
12/9/22

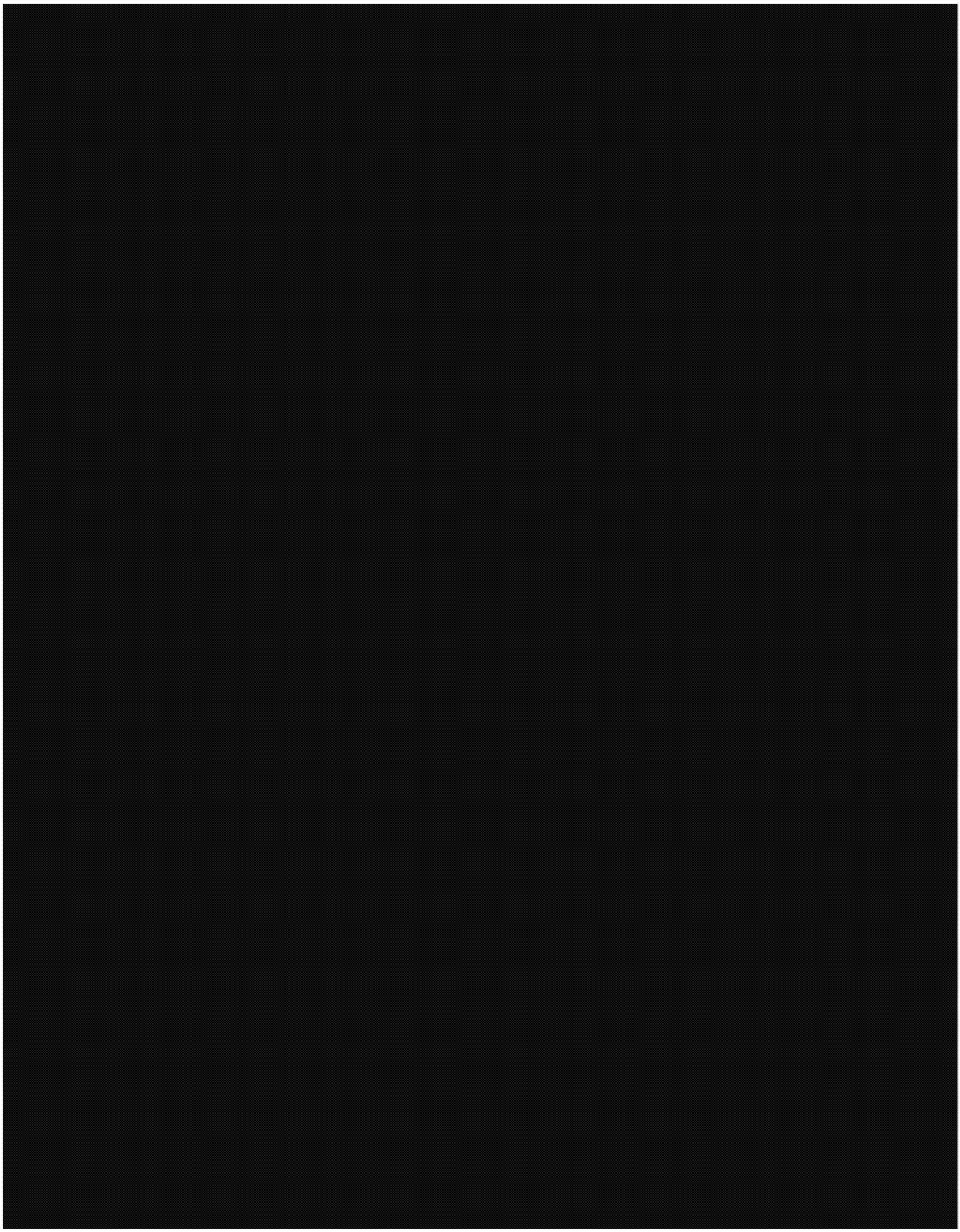
"Vehicle inspection. Vehicle has a crank no start condition. Performed KOEO tests pulled DTCs P00C6 Fuel Rail pressure too low - Engine cranking Bank 1 as well as P064A Fuel Pump Control Module `A`. Pushed vehicle onto the shop to a hoist and lifted vehicle. Performed a fuel pressure test 0 psi registered. Performed Pin point test KC. KC1 DTCs listed is not present. KC2 Voltage is at 11.8 on the Fuel Pump Control Module. KC3 FPCM Pin 4 to ground 3 ohms. KC4 Pin 3 to B58 .4 ohms. Pin 7 to B54 .5 ohms. KC5 Pin 3 and Pin 7 FPCM is OL. KC6 Pin 3 and Pin 7 no voltage present. Pin point test ends with replace FPCM. Performed additional testing to circuit RE515 and CE515 noted CE515 is attempting to supply power to the system at 11.6V at time of testing. tested RE515 noted circuit is being grounded. Removed Fuel tank no skid plate and replaced the Fuel pump/ Sender assembly and reinspected. Reinstalled all removed parts. No further concerns noted. Performed KOEO and KOER test no dtcs returned vehicle is starting normally."

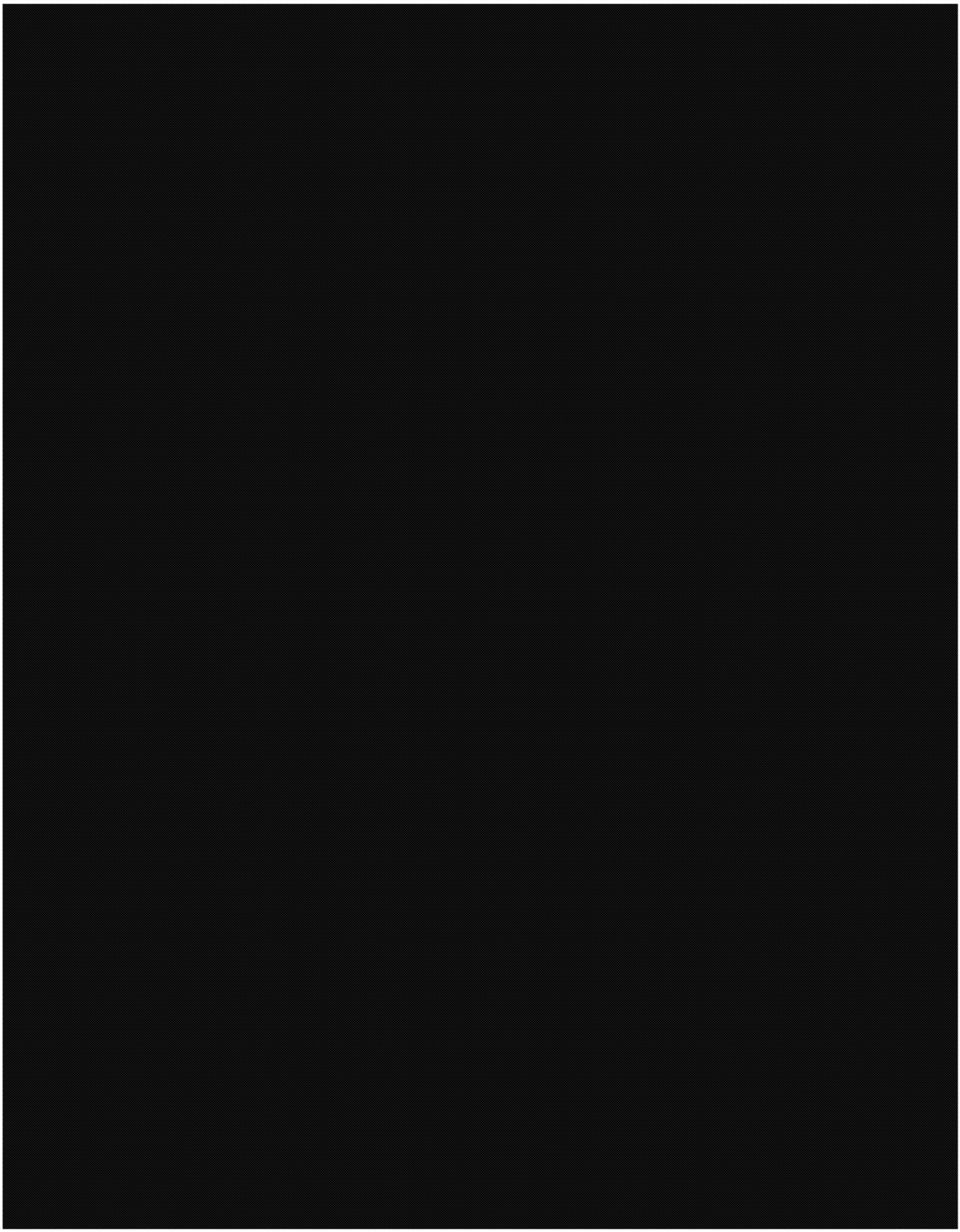
Dillon Pearce
V25/V45/V53/V55/V56
Michigan Assembly Plant PVT
[redacted]
Ford Motor Company

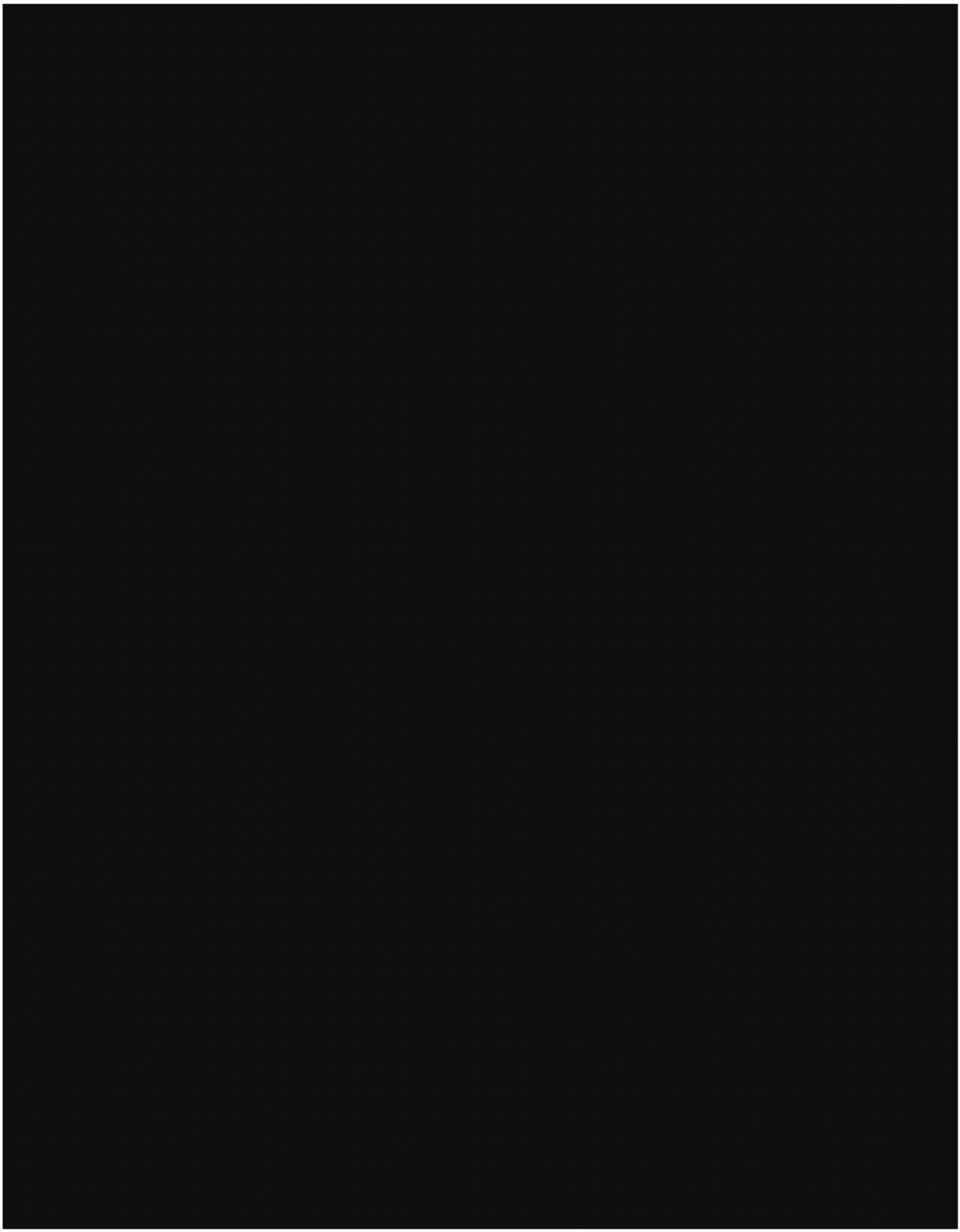
BUILT Ford PROUD

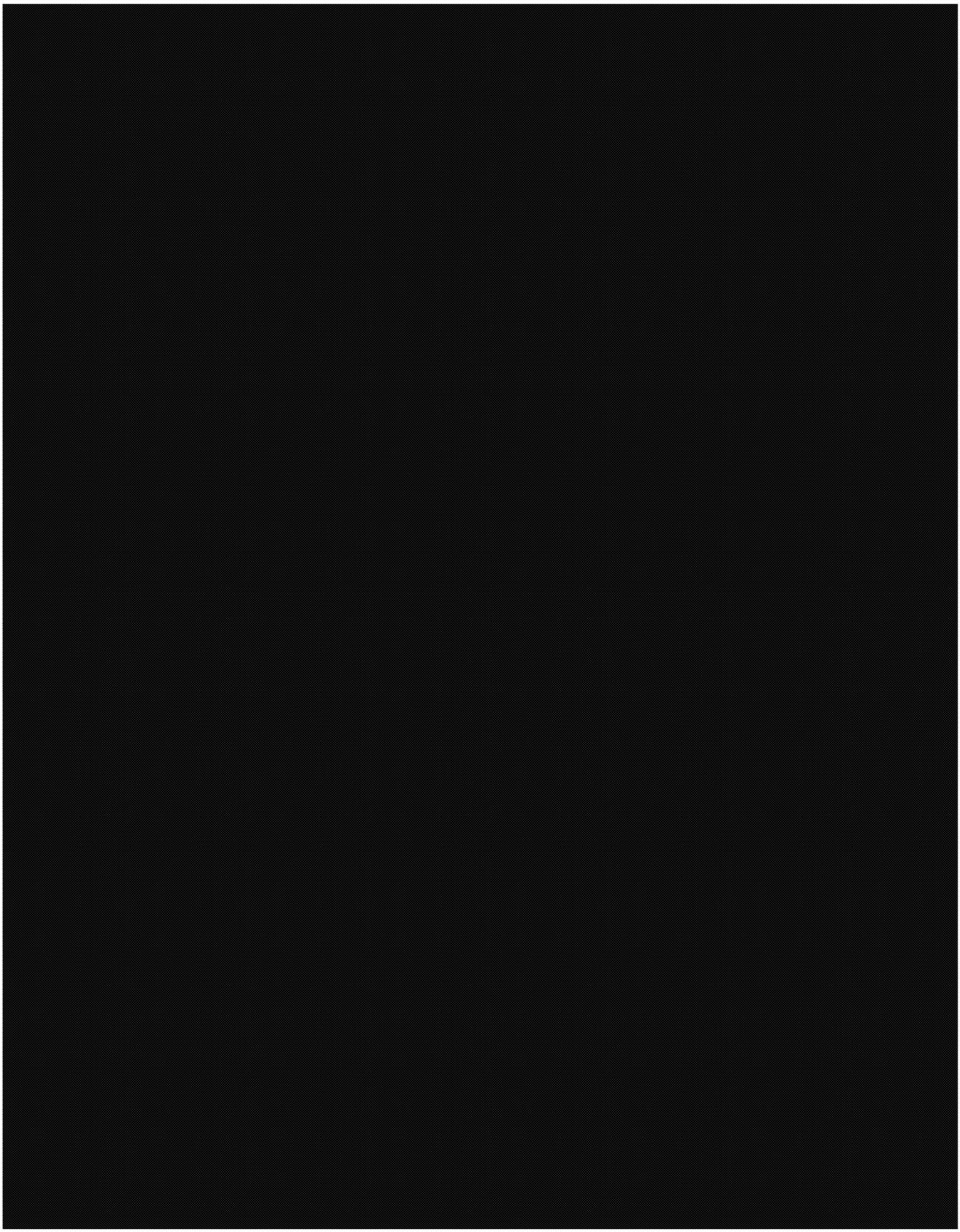
From: Benitez T, Miguel Angel (.) <mbenit25@ford.com>
Sent: Thursday, March 16, 2023 12:17 PM
To: Nichoff, Michael (M.K.) <mnichof1@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>

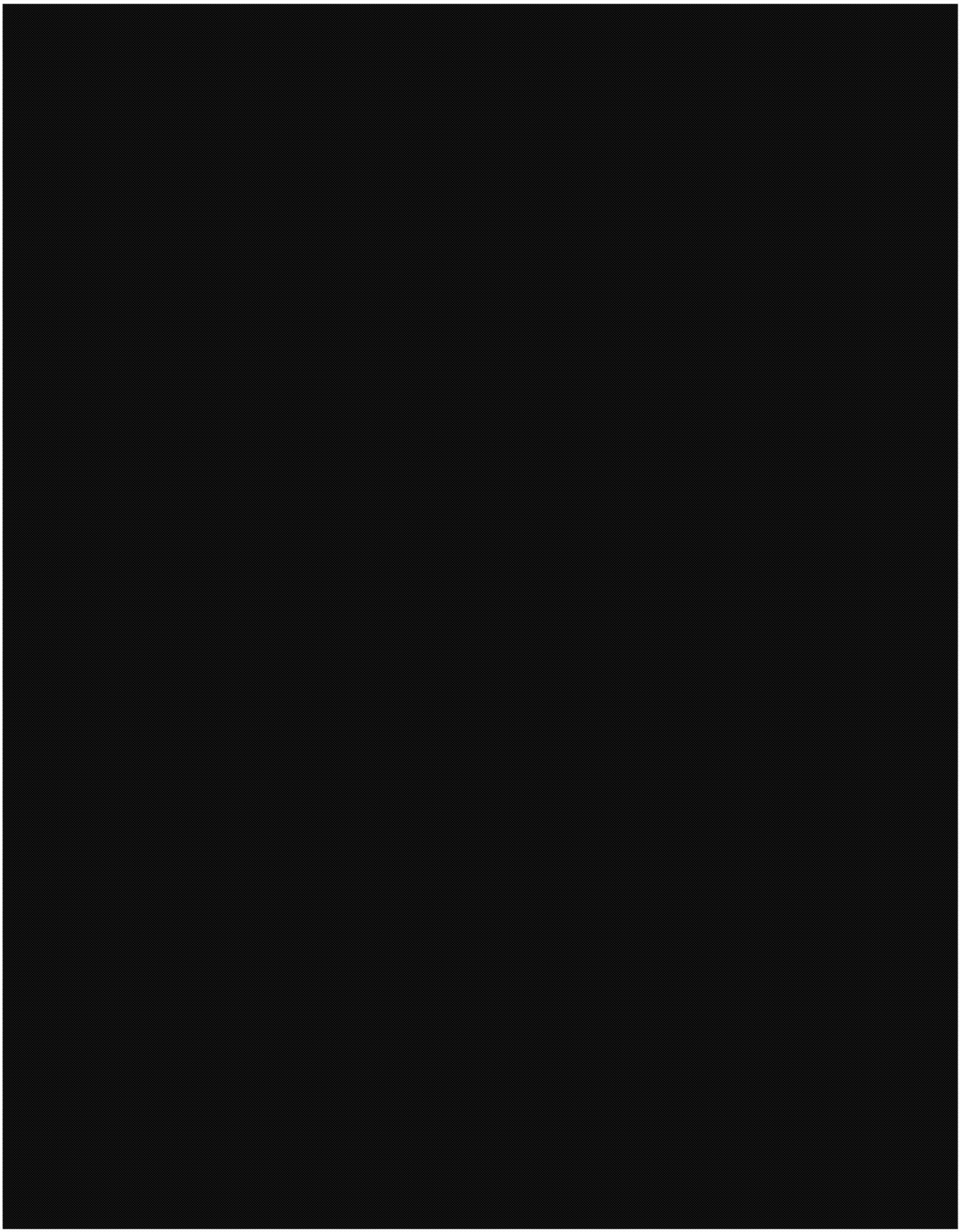












Hello Team,
I want to break up this meeting into programs so for the Tuesday Agenda I propose the below programs:
11:00 AM -11:30 AM EST: U66x (Added YAPP team for discussion)
11:30 -Noon EST: U725, P703
Noon – 1:00 PM: P702

-~-

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Join Meeting



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T32MC04

From: Wright, Scott (S.A.) [swrig134@ford.com]
Sent: 11/21/2023 8:06:08 PM
To: Pearce, Dillon (D.R.) [DPEARC48@ford.com]; Boltz, Michael [Michael.Boltz@kautex.com]; Reuther, Matthew [matthew.reuther@kautex.com]
CC: Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; Murphy, Jacob (J.) [JMURP253@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: RE: Bronco Raptor Fuel Pump Claim - [redacted]

Thanks Dillon & Michael thanks for the EOL info. My Bad, I should have read further down in the email.

-Scott

From: Wright, Scott (S.A.)
Sent: Tuesday, November 21, 2023 11:09 AM
To: Pearce, Dillon (D.R.) <DPEARC48@ford.com>; Boltz, Michael <Michael.Boltz@kautex.com>; Reuther, Matthew <matthew.reuther@kautex.com>
Cc: Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Murphy, Jacob (J.) <JMURP253@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco Raptor Fuel Pump Claim - [redacted]

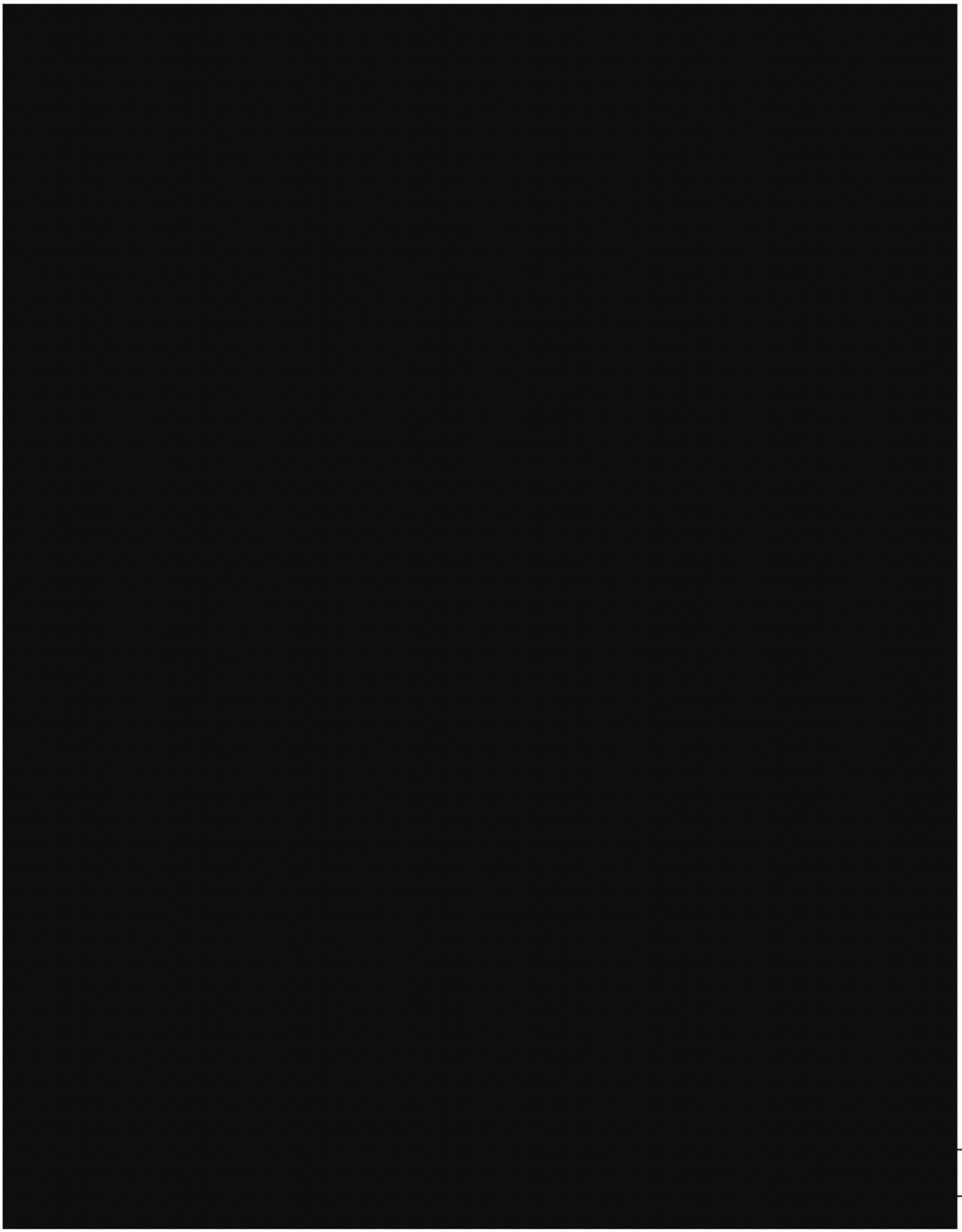
Hi Michael/Matt- please pull the build info for [redacted] Was this part ever reworked or did any other out of the ordinary things happen with this tank?

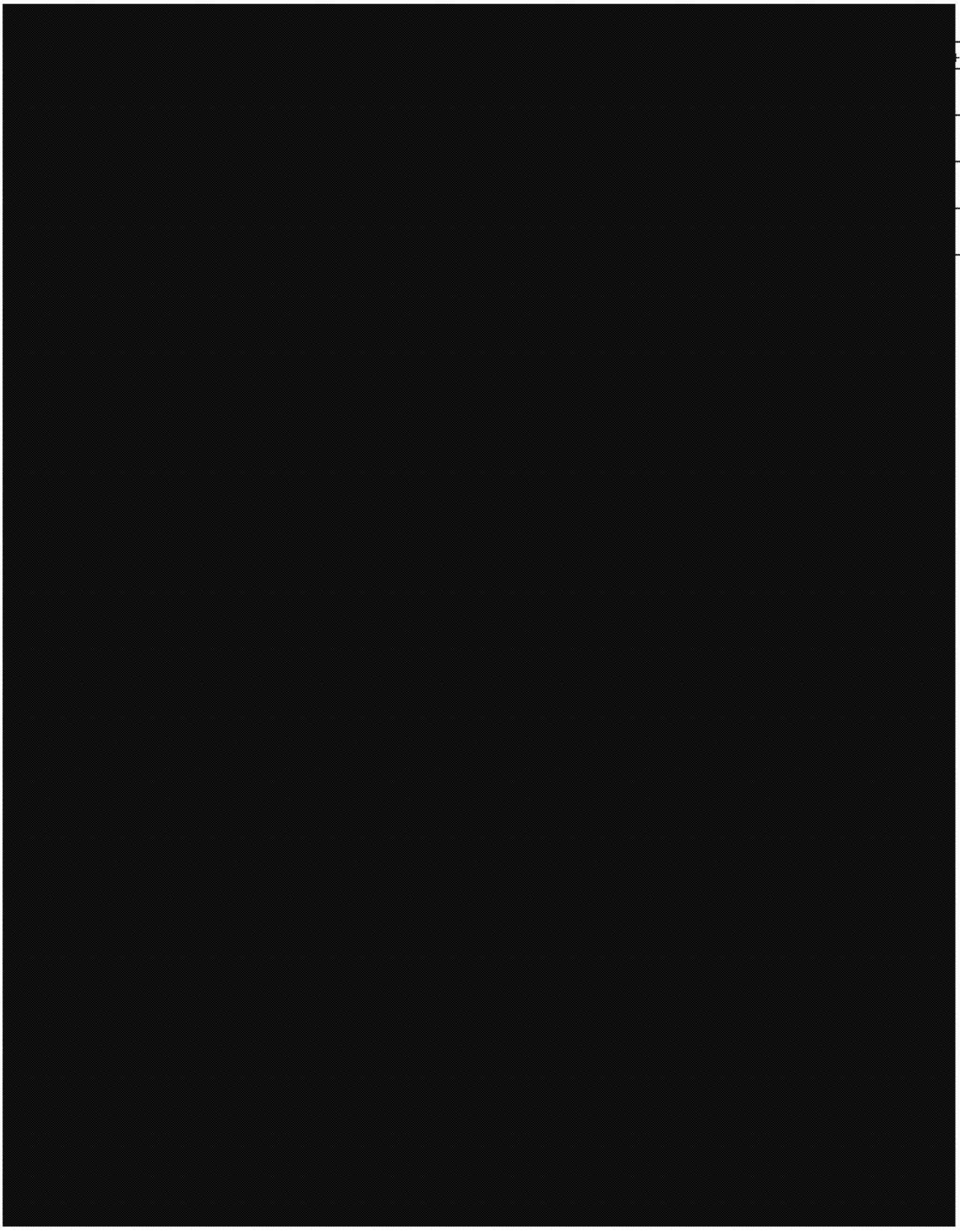
Thanks
Scott

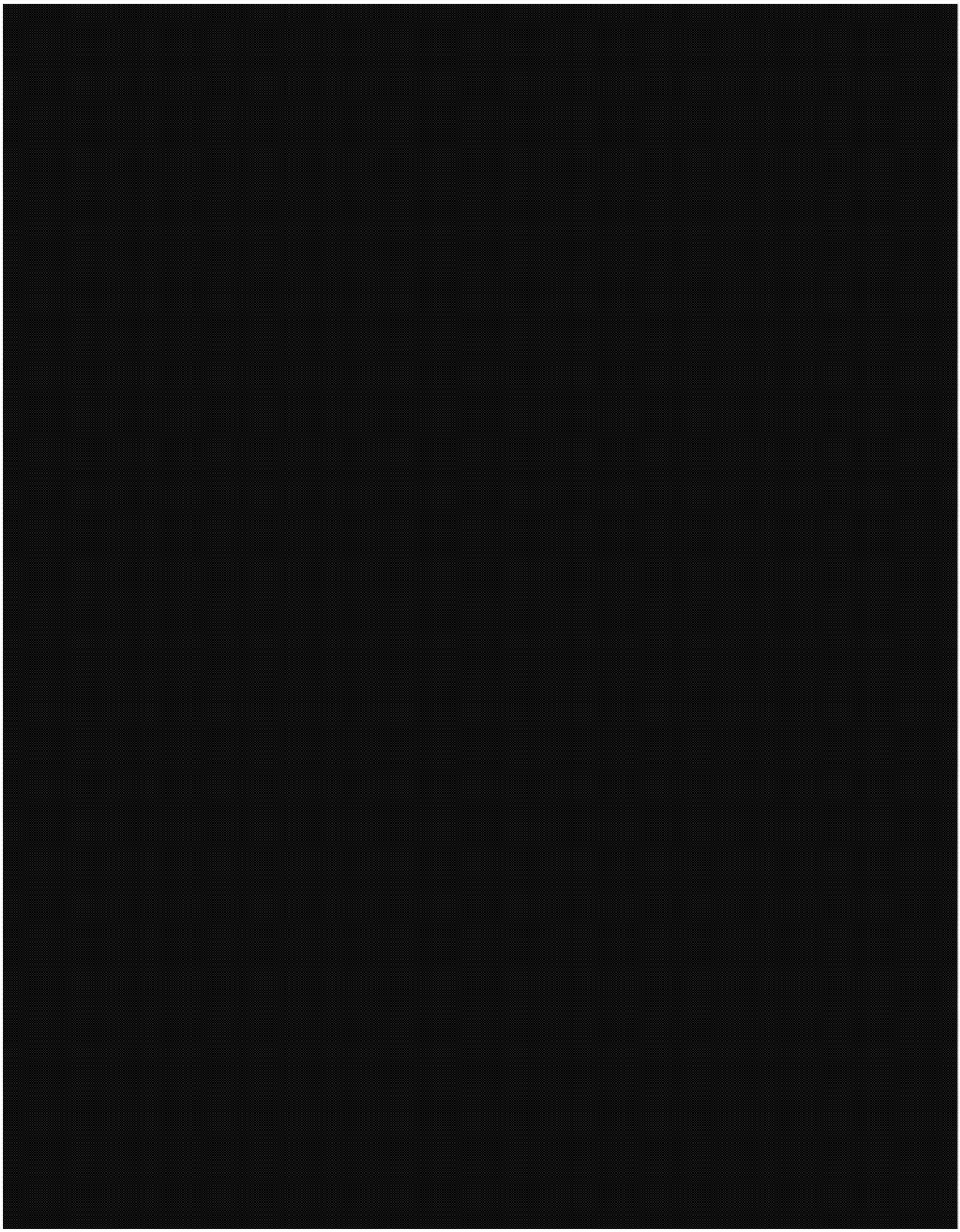
From: Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Sent: Tuesday, November 21, 2023 10:57 AM
To: Boltz, Michael <Michael.Boltz@kautex.com>; Reuther, Matthew <matthew.reuther@kautex.com>
Cc: Wright, Scott (S.A.) <swrig134@ford.com>; Ognjanovski Jr, Rob (R.G.) <rognjano@ford.com>; Murphy, Jacob (J.) <JMURP253@ford.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Bronco Raptor Fuel Pump Claim - [redacted]

Hello Michael,

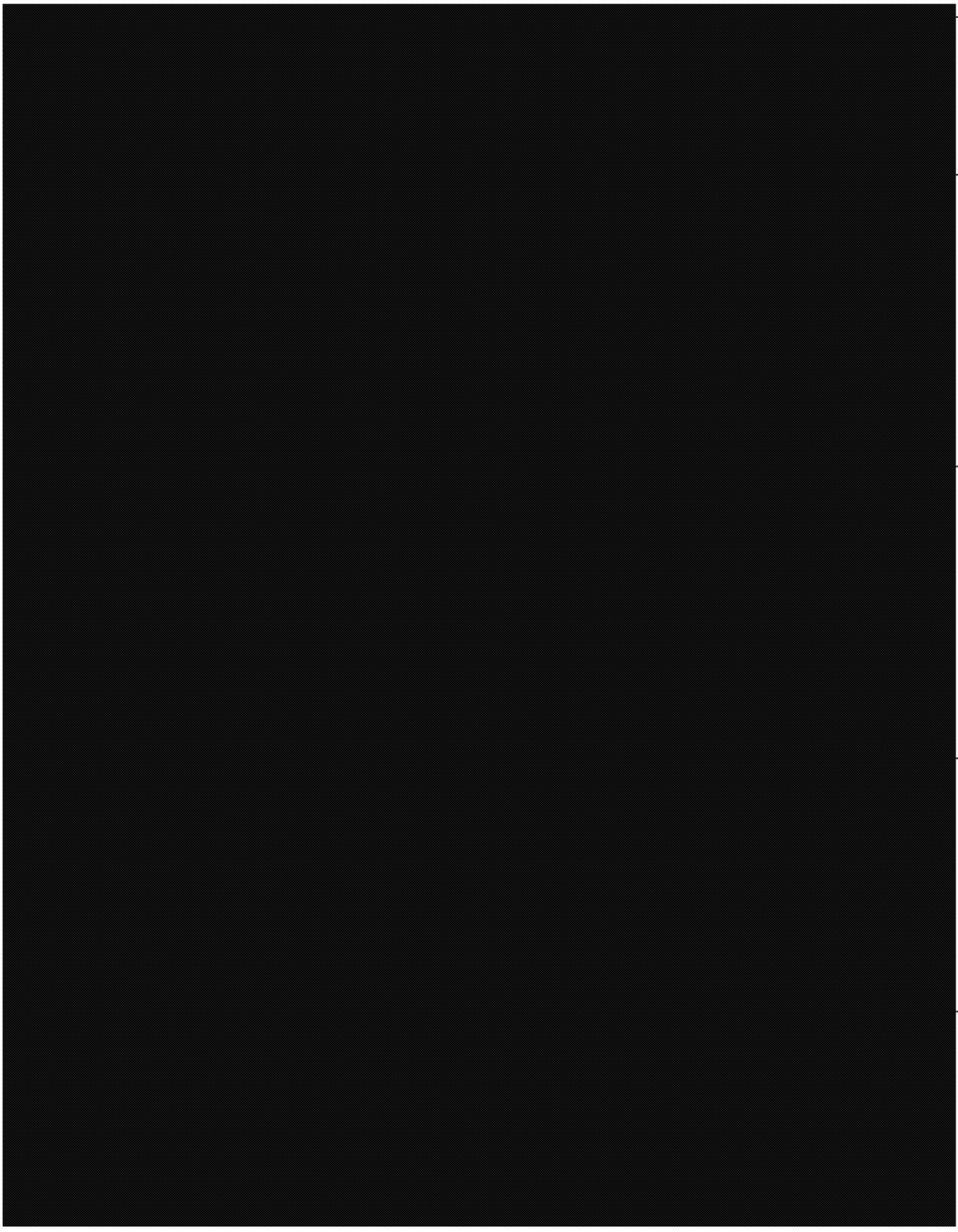
Thank you for providing EOl data. I have requested the gasket be sent back to your facility. I will provide a tracking number once one is available.











					have a FDM claim?			

Miguel Alvarado
Warranty Enginnering
FH

PHINIA

mialvarado@phinia.com
Shipping Address:
12425 Mercantile Ave.
Ramp A, Docks 1-2
El Paso, TX. 79928

From: Valles, Benjamin (Juarez-TC) <bvalles@phinia.com>
Sent: Monday, June 10, 2024 7:07 AM
To: Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; Velo, Lilia (Juarez-TC) <lvelo@phinia.com>; Cazares, Javier (Chihuahua) <jcazares@phinia.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>
Cc: Dokas, David (D.M.) <ddokas@ford.com>; Gutierrez, Omar Andre (Juarez-TC) <omagutierrez@phinia.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>; Jimenez, Ernesto (Juarez-TC) <erjimenez@phinia.com>
Subject: Re: Bronco Request *Urgent*

Lilia , Jesus and Javier,

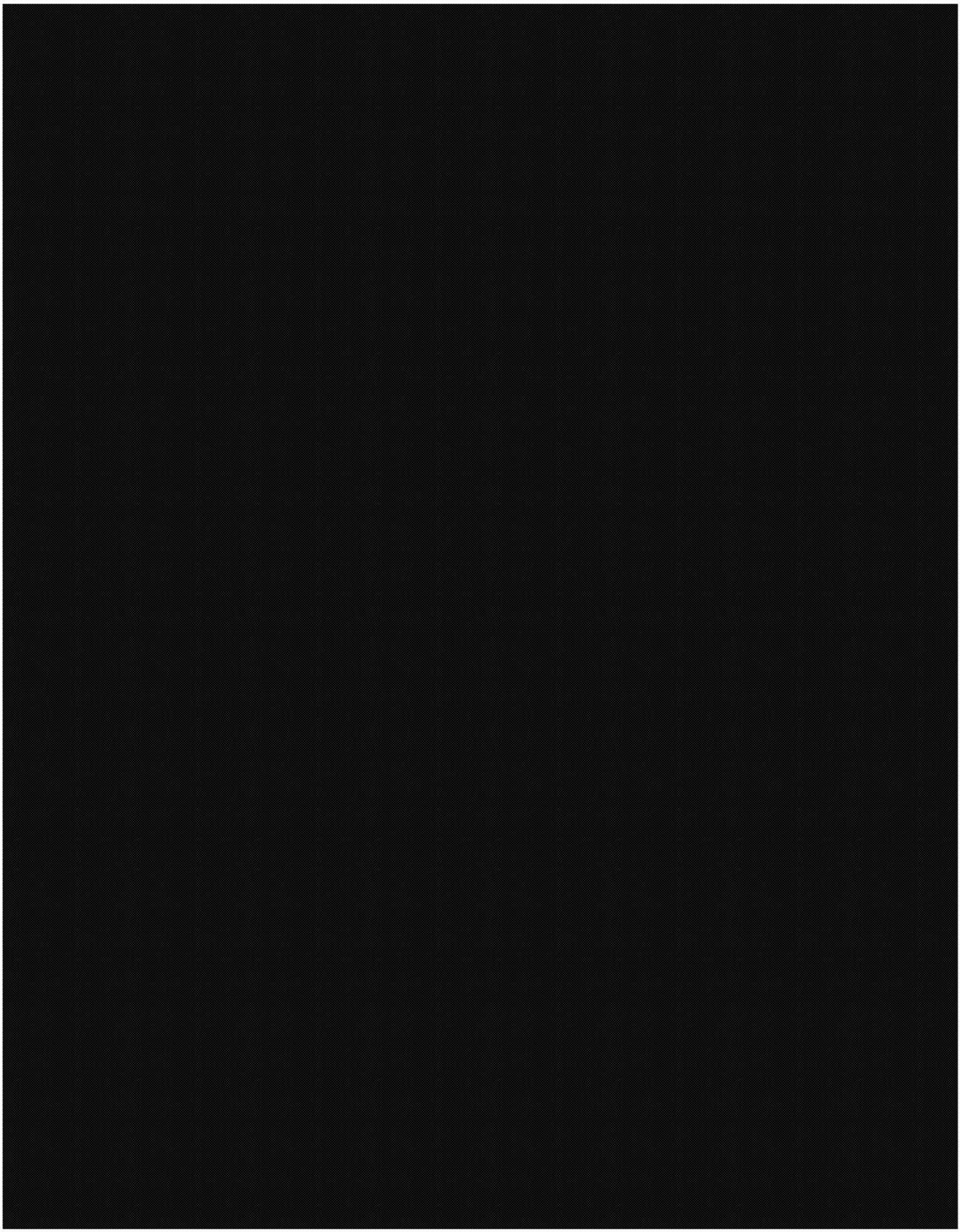
Please review the attached and reply today to Dave and Bob about this inquiry

Thank you,

Ben Valles
Engineering Manager
[redacted]
Fuel Systems
PHINIA

From: Dokas, David (D.M.) <ddokas@ford.com>
Sent: Monday, June 10, 2024 6:59 AM
To: Valles, Benjamin (Juarez-TC) <bvalles@phinia.com>; Gutierrez, Omar Andre (Juarez-TC) <omagutierrez@phinia.com>; Jimenez, Ernesto (Juarez-TC) <erjimenez@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: Bronco Request *Urgent*

EXTERNAL SENDER



From: Wright, Scott (S.A.) [swrig134@ford.com]
Sent: 7/18/2024 3:22:54 PM
To: Boltz, Michael [Michael.Boltz@kautex.com]
CC: Reuther, Matthew [matthew.reuther@kautex.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]
Subject: RE: Warranty Claim - [redacted]

Thank you.

-Scott

From: Boltz, Michael <Michael.Boltz@kautex.com>
Sent: Thursday, July 18, 2024 10:46 AM
To: Wright, Scott (S.A.) <swrig134@ford.com>
Cc: Reuther, Matthew <matthew.reuther@kautex.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Warranty Claim - [redacted]

Hello Scott,

Here is the FDM S/N that was installed in the tank.

FDM S/N [redacted]

Regards,
Michael Boltz
Quality Engineer

Kautex Textron
210 Green Drive
Avilla, IN 46710
Phone: 260-897-8116
Fax: 260-897-8280
Cell: 260-226-2104
Email: Michael.Boltz@Kautex.com

From: Wright, Scott (S.A.) <swrig134@ford.com>
Sent: Wednesday, July 17, 2024 5:27 PM
To: Boltz, Michael <Michael.Boltz@kautex.com>
Cc: Reuther, Matthew <matthew.reuther@kautex.com>; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: FW: Warranty Claim - [redacted]

Hi Michael – please check for us the FDM barcode associated with the TIN in the email below.

Thanks
Scott

From: Laboda, Robert (R.R.) <RLABODA@ford.com>
Sent: Wednesday, July 17, 2024 3:35 PM
To: Wright, Scott (S.A.) <swrig134@ford.com>
Cc: Dubey, Prashant (P.) <PDUBEY1@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; abgonzalez@phinia.com; mgobbo@phinia.com; lvelo@phinia.com; gbenato@phinia.com; erjimenez@phinia.com; hrodrigues@phinia.com; Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Warranty Claim - [redacted]

Hello Scott,

Could you please send the below TIN# to your U725 tank maker and ask them if they can confirm the FDM barcode that they scanned associated with this tank?
Thank you

TIN#: [redacted]

Bob Laboda
Core FDM Engineer (CD3xx, U387, D258/D385, U502, D472/473, CD391/CD533, CD539/U540, D544, D568C, U55x, V363N, P702/3/8, U725, P375, S550/650, VN127, H567/F5x, U6xx)

Cell phone: 1-[redacted]

From: Dubey, Prashant (P.) <pdubey1@ford.com>
Sent: Wednesday, July 17, 2024 2:01 PM
To: Pearce, Dillon (D.R.) <DPEARC48@ford.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; hrodrigues@phinia.com; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; erjimenez@phinia.com; gbenato@phinia.com; mgobbo@phinia.com; abgonzalez@phinia.com; lvelo@phinia.com
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Warranty Claim - 1FMEE5DP5PLC10092

Thanks.

From: Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Sent: Wednesday, July 17, 2024 1:58 PM
To: Dubey, Prashant (P.) <PDUBEY1@ford.com>; Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; hrodrigues@phinia.com; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; erjimenez@phinia.com; gbenato@phinia.com; mgobbo@phinia.com; abgonzalez@phinia.com; lvelo@phinia.com
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>
Subject: RE: Warranty Claim - [redacted]

Prashant,
I do not have pictures but Robert submitted a VIN request for this part earlier today.

Dillon Pearce
Michigan Assembly Plant PVT
dpearc48@ford.com | 734-431-1980
Ford Motor Company

From: Dubey, Prashant (P.) <pdubey1@ford.com>
Sent: Wednesday, July 17, 2024 1:53 PM
To: Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; hrodrigues@phinia.com; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; erjimenez@phinia.com; gbenato@phinia.com; mgobbo@phinia.com; abgonzalez@phinia.com; lvelo@phinia.com
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Subject: RE: Warranty Claim - [redacted]

Hi Dillon - Do we have the photo of the label on the module that we can share with Jesus ?

Thanks
Prashant Dubey

From: jolivas@phinia.com <jolivas@phinia.com>
Sent: Wednesday, July 17, 2024 1:42 PM
To: Dubey, Prashant (P.) <pdubey1@ford.com>; hrodrigues@phinia.com; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; erjimenez@phinia.com; gbenato@phinia.com; mgobbo@phinia.com; abgonzalez@phinia.com; lvelo@phinia.com
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Subject: RE: Warranty Claim - [redacted]

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hello Prashant.

We need a photo of the label on the module to review the functional test data. Can you share the photo with us please.

Best regards,

Jesus Olivas
Warranty Engineer
PHINIA
Av. Industrias 4907
Zona Industrial Nombre De Dios
Chihuahua Chih. 31110
Tel: +52 (614) 429 4742
jolivas@borgwarner.com *has now changed to* jolivas@phinia.com

From: Dubey, Prashant (P.) <pdubey1@ford.com>
Sent: Wednesday, July 17, 2024 11:37 AM
To: Olivas, Jesus (Chihuahua) <jolivas@phinia.com>; Rodrigues, Helyson S (Piracicaba) <hrodrigues@phinia.com>; Alvarado, Miguel (Juarez-TC) <mialvarado@phinia.com>; Jimenez, Ernesto (Juarez-TC) <erjimenez@phinia.com>; Benato, Giovani (Piracicaba) <gbenato@phinia.com>; Gobbo, Marcos (Piracicaba) <mgobbo@phinia.com>; Gonzalez, Abril A (Chihuahua) <abgonzalez@phinia.com>; Velo, Lilia (Juarez-TC) <lvelo@phinia.com>
Cc: Laboda, Robert (R.R.) <RLABODA@ford.com>; Pearce, Dillon (D.R.) <DPEARC48@ford.com>
Subject: RE: Warranty Claim - [redacted]

EXTERNAL SENDER
Hello Phinia team - Please see the claim below , read the technician comments. Parts have been shipped already.
Please does the traceability analysis on this part and let us know if there was something unusual on this part or it passed all the test before shipping ?
I need this information by COB today.

Once the parts are received, please provide the full 8D.

Claim Detail

Collapse AllExpand All user: PDUBEY1(F) Server: PROD Claims Loaded Through: 16-JUL-2024

END USER AGREEMENT:

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Attachments: 0

VIN Model Year:2023 Fixed Model Year:2024 Claim Key = 4545939 Note: All costs are in US dollars

Vehicle Information		Claim Information	
Model Year:	2023	Document Number:	545945A
Market Derived:	F - FORD	Repair Date:	01-JUL-2024
Body/Cab Type:	T/WL - 5 DOOR	Distance:	36
Version/Series:	T/HF - WILDTRAK #7	TIS:	-1
Drive Type:	T/F-4 WHL L/H FULL TIME DRIVE	FCC Auth:	1
Vehicle Line:	T/G1-U725N BRONCO [21-25]	GSAR Load Date:	16-JUL-2024
WERS Engine Code:	T/WQ-2.7L DOHC 4V DI GT V6 GAS/FFV	Transaction Code:	S07
WERS Transmission Code:	T/ET-10 SPD AUTO TRANSMISSION-10R60		
Warranty Start Date:			
Production Date:	22-NOV-2023		
VIN:	[redacted]	**Expense Information**	

Cust. Concern Code:	E33 - CHECK ENGINE LIGHT - FUEL RELATED
Condition Code:	42 - DOES NOT OPERATE PROPERLY
Technician Comment:	*REPAIR ORDER MANUALLY CREATED OR COMPLETED DURING THE CDK GLOBAL OUTAGE.* VERIFIED CONCERN. PERFORM FUEL PRESSURE TEST, NO PRESSURE. DROPPED FUEL TANK AND REPLACED FUEL PUMP. RETESTED, VEHICLE STARTS RIGHT UP. NO FURTHER CONCERNS.
Customer Comment:	CUST STATES THE VEHICLE WILL NOT ST ART REPAIR COMPLETED DURING CDK OUTAGE.

LABOR INFORMATION: Note: All costs are in US dollars

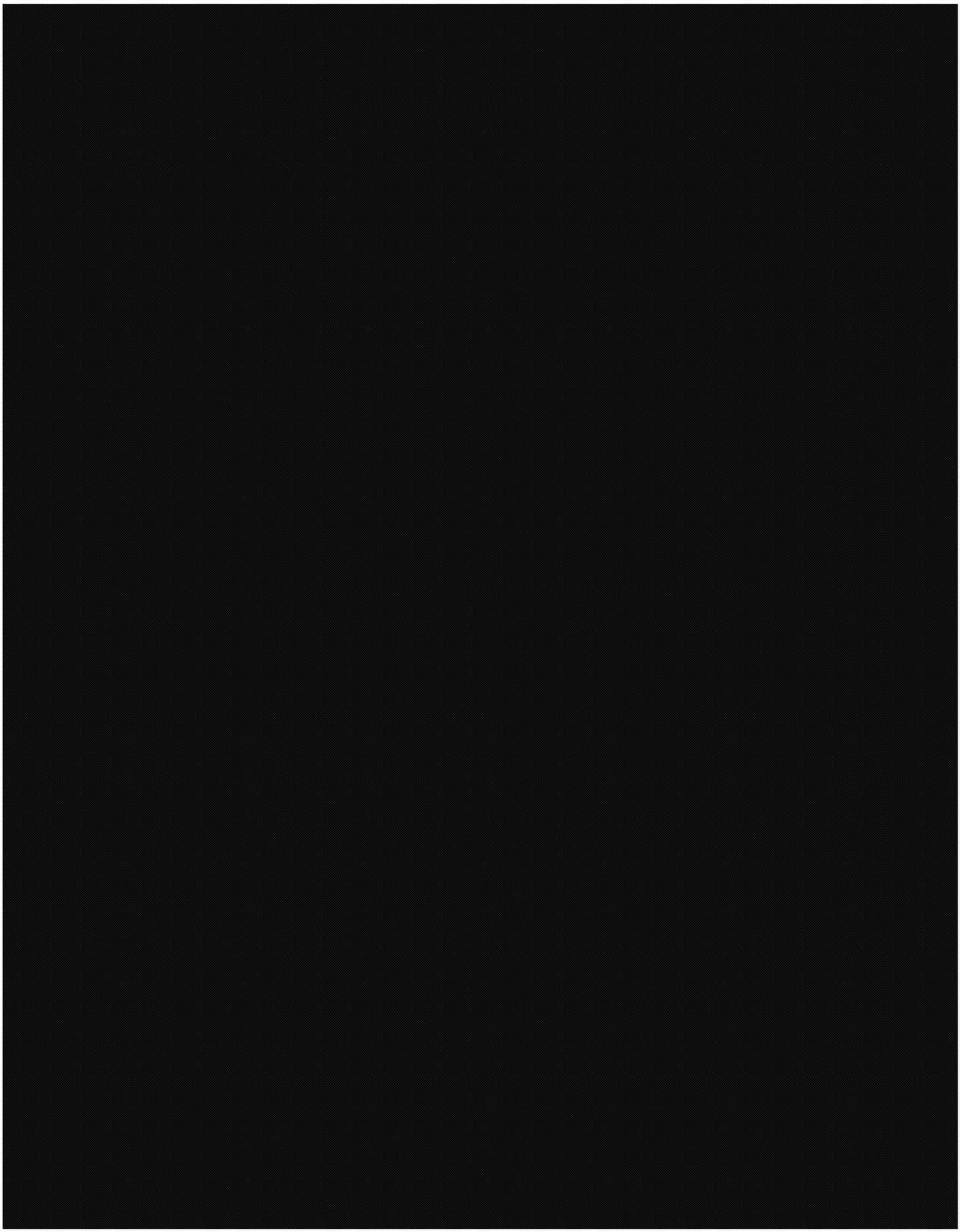
Labor Op Code	Labor Op Description	Labor Op Cost
9002A	FUEL TANK REMOVE AND INSTALL OR REPLACE	
9002A6	FUEL PUMP - ELECTRIC - REPLACE	
9350B	FUEL PUMP PRESSURE TEST ON VEHICLE DIAGNOSIS	

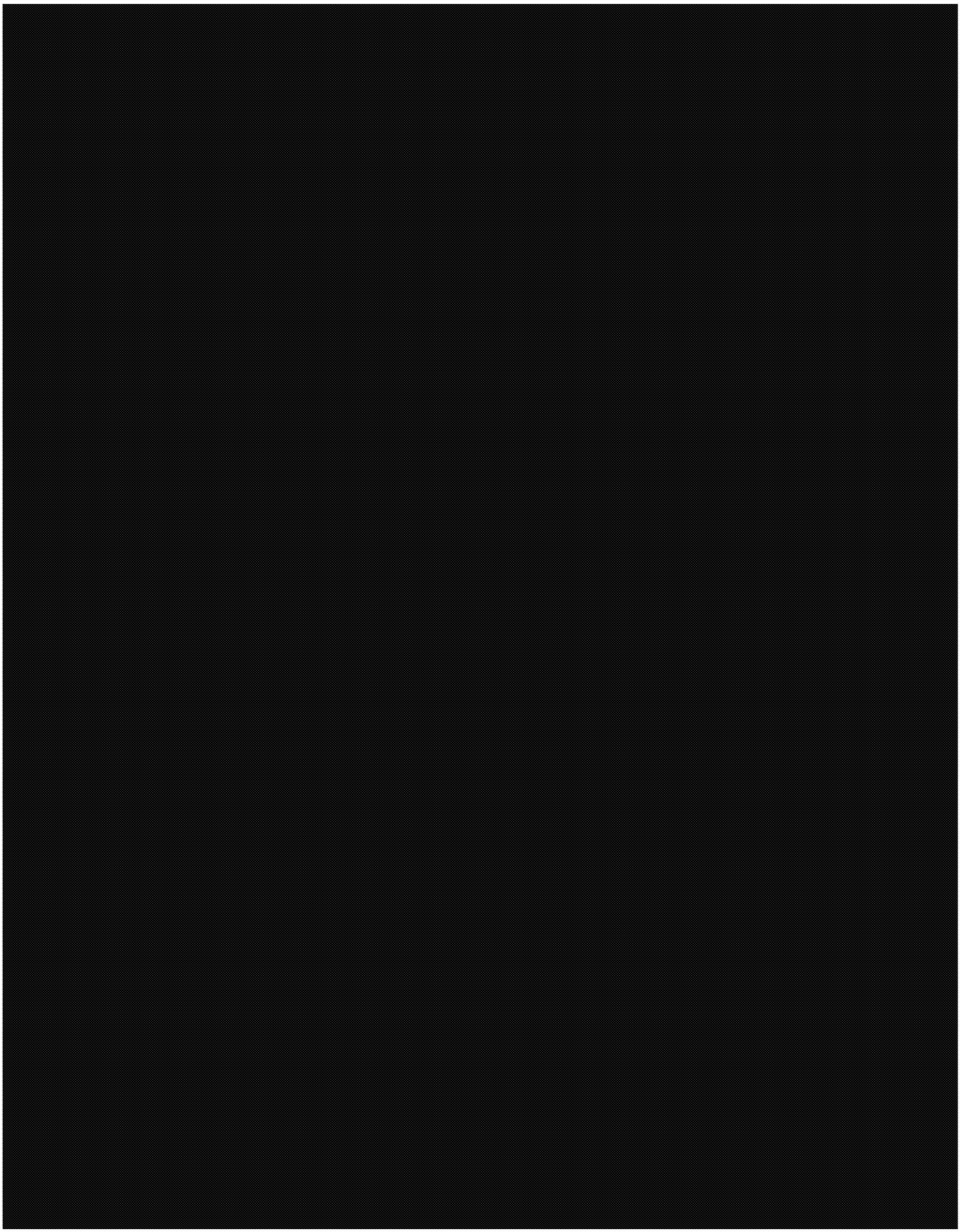
PART INFORMATION: Note: All costs are in US dollars

Causal Flag	Reported Part Number				Engineering Part Number				CPSC	Part Quantity	Part Type Code	Replaced Indicator	Exte Ame
	PREF	BASE	SUFF	Description	PREF	BASE	SUFF	Description					
Y	MB3Z	9H307	R	SENDER-ELEC PUMP	MB3Z	9H307	R	SENDER-ELEC PUMP	100101	1	FS	Y	

N	4L3Z	9276	AA	GASKET FUEL GAUGE	4L3Z	9276	AA	GASKET FUEL GAUGE	1001XX	1	FS	Y	

Regards,
Prashant Dubey





||||||

C9 YES. C10 YES. Parts Replaced: NONE Do you have a module programming concern? No Your Question: This vehicle is owned bythe Detroit Tigers Catcher. So we are making this vehicle a priority. Right now the fault it not present. I can t seem to find anything wrong. During PPT C the results are inconclusive due to the fault not being present. Before performing one of the hardest test on this vehicle (testing of the fuel level sensor due to its location and really heavy skid plates) I was advised by management to see if there are any known concerns or repairs for this concern.

RECOMM

07/31/202409:23AM FRANK SIKORSKI (FSE) MSS - FCSD - GREAT LAKE REGION

Hi [redacted] I didn t see much in my concern research that would indicate there is any widespread concerns related to thie DTC. However, with this DTC setting on a somewhat regular occasion according to VHA, I would start by checking all inline connectors between the fuel sender and IPC for poor pinfit, pushed out pins, or apoor connection, especially since there appears to be 4 inline connectors between the 2 components,so lots of possibilities there. I would also load test circuits VMC11 and RMC32 from the IPC to fuel sending

unit, and if all wiring tests good, replace the pump/sender assemly and re-evaluate the concern. Thanks, FSE-Frank

AUDIT

07/31/202408:33PM

SYNC: GEN4 MODEM: 4G
SYNC: GEN4 MODEM: 4G

NATHANIEL GARRIDO
FORD PERFORMANCE
PVT Engineer | FCG
+1 (248) 824-4655

From: Dokas, David (D.M.) [ddokas@ford.com]
Sent: 8/13/2024 6:54:16 PM
To: Ognjanovski Jr, Rob (R.G.) [rognjano@ford.com]; Pollitt, Dwayne (D.) [dpollitt@ford.com]; Lopez hernandez, Enrique (E.) [elopezhe@ford.com]; Castle, Larry (H.L.) [lcastle@ford.com]; Laboda, Robert (R.R.) [RLABODA@ford.com]; Chmielewski, Thad (T.A.) [TCHMIELE@ford.com]
CC: Bolton, Al (A.F.) [abolton@ford.com]
Subject: RE: Phinia FDM Discussion
Attachments: 22-614 CCRG 21-22MY BorgWarner FDM Crank no start - Dec 6 2022.pptx

Attached is the last CCRG file for the plugged jet pump item.

Regards,

Dave Dokas
Technical Specialist – Fuel Delivery Modules and Lines
Ford Motor Company
Office: AEC 3507
Phone: (313) 805-9842

-----Original Appointment-----
From: Dokas, David (D.M.)
Sent: Monday, August 12, 2024 11:50 AM
To: Dokas, David (D.M.); Ognjanovski Jr, Rob (R.G.); Pollitt, Dwayne (D.); Lopez hernandez, Enrique (E.); Castle, Larry (H.L.); Laboda, Robert (R.R.); Chmielewski, Thad (T.A.)
Cc: Bolton, Al (A.F.)
Subject: Phinia FDM Discussion
When: Tuesday, August 13, 2024 2:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Webex

Meet to align on Peer Vehicles related to inquiry.

-~-

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[redacted]

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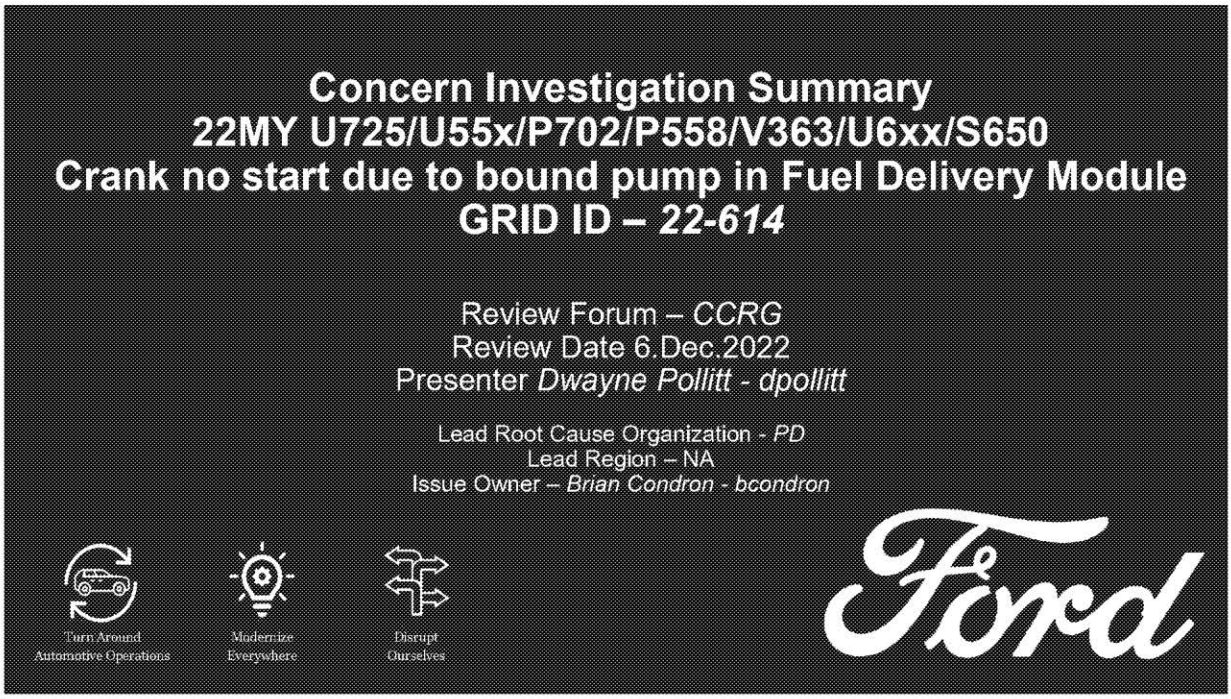
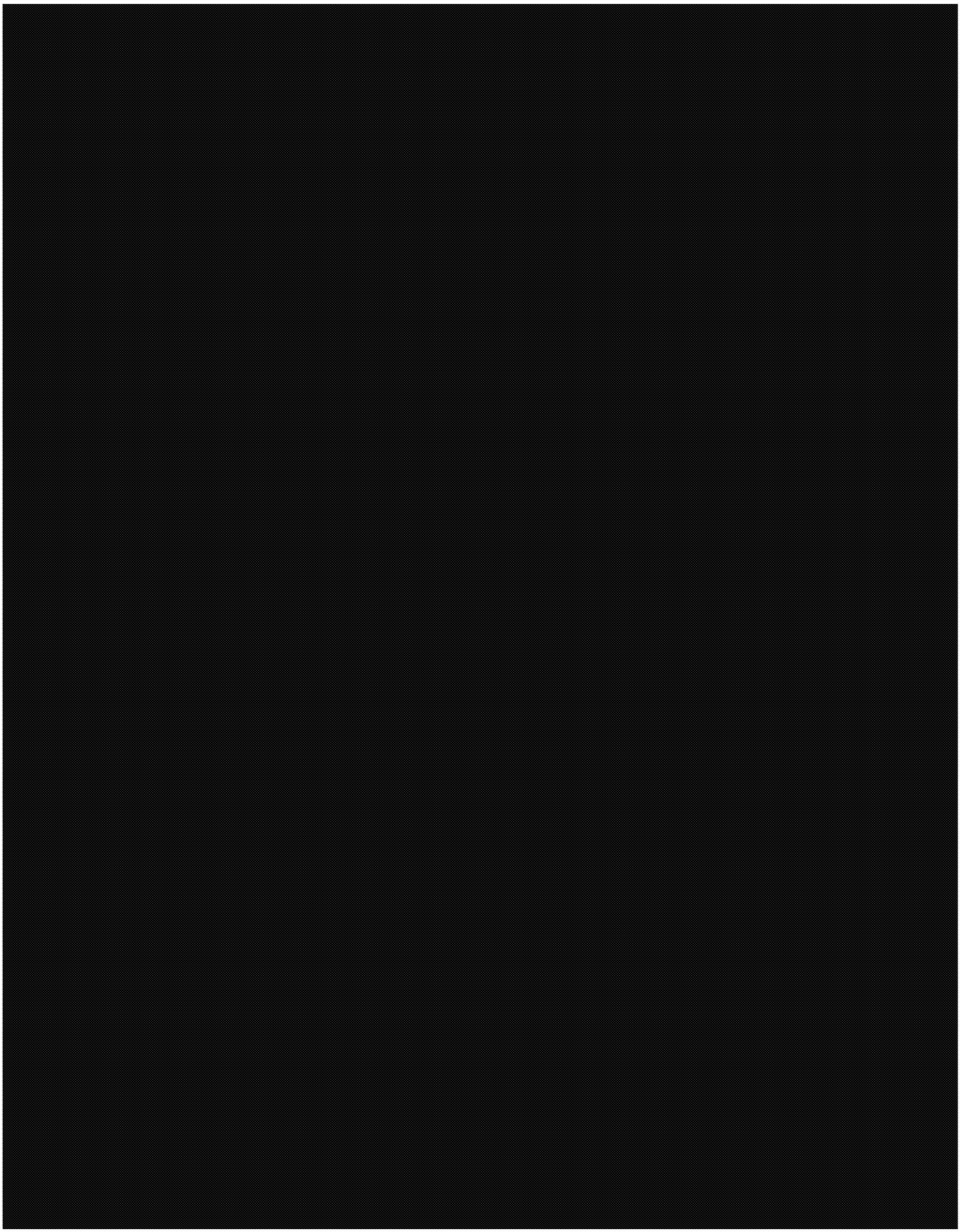
T32MC04

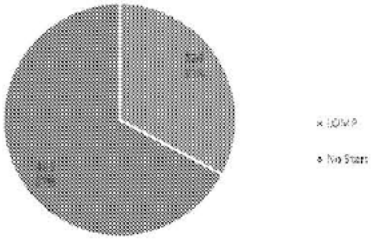


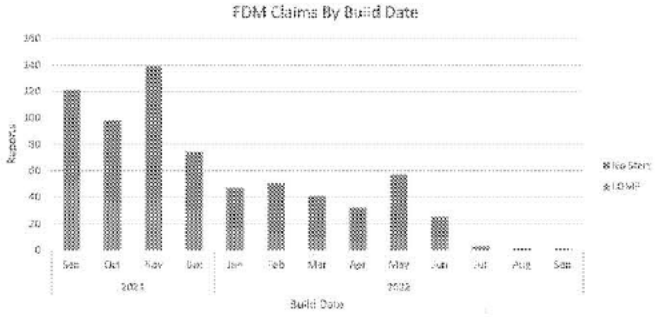
GUIDELINES
Change all grey text bound by < >



7. Trend Analysis / Field report Summary

CDR Results (10/18/2022 Run Date)

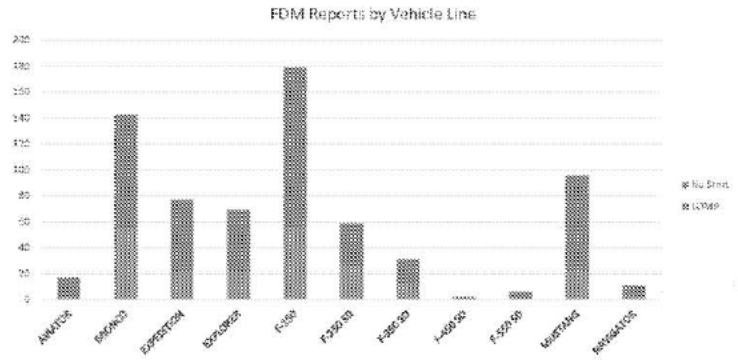




GUIDELINES
Grey text is an example of what to include in this section. Grey text to be deleted once fully populated.

7. Trend Analysis / Field report Summary

CDR Results (10/18/2022 Run Date)

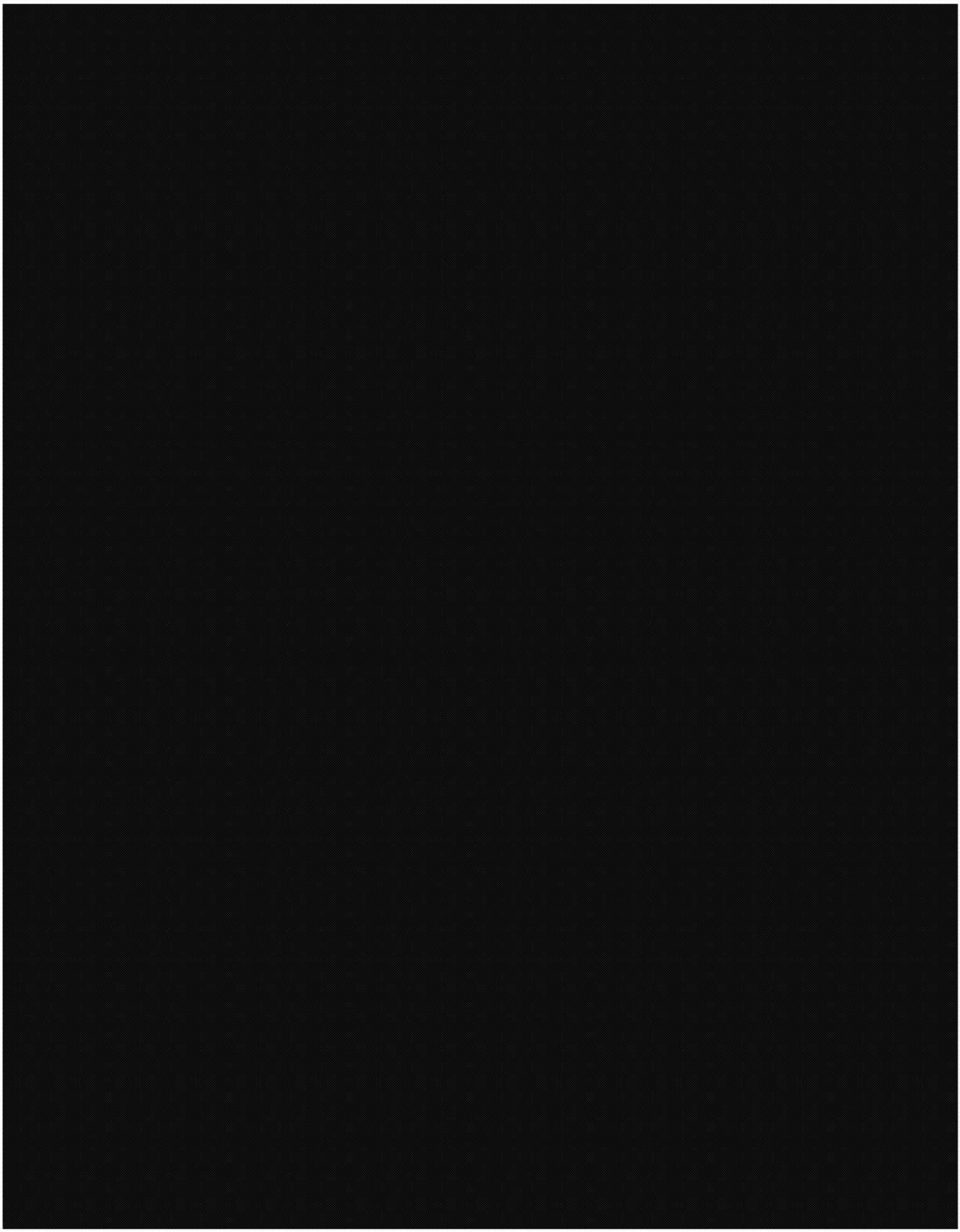


GUIDELINES
Grey text is an example of what to include in this section. Grey text to be deleted once fully populated.

VOQs as of 11/10/2022

ODI/Source ID #	Incident Date	Load/Received Date	Date Added to Source	VIN	Make	Model	Model Year	Consumer Comments
[redacted]		09-07-2022	09-03-2022	[redacted]	ORD	BRONCO	2022	[redacted]
		06-27-2022	06-22-2022		ORD	BRONCO	2021	

[redacted]



2021MY-2022MY F150, Bronco, Super Duty, Explorer, Aviator, Expedition, Navigator, Mustang
Fuel Delivery Module

November 9, 2022



Turn Around
Automotive Operations



Modernize
Everywhere



Disrupt
Ourselves

Ford

Reliability & Safety Analytics

Affected Population

- Model Year = 2021MY-2022MY
- Vehicle Line = F150, Mustang, Bronco, Super Duty, Explorer, Aviator, Expedition, Navigator
- Production Date: 9/1/2021 – 9/3/2022
- Populations Analyzed:
  - Population 1: ASO Category A
  - Population 2: ASO Category A & B
- Engine Fuel: Gas
- Region = All
- Cutoff Date = 18-Oct-2022
- Raw Data and Analysis
  - R:\Projects\2022\2021MY-2022MY Fuel Delivery Module - ASO

GUIDELINES
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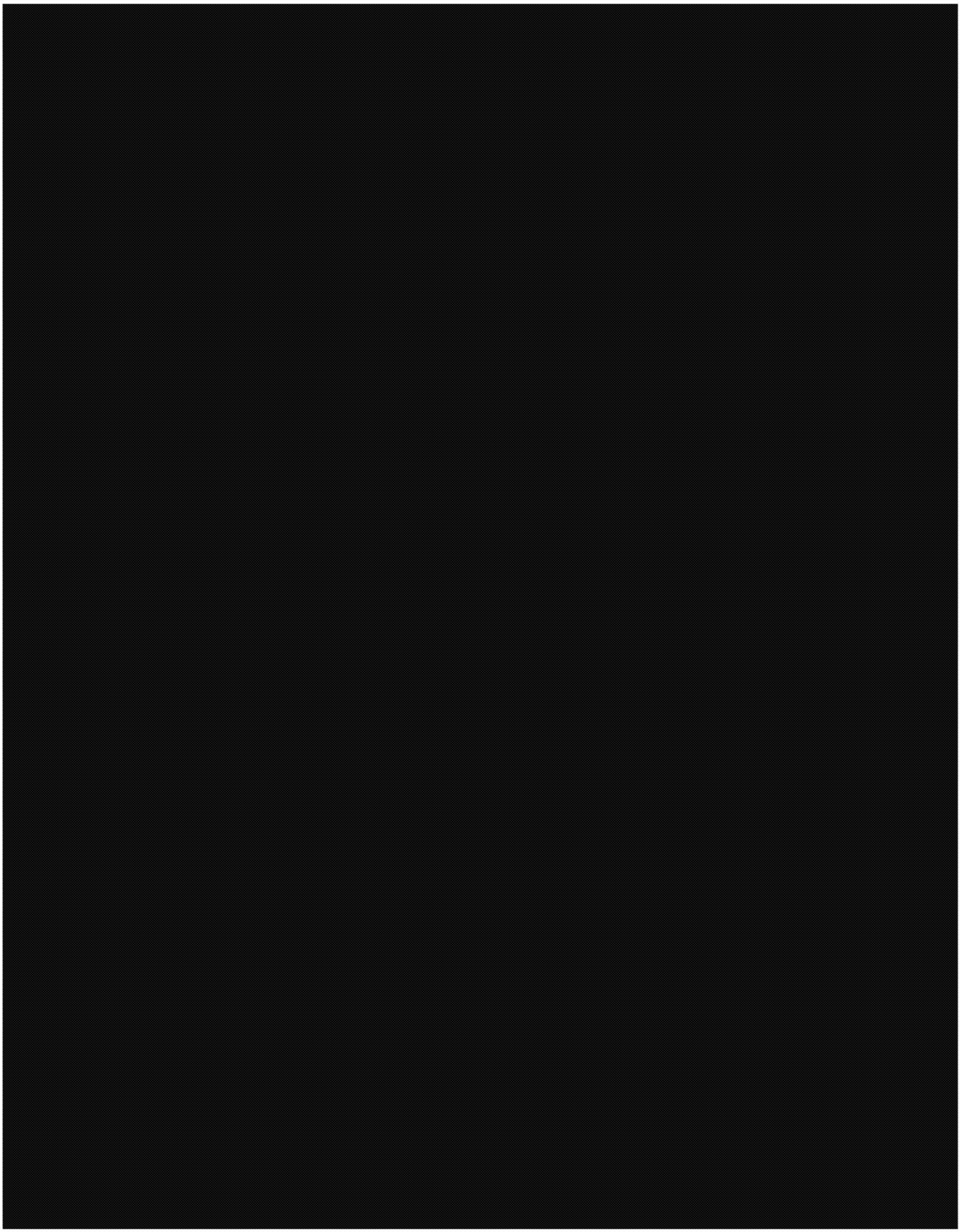

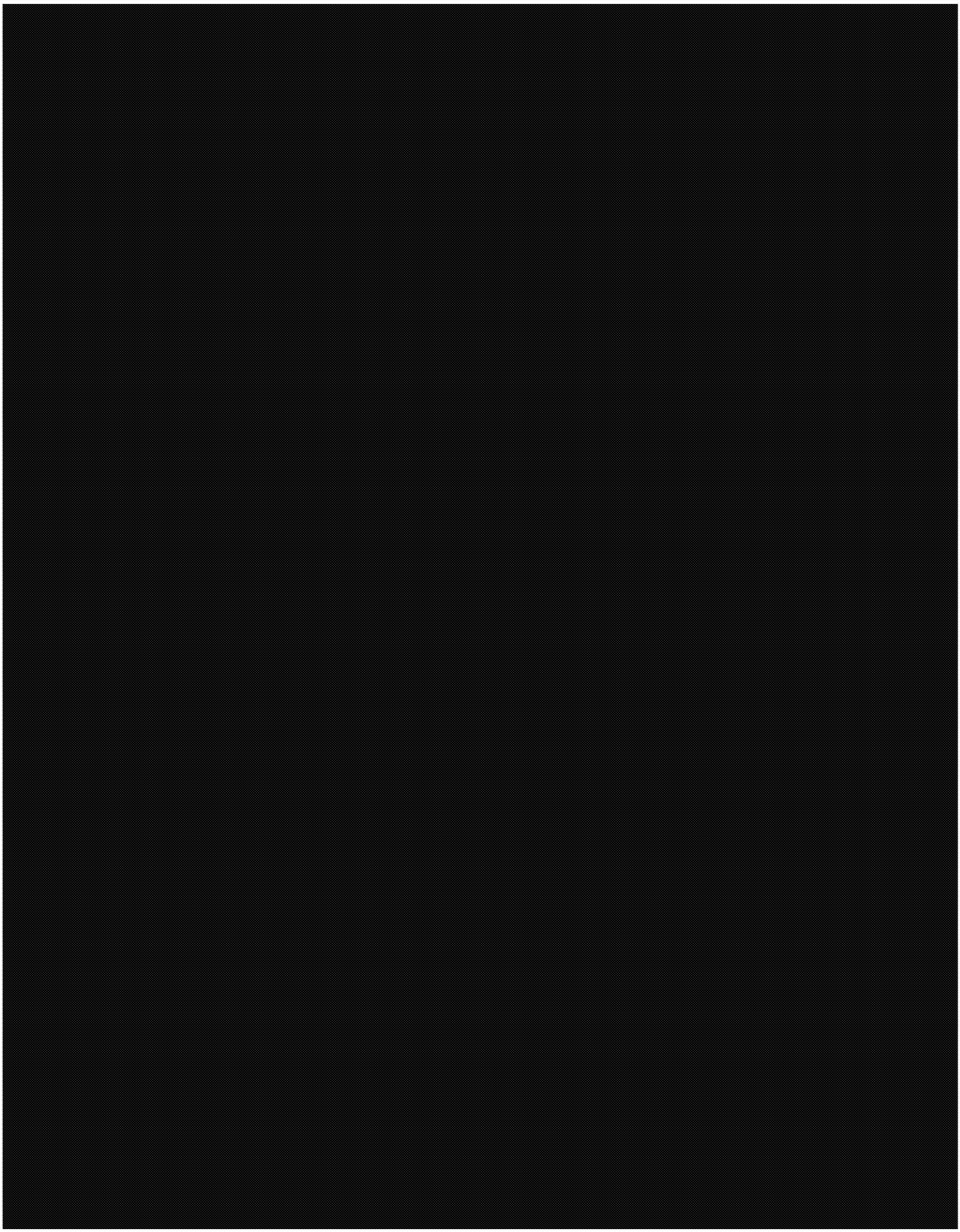

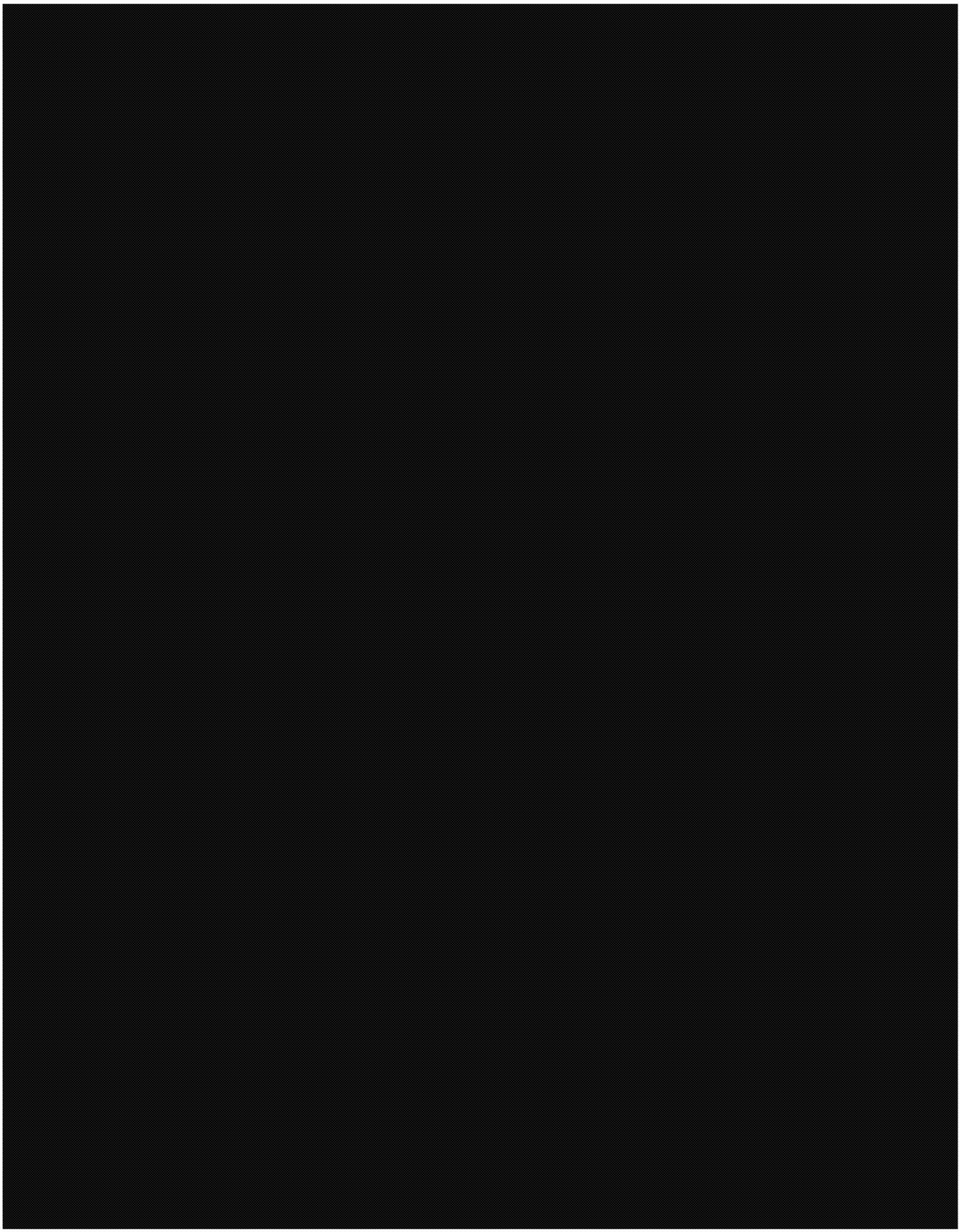

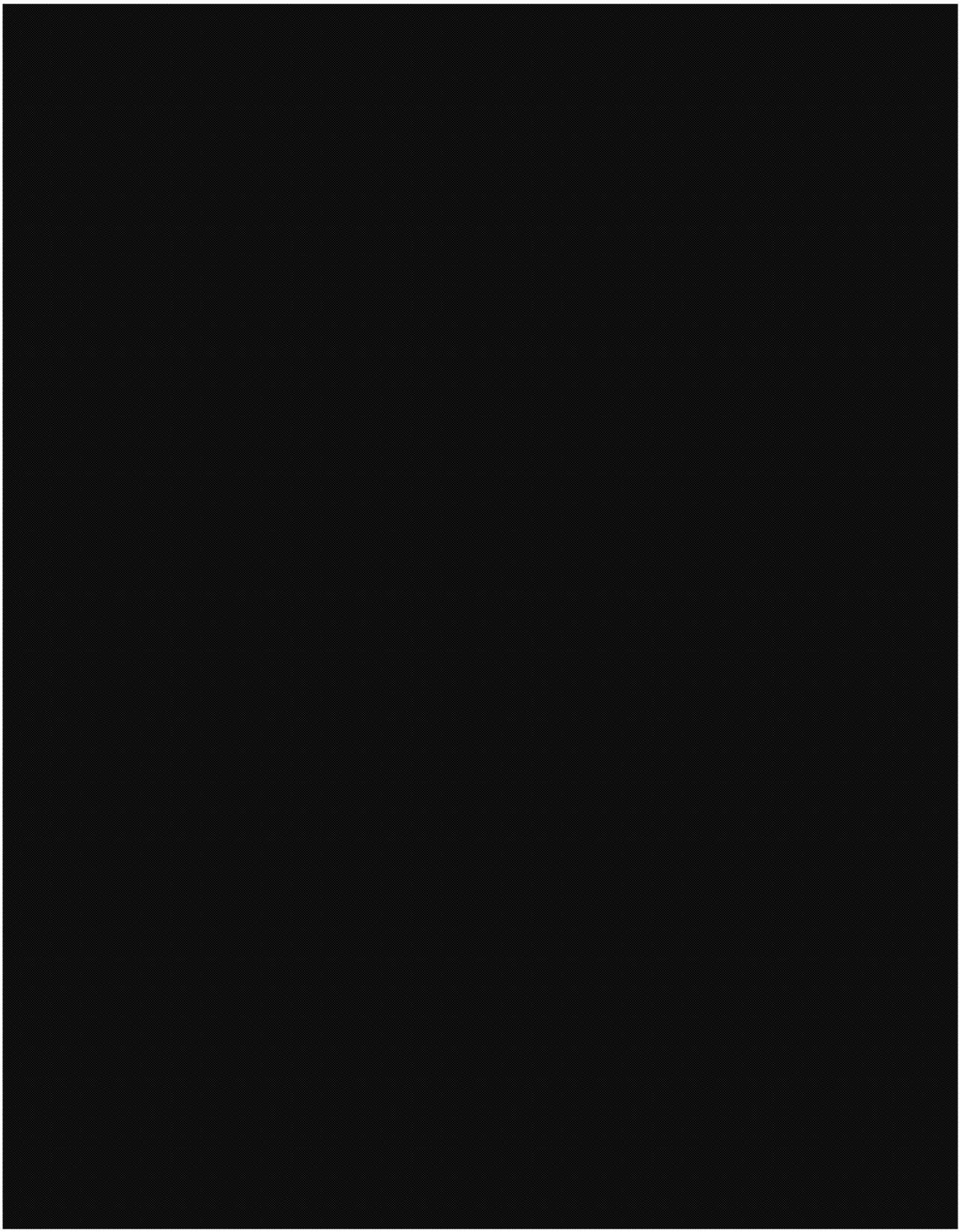

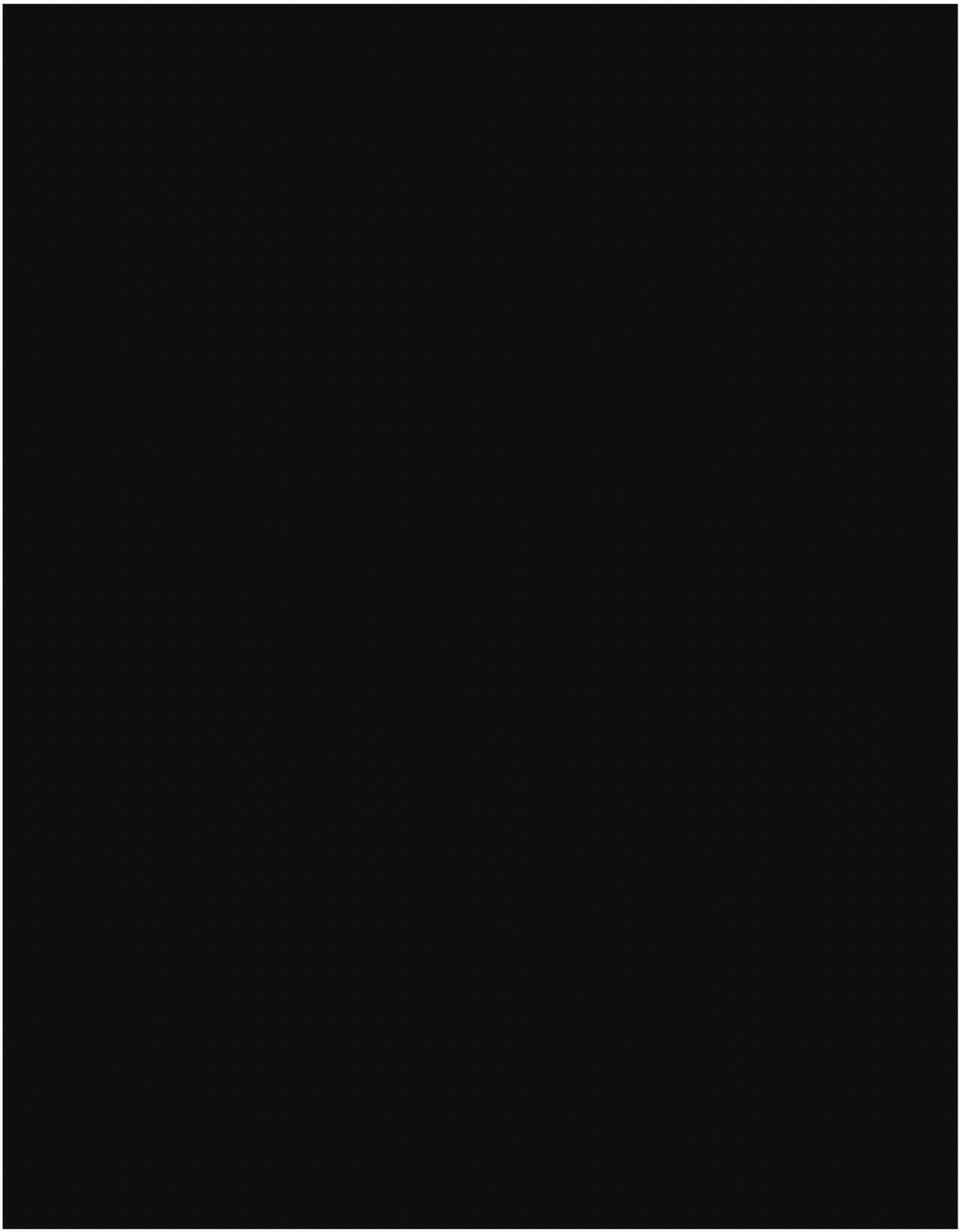

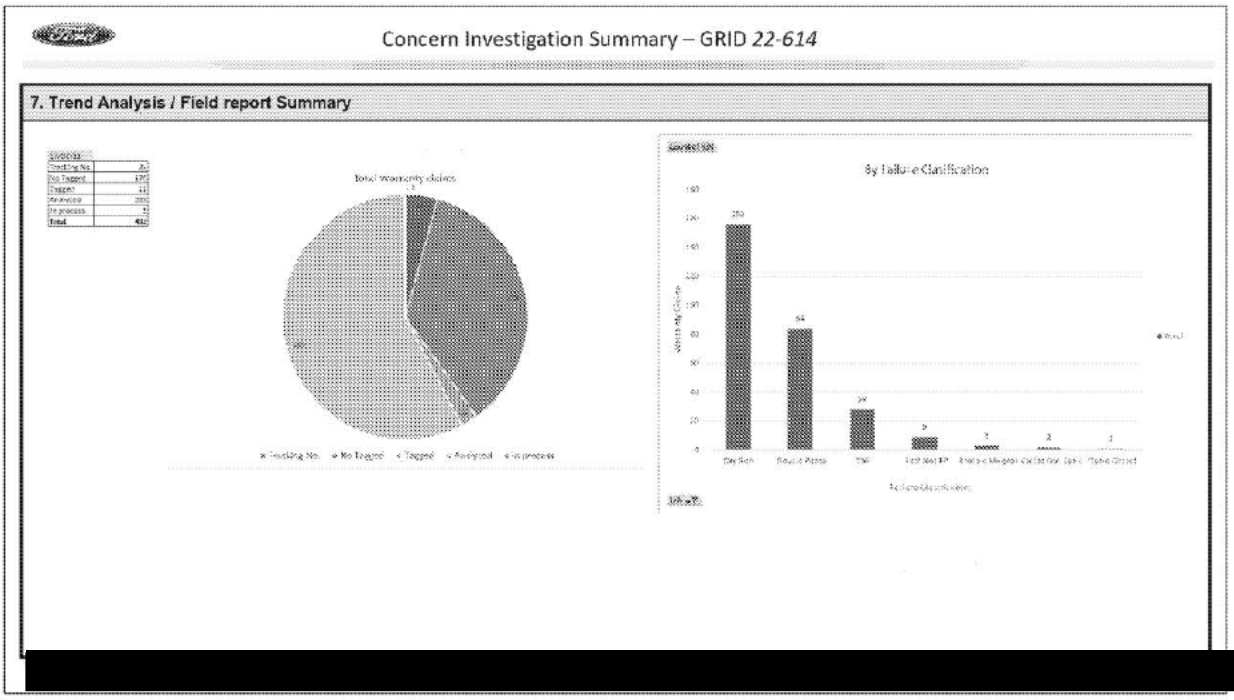

GUIDELINES
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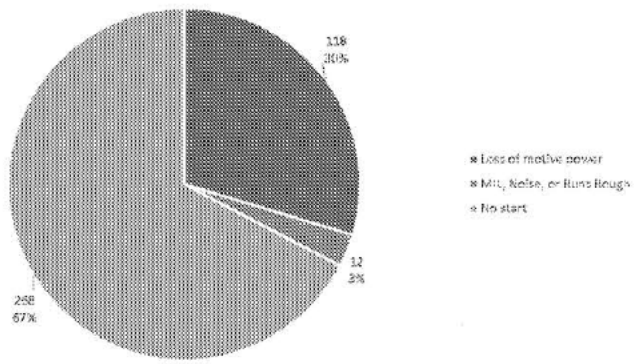
Concern Investigation Summary – GRID *22-614*

7. Trend Analysis / Field report Summary Oct 5, 2022



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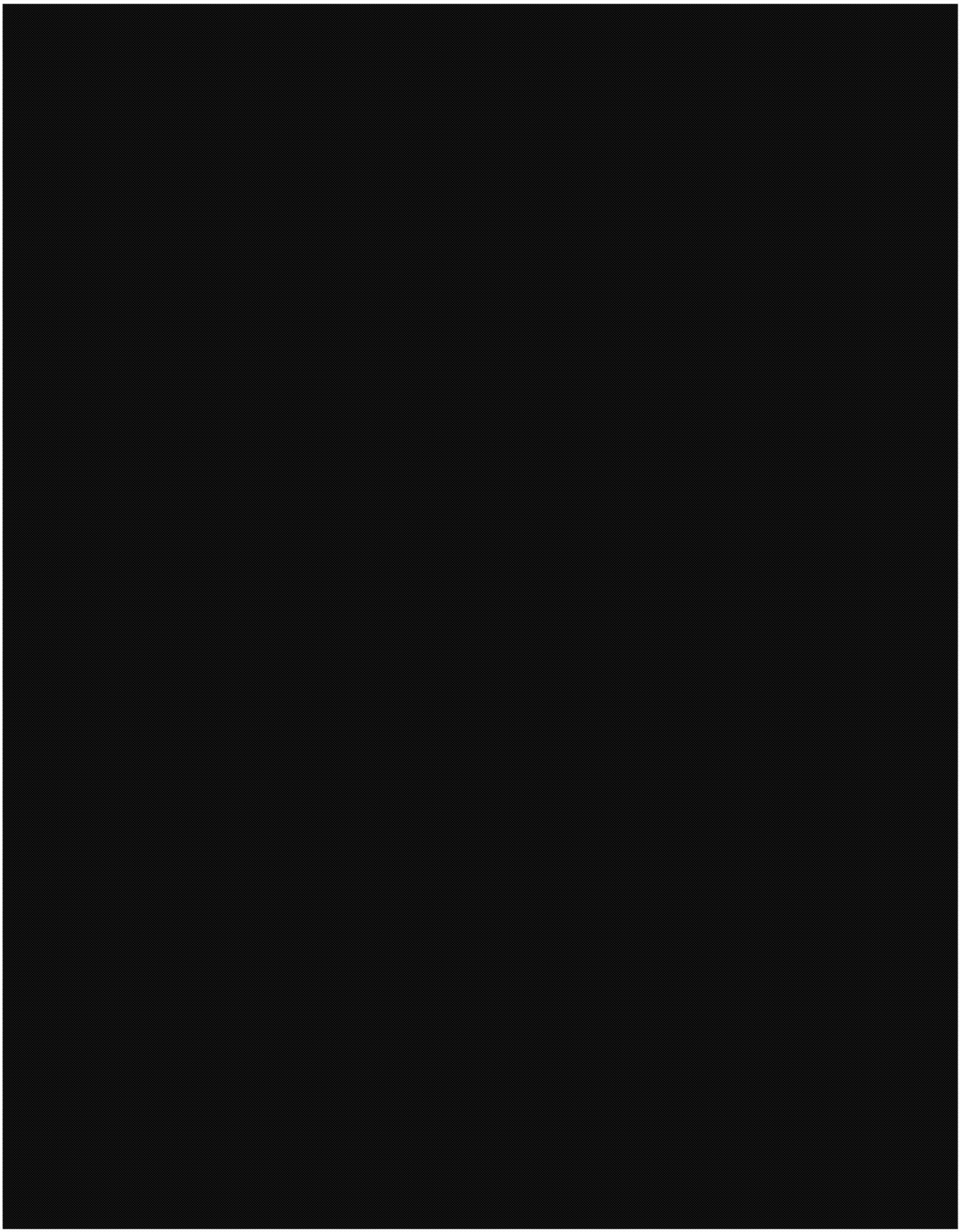
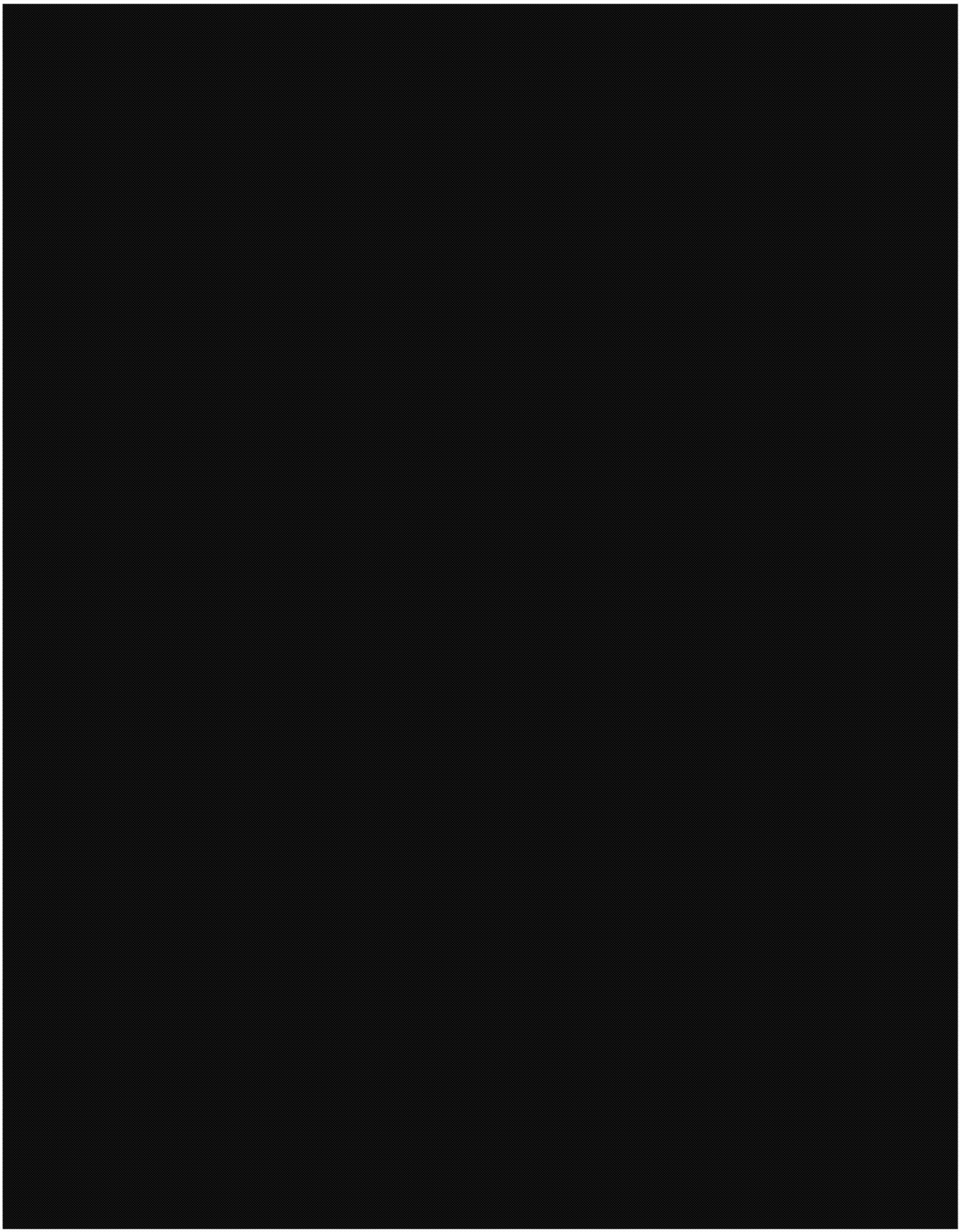
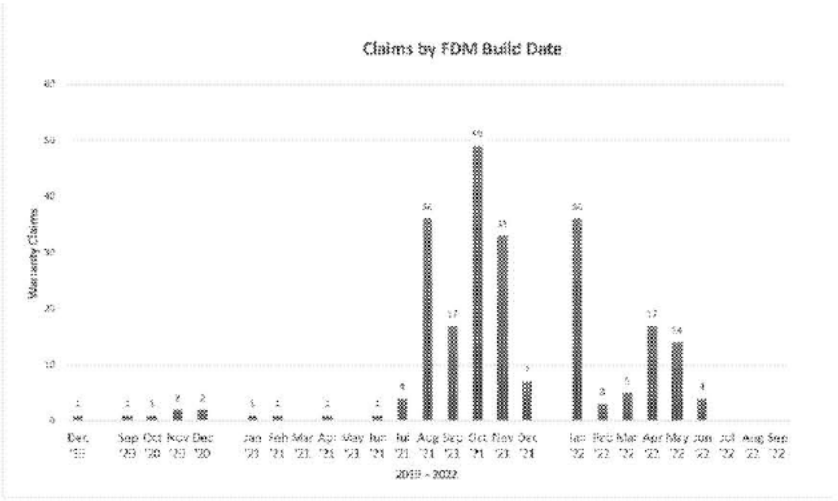




7. Trend Analysis / Field report Summary



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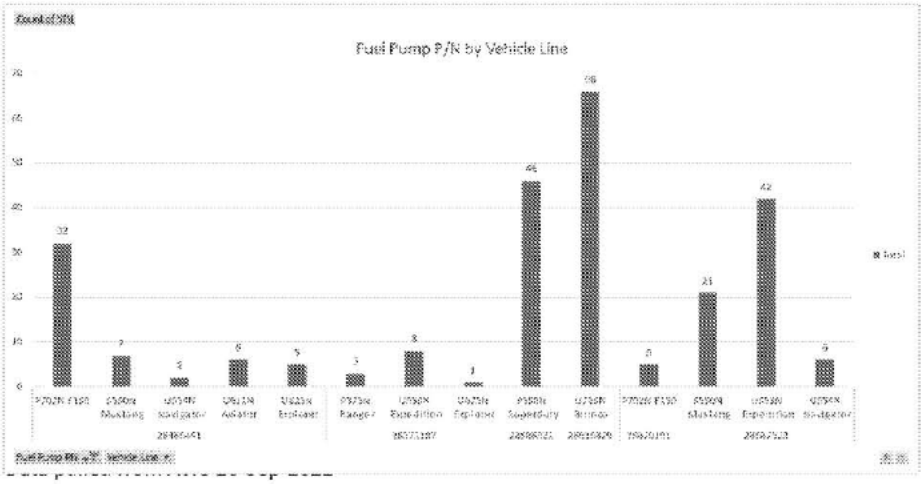
7. Trend Analysis / Field report Summary



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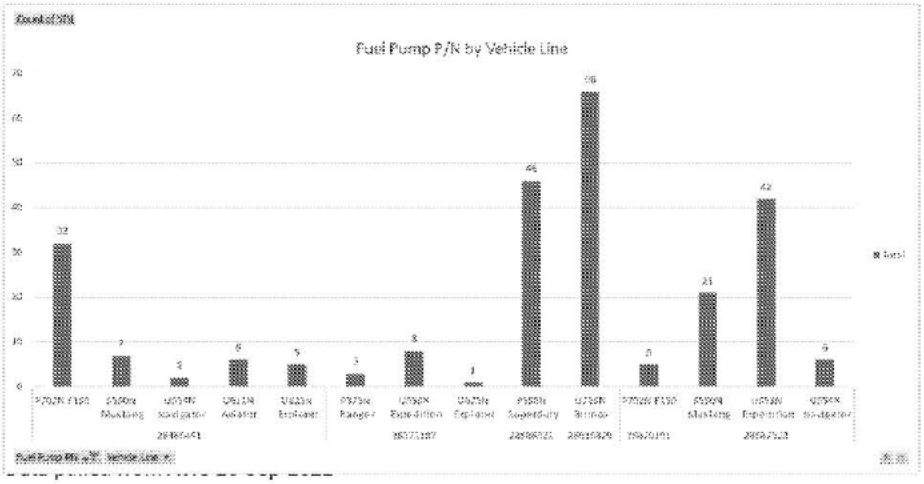
7. Trend Analysis / Field report Summary



GUIDELINES
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8. Stack Charts

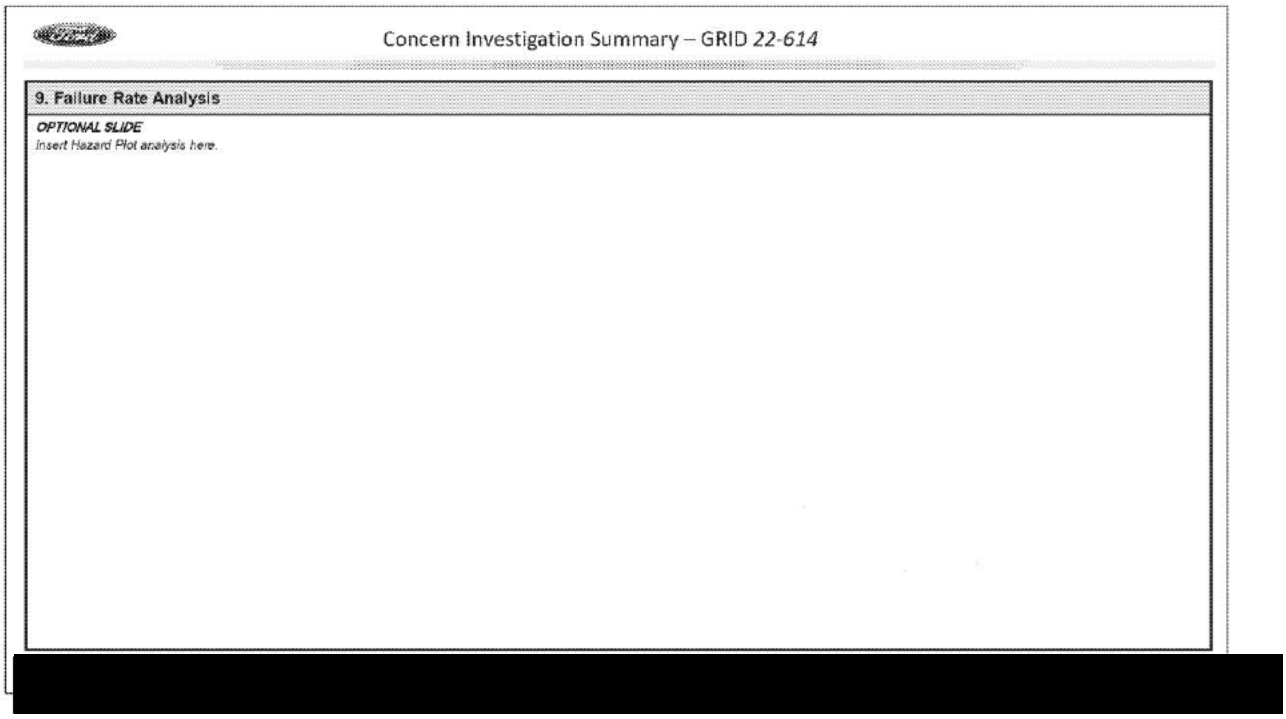
OPTIONAL SLIDE

Insert stack chart here (TIS and/or Mileage based)

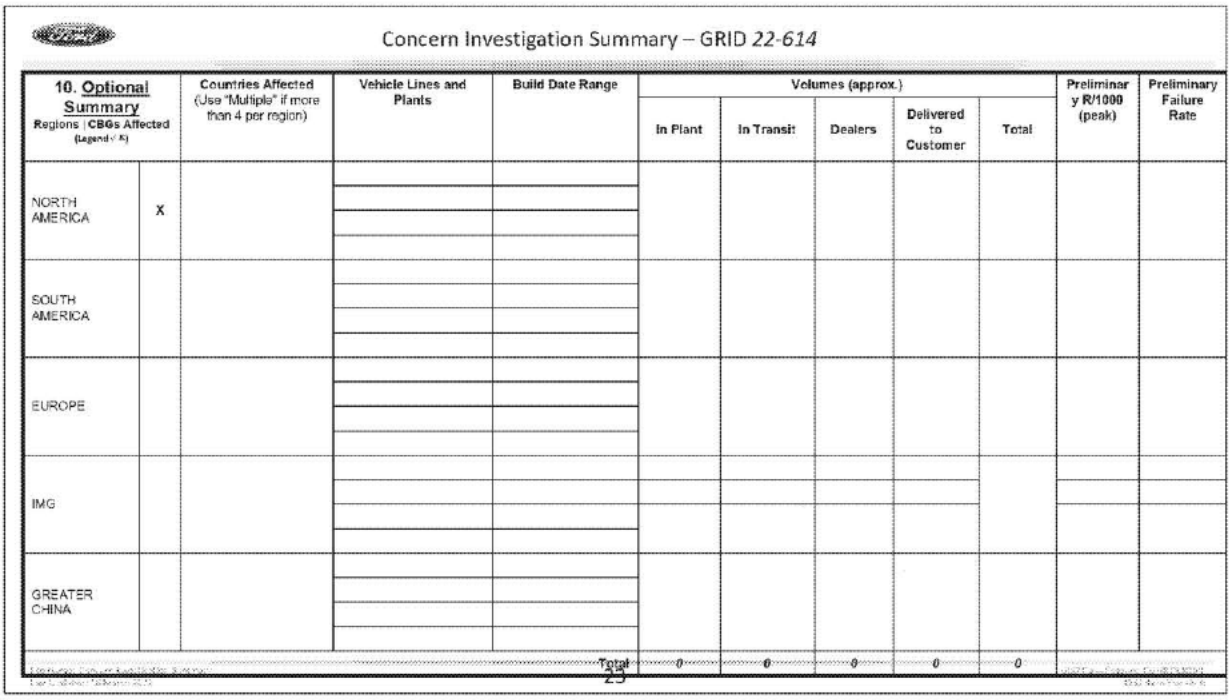
[redacted]

GUIDELINES

Nil



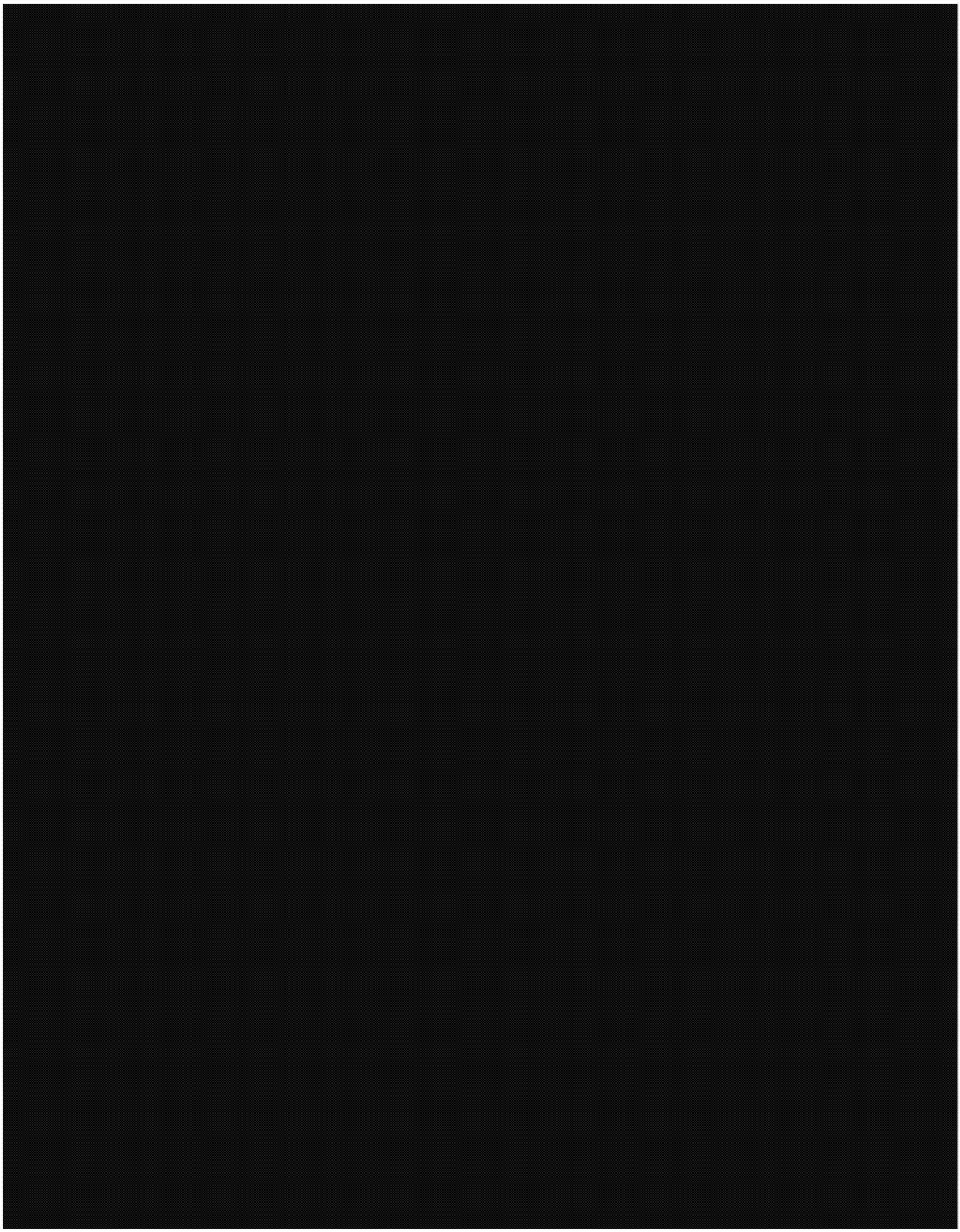
GUIDELINES
Nil.



Concern Investigation Summary – GRID *22-614*

10. Optional Summary Regions | CBGs Affected (Legend: X)		Countries Affected (Use "Multiple" if more than 4 per region)	Vehicle Lines and Plants	Build Date Range	Volumes (approx.)					Preliminary R/1000 (peak)	Preliminary Failure Rate
					In Plant	In Transit	Dealers	Delivered to Customer	Total		
NORTH AMERICA	X										
SOUTH AMERICA											
EUROPE											
IMG											
GREATER CHINA											
				Total	0	0	0	0	0		

GUIDELINES
Where needed populate table 10 with as much detail for each region that is affected. Volumes are approximations only.
Grey text is an example of how to populate. Grey text to be deleted once fully populated.
Additional rows can be added by inserting / splitting table.
Rows not required can be deleted if required.



Please Add additional Back up info as/if required

STANDARD REPORTING METHOD
FOR PROBLEM SOLVING

6-PANEL

Project #84875 – Crank – No Start Issues with 9H307 Borg Warner Warranty

Black Belt / Green Belt Project Number: # 84875

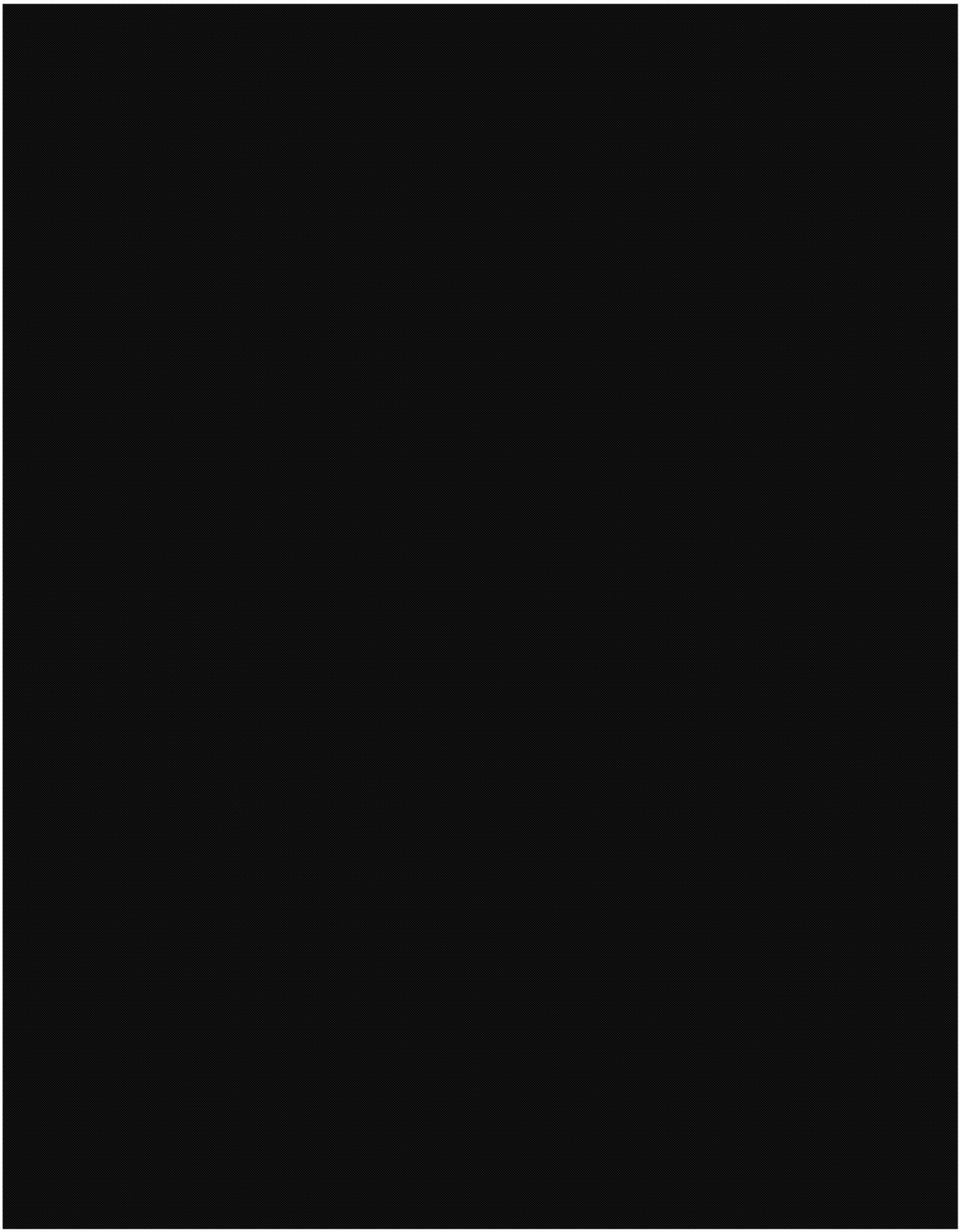
Project Leader / Black Belt:	[redacted]	
Process Owner:		
Project Owner/Champion:		
Master Black Belt:		
Organization/Department:	Fuel Systems	
Project Location:	North America	
Project Start & Est. Completion Date:	Start: 06-July-2022	Estimated Completion: 01-June-2023

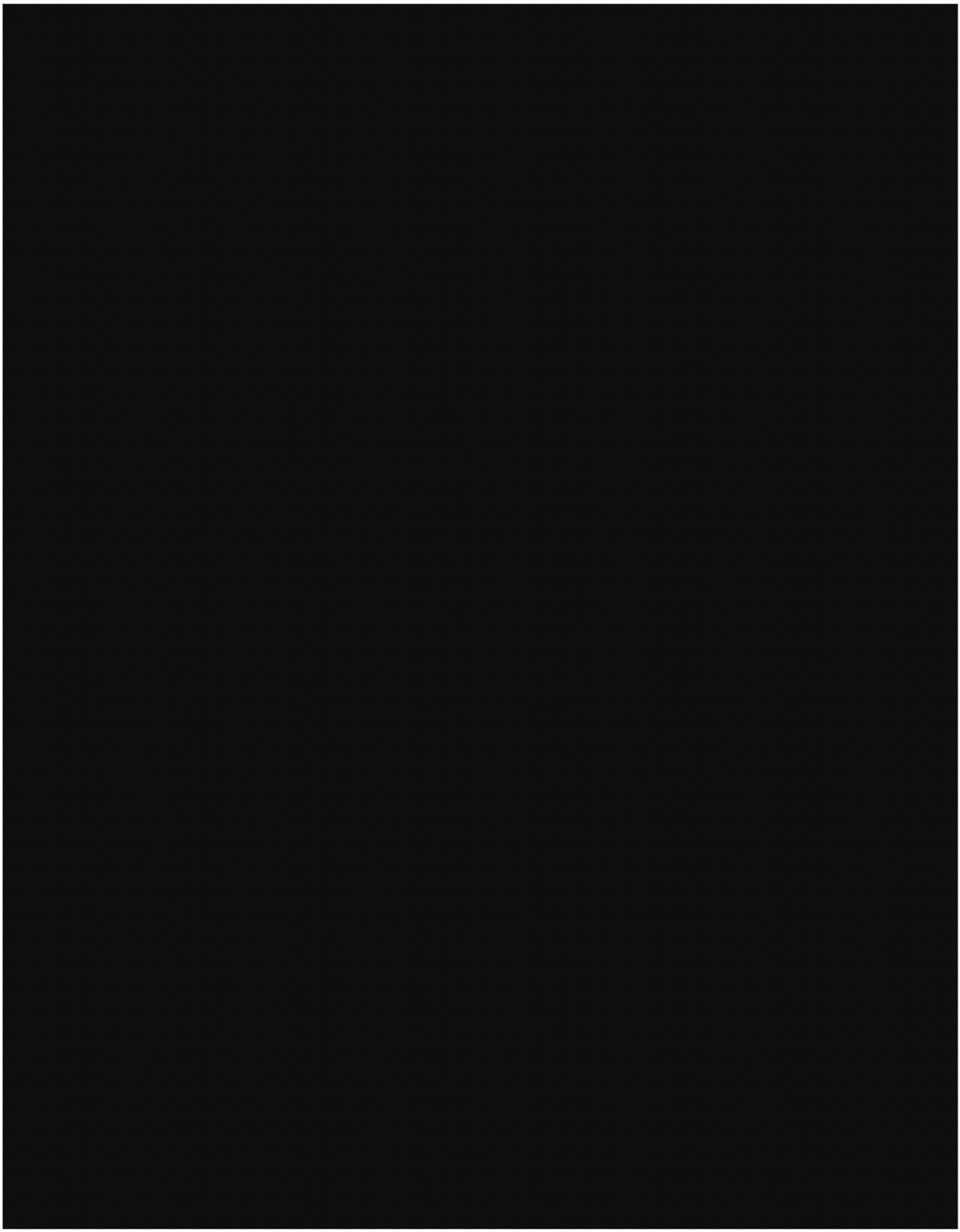
Global 6-Panel Reporting standard:
6-Panel = Standard "executive summary" format, a problem solving story of your logical thinking process.
Assist problem solving teams with a template to assure data driven decision are made in the problem solving process, ensuring robustness of the resolution.
Individual summary panels of each DMAIC+R phase that is simplified and standardized to the Global "Robust Concern Resolution Questions."
The 6-Panel is a format that is flexible enough to be used by all business units.
Simplified and consistent communication to management in a concise way. In a high level management report out, communicate with the six summary panels. For a team or quarterback deep dive, unhide information on additional slides.
The Global Quality Improvement Process team has standardized the 6-Panel which has engaged Quality Leadership at all levels Quality Leadership behaviors are improved by encouraging management and problem solving teams to ask the right questions.

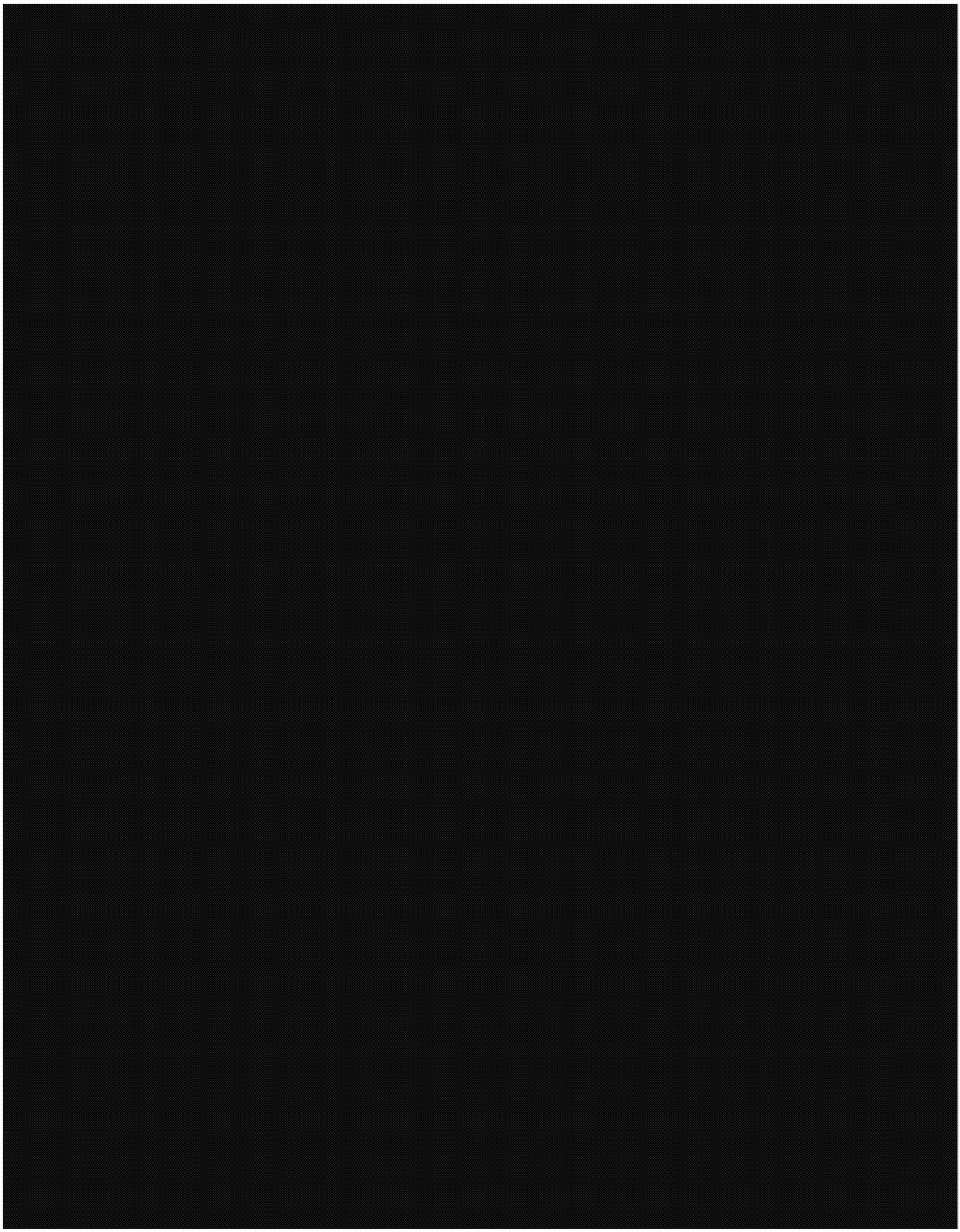
Follow the instructions on the notes pages for minimum slide content for each of the phases. If you need additional slides, insert new slides to provide additional information to support details for a specific phase. Ensure your slides are readable and tell your story. Courses are available, for example: "Ford Power Presentations" is available through training organizations.

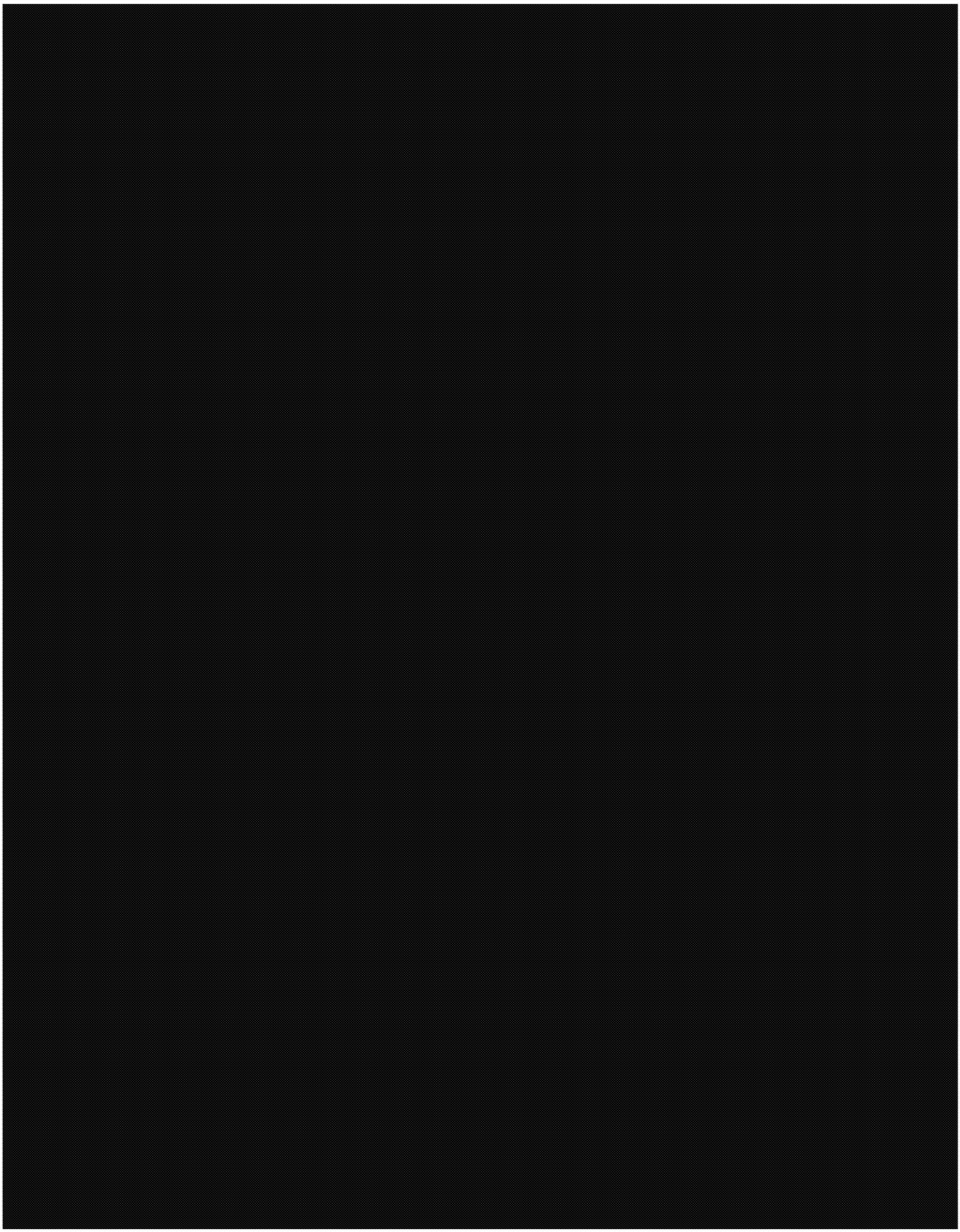
Keep the primary content in the main slides with back up as necessary. Use hyperlinks to view back up slides.

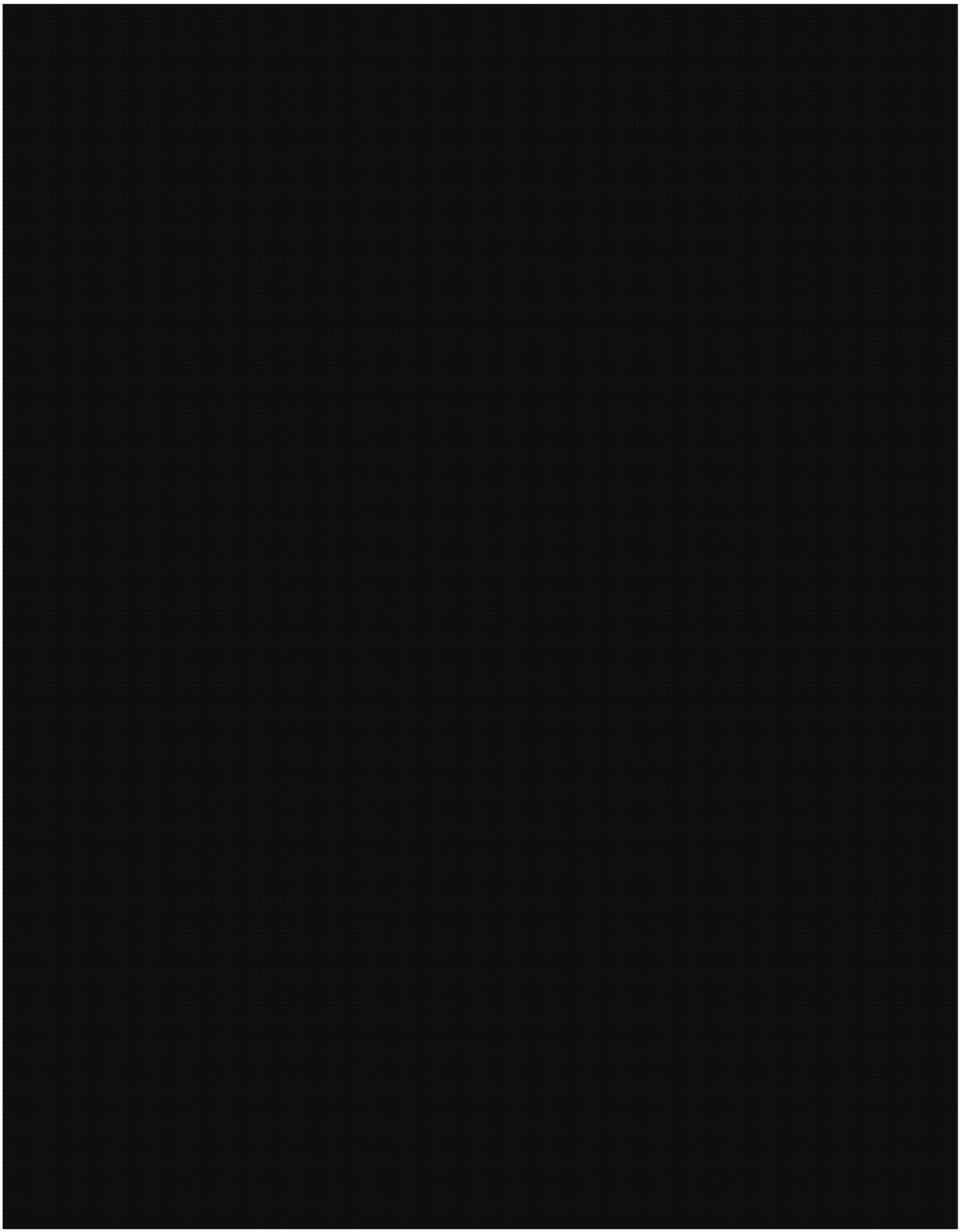
Color Key:
Blue Text – replace with information relevant to your project
Grey Text – Are notes and information, delete for your project

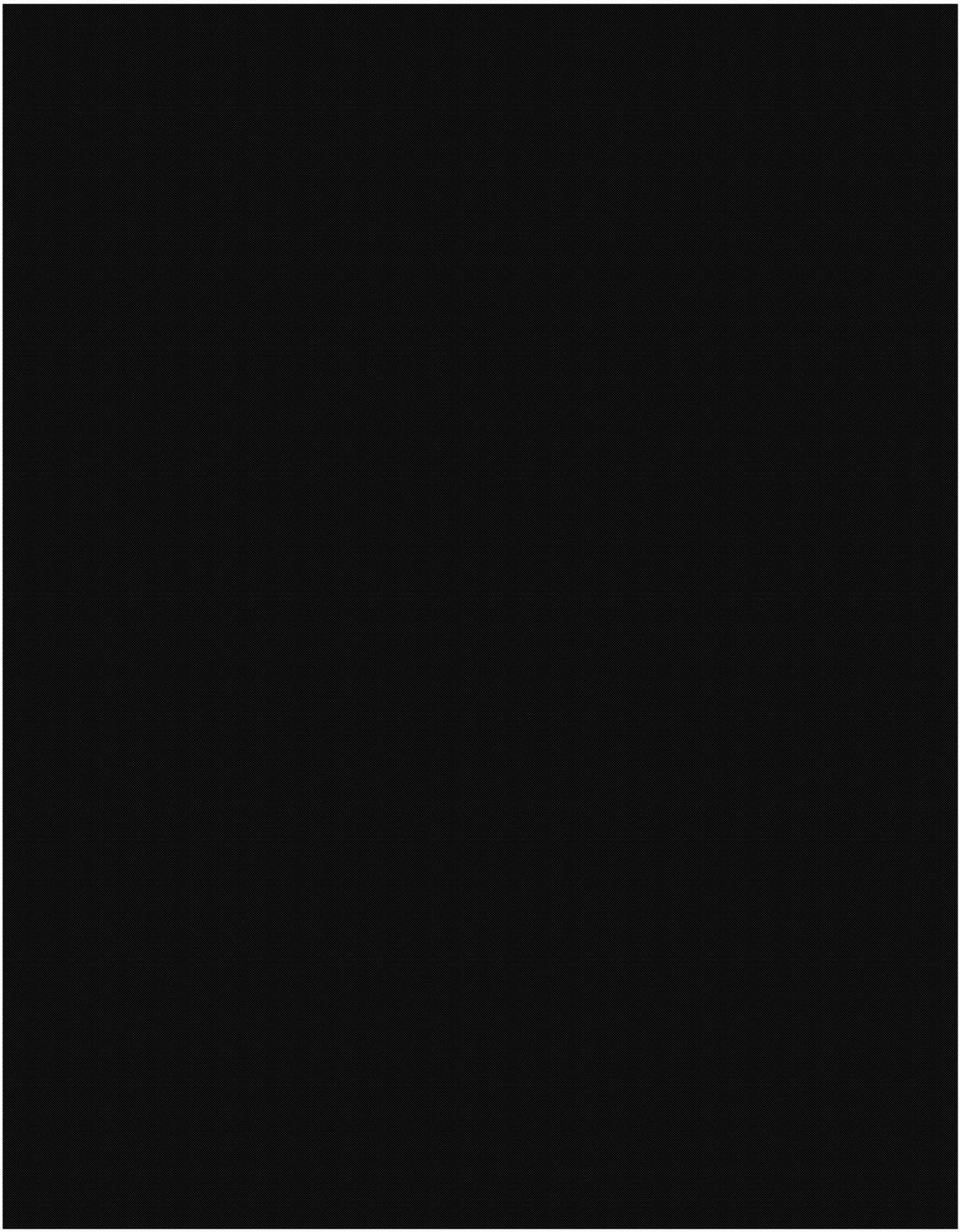


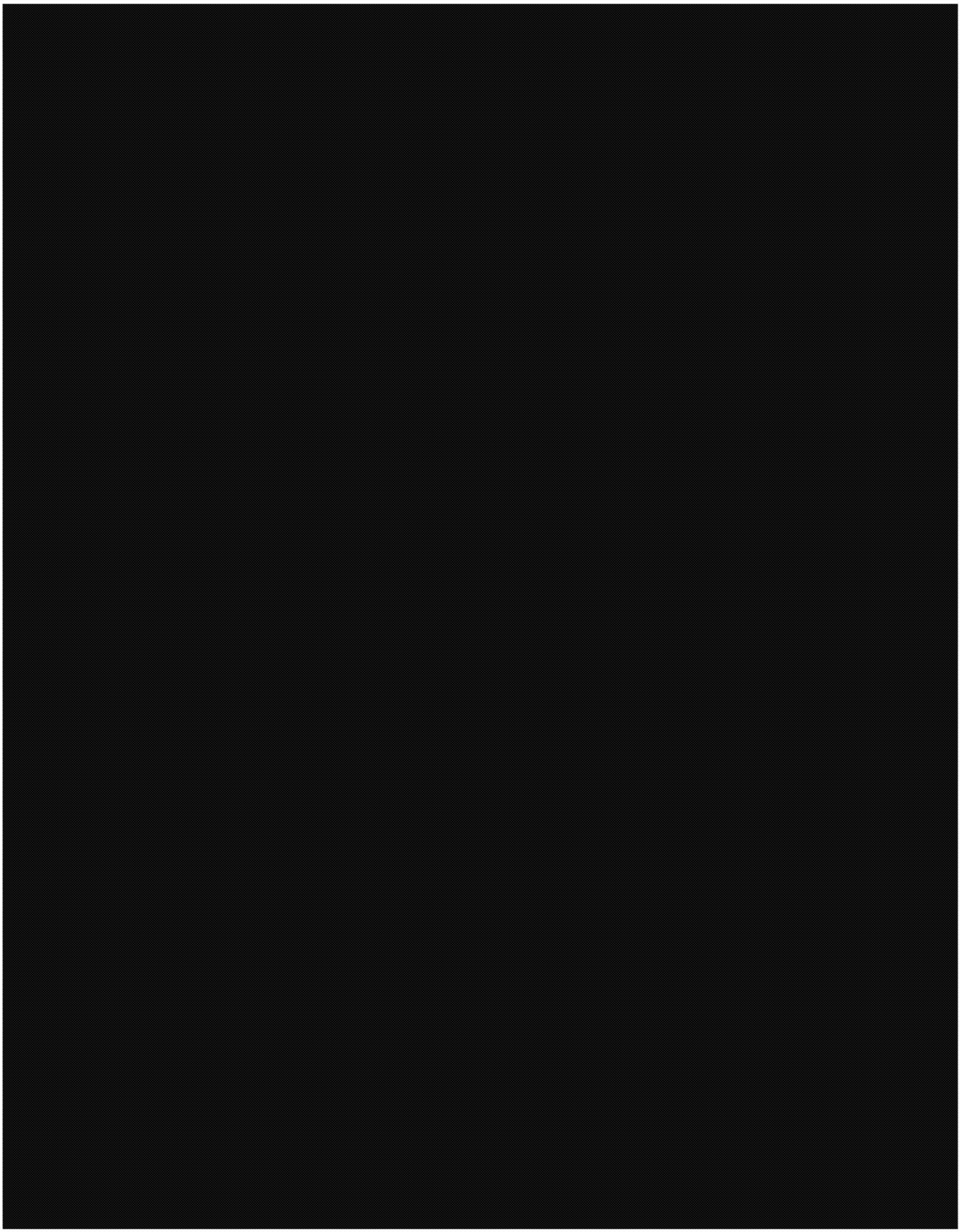


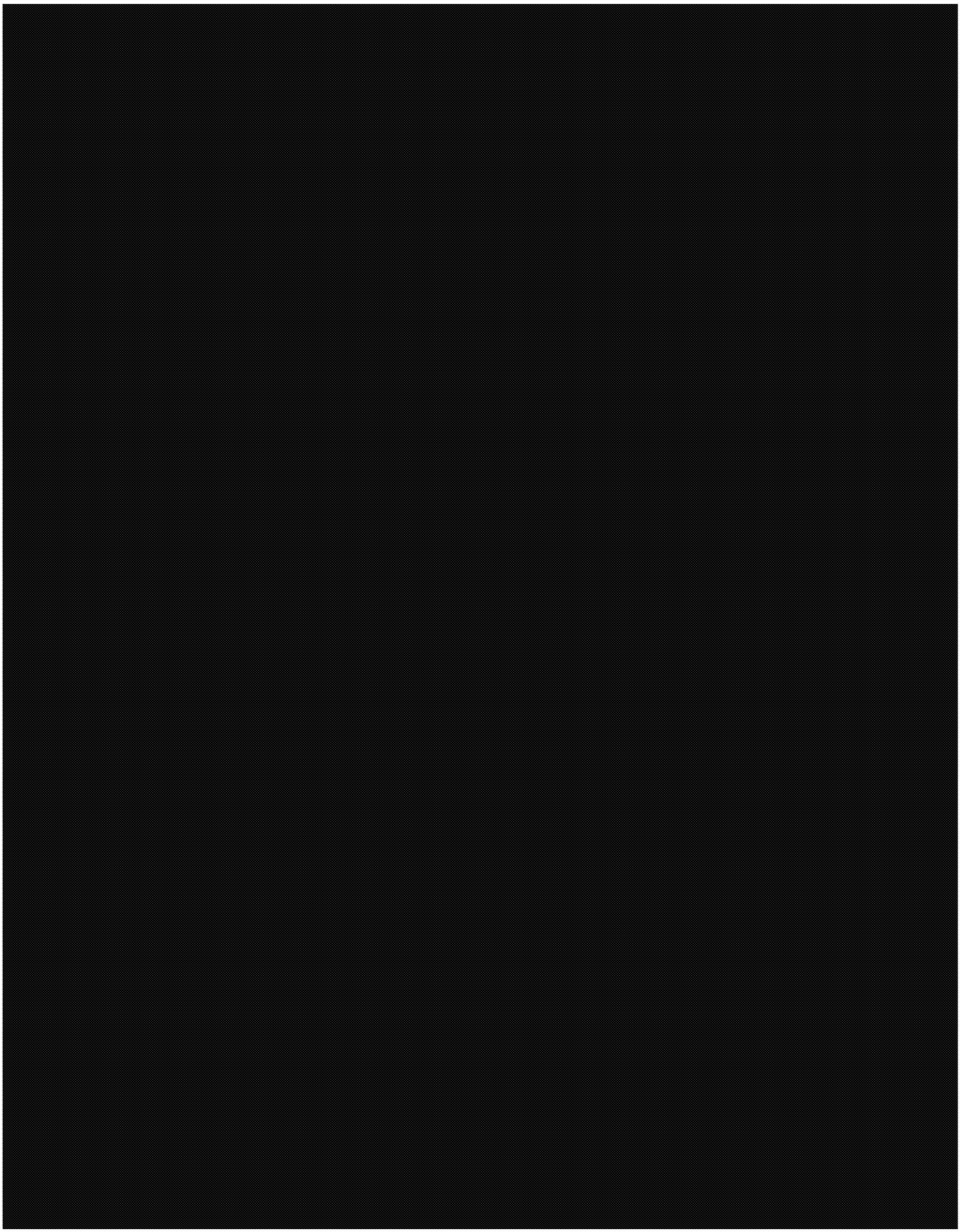


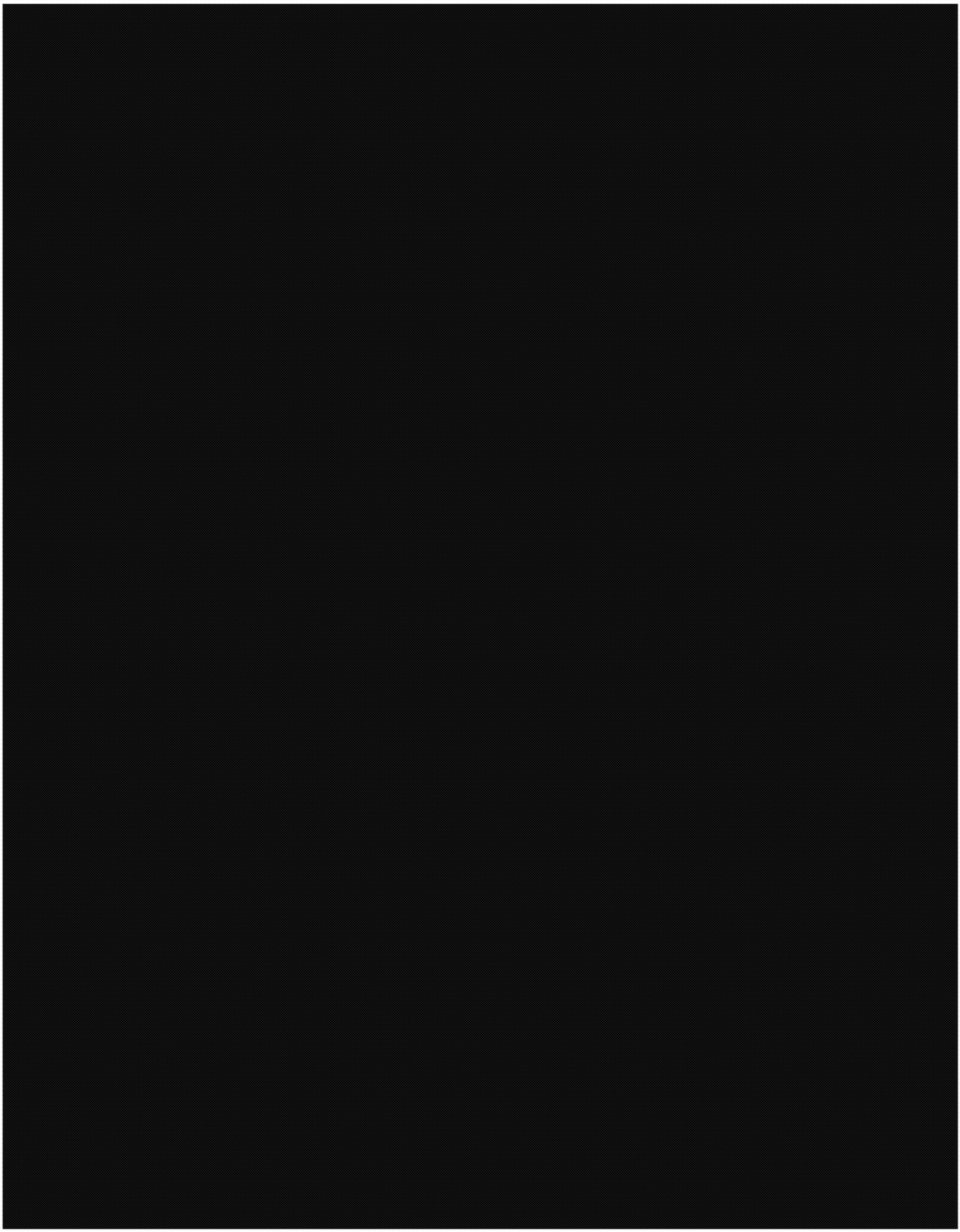


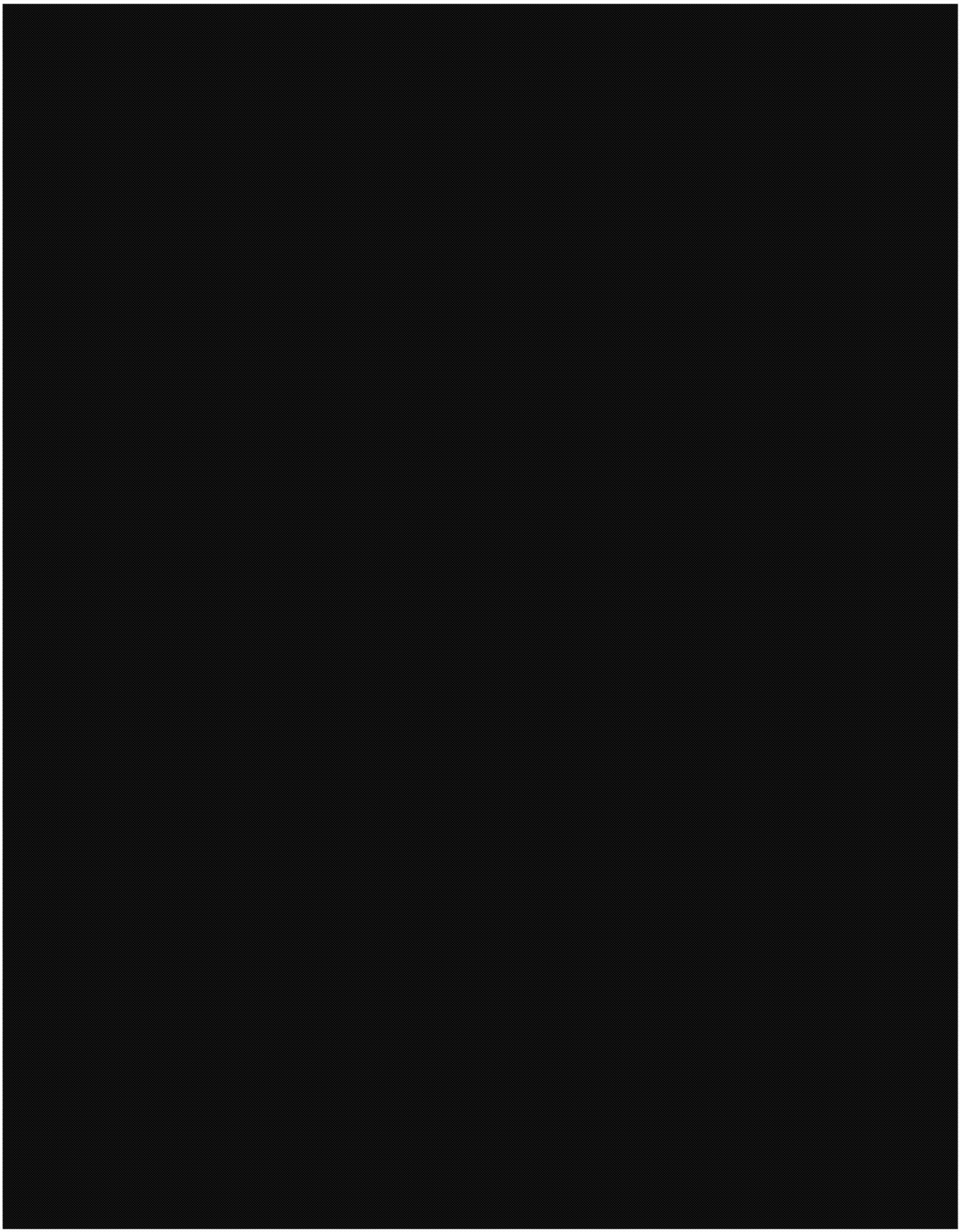


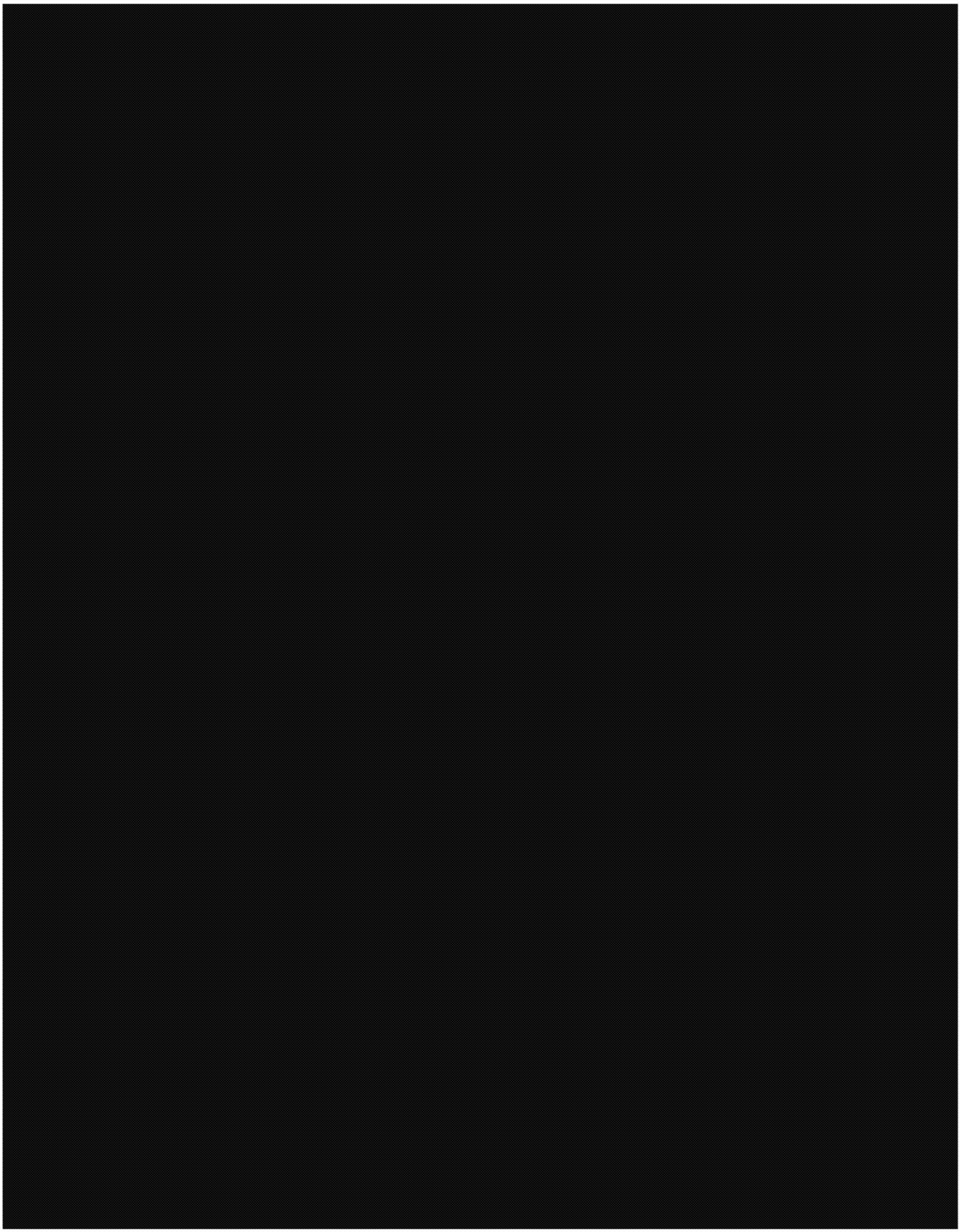


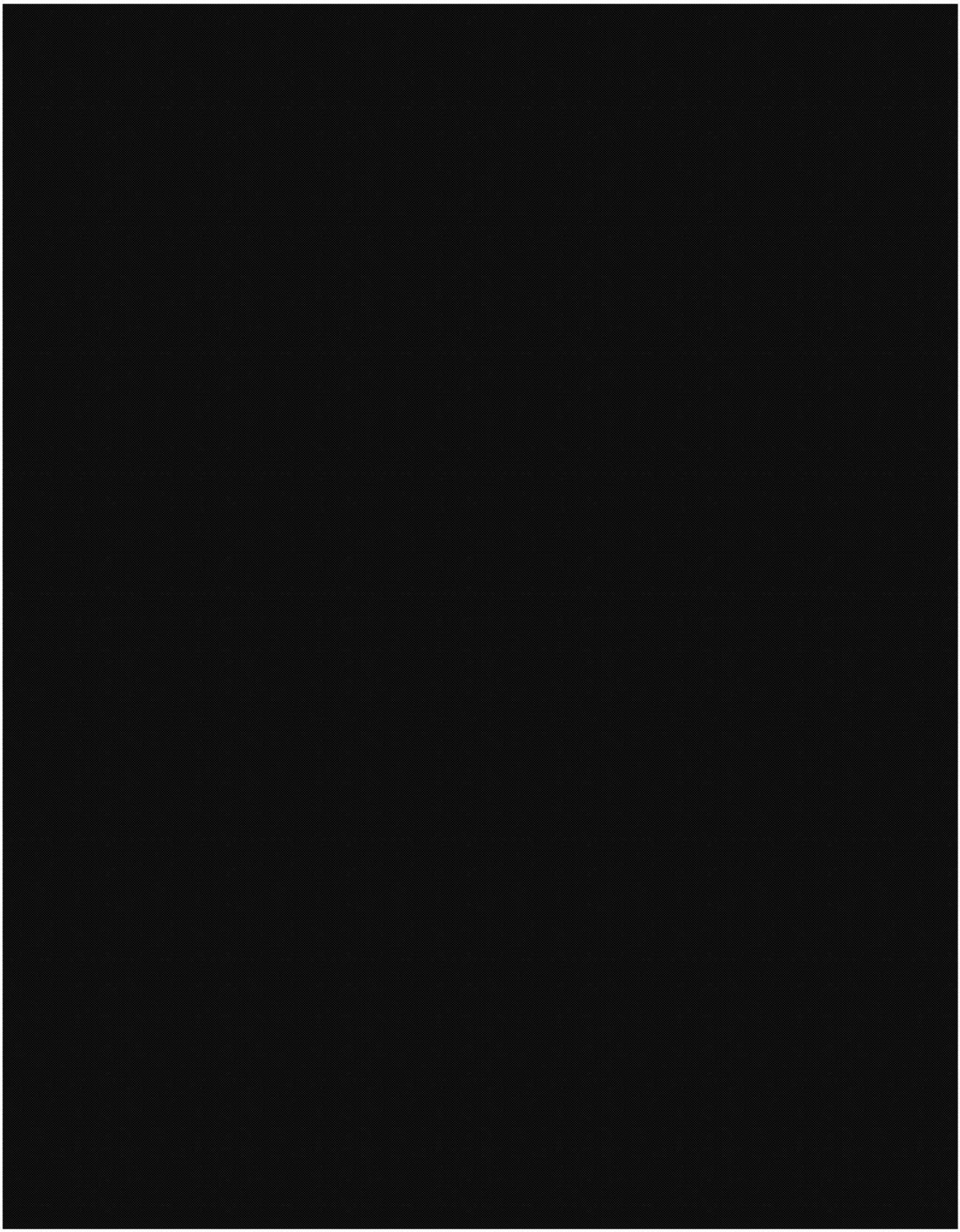


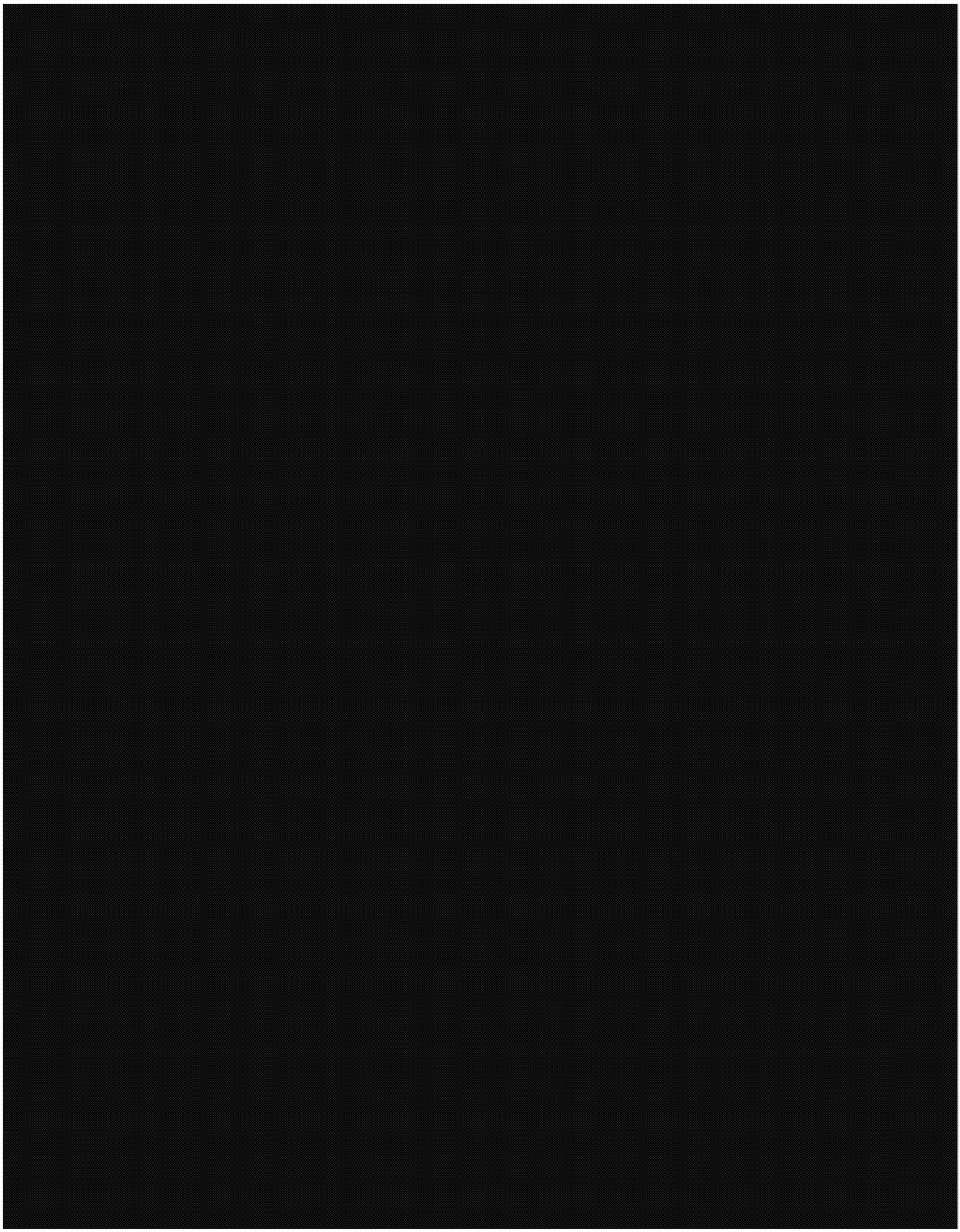


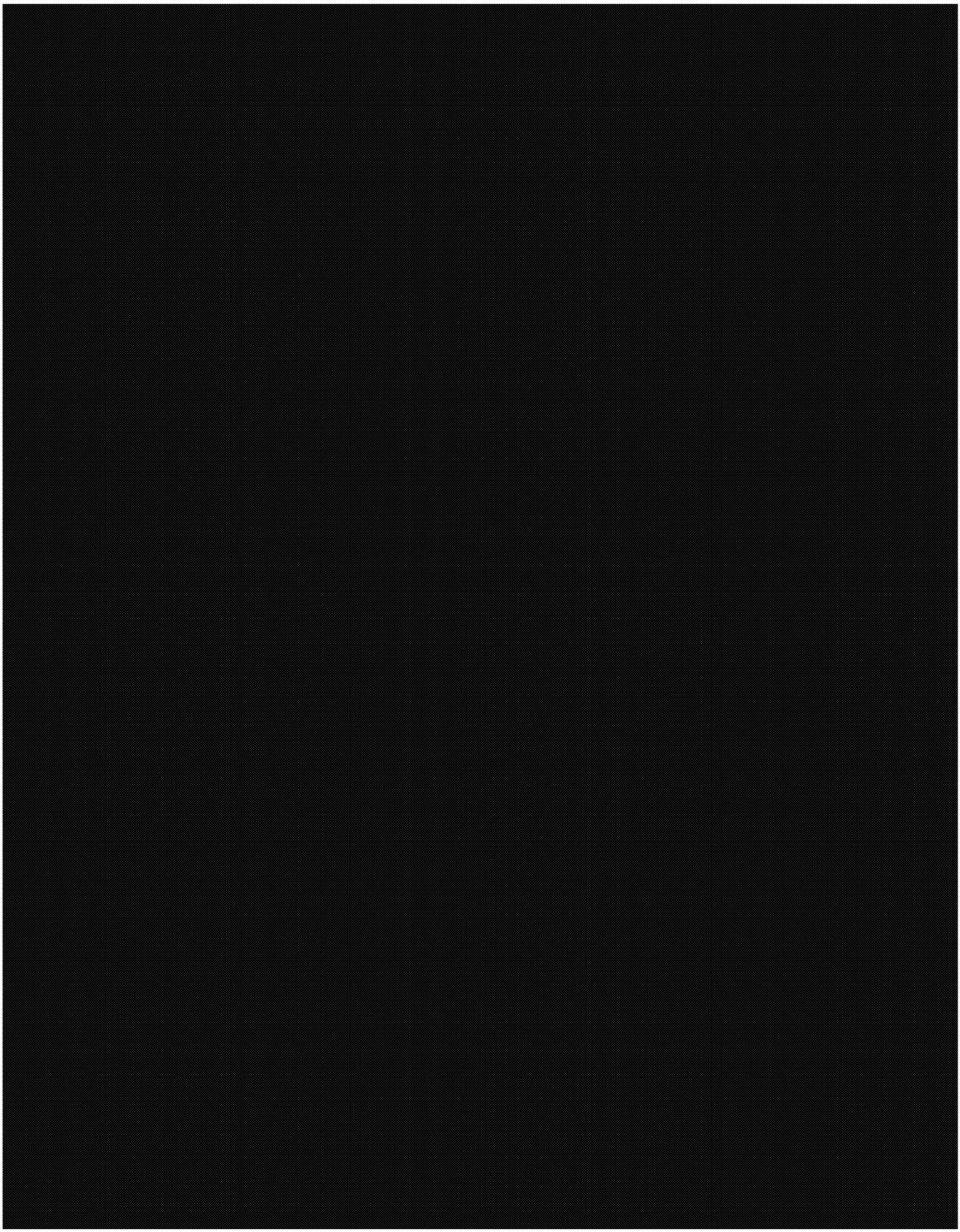


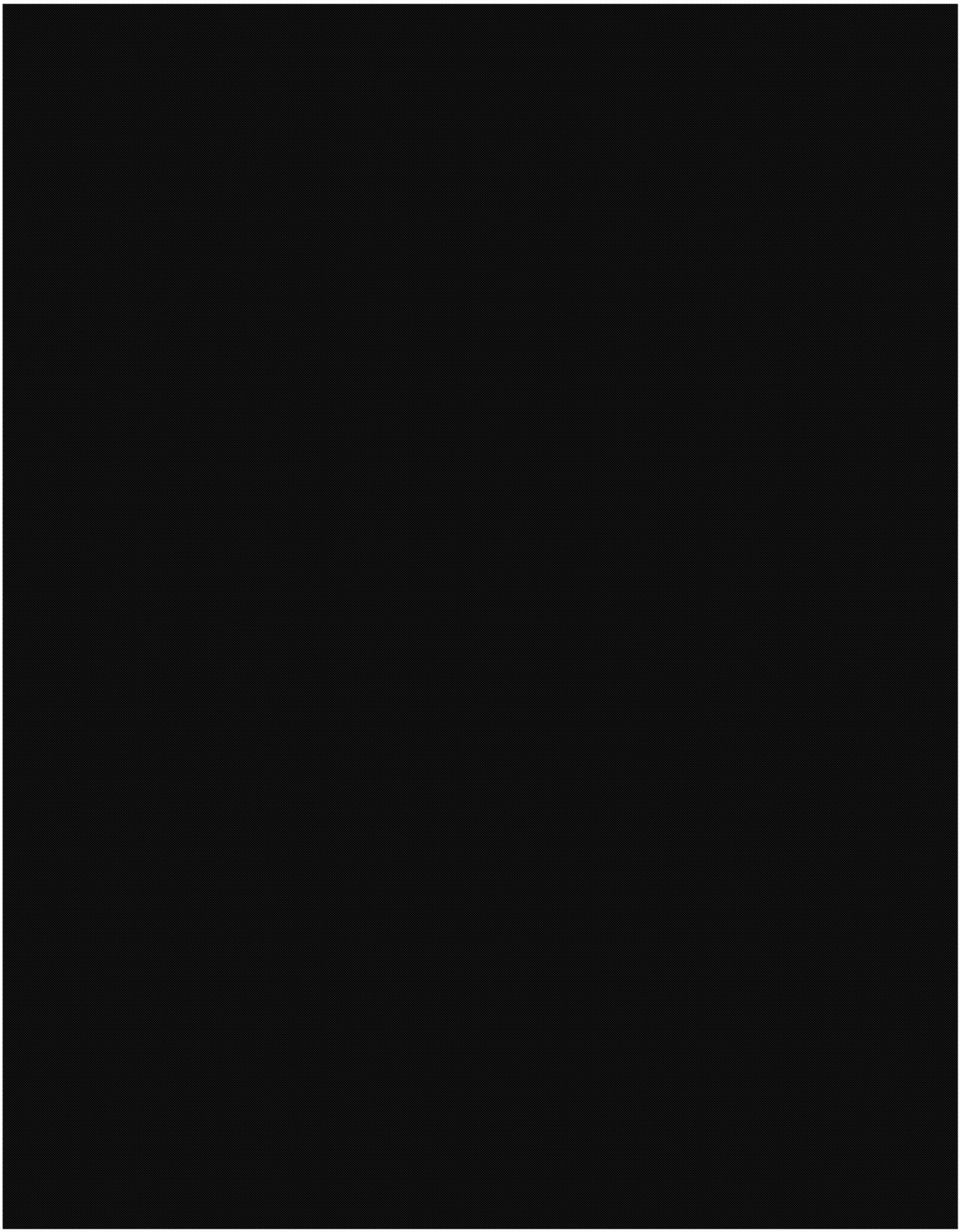


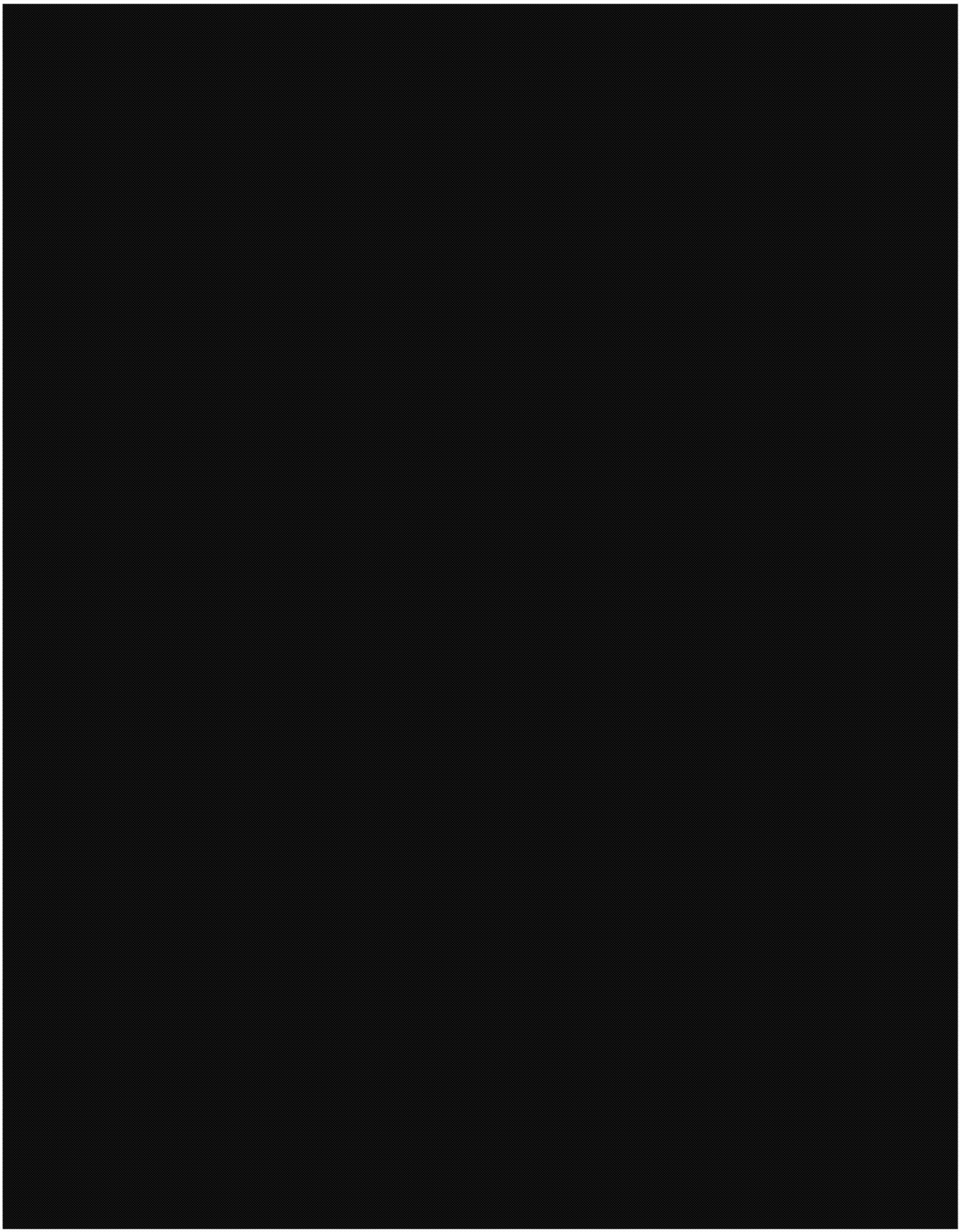


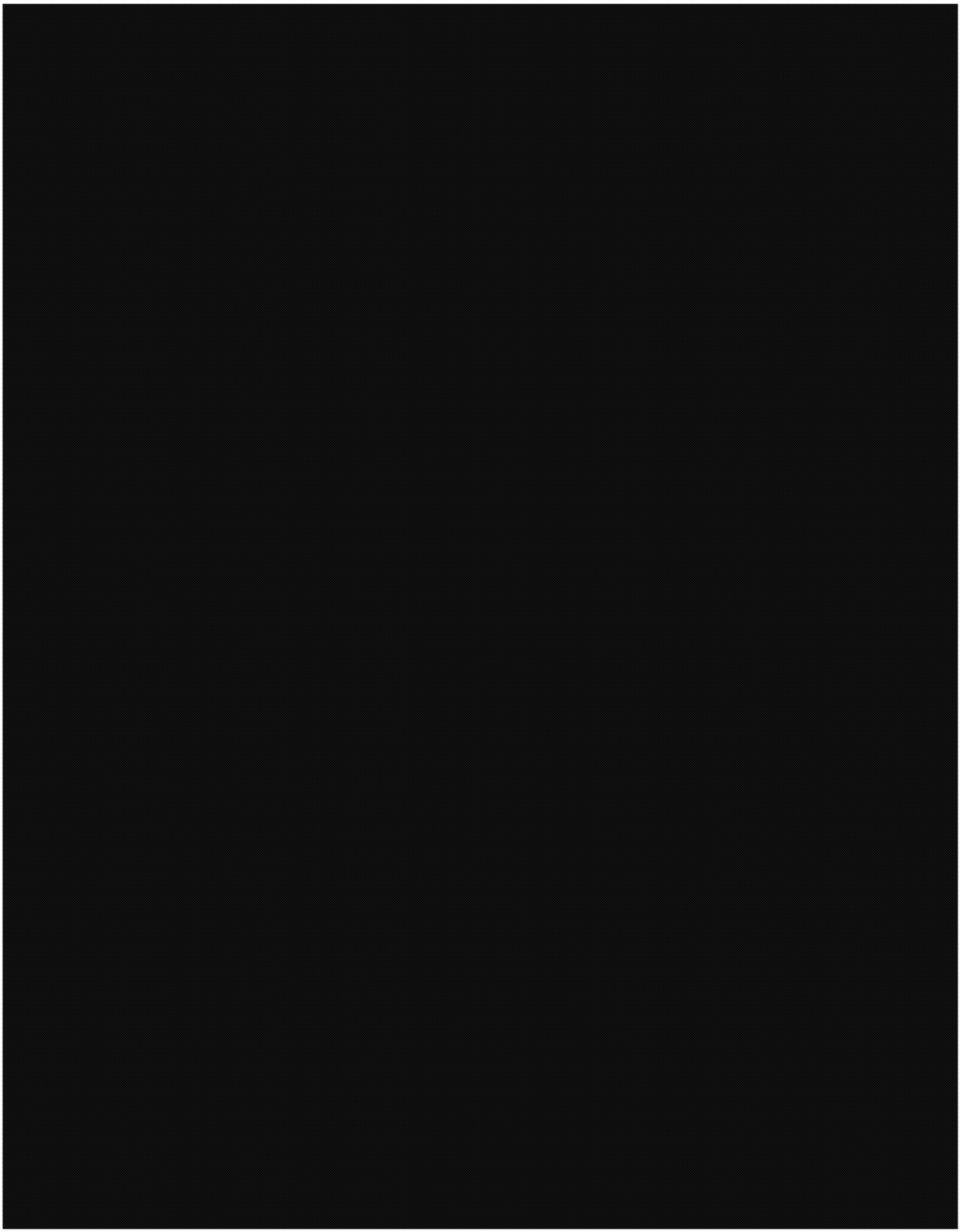


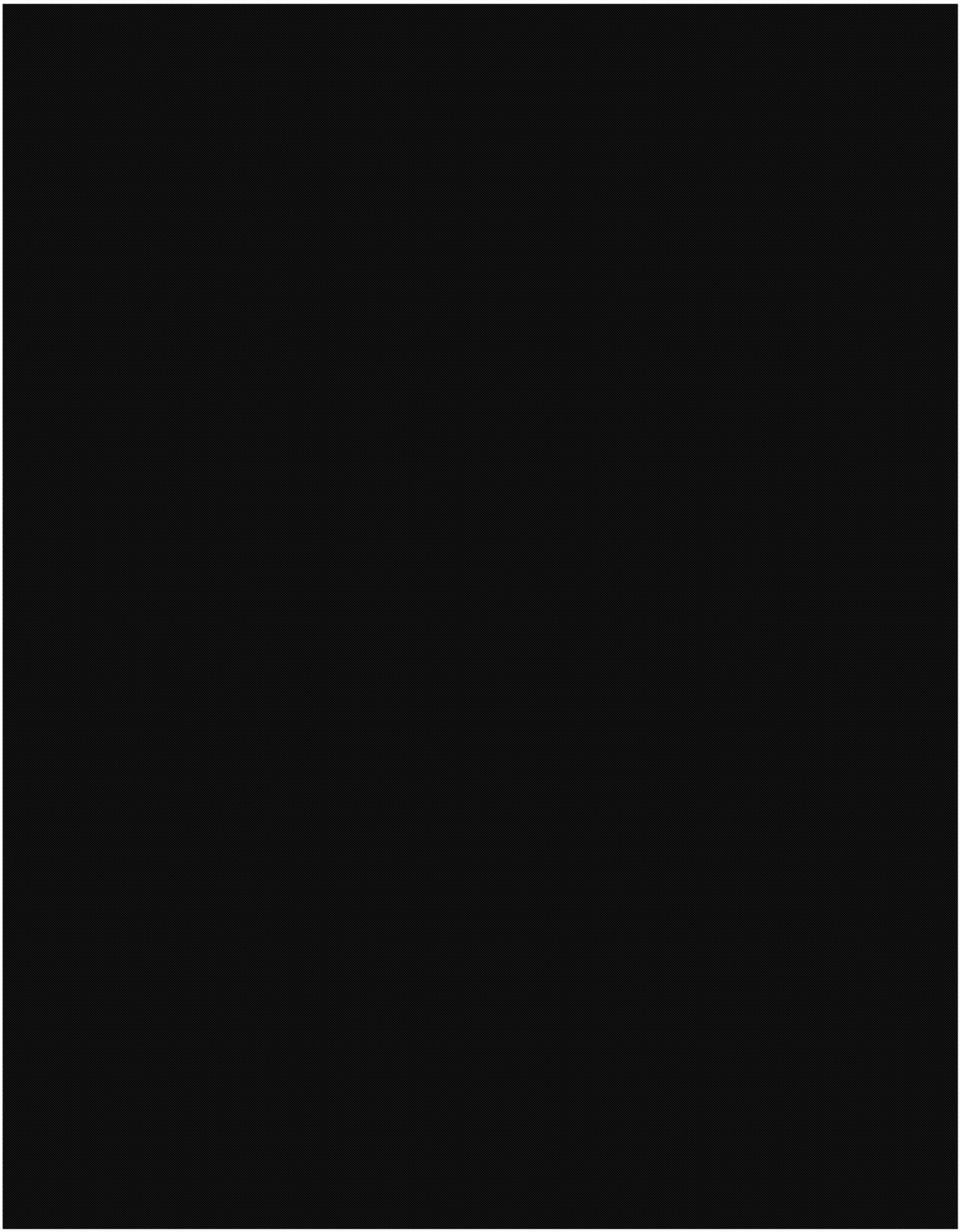












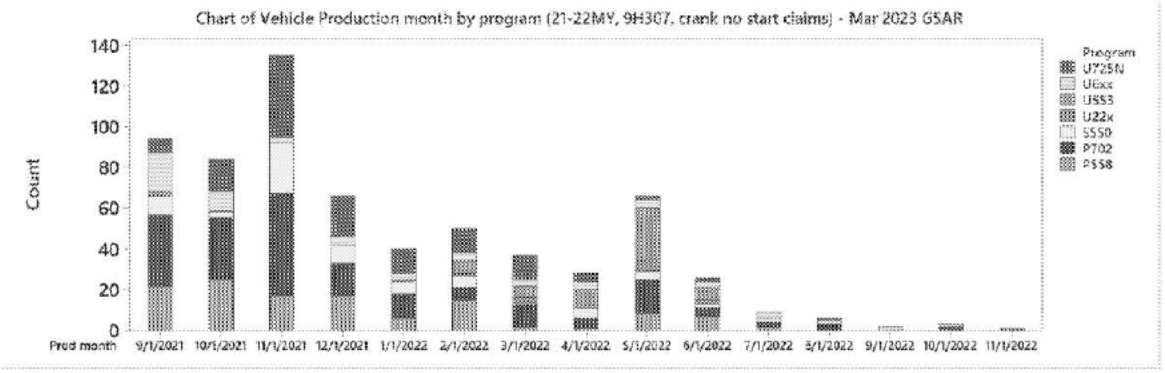
6-PANEL

© 2002-2019 Ford Motor Company

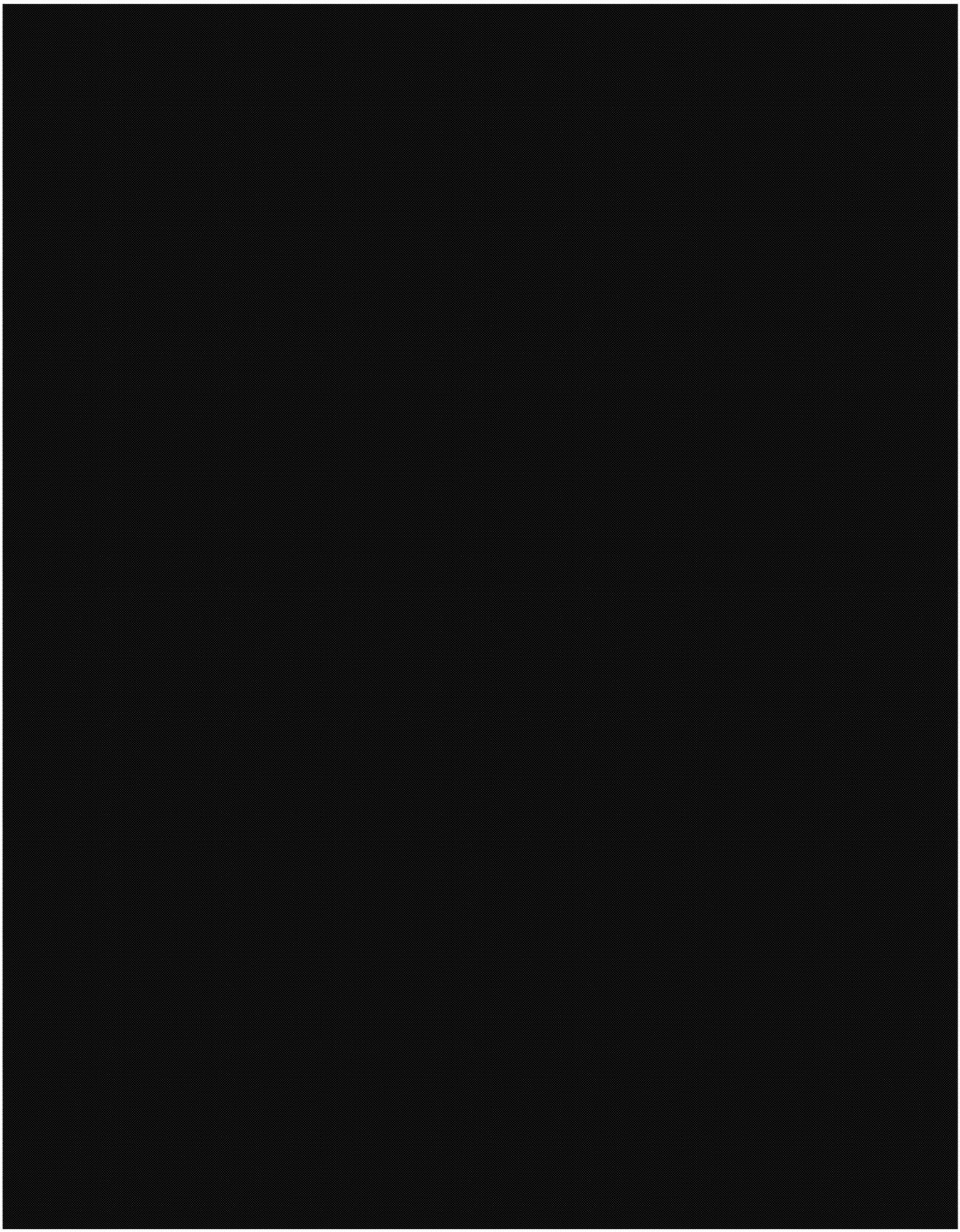
D - M - A - I - C - R

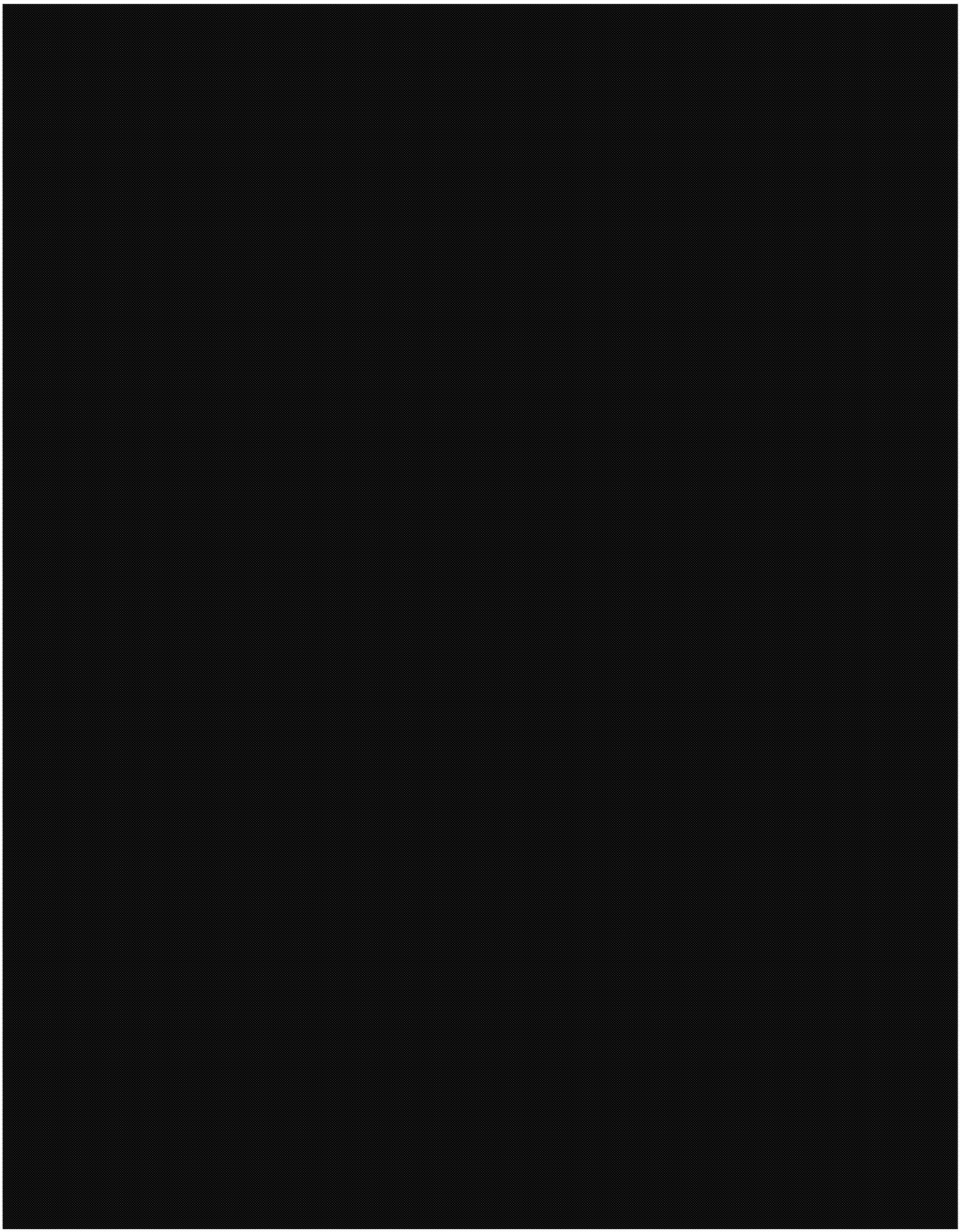
IMPROVE y=f(x)

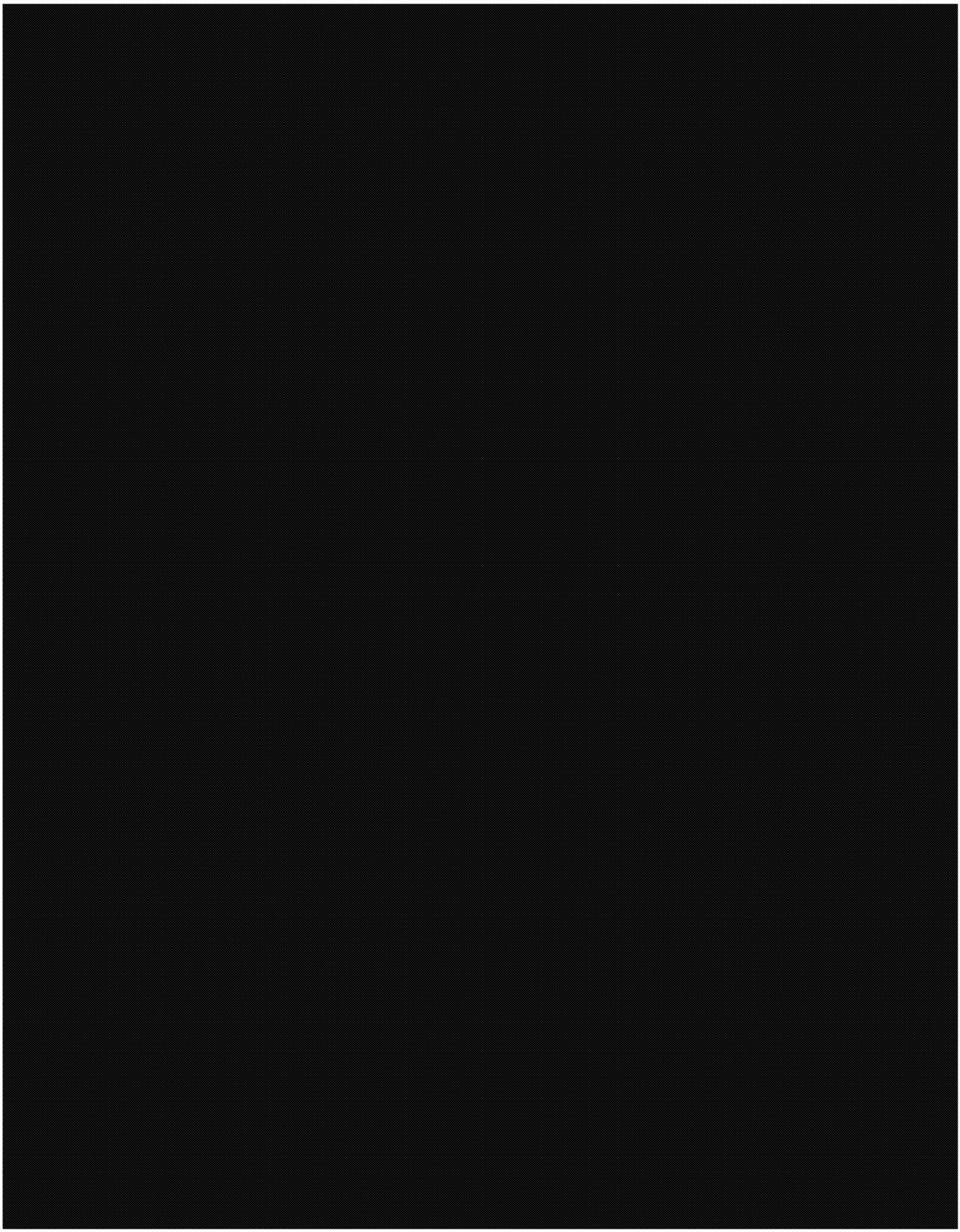
GSAR claims (Mar 2023 cutoff) – 9H307 claims – crank no start claims

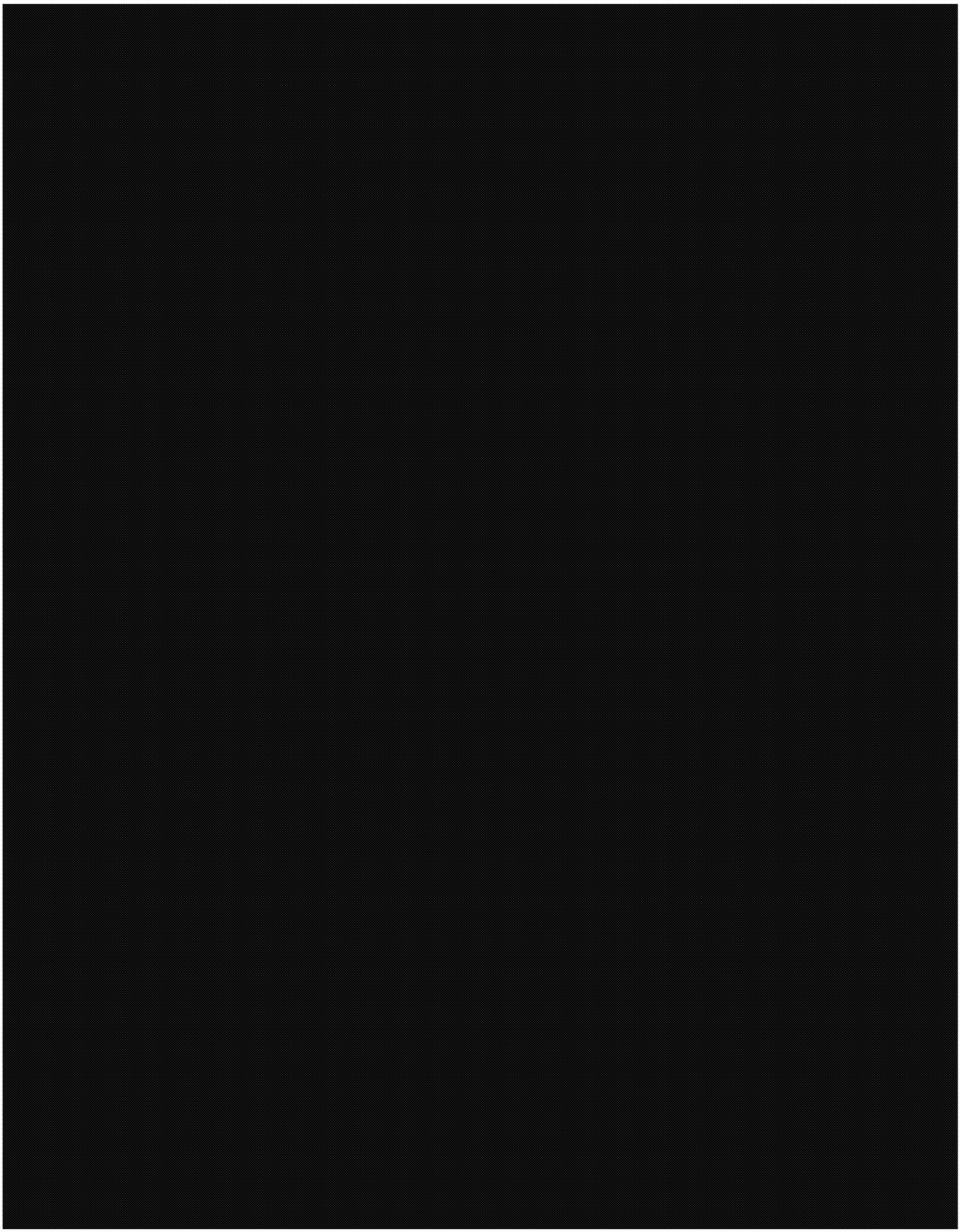


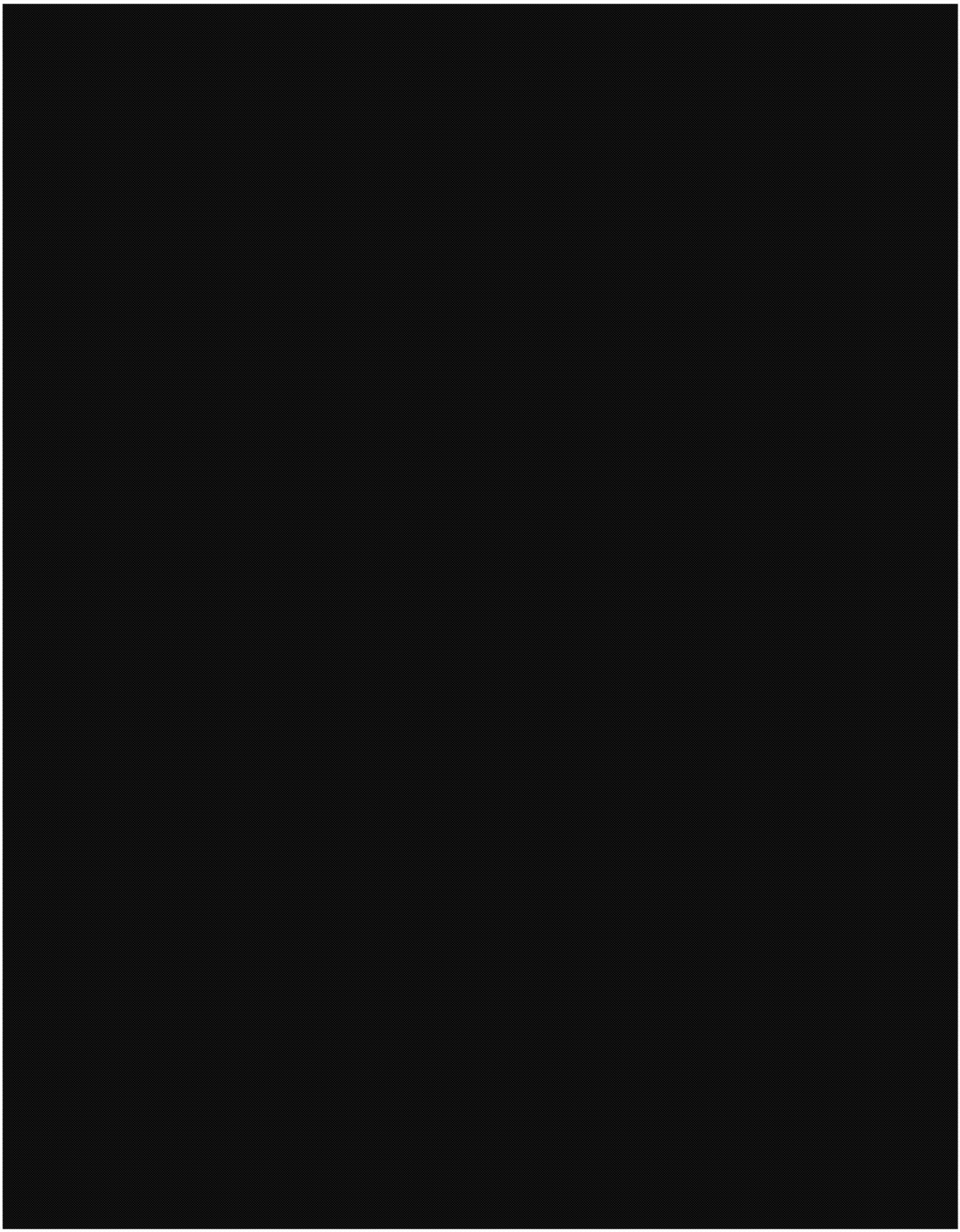
Warranty breakdown by program — see slides 16 & 17 for ICA/PCA reference

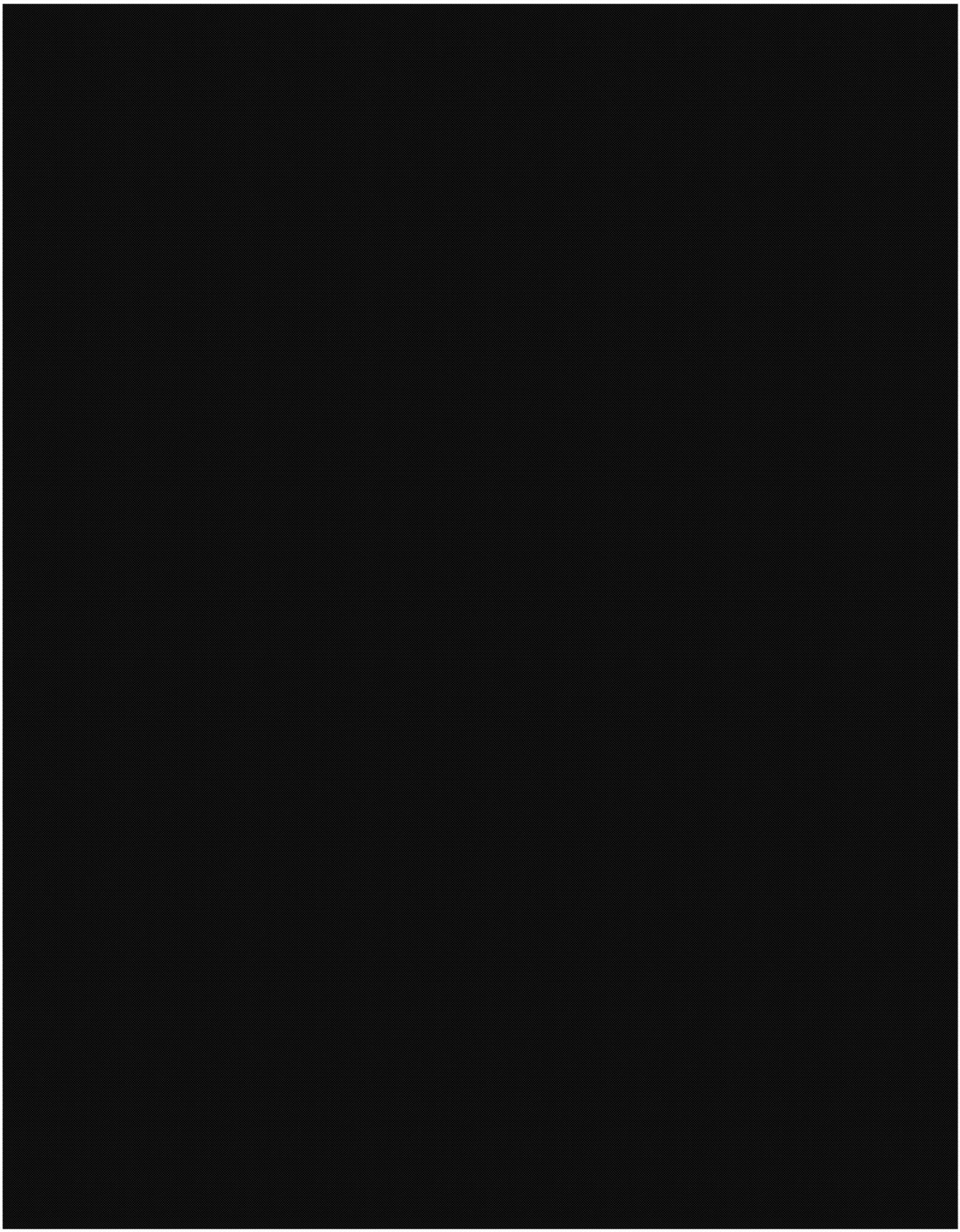






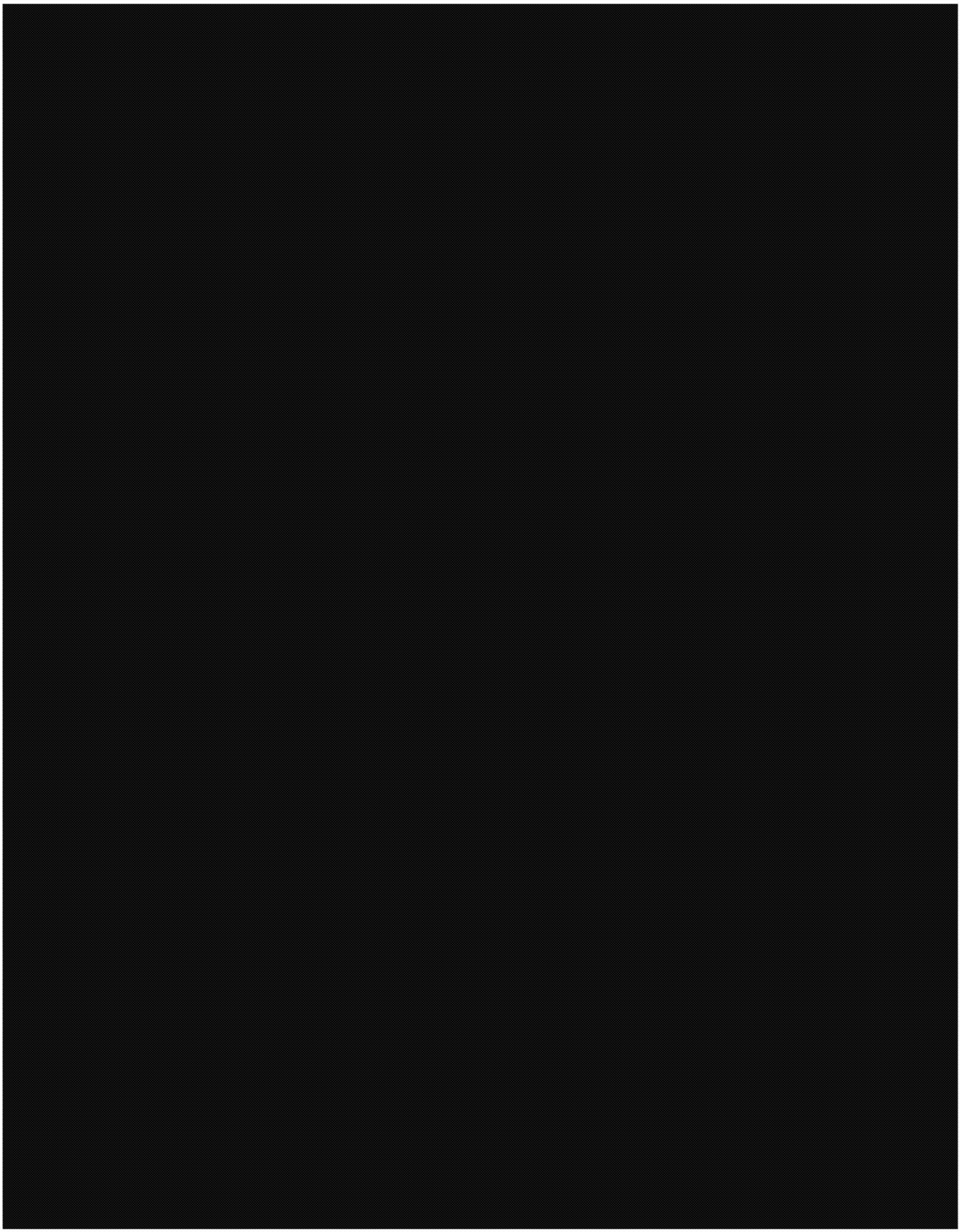






6-PANEL

BACKUP

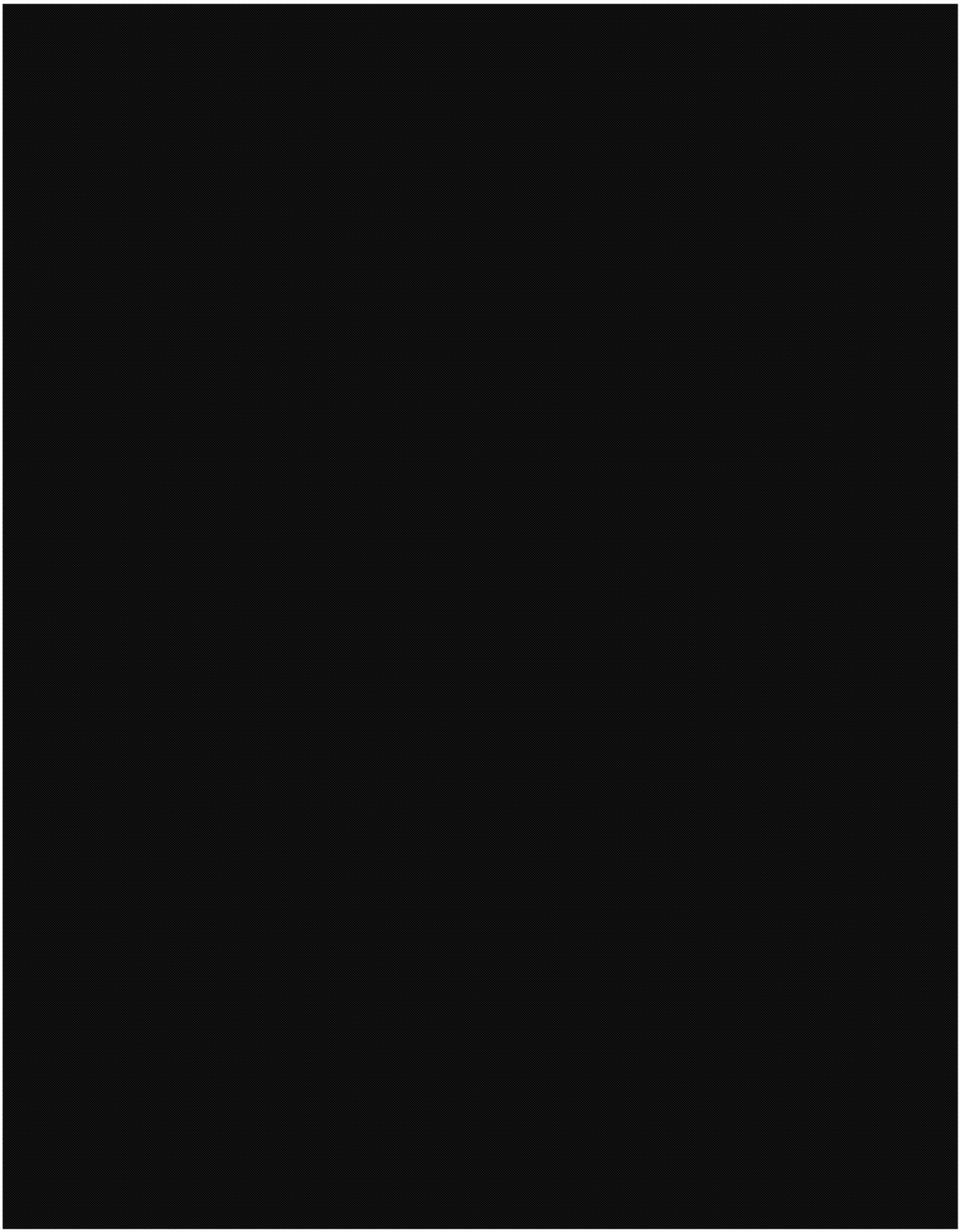


STANDARD REPORTING METHOD
FOR PROBLEM SOLVING

6-PANEL

BACKUP 2 - Sustainment

Apr 29, 2024

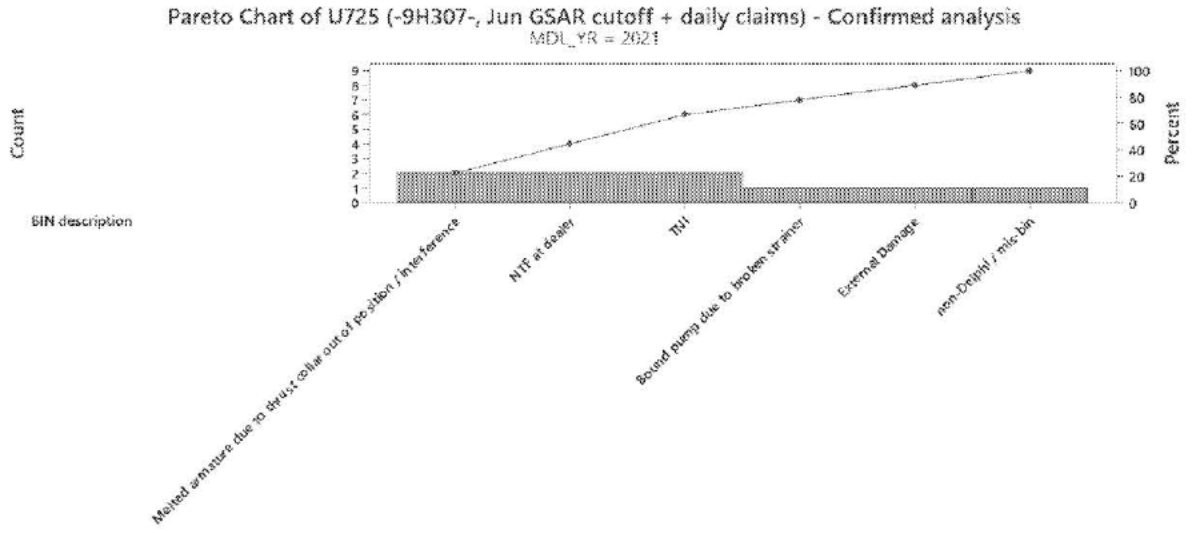


21-22MY U725 P375 FDM warranty summary

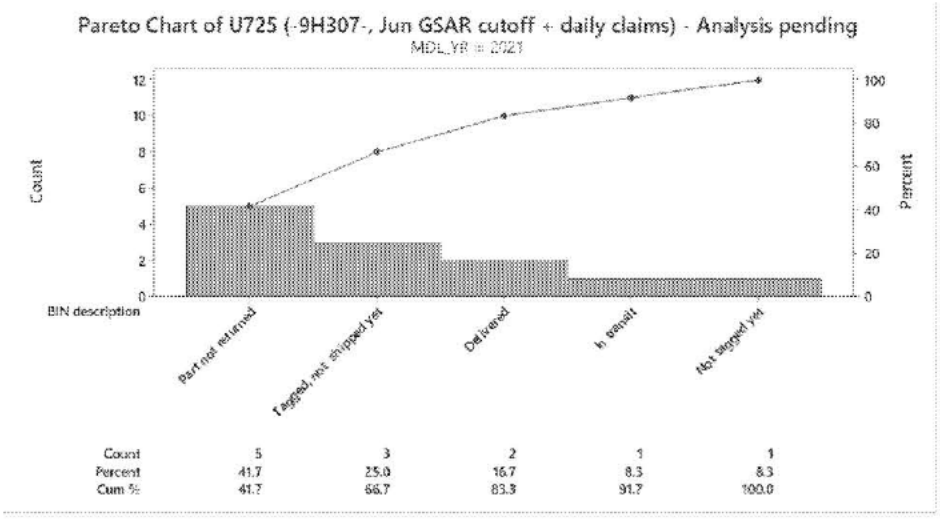
Miguel Benitez

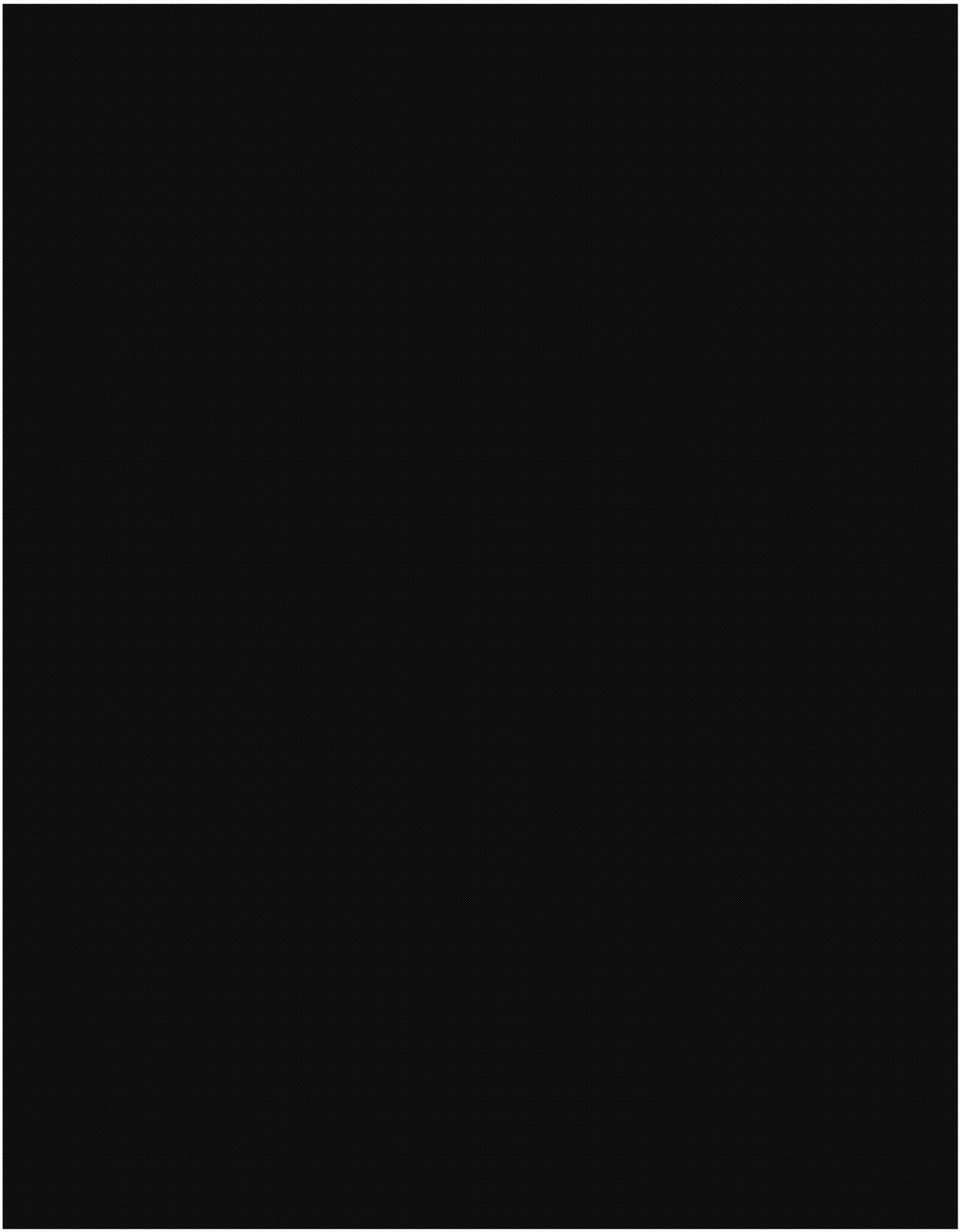
Jun 15, 2022

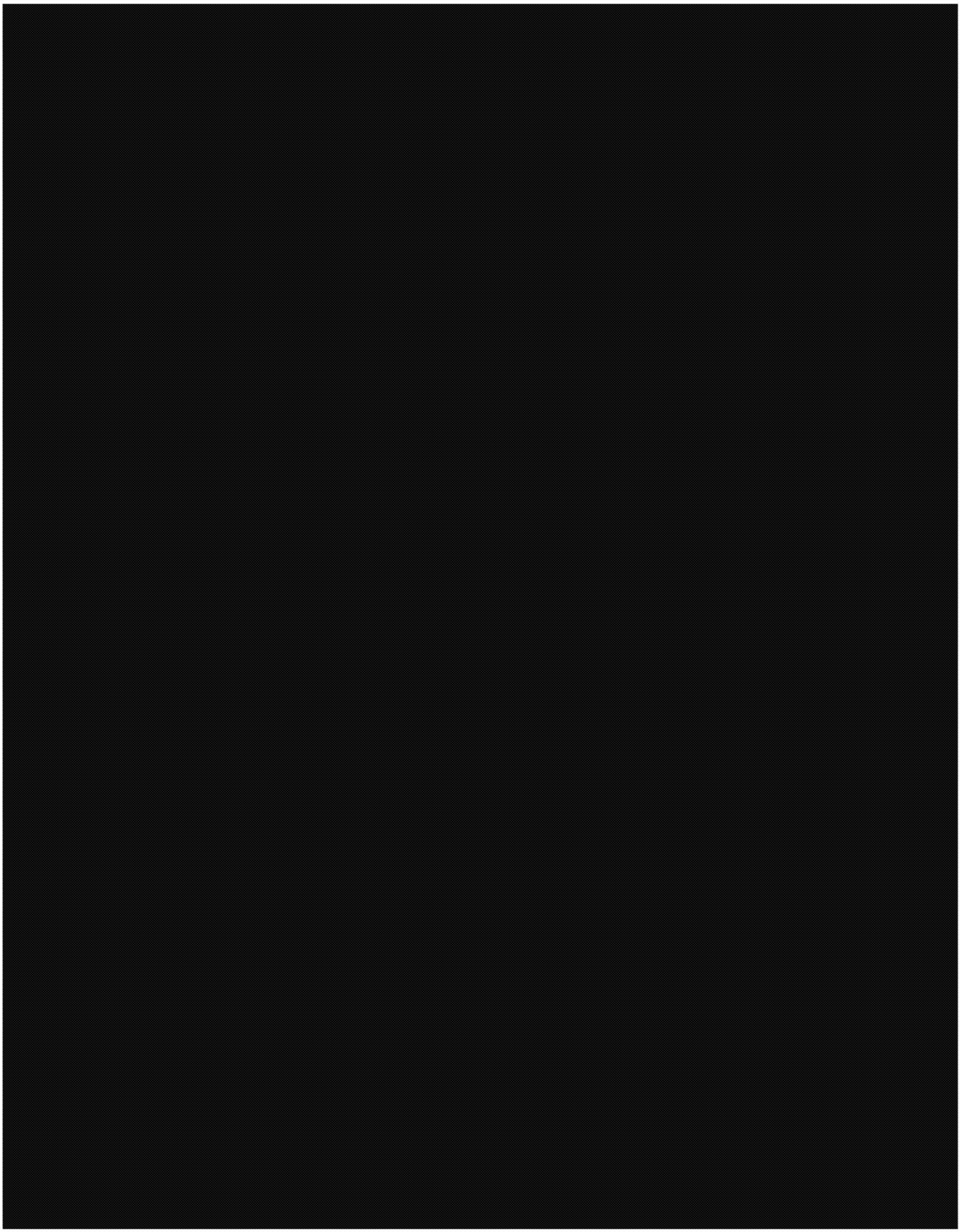
21MY U725 FDM warranty breakdown

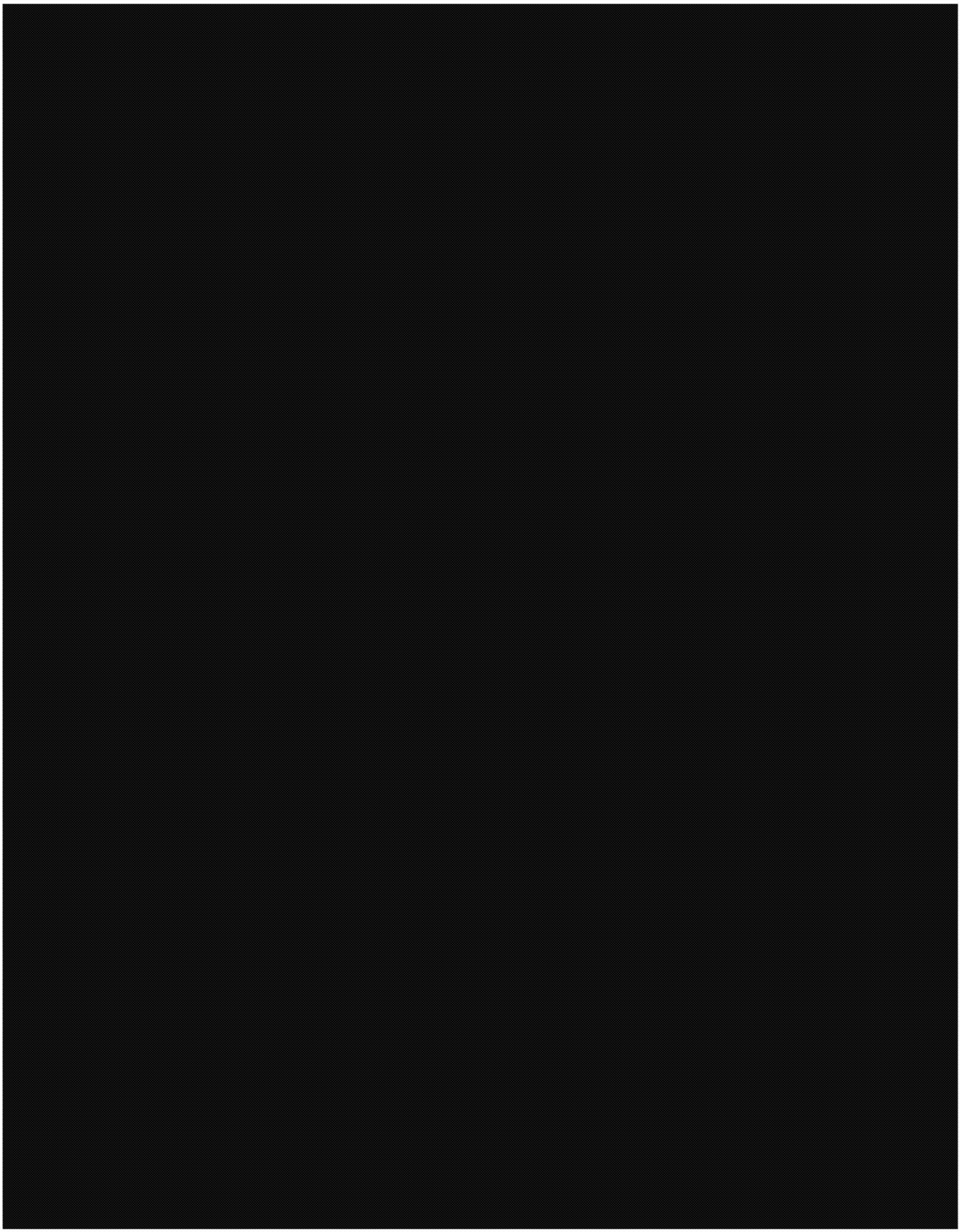


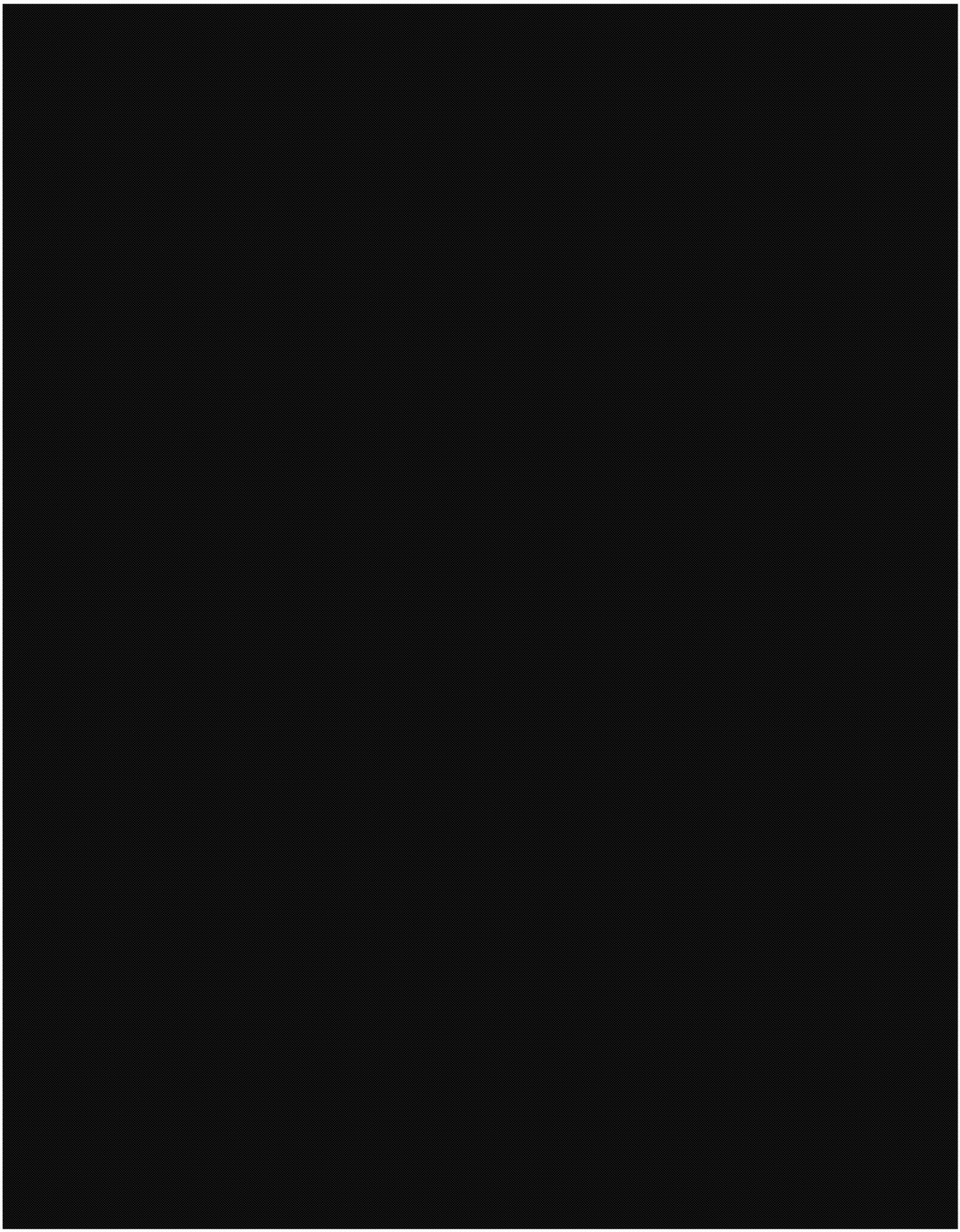
21MY U725 FDM warranty breakdown











Concern Investigation Summary
22MY U725/U55x/P702/P558/V363/U6xx/S650
Crank no start due to bound pump in Fuel Delivery Module
GRID ID – *22-614*

Review Forum – *CCRG*
Review Date 6.Dec.2022
Presenter *Dwayne Pollitt - dpollitt*

Lead Root Cause Organization - *PD*
Lead Region – NA
Issue Owner – *Brian Condron - bcondron*

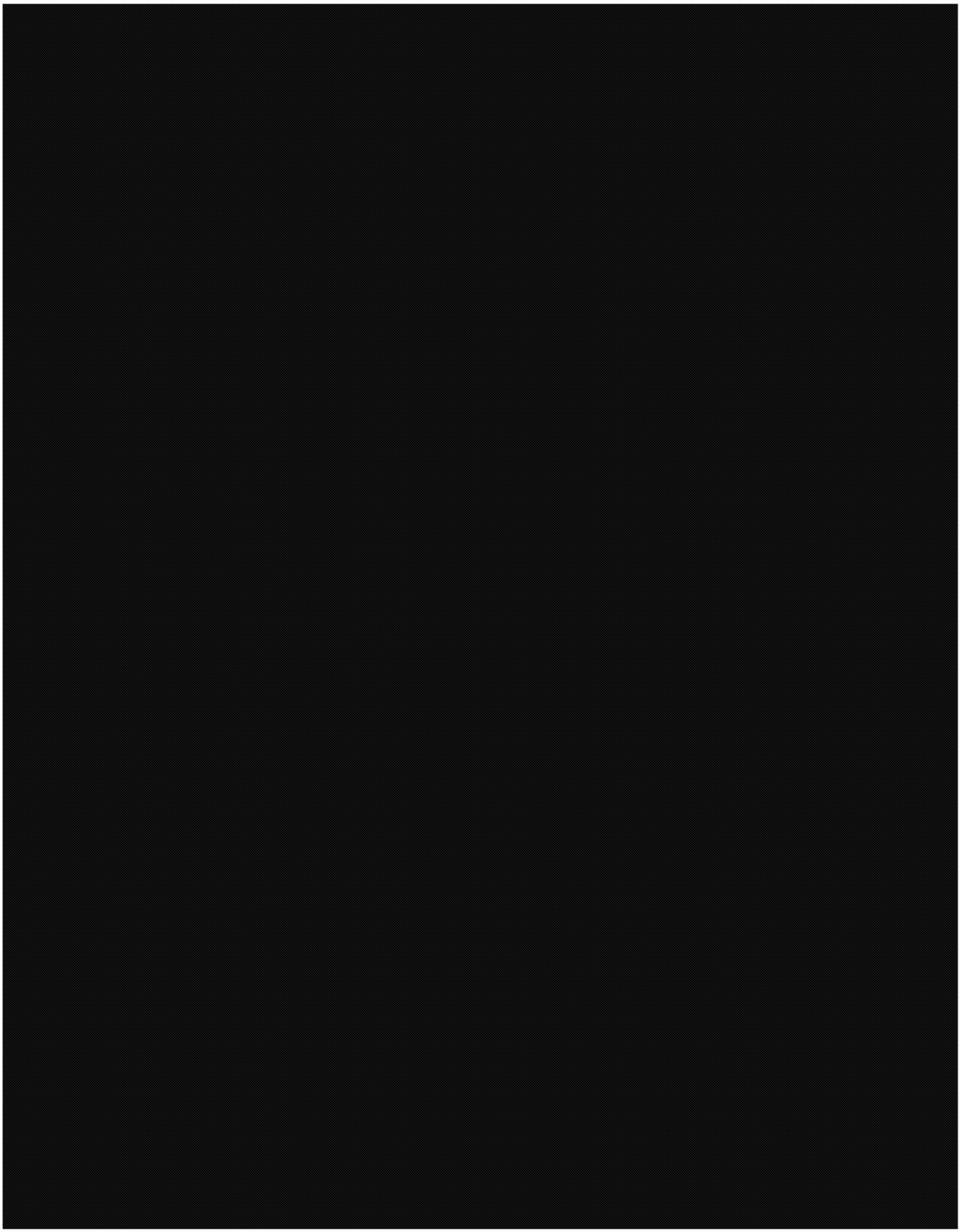

Turn Around
Automotive Operations


Modernize
Everywhere


Disrupt
Ourselves

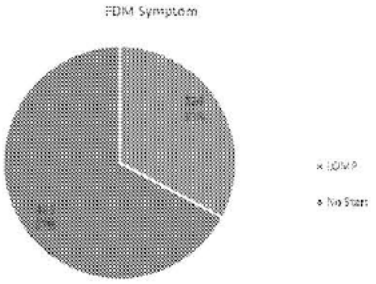


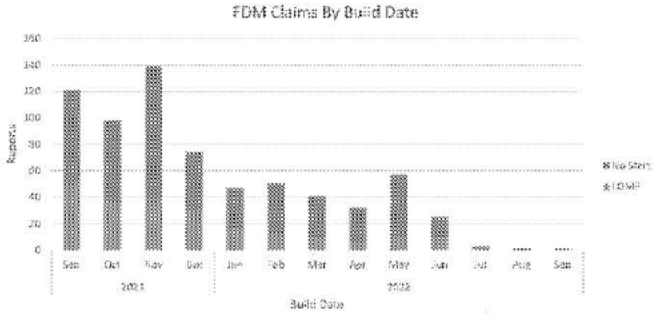
GUIDELINES
Change all grey text bound by < >



7. Trend Analysis / Field report Summary

CDR Results (10/18/2022 Run Date)





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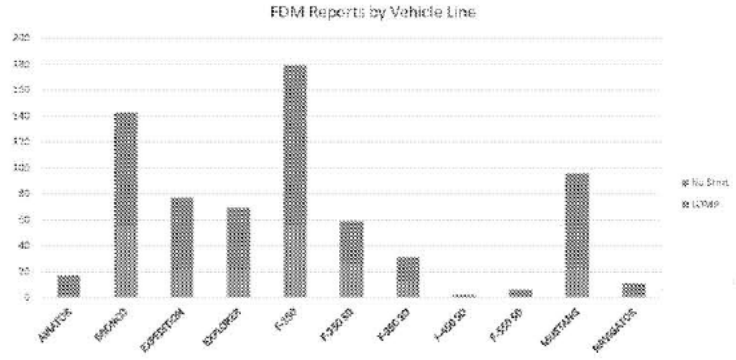
7. Trend Analysis / Field report Summary

CDR Results (10/18/2022 Run Date)



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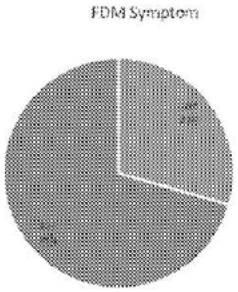
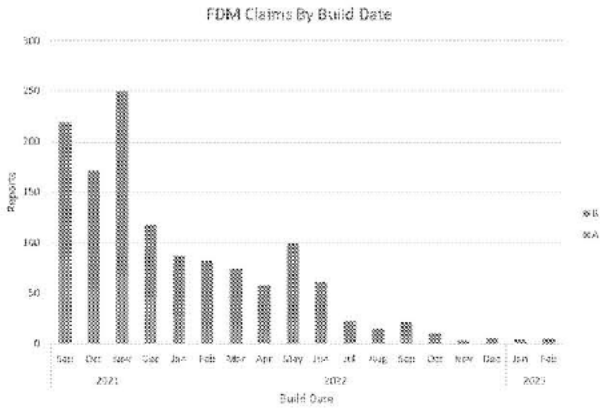
7. Trend Analysis / Field report Summary

CDR Results (5/10/2023 Run Date)



A -LOMP
B -No Start



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7. Trend Analysis / Field report Summary



GUIDELINES
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7. Trend Analysis / Field report Summary

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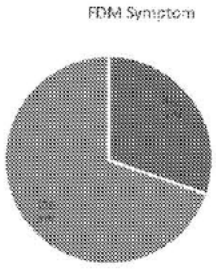

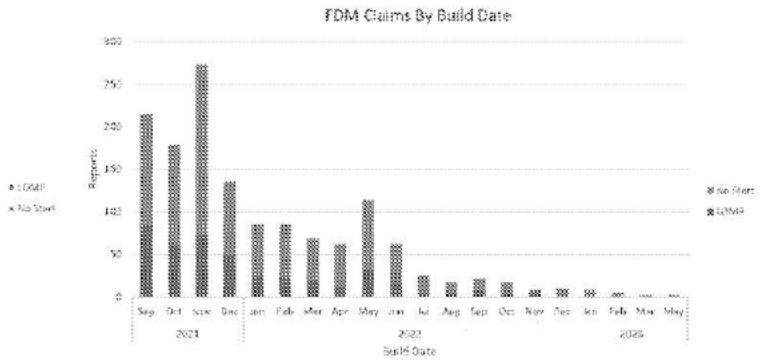

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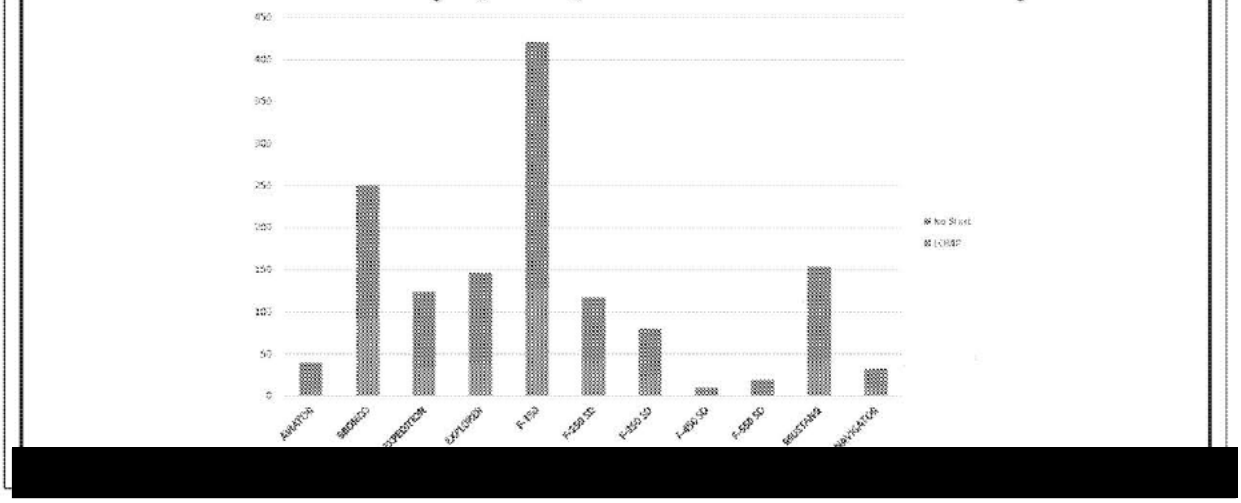
7. Trend Analysis / Field report Summary



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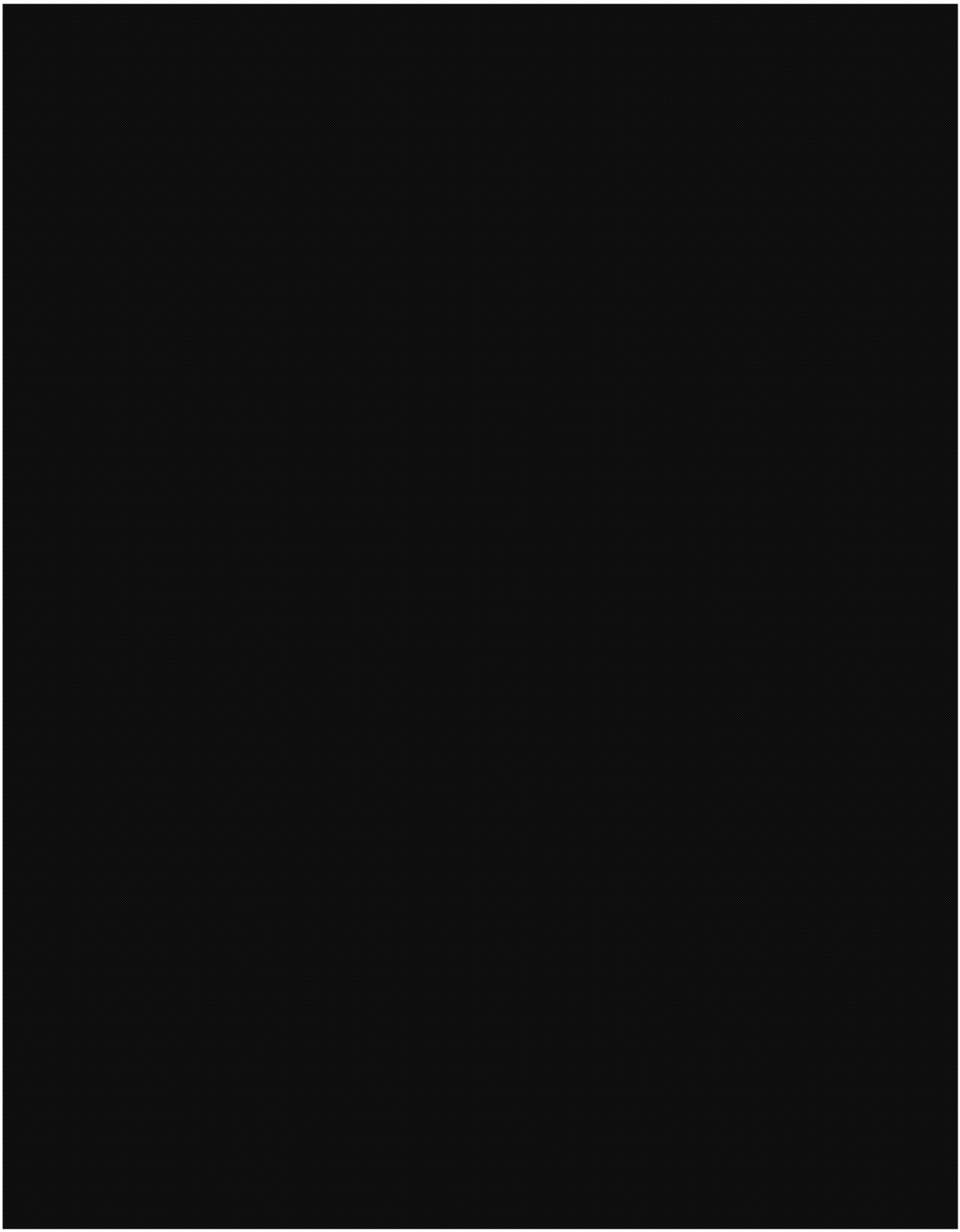
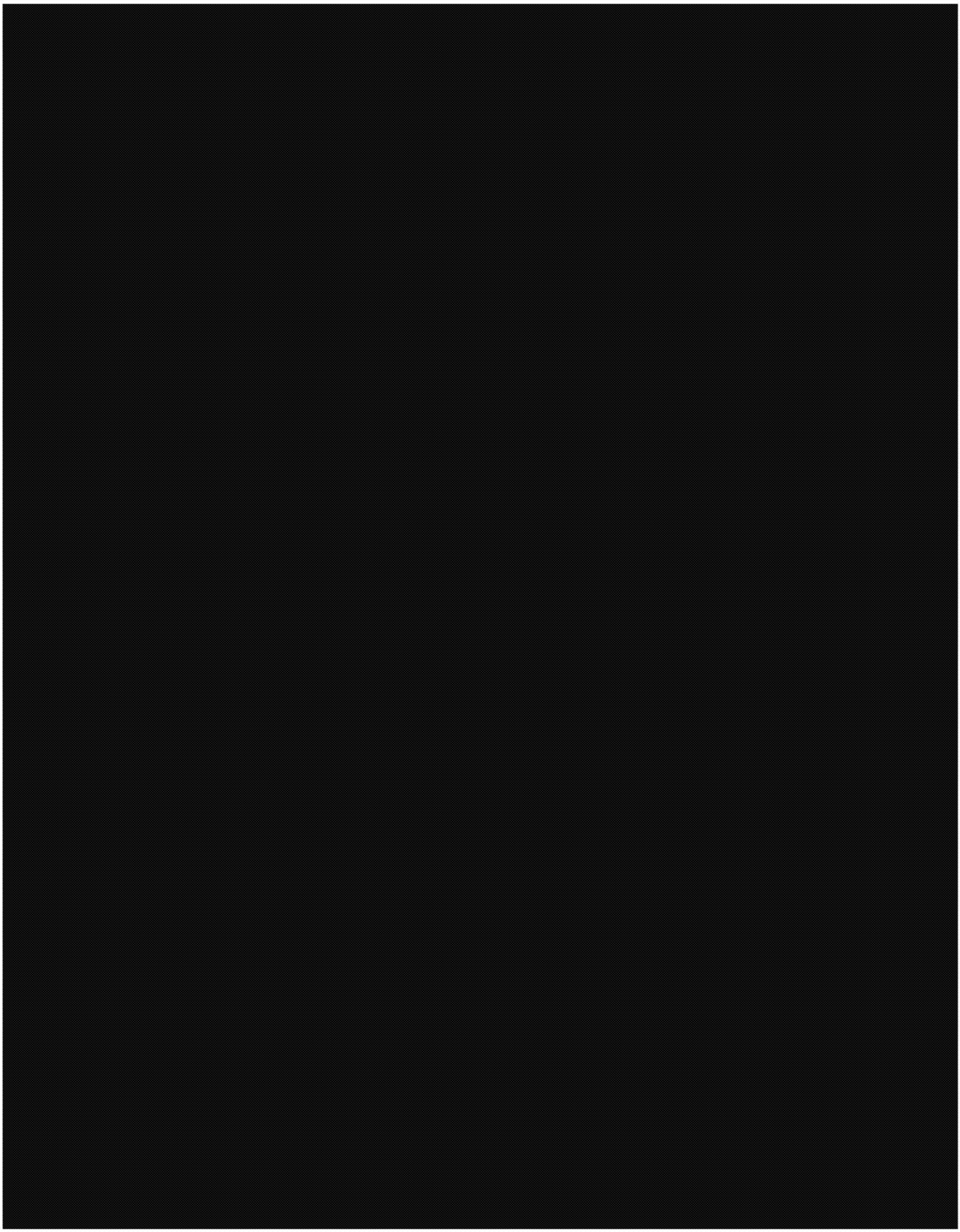
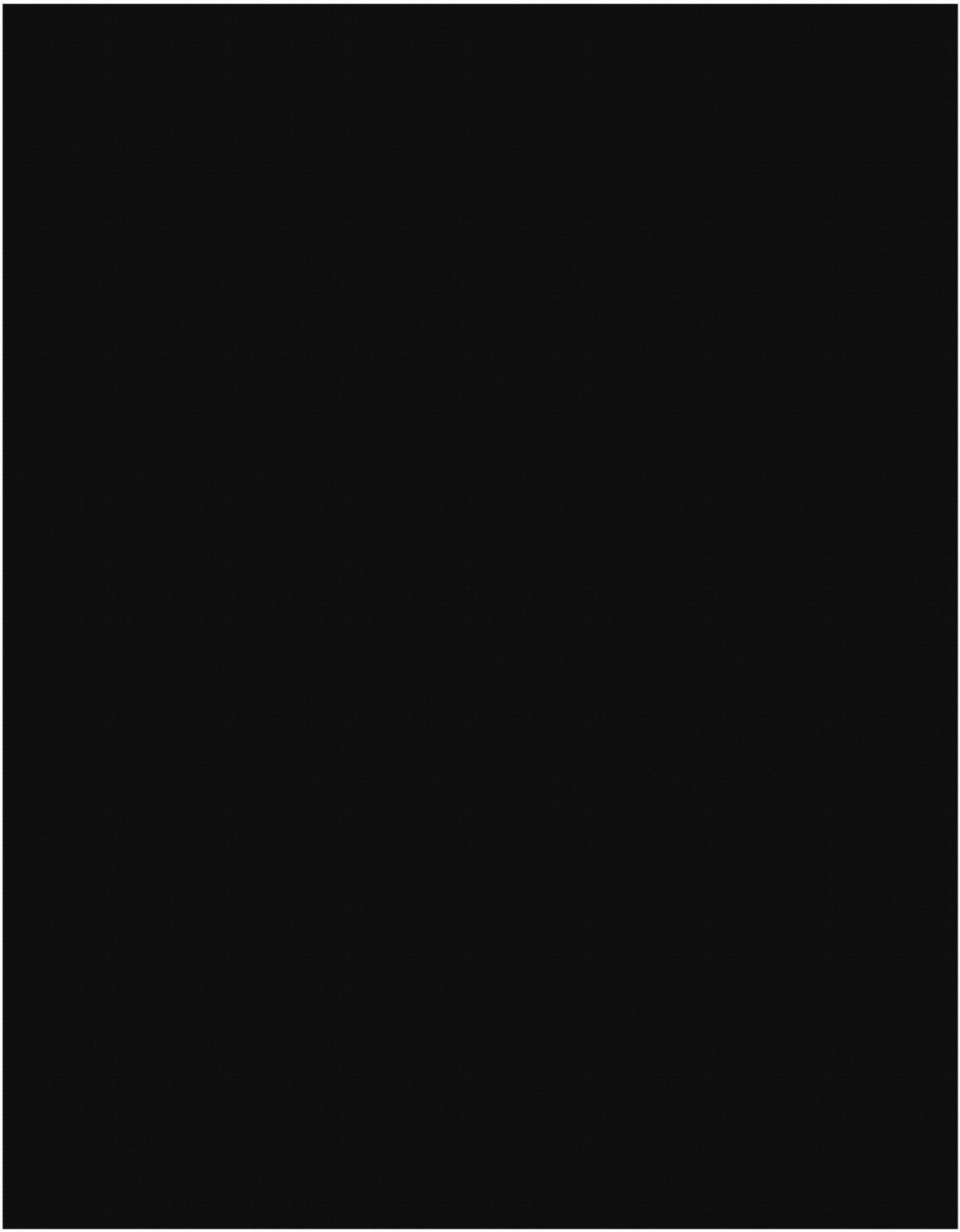
VOQs as of 11/10/2022

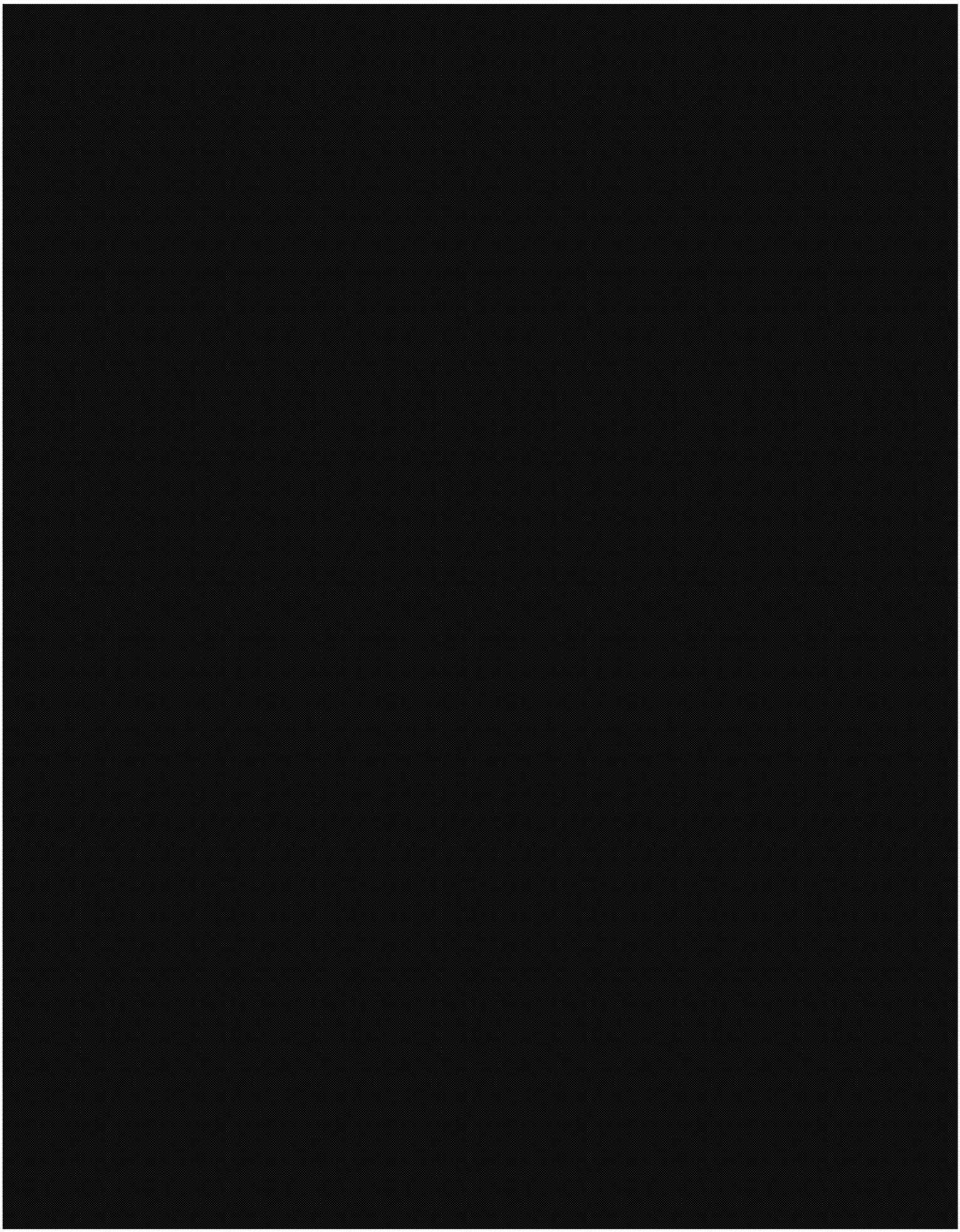
ODI/Source ID #	Incident Date	Load/Received Date	Date Added to Source	VIN	Make	Model	Model Year	Consumer Comments
[redacted]	[redacted]	09-07-2022	09-03-2022	[redacted]	ORD	BRONCO	2022	[redacted]
[redacted]	[redacted]	06-27-2022	06-22-2022	[redacted]	ORD	BRONCO	2021	[redacted]

[redacted]









2021MY-2022MY F150, Bronco, Super Duty, Explorer, Aviator, Expedition, Navigator, Mustang
Fuel Delivery Module

November 9, 2022



Turn Around
Automotive Operations



Modernize
Everywhere



Disrupt
Ourselves

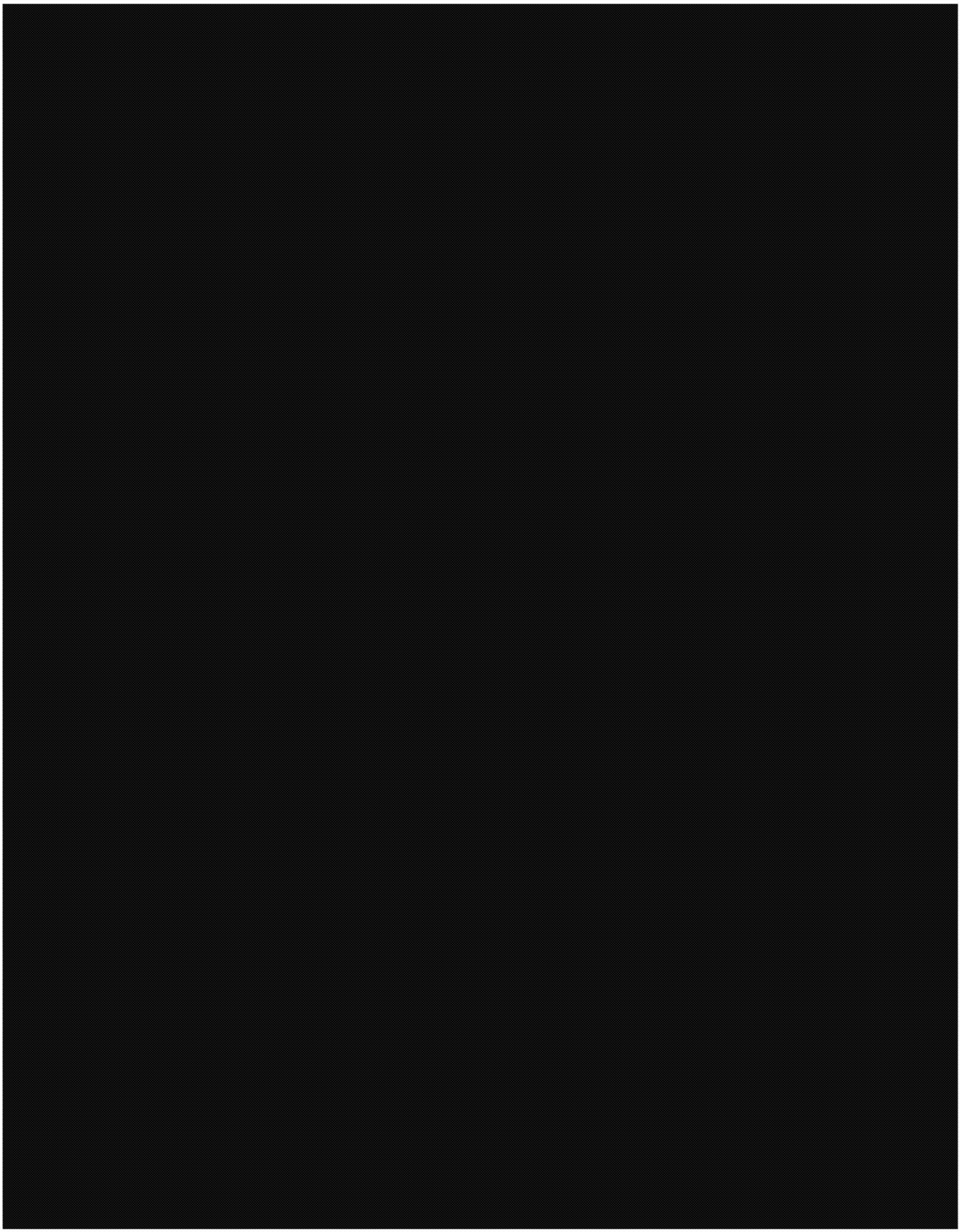
Ford

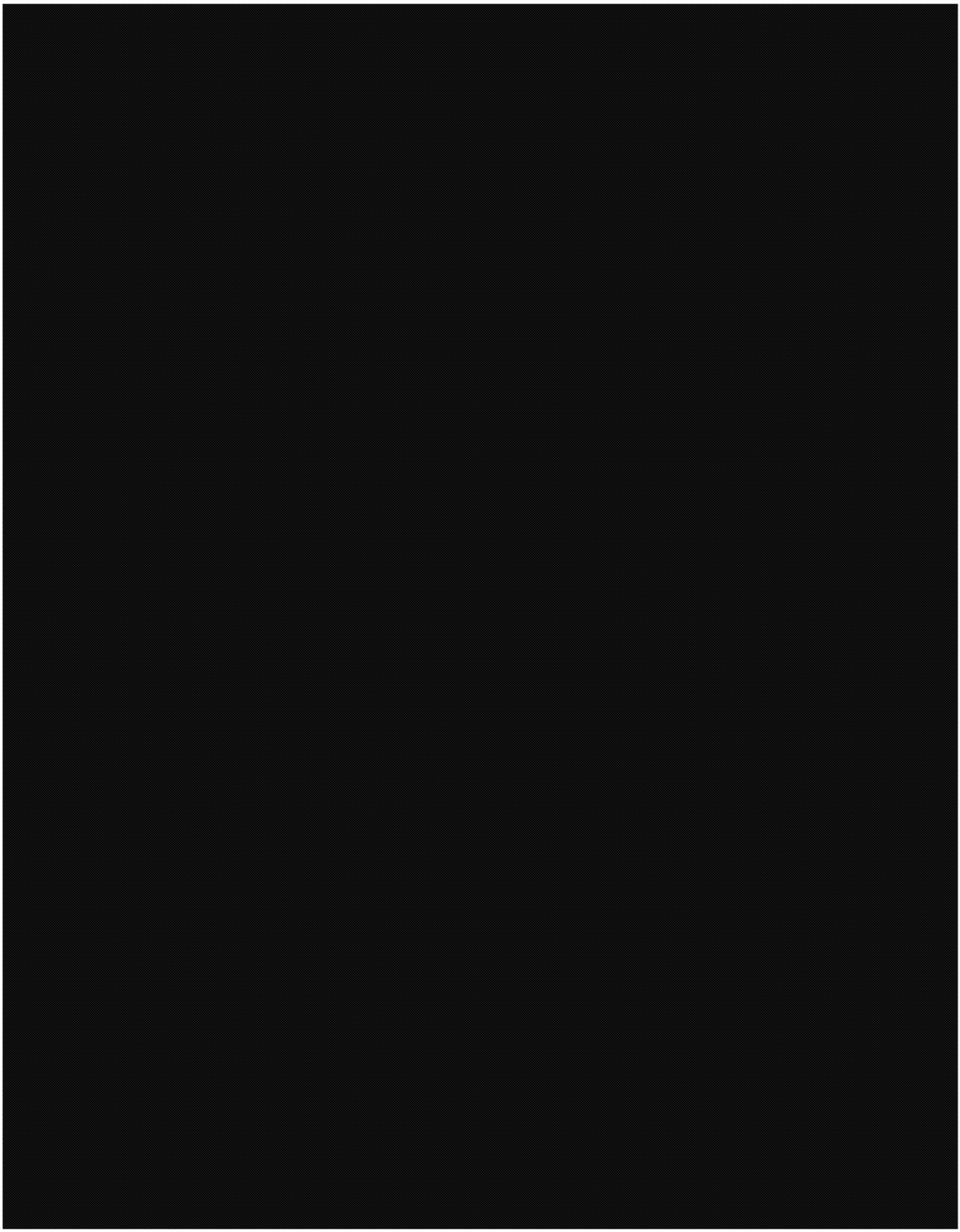
Reliability & Safety Analytics

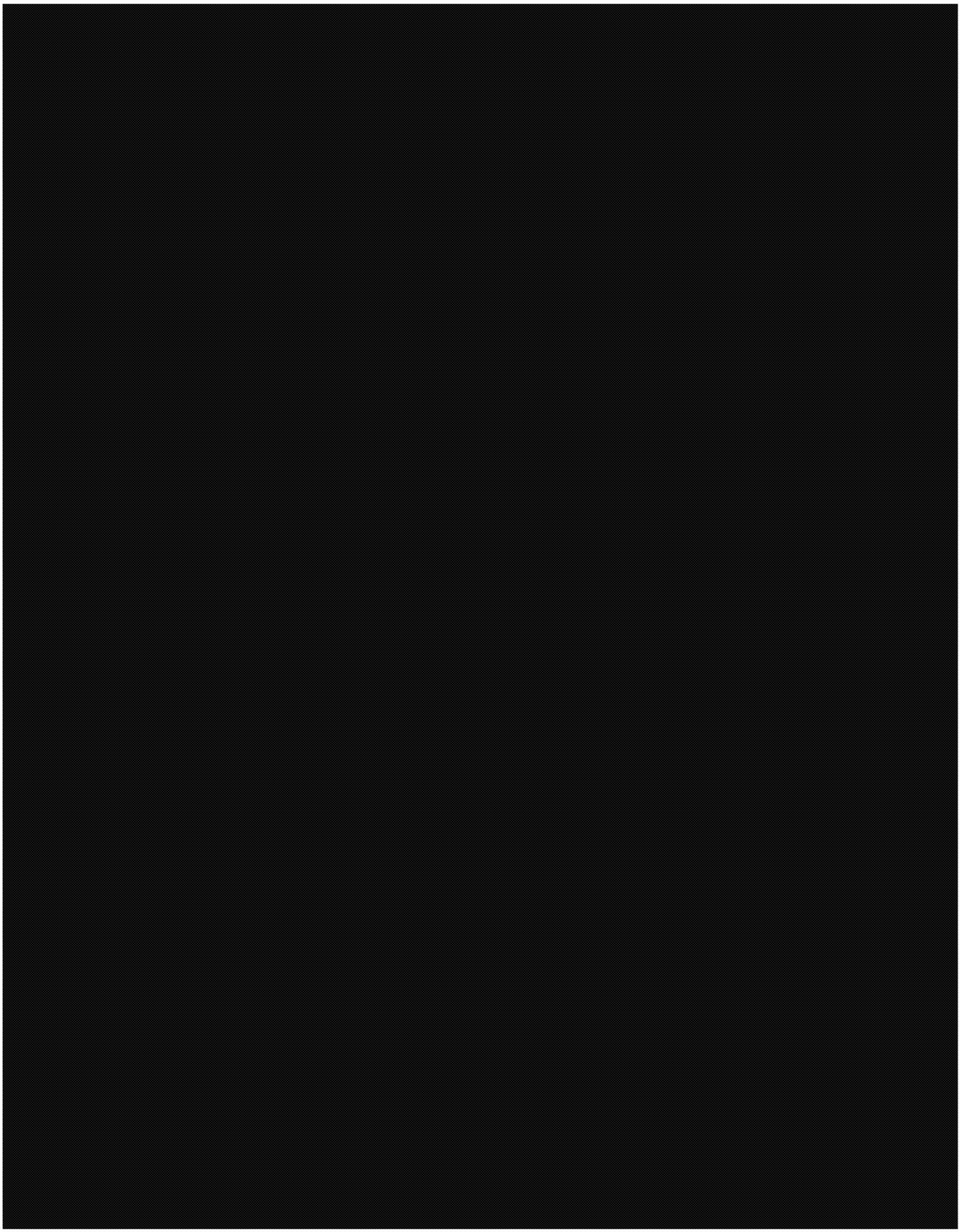
Affected Population

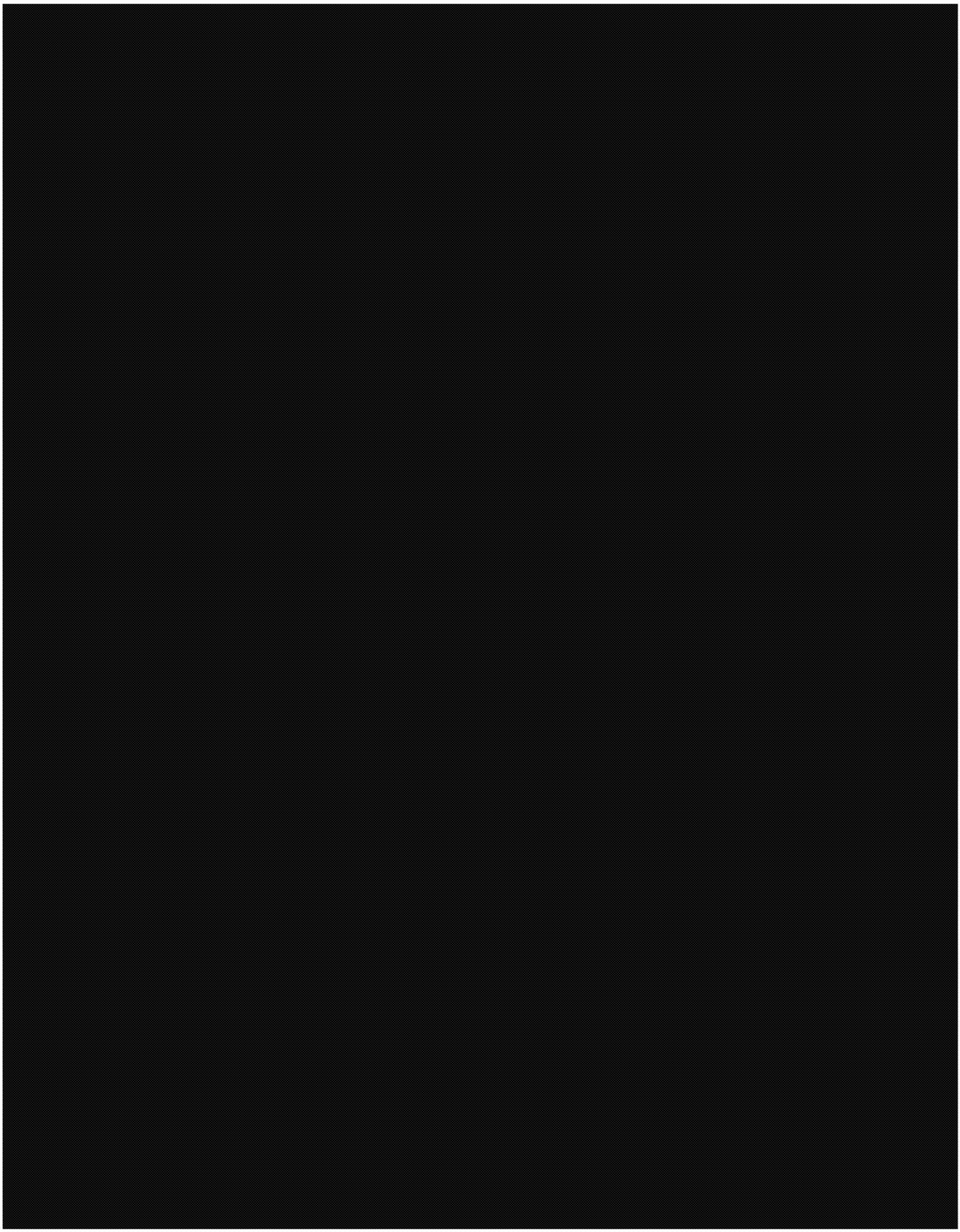
- Model Year = 2021MY-2022MY
- Vehicle Line = F150, Mustang, Bronco, Super Duty, Explorer, Aviator, Expedition, Navigator
- Production Date: 9/1/2021 – 9/3/2022
- Populations Analyzed:
  - Population 1: ASO Category A
  - Population 2: ASO Category A & B
- Engine Fuel: Gas
- Region = All
- Cutoff Date = 18-Oct-2022
- Raw Data and Analysis
  - R:\Projects\2022\2021MY-2022MY Fuel Delivery Module - ASO

GUIDELINES
Grey text is an example of what to include in this section. Grey text to be deleted once fully populated.









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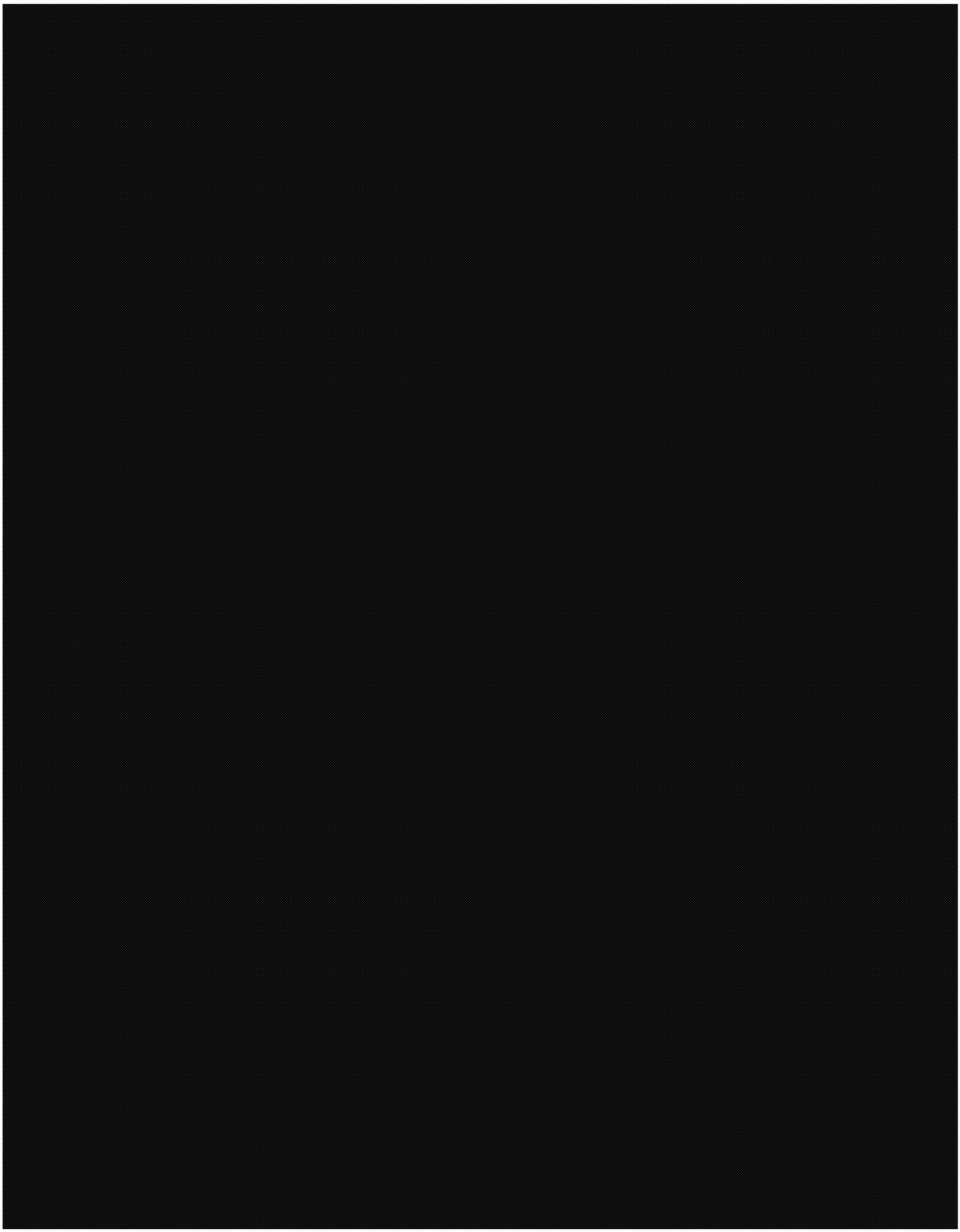

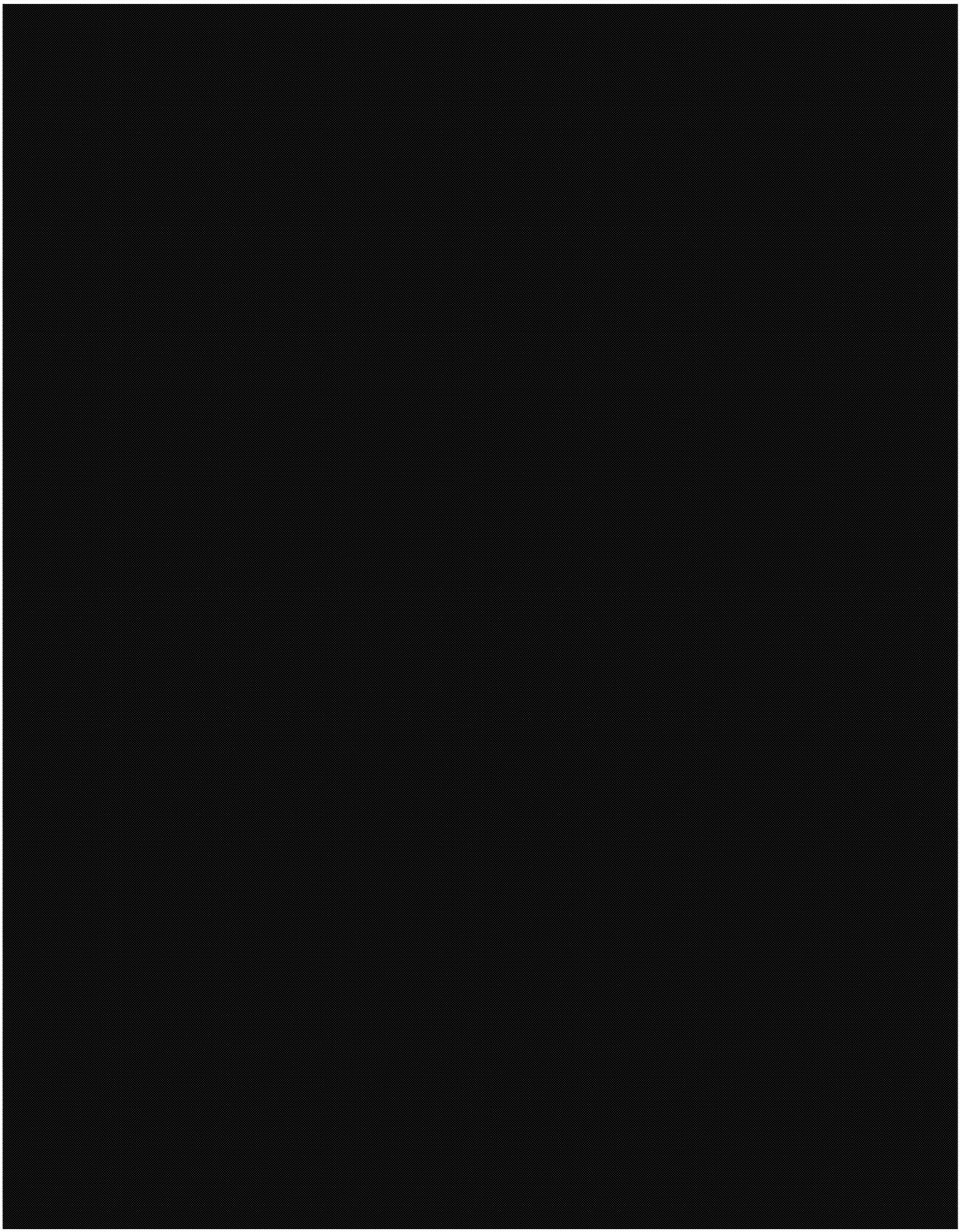

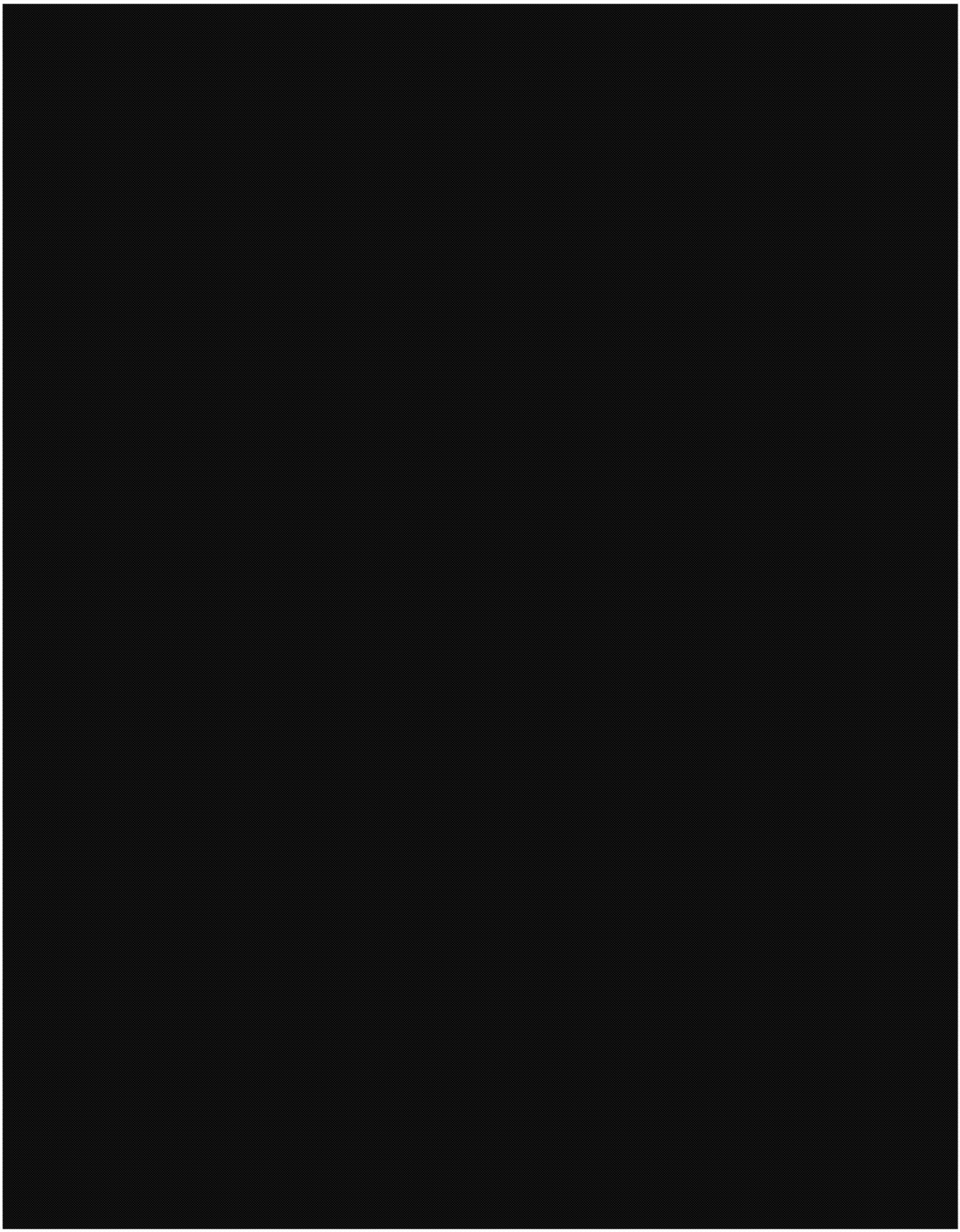

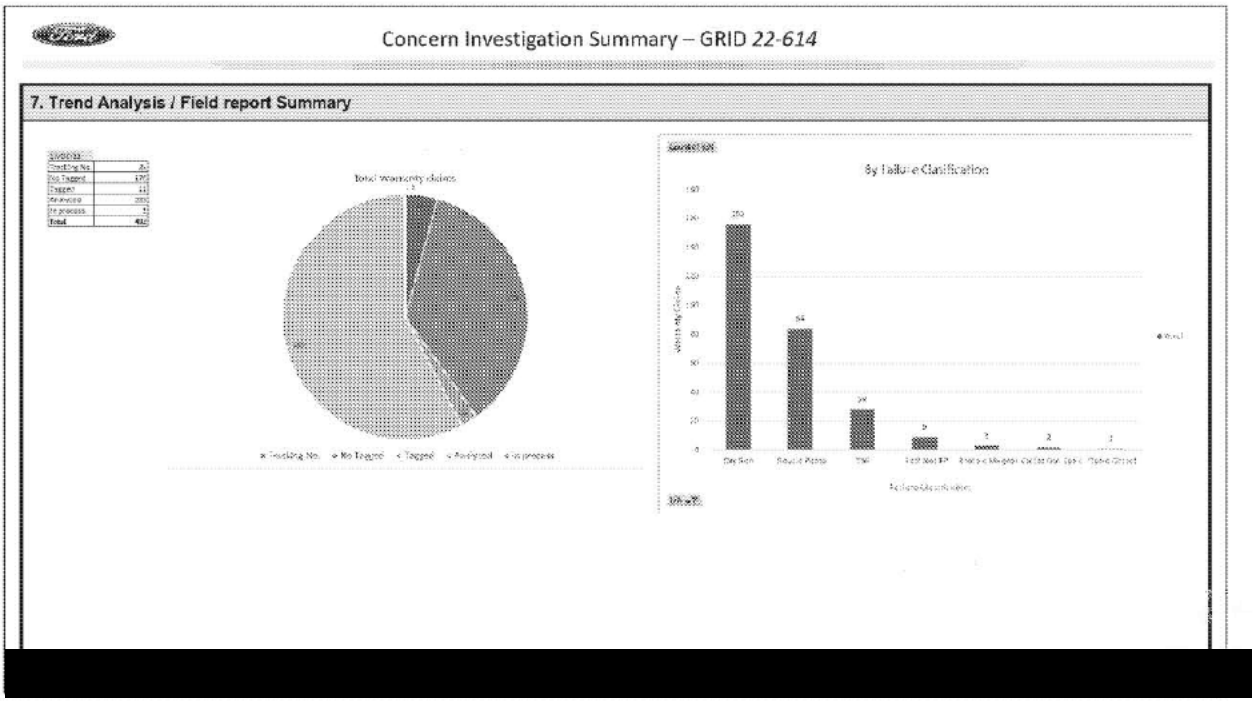

GUIDELINES
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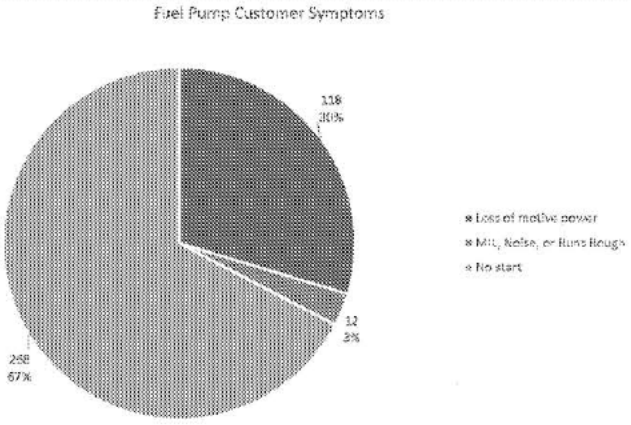
7. Trend Analysis / Field report Summary Oct 5, 2022



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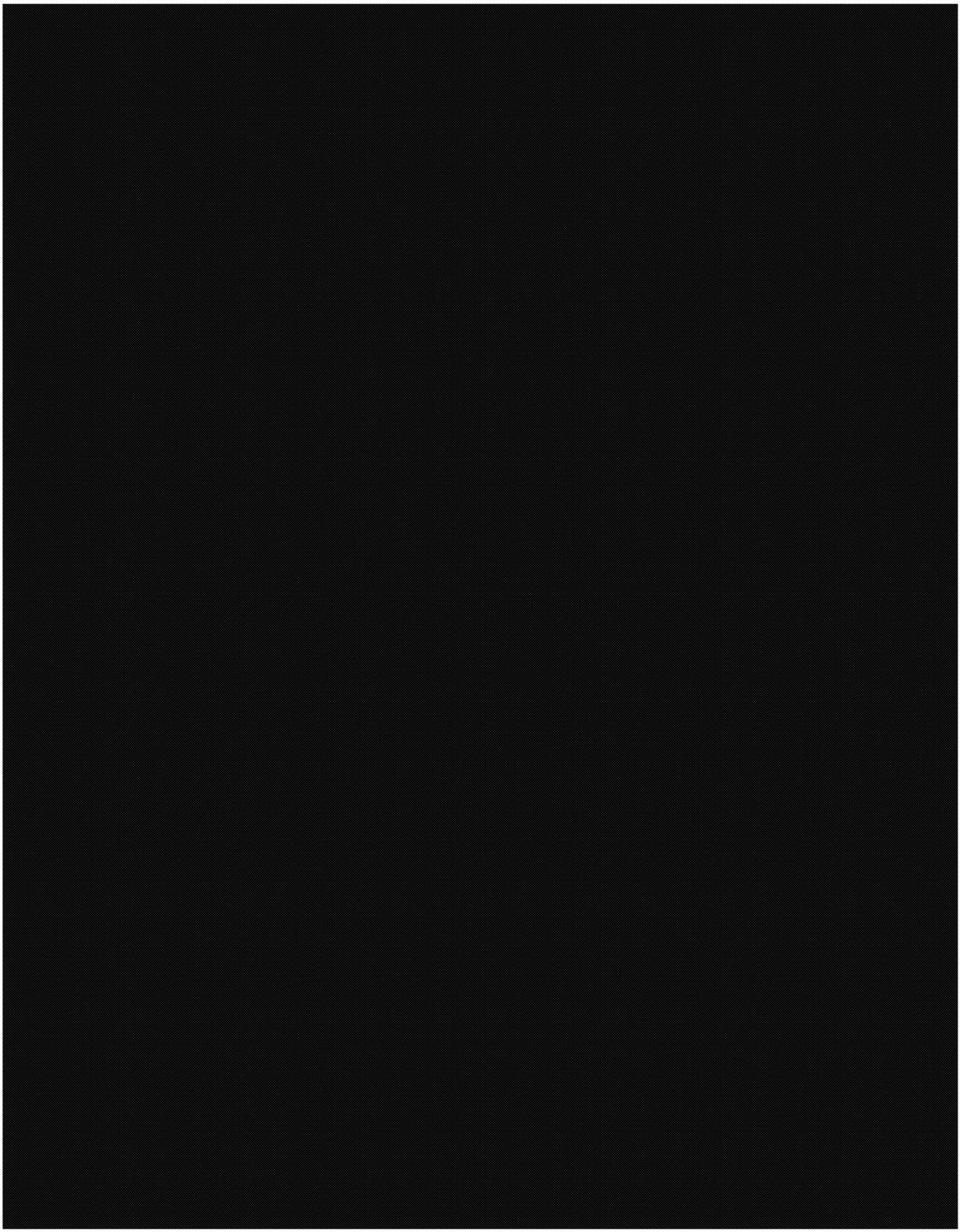
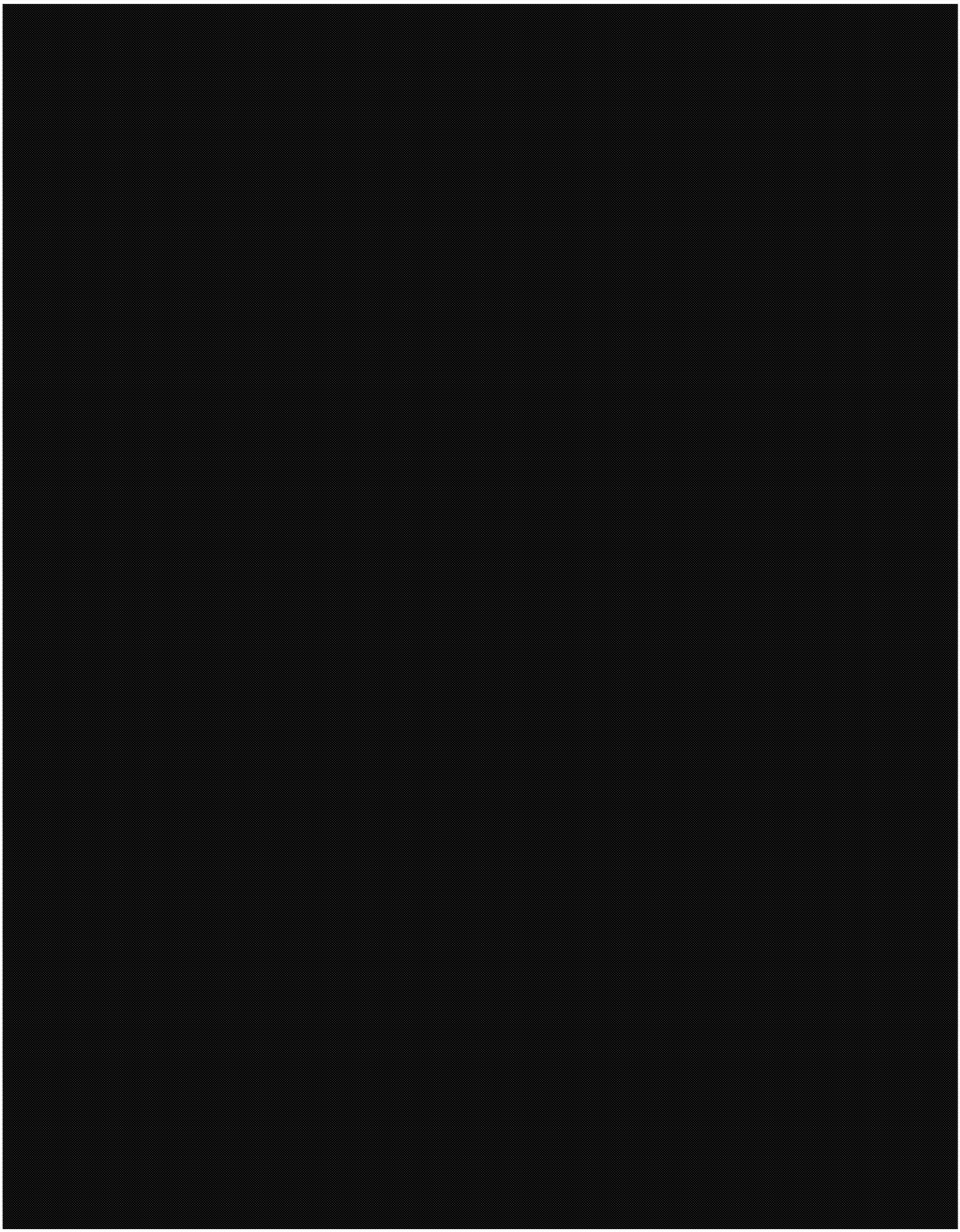
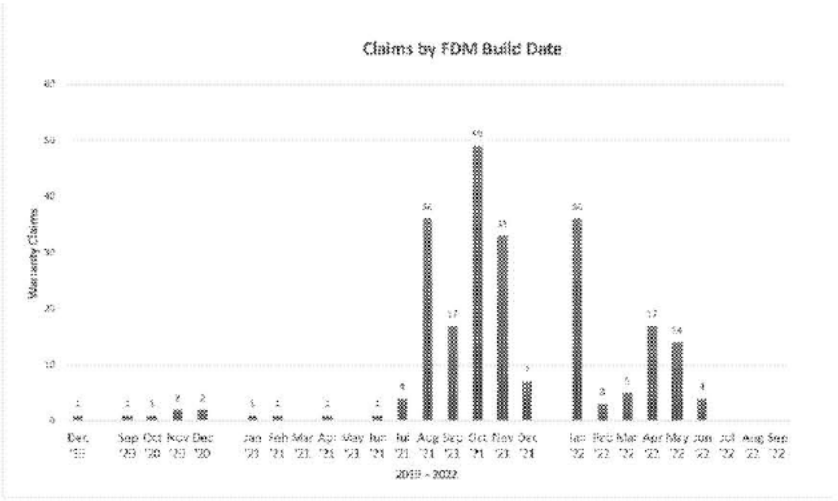




7. Trend Analysis / Field report Summary



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GUIDELINES
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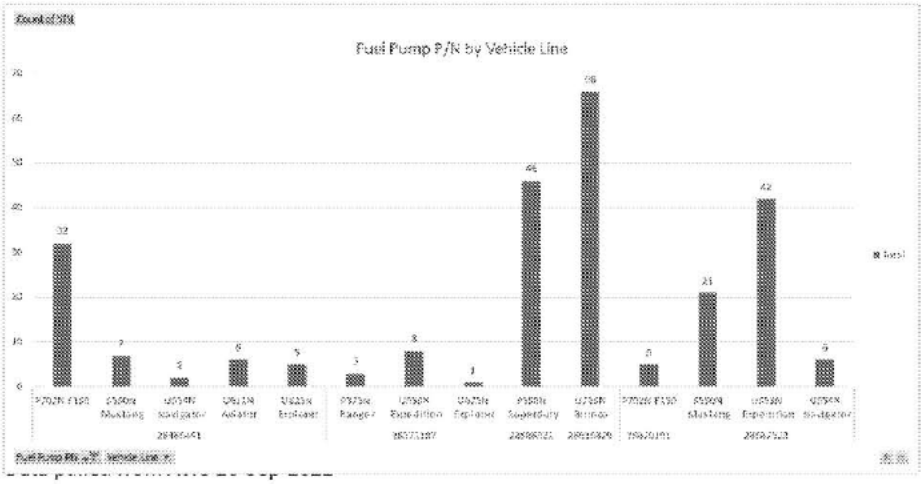
7. Trend Analysis / Field report Summary



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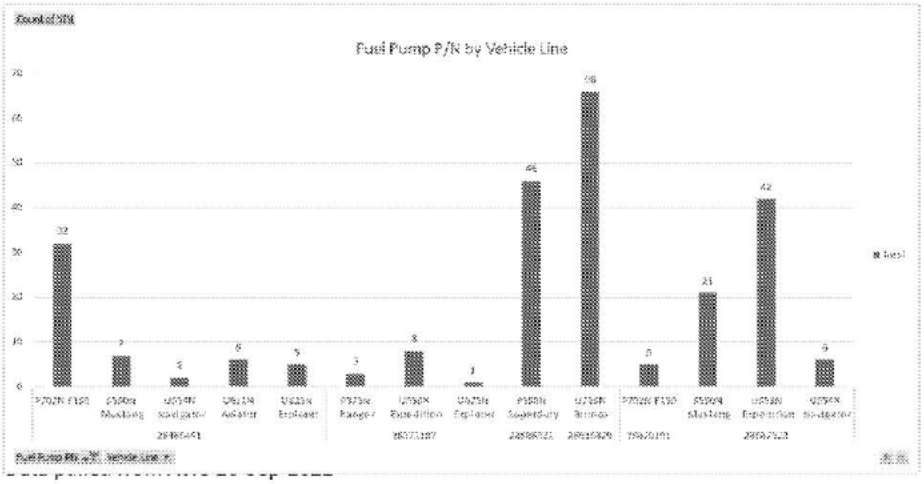
7. Trend Analysis / Field report Summary



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GUIDELINES
Grey text is an example of what to include in this section. Grey text to be deleted once fully populated.

8. Stack Charts

OPTIONAL SLIDE

Insert stack chart here (TIS and/or Mileage based)

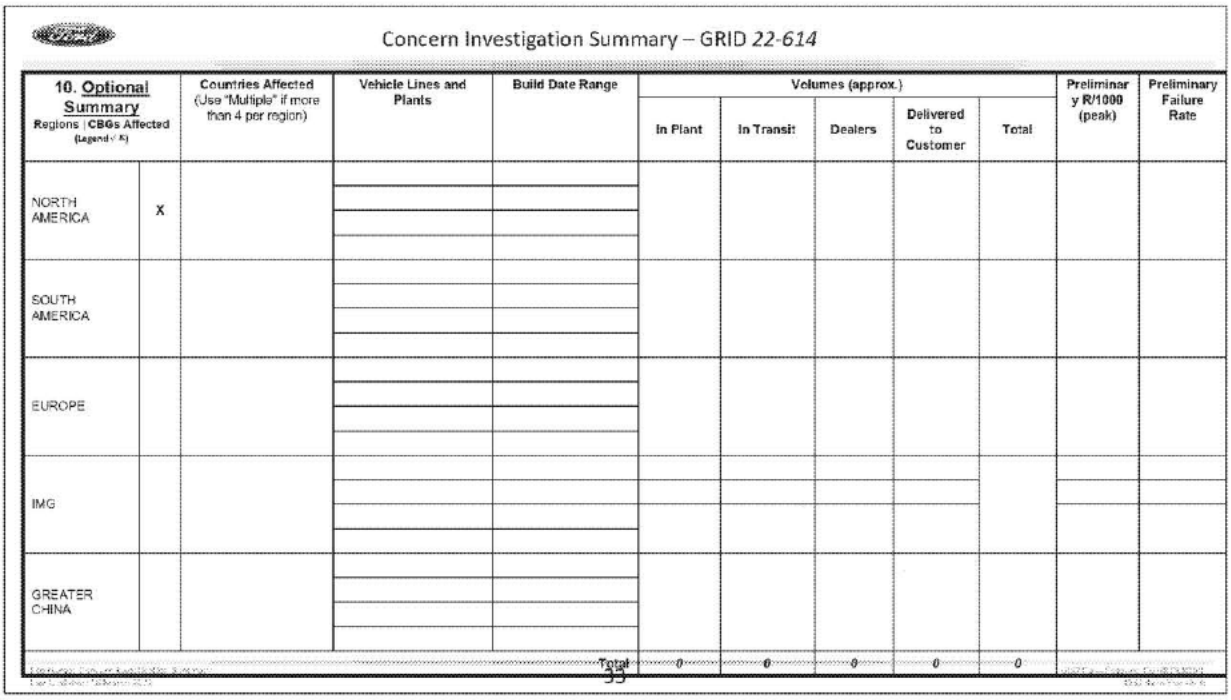
[redacted]

GUIDELINES

Nil



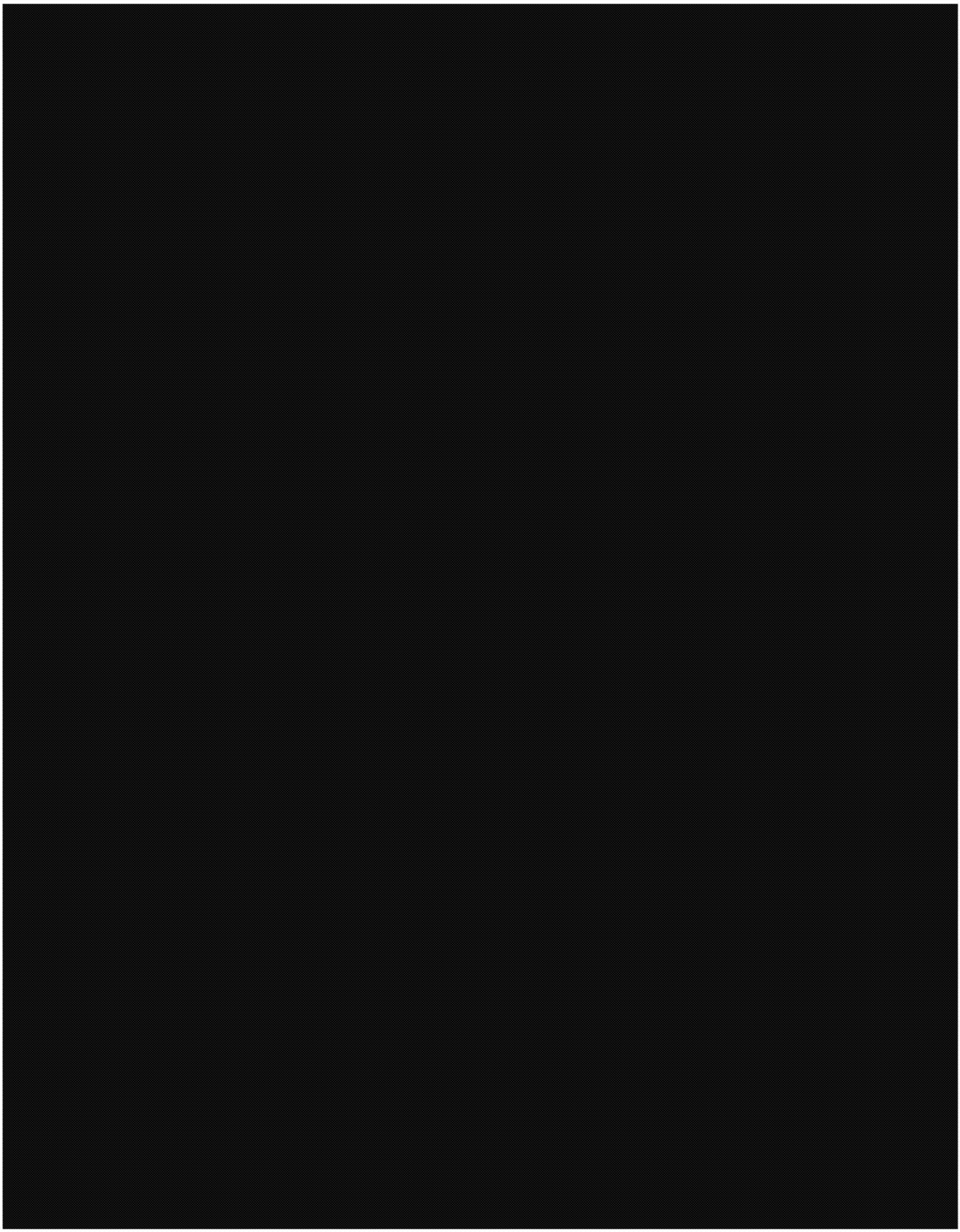
GUIDELINES
Nil.



Concern Investigation Summary – GRID *22-614*

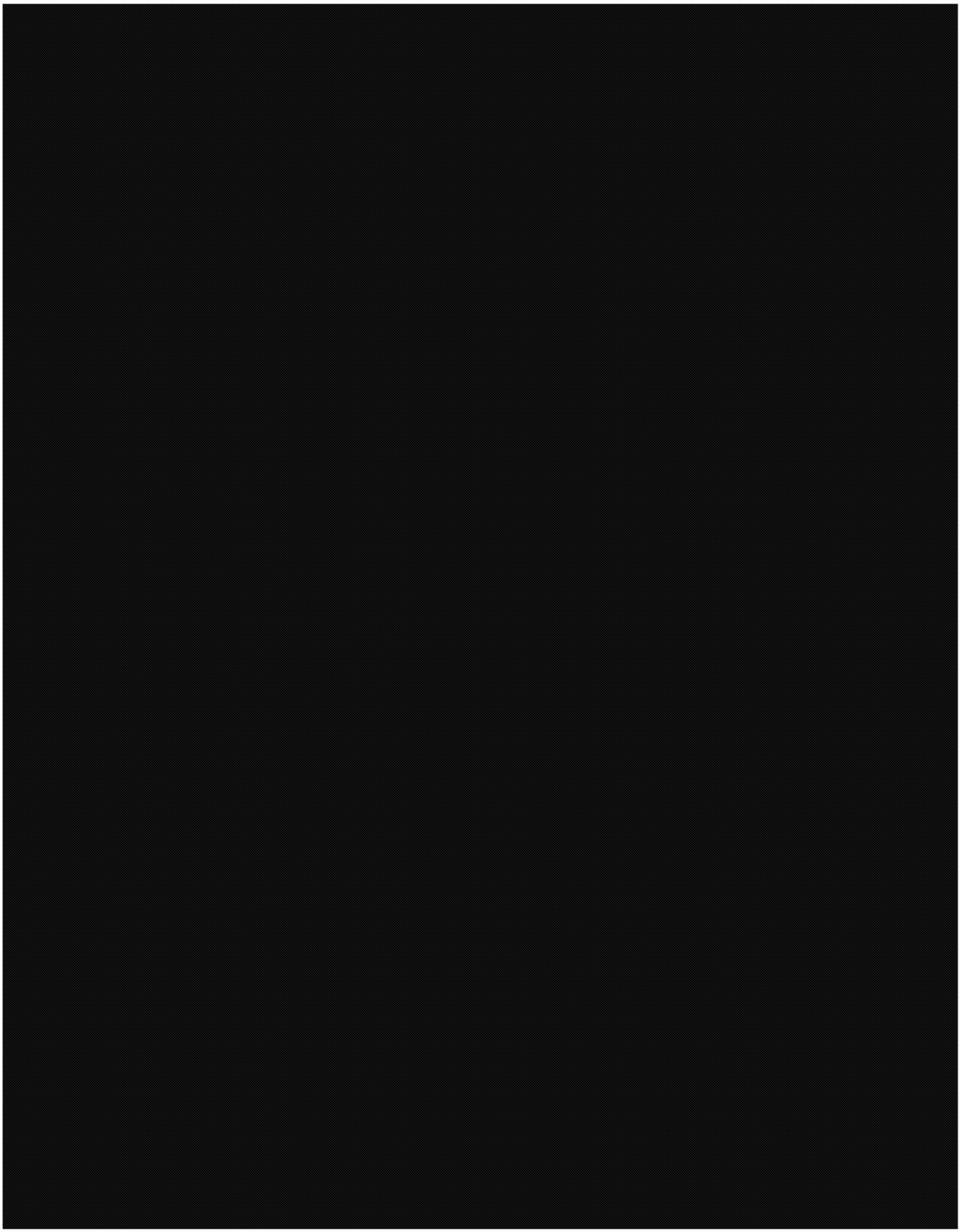
10. Optional Summary Regions | CBGs Affected (Legend √ X)		Countries Affected (Use "Multiple" if more than 4 per region)	Vehicle Lines and Plants	Build Date Range	Volumes (approx.)					Preliminary R/1000 (peak)	Preliminary Failure Rate
					In Plant	In Transit	Dealers	Delivered to Customer	Total		
NORTH AMERICA	X										
SOUTH AMERICA											
EUROPE											
IMG											
GREATER CHINA											
				Total	0	0	0	0	0		

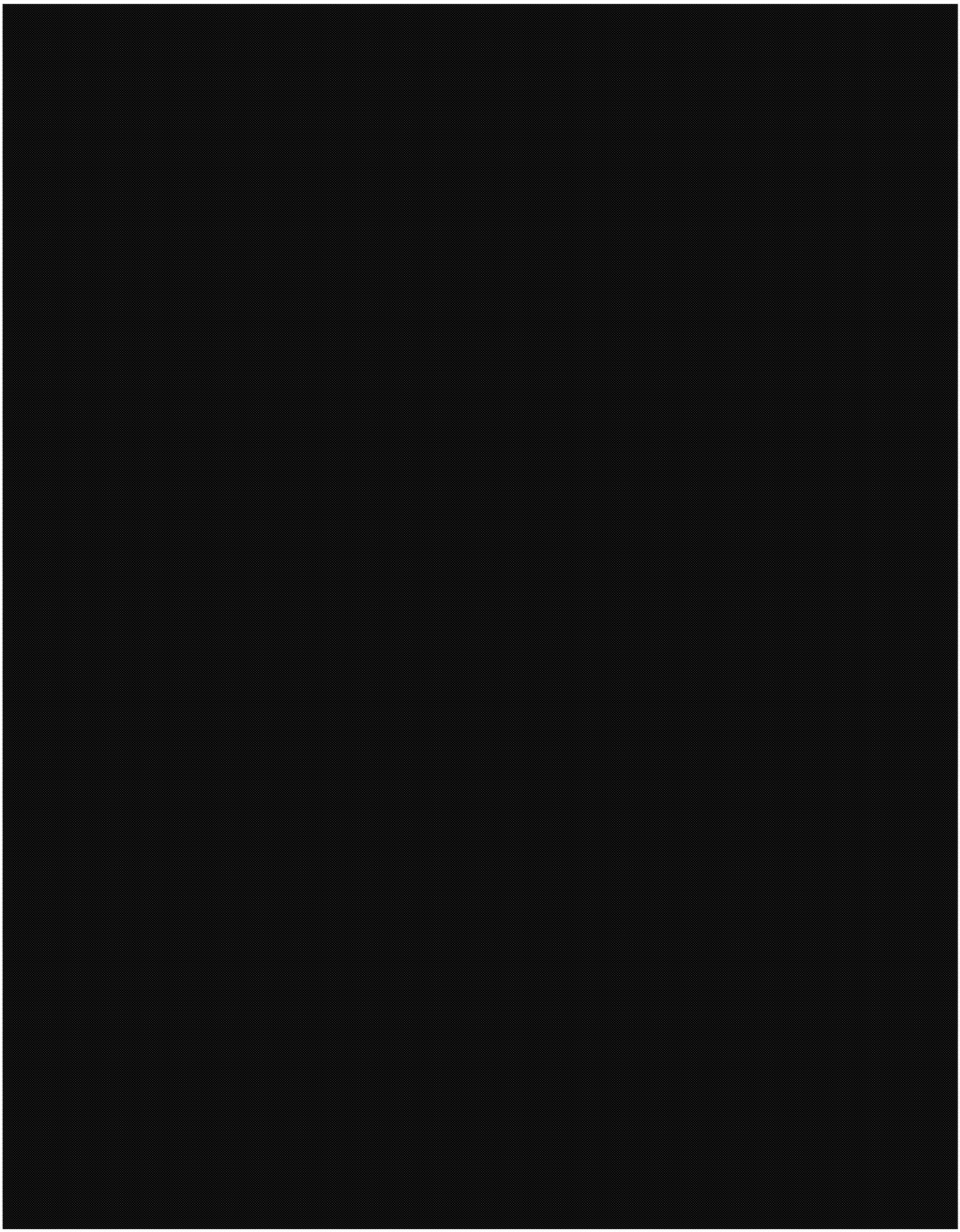
GUIDELINES
Where needed populate table 10 with as much detail for each region that is affected. Volumes are approximations only.
Grey text is an example of how to populate. Grey text to be deleted once fully populated.
Additional rows can be added by inserting / splitting table.
Rows not required can be deleted if required.

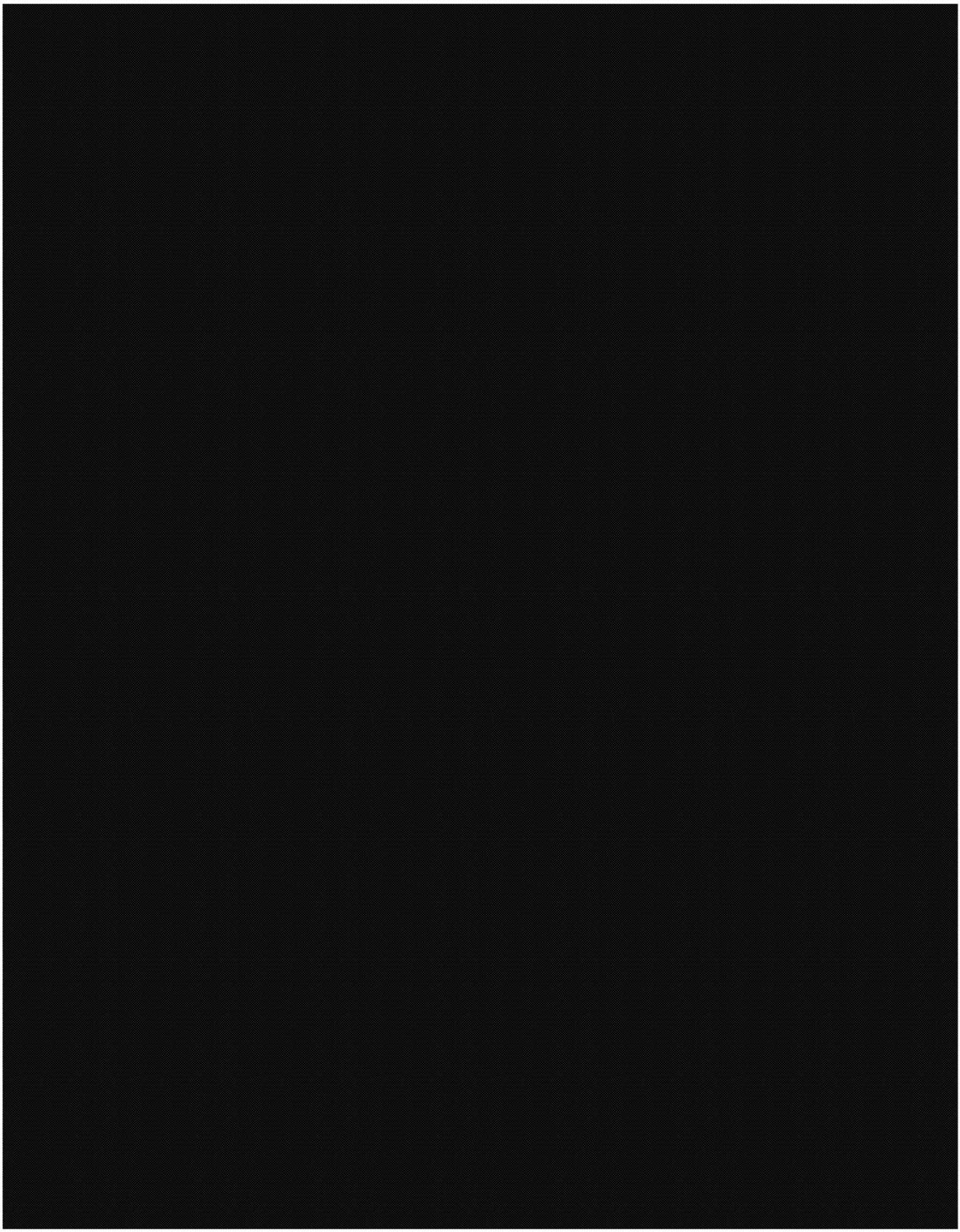


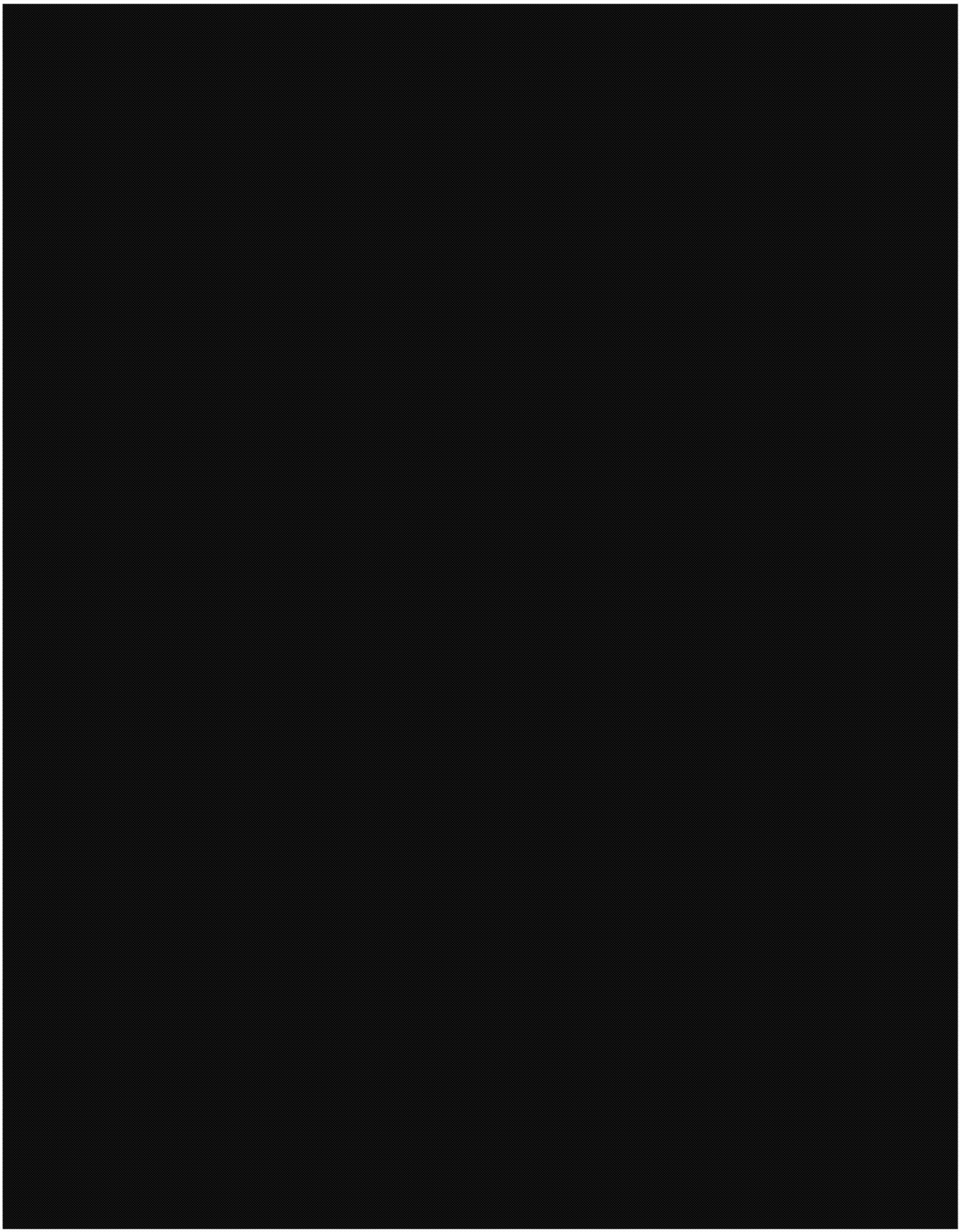
Please Add additional Back up info as/if required

[redacted]



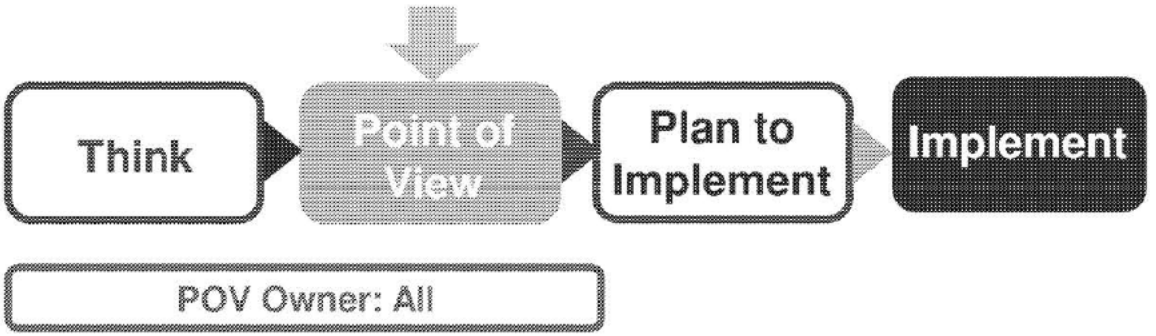






TEWS Detections

4/21/2021





20MY Super Duty 6.7L Fuel Leaks

- See summary spreadsheet

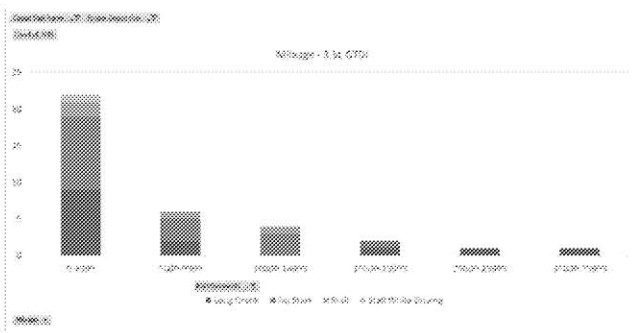
REDACTED FOR RELEVANCE

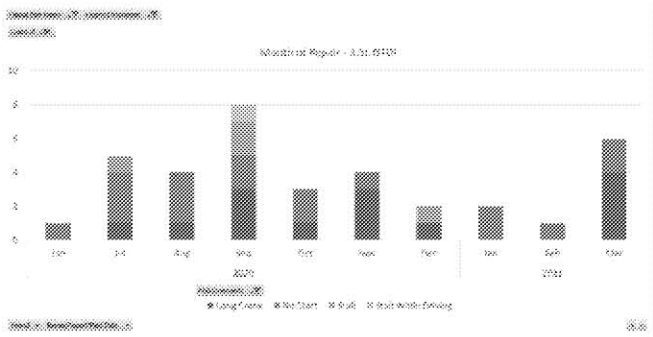


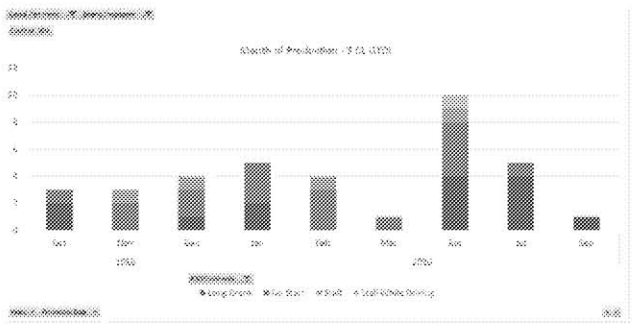


20MY F-150 Fuel Pump Issues (2.7L, 3.5L GTDI, 5.0L)

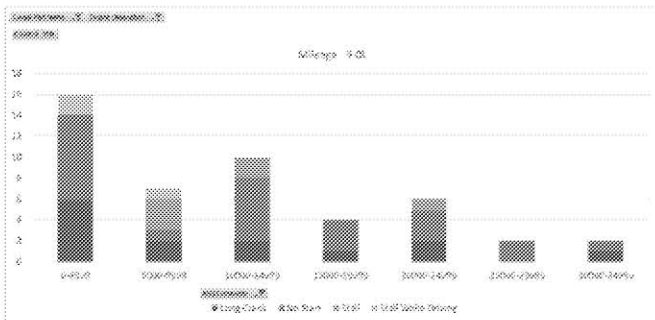
3.5L GTDI Charts

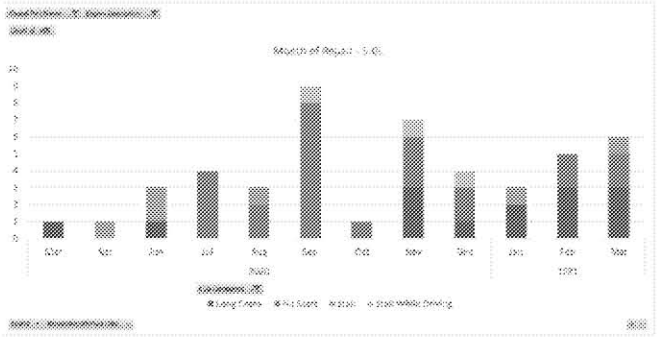


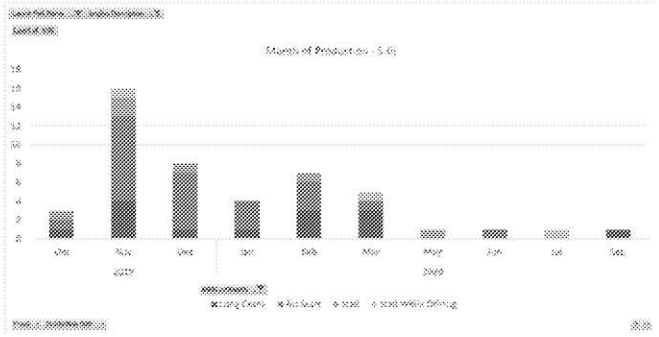




5.0L GTDI Charts





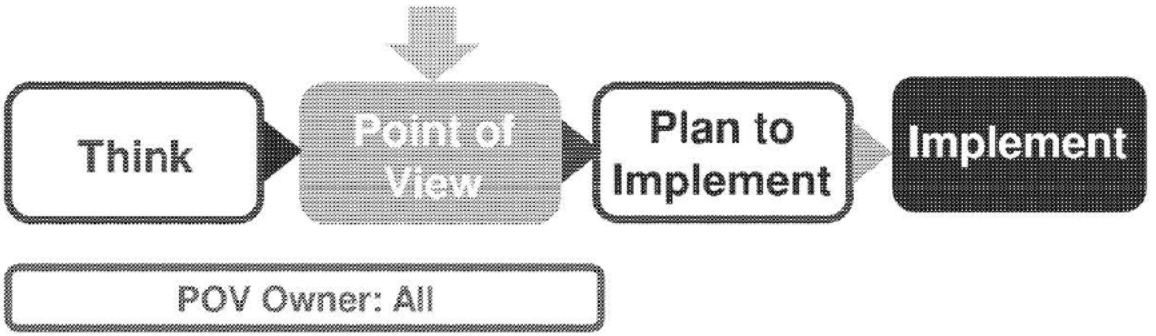


REDACTED FOR RELEVANCE



TEWS Detections

7/30/2021



Car Items

REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE

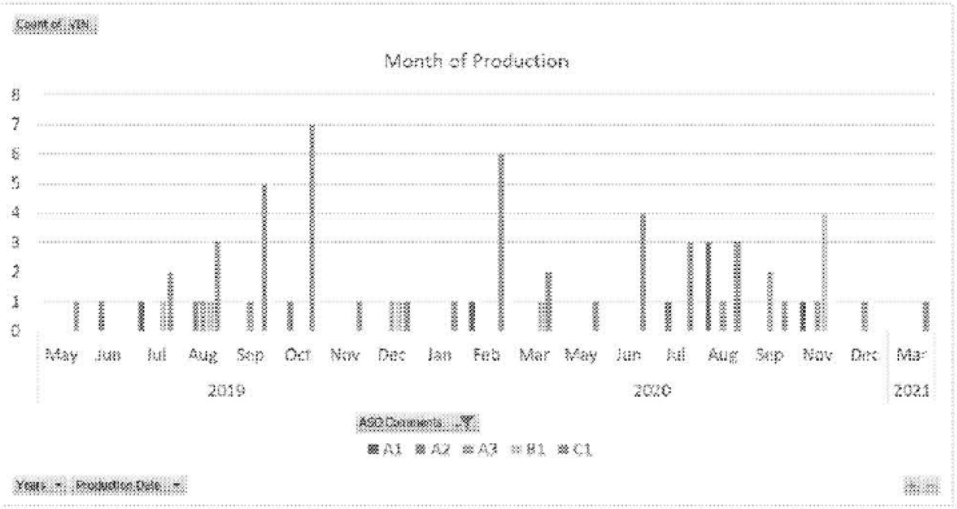


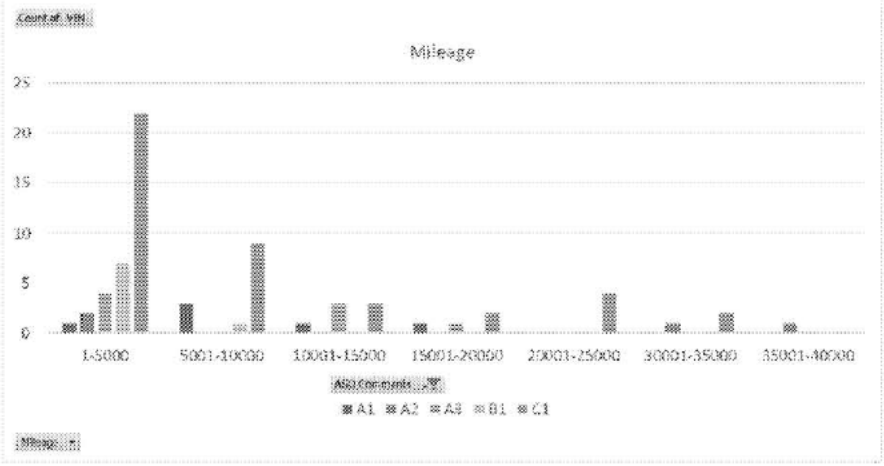
REDACTED FOR RELEVANCE

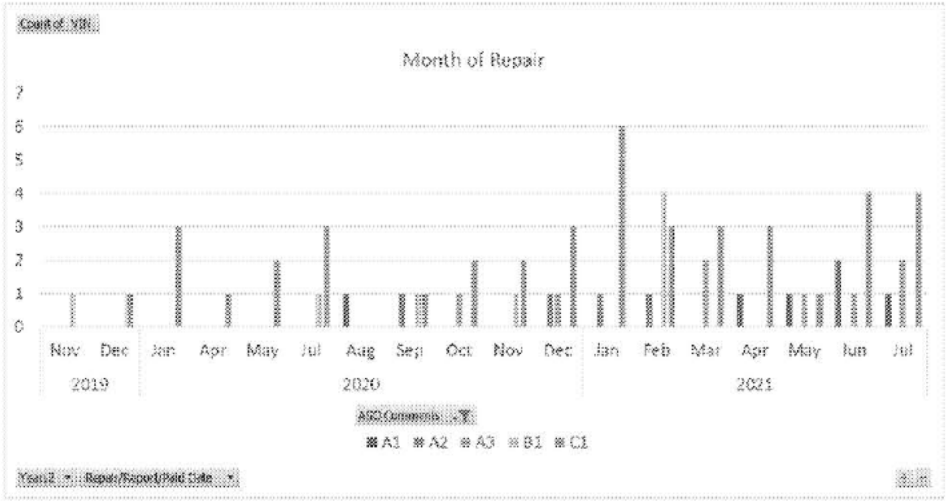


20MY Aviator Fuel Pump Issues

Category	Occurrences
A1: Stall While Driving	6
A2: Stall	4
A3:Loss of Power	8
B1: Leak	8



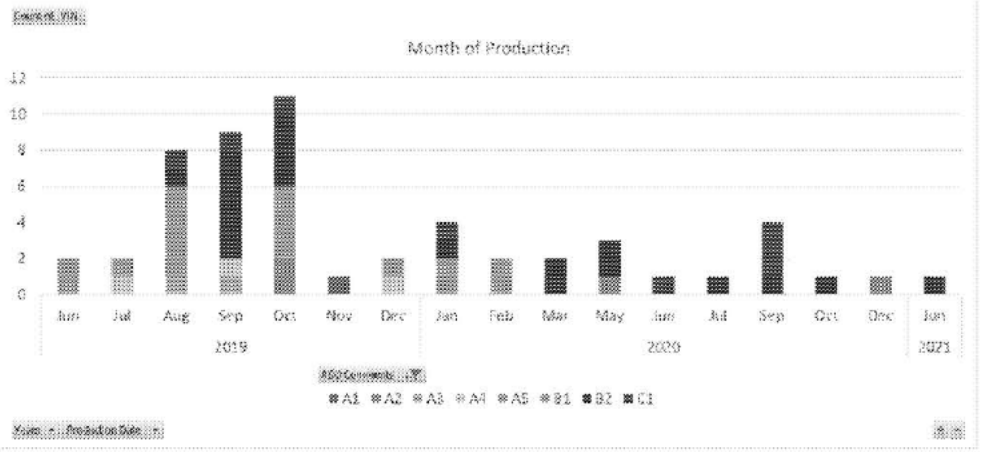


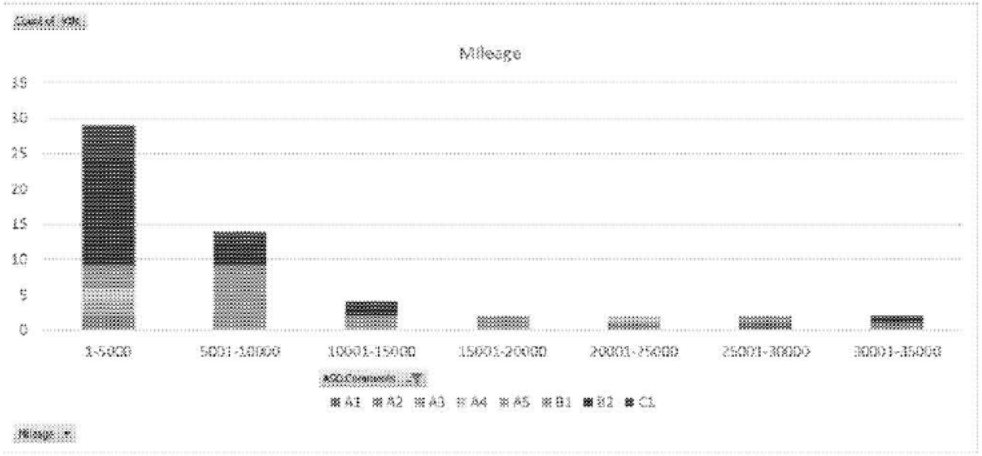


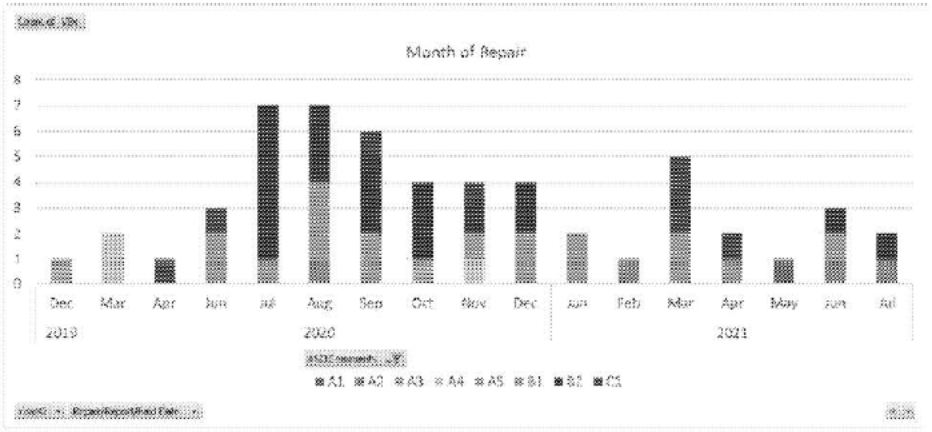
20MY Aviator Fuel Injector Issues

- **Injector obstructions, replacements**

Category	Occurrences
A1: Stall While Driving	1
A2: Loss of Power	4
A3: Stall	2
A4: Leak	3
A5: No Start/Long Crank	3
B1: Run Rough	14
B2: Vibration	20







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Truck Items

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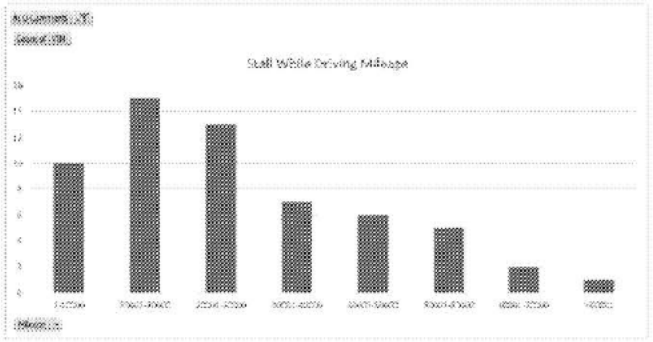
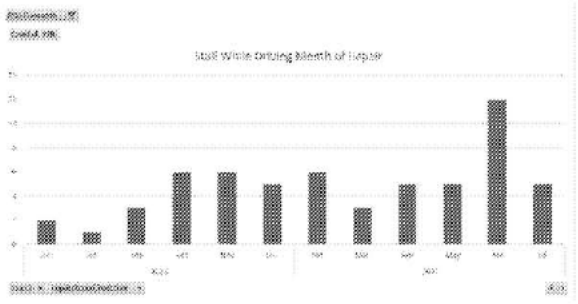
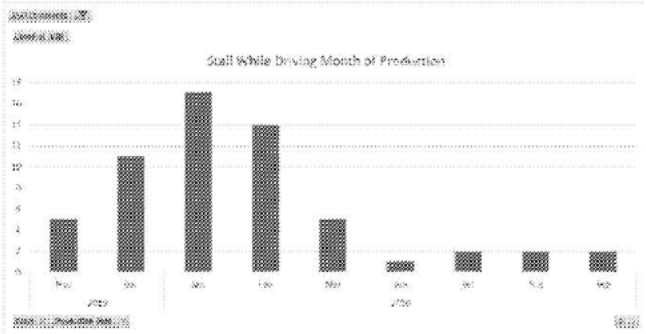
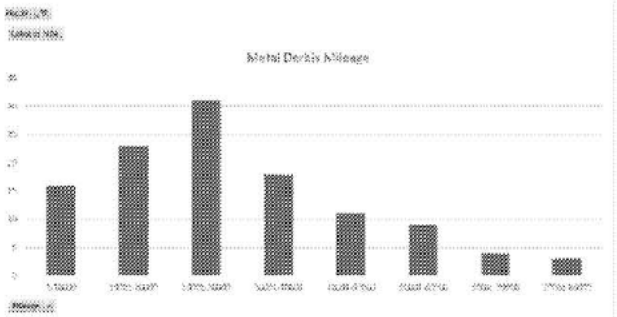
20MY Super Duty 6.7L Fuel System Issues

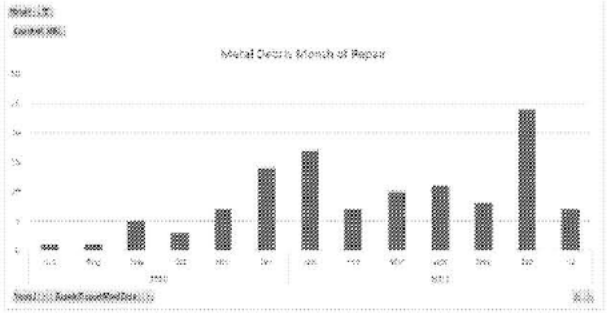
- Technicians finding metal debris in fuel system, replacing fuel pumps

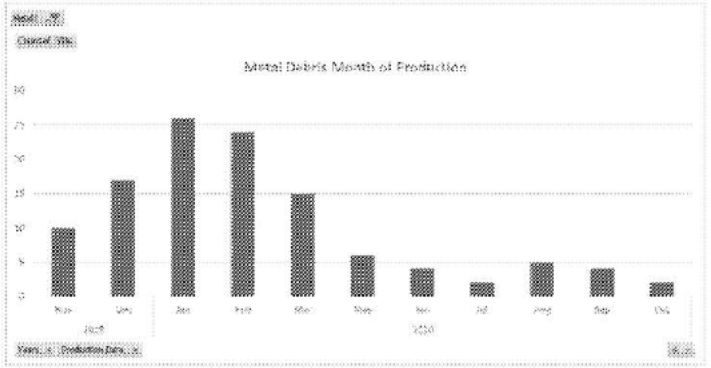






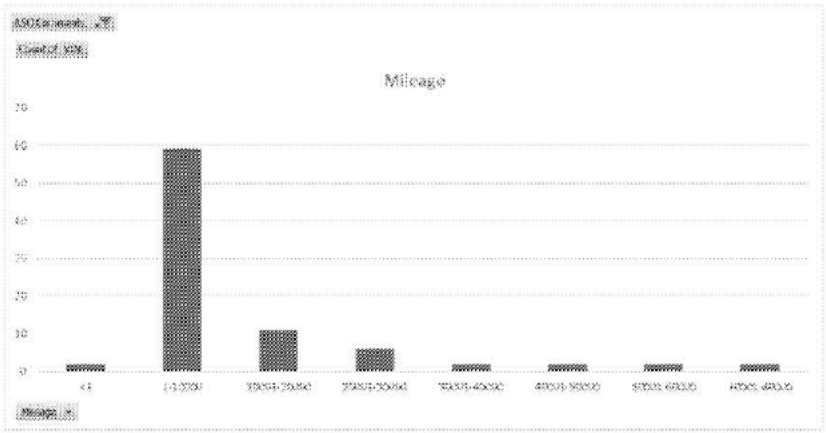


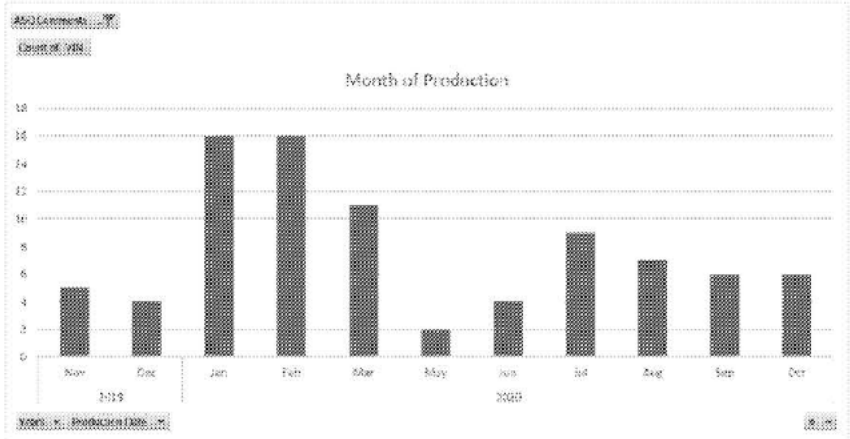


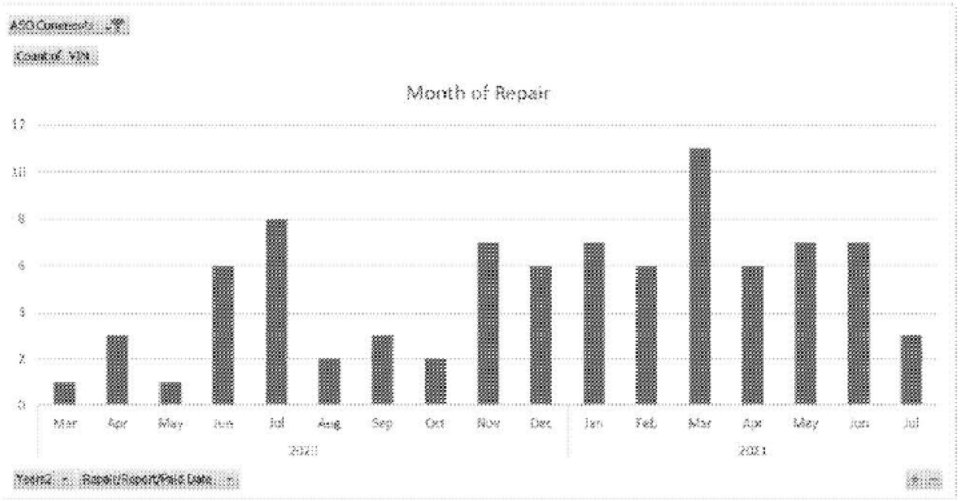


20MY Super Duty 6.7L Fuel Leak at Tank Top Vent

- **Customer notes leak, no start in some instances**







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EPRC Items

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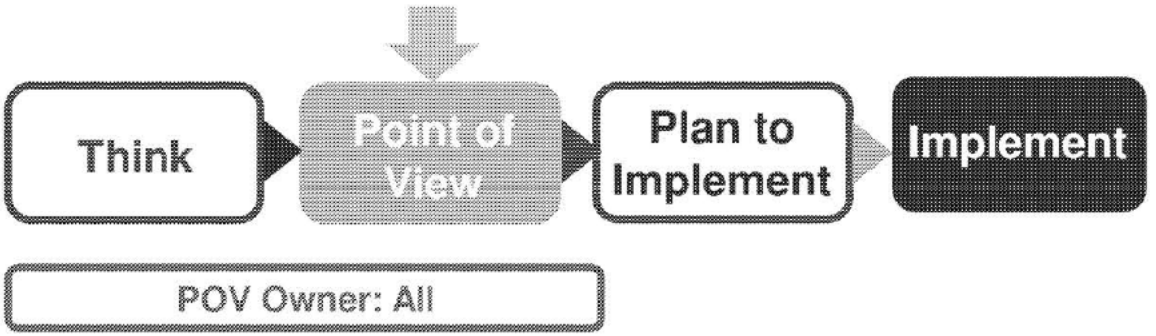
TEWS Detections

8/17/2021



Car Items Follow-up





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Car Items

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Truck Follow-up Items

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EPRC Items

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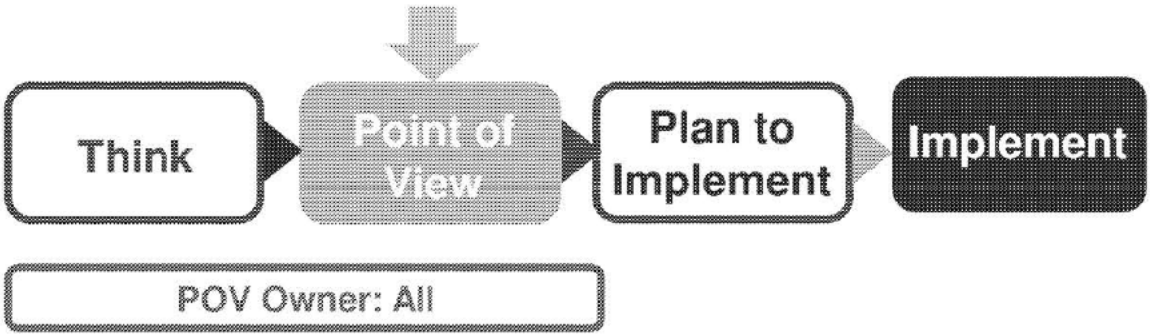
TEWS Detections

06/20/2022



Car Items

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Truck Items

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22MY F150 Fuel Tank Attachment



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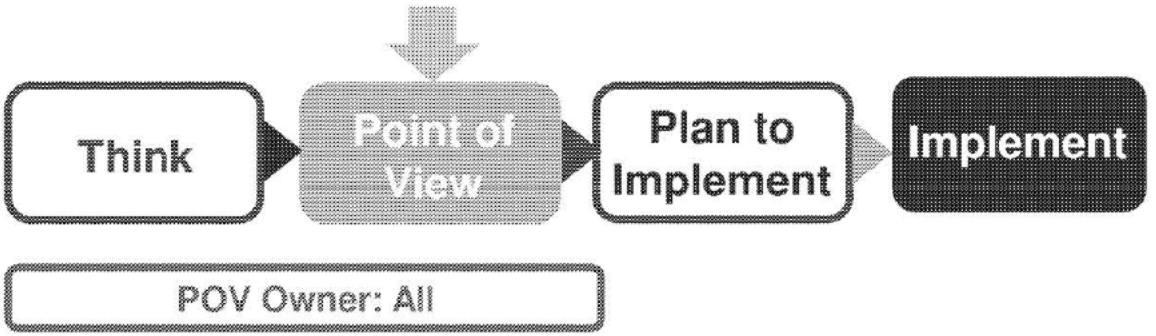
TEWS Detections

2/17/2023



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Car Items

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REDACTED FOR RELEVANCE



VOQs

Plan:

White Alerts

REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE



REDACTED FOR RELEVANCE



Truck Items

REDACTED FOR RELEVANCE



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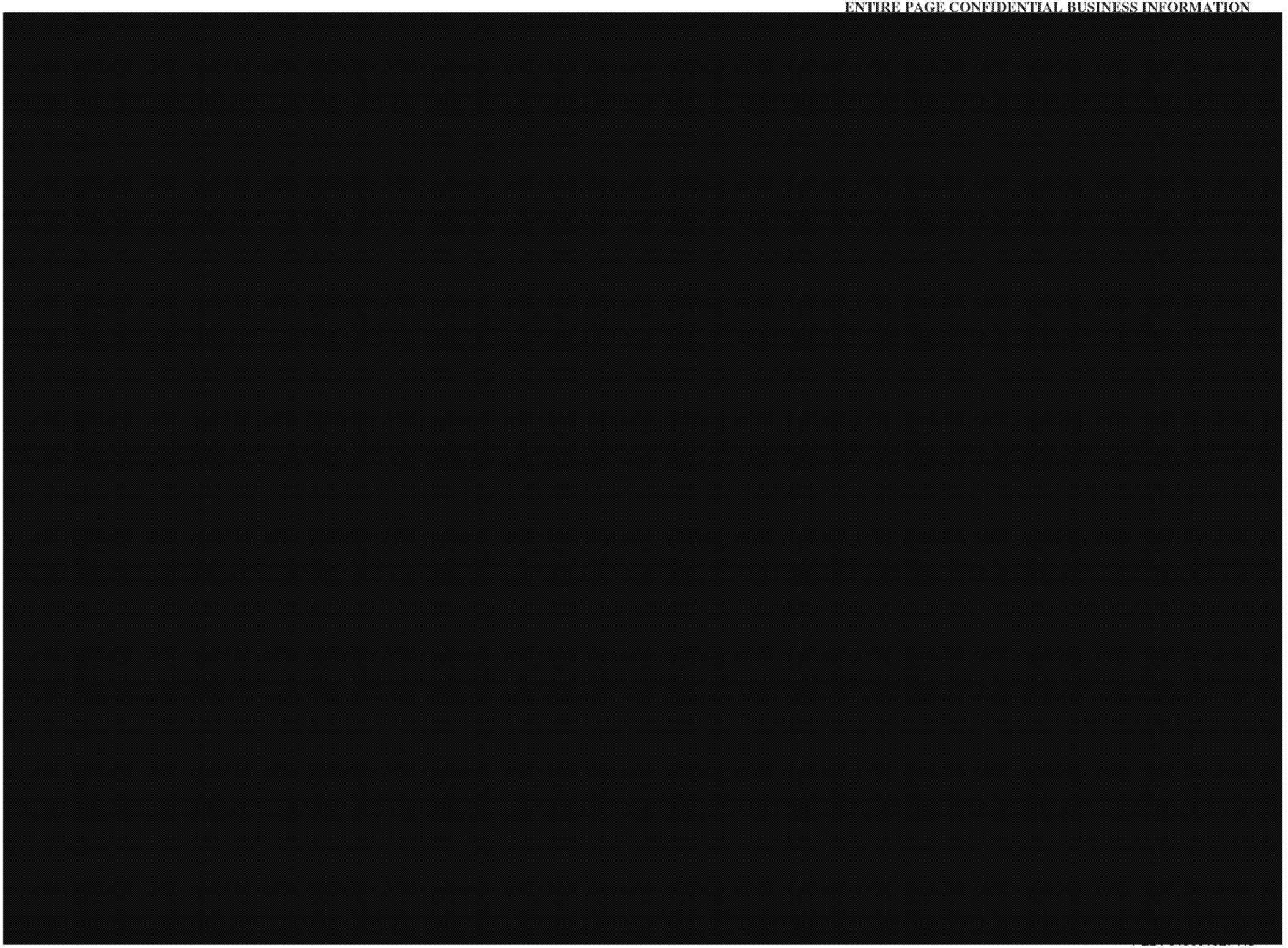

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VOQs

Plan

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Previously Reviewed Items

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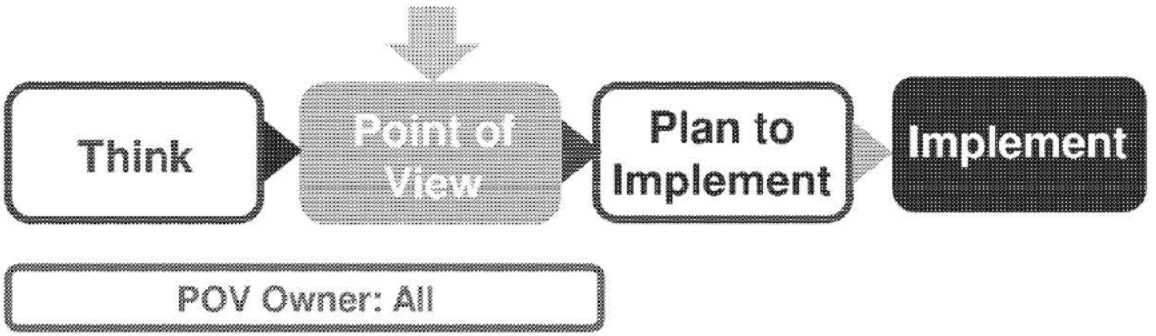
TEWS Detections

9/18/2023



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Unibody Items

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VOQs

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White Alerts

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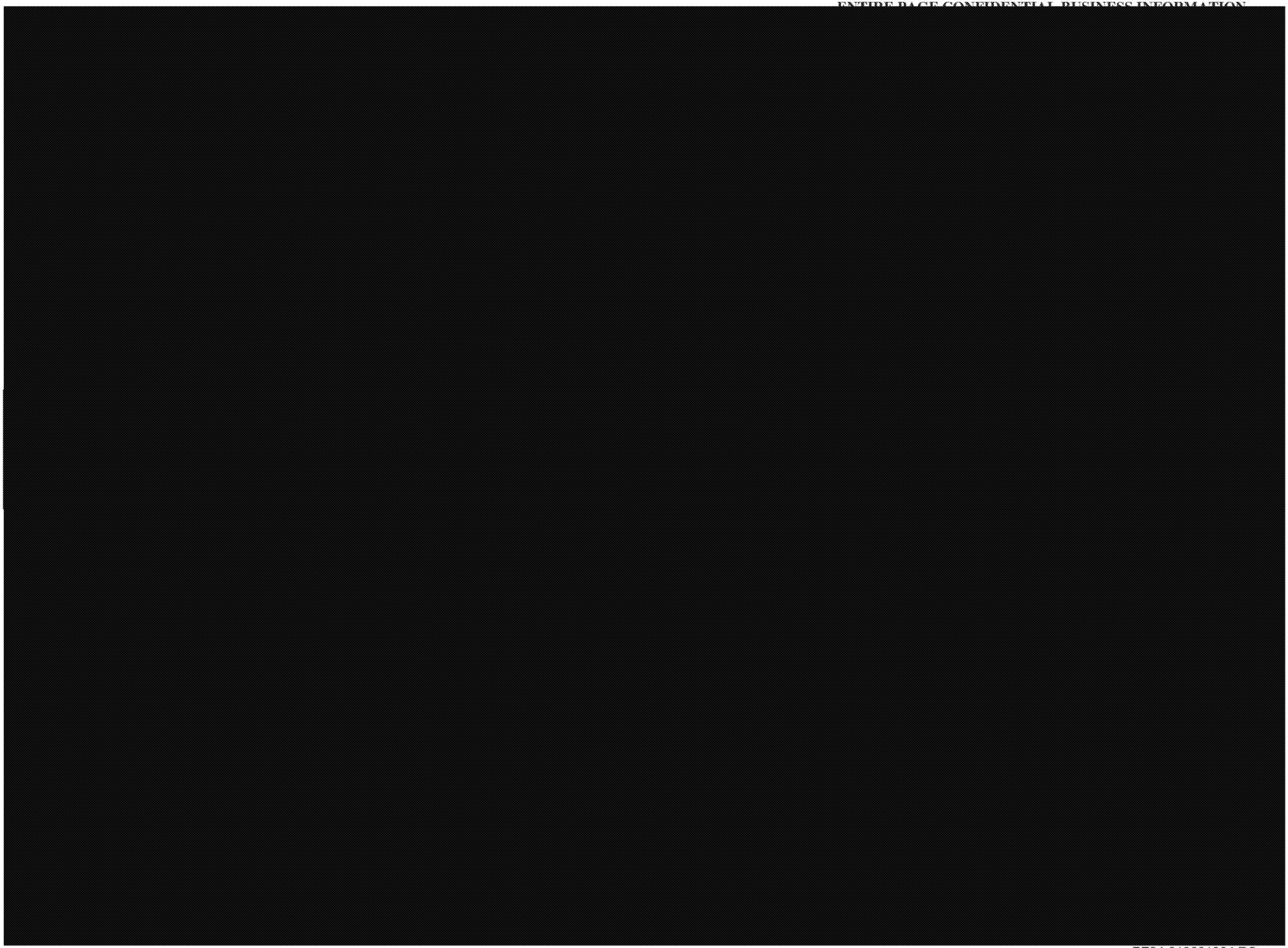
Truck Items





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VOQs

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Previously Reviewed Items

REDACTED FOR RELEVANCE

