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CQIS DETAIL REPORT

11/07/24 18:00:24

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2020

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

VEHICLE: 2019 FIESTA (NA), SE, 4 DOOR, SEDAN VIN: [REDACTED]  
Engine : 1.6L I-4 SIGMA Odometer: 31,153 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: Rear park aid camera inop inte  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 09/08/2020 03:57PM MICHAEL BONGIOANNI (F MSS - FCSD - CALIFORNIA REGION  
Web Form Data(117562823) Description of Vehicle Concern: customer  
reports back up camera at times is inop / has black screen when In  
reverse. Please list any diagnostics already performed: Checked  
operation. concern not duplicated. checked for DTCs. found DTC  
U0264:00:08. followed WSM 413-13B Parking Aid - Vehicles With: Parking  
Aid Camera, Diagnosis and Testing, parking aid pin point test F.  
F1-NO. F2-NO. F3-YES. F4-YES. F5-NO. F6-NO. Followed WSM 413-13B  
Parking Aid - Vehicles With: Parking Aid Camera, Diagnosis and  
Testing, parking aid pin point test A A1-YES. A2-YES. A3-NO. A4-NO.  
A5-NO. A6-NO. Parts Replaced: none. Your Question: Am I following the  
correct pinpoint test for this code? (U0264:00:08-FCDIM) looking at  
Workshop Manuel 413-13B Parking Aid - Vehicles With: Parking Aid  
Camera, Diagnosis and Testing, parking aid, BCM DTC CHART, DTC  
U0264:87. It shows this code in the BCM and not in the FCDIM. is there  
another pinpoint test for FCDIM?  
RECOMM 09/08/2020 03:57PM MICHAEL BONGIOANNI (F MSS - FCSD - CALIFORNIA REGION  
[REDACTED] There were no other found pinpoint tests for the DTC  
provided. You are correct to consult PPT F in 413-13B. At this time,  
since it is noted that the concern has not been duplicated, please  
work with the customer to find under what conditions the fault is  
present. This may be after a rainstorm, over bumpy roads. Circuit  
testing from PPT F and self-tests as per PPTA should only be performed  
while the fault is occurring. Repeat this conditions that the customer  
provides and perform the pinpoint tests again only with the concern  
present to isolate the fault. Repair accordingly.  
AUDIT 09/08/2020 08:31PM  
SYNC: Gen1 V4 MODEM:

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2020

Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
FCDIM#U0264:00-08  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/12/2018 Warranty Start Date: 12/28/2018  
Date of Sale: 12/28/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07078  
Dealer Special Order: Gross Vehicle Weight: 362 LBS  
LH/RH Drive:

Engine: 1.6L I-4 SIGMA - - - E N G I N E - - - Tag: D2 BG BA  
Bld Dt: Calb: KCT1A10 A  
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -  
Trans: 6 SPD GFT PS195 Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

- - - A D D I T I O N A L - - -  
Tire : 185/60R15 H AS Brand :  
Radio : A/C : AC B-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 07594 - Griffith Ford Seguin Ph# [REDACTED]  
City: Seguin State : Texas  
Country: United States Region : Houston

Claim #/Date : 637702 09/07/2020

Specialist's  
Name : MICHAEL BONGIOANNI (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2020

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Caus	Service	Part	Number	Labor
				Nr	Cond	Pfx	Base	Sfx	Operation
USA 04570	07/08/24	862864	91975	I	42	D2B	9C047	F	12650D
USA 04570	07/08/24	862864	91975	1	42				12650D45
USA 04570	07/08/24	862864	91975	1	42				12650D22
USA 04570	07/08/24	862864	91975	1	42				12650DX1

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

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

VEHICLE: 2019 TAURUS,AWD,POLICE ,INTRCEP VIN: [REDACTED]  
Engine : 3.7L DOHC V6 GAS Odometer: 7,881 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Rear park aid camera inop inte  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 09/14/2020 02:46PM MICHAEL BONGIOANNI(F MSS - FCSD - CALIFORNIA REGION  
Web Form Data(117580929) Description of Vehicle Concern: REVERSE  
CAMERA INOP SCREEN DOES NOT LIGHT U Please list any diagnostics  
already performed: PPT A 413-13B FOUND 26 OHMS ON PPT A7 PIN 4. CAN  
USE GROUND TO LIGHT UP A LIGHT BULB Parts Replaced: CAMERA AND AUTO  
DIM REAR VIEW MIRROR Your Question: WHAT ELSE CAN I CHECK THIS COP  
CARS ELECTRICAL SYSTEM IS HEVILY MODIFIED WHAT CAN CAUSE THE REVERSE  
CAMERA SCREEN TO NOT LIGHT. CHECKED BASIC POWER AND GROUND AND FUSES.  
RECOMM 09/14/2020 02:46PM MICHAEL BONGIOANNI(F MSS - FCSD - CALIFORNIA REGION  
[REDACTED] A bulb lighting up is not an indication that a power or ground  
proves out. Since 26 Ohms of resistance was found at the G233 wire  
this is excessive and the problem leg of the circuit will need to be  
isolated and be repaired accordingly. This is on account of an  
insufficient amount of power/ground supplied to this camera as these  
components are very sensitive. Please proceed with the repairs for  
this ground.  
CONCER 09/15/2020 08:58AM GTCGCQSP  
OVERLAYED PIN 4 ON MIRROR CONECTOR STRIGHT TO GROUND CONCERN IS STILL  
PRESENT. COULD THIS BE CAUSED BY A FAULTY BCM  
RECOMM 09/15/2020 10:38AM PBAUER19  
[REDACTED] As the ground circuit was overplayed and the concern is still  
present, perform a loaded voltage drop test across circuit CBP38 using  
a 3157 bulb. Measure the voltage drop across the illuminated bulb. if  
the voltage drop is not within 0.5 V of source, repair the circuit and  
re-evaluate the concern. If the concern is still present and we know  
there is source voltage at pin 1 of C9039, replace the mirror and  
re-evaluate the concern as the power and ground circuits have been  
ruled out.  
CONCER 09/21/2020 05:29PM MICHAEL BONGIOANNI(F MSS - FCSD - CALIFORNIA REGION  
Inbound call from dealer. Spoke with Chris on the phone. We verified  
that all power/grounds to the mirror and camera prove out, that the  
camera and mirror have been swapped with known good/new units, and the  
fault remained. It was then narrowed down to either an issue with the  
LIN circuit from the BCM to the camera or an issue with the BCM. Pin



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

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

--TYPE-- ----- COMMENT TEXT -----  
fitment to the camera and mirror were also tested with the appropriate  
fitment to the camera and mirror were also tested with the appropriate  
flex probes.  
RECOMM 09/21/2020 05:29PM MICHAEL BONGIOANNI(F MSS - FCSD - CALIFORNIA REGION  
[REDACTED] It was a pleasure speaking with you today. As mentioned over  
the phone, please ensure that power/grounds to the mirror and camera  
prove out via load the loaded voltage drop test as mentioned prior. If  
these prove out and are within .5V of source voltage when measured at  
the load, pin fitment has been check as discussed, the +/- circuits  
from camera to mirror prove out, the mirror and camera have been  
swapped with known good/new units, all that is left is the LIN circuit  
from the BCM as the issue or an internal fault with the BCM. Reviewing  
the window sticker, it is seen that this vehicle is equipped with the  
auto dimming mirror function. The correct wiring then can be seen when  
consulting wiring cell 145 page 5. Please work with your parts  
department to contact COPIS and verify that the correct mirror and  
camera are installed. At this time, it is advised to perform an  
overlay across the LIN circuit from pin 2 of C4360 to pin 12 of  
C2280C. If the fault remains after this overlay and all other wiring  
has been check as well as the mirror and camera verified as correct  
for this vehicle, it is advised to replace the BCM. Please ensure to  
follow the correct removal and installation instructions as well as  
PMI procedure for the BCM if led to replace this module.  
ADD-ON 09/21/2020 05:29PM MICHAEL BONGIOANNI(F MSS - FCSD - CALIFORNIA REGION  
Spoke with Eric Reilly. He verified that the correct wiring to consult  
should be cell 145 page 4.  
CONCER 09/25/2020 02:59PM GTCGCQSP  
UPDATE: CIRCUIT VDN01(BU) AT FAULT AT C215. WIRING INSULATION DAMAGE ( WIRE SKINNED) NO SHORTED CKTS WIRE WAS 26GA ONLY A HAIR STRAND LEFT WOULD NOT LOAD TEST. PASSED OHM TEST BUT NOT DIRECTED TO FOLLOW THAT PATHWAY IN PINPOINT TEST TILL A21. UNITS W/OUT AUTO DIM MIRROR AND POLICE PACKAGE ALSO PATHWAY NOT CLEAR. TEST OMITS TESTING LIN CKT FOR FEED TO MIRROR TO GET CAMERA OPERATIONAL WHEN CHECKING OTHER PWR/GRNDS IN START OF TEST. NOTE!! LIN POWER TO MIRROR 8-9V WHEN OPERATIONAL. REPAIRED WIRING AND REPOSITIONED PLUG OUT OF WAY OF FOOT/SHOE CONTACT. HEAVY GEAR OF POLICE RUBBING MAT AND BASE OF BCM ABRASION WEAR ON WIRING INSULATION. CONCERN CORRECTED THANKS FOR ASSISTANCE. CHRIS.  
Dealership selected No Reply Required when submitting these comments.

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 11/20/2018 Warranty Start Date: 02/28/2019  
Date of Sale: 02/28/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 570 LBS  
LH/RH Drive:

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

Engine: 3.7L DOHC V6 GAS Tag: GG 466 AA  
Bld Dt: Calb: KCPHKPN A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

- - - A X L E - - -  
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

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

Tire : 245/55R18 A/S BSW Brand :  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 01209 - Sloan Ford Ph#:610-363-2870  
City: Exton State : Pennsylvania  
Country: United States Region : Philadelphia

Claim #/Date : 247933 07/01/2020

Specialist's  
Name : MICHAEL BONGIOANNI (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/14/2020

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp	Caus	Service	Part	Number	Labor
				Nr	Cond	Pfx	Base	Sfx	Operation
USA 01017	02/20/24	628637	33249	I		FB5	5G232	A	20M01C
USA 01017	02/20/24	628637	33249	1		DG1	9448	A	
USA 01017	02/20/24	628637	33249	1		7T4	9450	AA	
USA 01017	02/20/24	628637	33249	1			W714265	S441	
USA 01017	02/20/24	628637	33249	1			W712244	S300	
USA 01017	02/20/24	628637	33249	1			W716011	S430	

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

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

VEHICLE: 2019 MKT,AWD,WAGON VIN: [REDACTED]  
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 17,169 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: RVC display is blurry  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/22/2021 03:10PM BKARBUM1  
Web Form Data(118473178) Description of Vehicle Concern: Back Up  
Camera Inop. Image Fuzzy Please list any diagnostics already  
performed: Performed Diag. C1001 in APIM Memory, Performed ppt per  
service manual multiple times and passes all test, replaced Camera on  
5 separate visits, will work for a few weeks and then goes out again,  
I can remove camera then re install it and will work for a little  
while, I have checked all circuits and load tested all seem fine.  
Parts Replaced: Camera 5 Times Your Question: What Am I missing, I  
have a new camera And harness ordered for camera but feel that I am  
missing something, I can remove camera and reinstall same camera and  
it will start working and be clear, I have reprogramed APIM, Last  
attempt I checked pin fit at camera and even tightened them and  
cleaned Connector with contact cleaner and blew them out with air re  
installed everything worked came back 2 hours later and screen fuzzy  
again

RECOMM 10/22/2021 03:10PM BKARBUM1  
[REDACTED] If the camera circuits are all passing pin point testing and  
replacement of the camera multiple times has not resolved the concern  
but the concern will clear up by unplugging and plugging the camera  
back in, this may be due to an internal APIM fault. If the circuits  
have not been tested then it recommended to perform pin point test A  
in section 413-13B, specifically steps A6-A16 will lead through the  
circuit testing. If the circuit testing passes then it is recommended  
to proceed with replacement of the APIM to resolve the concern. Since  
pin point testing will not likely lead to the guided routine to obtain  
a RVC code, please use the RVC Assistance Form located under the  
diagnostics tab on the PTS website. The form will contain several  
vehicle and concern specific questions but will generate the code  
needed for replacement once completed. Brandon K. Lincoln Escalated  
Support

AUDIT 10/22/2021 08:33PM  
SYNC: Gen3 V4 MODEM:



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C10014:00-08  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/24/2018 Warranty Start Date: 10/20/2018  
Date of Sale: 10/20/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 635 LBS  
LH/RH Drive:

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: GS 490 CA  
Bld Dt: Calb: [REDACTED]  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F55) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

Axle: 3.16 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

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

Tire : 255/45R20 V A/S Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC M-????????????????????  
Paint : PN4-???????????????????????????????????? AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

## ----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

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

Rpr Dlr:USA 05706 - Al White Motors, Inc. Ph#:931-728-4643  
City: Manchester State : Tennessee  
Country: United States Region : Memphis  
Claim #/Date : 04207 10/20/2021

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/22/2021

Specialist's  
Name : BKARBUM1 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

VEHICLE: 2019 TAURUS, FWD, LIMITED, SEDAN VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 8,730 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Camera malfunction msg  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 09/11/2019 02:05PM SCARL2  
Web Form Data(116828824) Description of Vehicle Concern: Camera  
malfunction message on IC, has DTC on IPM-A C1001-78 (Vision system  
camera alignment or adjustment incorrect) Please list any diagnostics  
already performed: PMI and CCM calibration Parts Replaced: Interior  
mirror Your Question: Where on IDS do I calibrate the IPM-A camera?  
RECOMM 09/11/2019 02:05PM SCARL2  
[REDACTED] We are aware that the IPM-A calibration is missing from the  
current IDS software. However, the new IDS update (115.01) has fixed  
this concern and will be available to download this evening. Please  
find time to update the scan tool once the update becomes available,  
then proceed with the IPM-A calibration. We apologize for this  
inconvenience.  
ADD-ON 09/11/2019 02:05PM SCARL2  
Consulted SME Ryan Tyda: Ryan said this is a known issue and the  
calibration will be available with IDS update 115.01.  
AUDIT 09/11/2019 08:32PM  
SYNC: Gen3 V4 MODEM:  
CONCER 09/12/2019 12:00PM GTCGCQSP  
Alright, I downloaded 115.01 and I still cannot find the IPM-A  
calibration. Where exactly on IDS is this feature?  
RECOMM 09/12/2019 02:34PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION  
[REDACTED] The IPMA camera alignment procedure should now be located  
under Toolbox> Body> LDWS Camera Alignment since updating to IDS  
software version 115.01. If the IPMA camera alignment procedure is not  
listed in this section of IDS, leave IDS connected to the vehicle but  
delete the current session. Start Tear Tag session using Tear Tab  
number TMB0, which will make the procedure available. Complete the  
LDWS camera alignment procedure in the Tear Tag session, and verify  
that the DTC C1001:78 is no longer present.  
ADD-ON 09/12/2019 02:34PM ANTHONY WIRTH(FSE) MSS - FCSD - MIDWEST REGION  
Consulted SME Jake Hoffman: Consulted Jake to determine where the IPMA  
camera alignment procedure should be located, since a 2019 Taurus is  
not listed in the Module Programming Excel sheet in share point. Jake

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

--TYPE-- ----- COMMENT TEXT -----  
agreed that the alignment procedure should now be under  
agreed that the alignment procedure should now be under  
Toolbox>Body>LDWS Camera Alignment. Jake advised to have the  
dealership start a tear tag session using TMB0 if the camera alignment  
procedure is still unavailable, and advised to forward the report to  
himself and Ryan Tyda.  
CONCER 09/12/2019 04:12PM GTCGCQSP  
Alright, I looked under the Toolbox> Body, and the LDWS Camera  
Alignment tab was not there, so I deleted the session and started a  
tear tag session with the tear tag number TMB0. After clicking ok it  
asked weather it was an EcoSport or an Explorer (I have a Taurus), I  
clicked on the Explorer tab and tried it even though its not the right  
vehicle. Then it asked if it was a 2016, 2017, or a 2018. The Taurus  
Im working on is a 2019, so I clicked the closest year being 2018.  
Then it did the network test which took longer than normal, but then  
it allowed me to open the toolbox tab. I opened the Body tab in the  
toolbox and found the LDWS Camera Alignment tab. I clicked on it and  
it had me start the engine, and once I started the engine then clicked  
ok it said unable to perform test/function. What step should be  
performed next?  
RECOMM 09/13/2019 01:52PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER  
[REDACTED] Within the next&nbsp;4 business days, the assistance request  
on this 2019 Taurus will be reviewed. To further expedite this  
process, please update the form with the additional information listed  
when selecting the click here button below (including Service  
Management information, best phone number, etc.). An Escalated  
Handling Team Member will contact the Service Manager to obtain  
additional information and provide recommendations to assist in  
resolving the customer s concern.<BR><BR>We are currently experiencing  
high Dealership contact volume, which is resulting in delayed  
responses. Our management team is fully aware of the issue, and would  
like to apologize for the current delayed response times as we  
investigate options to improve our service level. We are committed to  
restoring the service levels that you are accustomed to, but it will  
likely take time to implement long-term changes to our process.  
Dealership personnel can help us in the short-term by adhering to the  
following suggestions: <UL> <LI>Ensure that all internal published <A  
href=http://www.fordtechservice.dealerconnection.com/vdirsnet/applicat  
ionservices/file/download/22804/Service Repair Technical Assistance Pr  
ocess.pdf target= blank>Service Repair and Technical Assistance  
Process</A> steps have been followed prior to contacting the Technical  
Assistance Center. <LI>Continue to submit requests to the Technical  
Assistance Center for support with difficult to resolve technical  
vehicle issues and repairs requiring Prior Approval. <LI>Confirm that  
all diagnostics, including testing results completed on the vehicle  
are thoroughly documented and submitted on the request to the  
Technical Assistance Center. <LI>Follow all Technical Assistance  
Center recommendations during the time you may be waiting for follow  
up from Escalated Handling Team.</LI></UL>We will continue to work  
with you and your Dealership s Service Management Team to help get the



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

--TYPE-- ----- COMMENT TEXT -----  
concern resolved and the vehicle back to the customer.

ADD-ON concern resolved and the vehicle back to the customer.  
09/13/2019 01:52PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER  
consulted EH Jakob > consulted SME Ryan. it was recommended to  
escalate the report at this time. the IMPA calibration was not listed  
on the IDS. the IDS was updated to the latest level 115.01 with the  
same situation. the vehicle was identified using a tear-tag known to  
have the procedure on the IDS, however the procedure would not  
complete.

ADD-ON 09/13/2019 01:52PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER  
Reason for Escalation : Supervisor Recommendation

RECOMM 09/16/2019 09:33AM JAKOB DEBERRY(FSE) MSS - FCSD - SOUTHEAST REGION  
[REDACTED] We have a concern open with engineering on this issue. If we  
come up with another workaround, then we will let you know as soon as  
possible. In addition, we will keep you updated on information we  
obtain from engineering as well as to when we have a resolution. At  
this point, we are determining if the TCCM update verbiage is supposed  
to be in the TSB. If so, then we will need to engage the IDS team to  
get this resolved. Thank you. Jakob Escalated Handling

RECOMM 09/19/2019 08:20AM JAKOB DEBERRY(FSE) MSS - FCSD - SOUTHEAST REGION  
[REDACTED] Engineering is still resolving the issue. However, in attempt  
to resolve this, start a manual vehicle entry using tear tag KPG0.  
Once done, ensure the procedure is present and it completes  
successfully. Please update us if this does not work. Thank you. Jakob  
Escalated Handling

CONCER 09/26/2019 10:26AM GTCGCQSP  
It worked after using the tear tag number KPG0, and it allowed me to  
enter the LDWS camera alignment and go through the procedure and now  
the camera works, thank you.

RECOMM 09/26/2019 03:13PM JAKOB DEBERRY(FSE) MSS - FCSD - SOUTHEAST REGION  
Excellent news [REDACTED] Thank you for confirming the validation. We  
already notified engineering of this resolution when we reviewed your  
update prior to writing this response. We expect the fix to be in  
another IDS update. Thanks for your help on this one. Have a good rest  
of your week! Jakob Escalated Handling

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
IPMA#C1001:78-2A8  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 09/28/2018 Warranty Start Date: 10/01/2018  
Date of Sale: 10/01/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 8404J  
Dealer Special Order: Gross Vehicle Weight: 526 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: KCPHKXN A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A X L E -----  
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : 245/45R20 V RATED Brand :  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC G-????????????????????  
Paint : PN4-?? AGATE BLACK METALLIC

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

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

Rpr Dlr:USA 08021 - Bob Ridings Ford, Inc. Ph#:217-824-2207  
City: Taylorville State : Illinois  
Country: United States Region : Chicago

Claim #/Date : [REDACTED] 08/30/2019

Specialist's  
Name : SCARL2 -????????????????????

----- C Q I S V I N H I S T O R Y -----  
Date CQIS Prog Symp Cat Causal Part Description Dealer Id  
08/30/2019 [REDACTED] HLIEPA LT/GL/VI USA 08021

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

Page: 05

CQIS DETAIL REPORT

11/07/24 18:00:24

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/05/2022

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

VEHICLE: 2019 FIESTA (NA), SE, 4 DOOR, SEDAN VIN: [REDACTED]  
Engine : 1.6L I-4 SIGMA Odometer: 47,288 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY

Additional Symptom: Poor rear view camera image  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/05/2022 02:34PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(118609733) Description of Vehicle Concern: Rear camera  
image is blurry/static Please list any diagnostics already performed:  
Performing diag per pinpoint test B porr image quality Parts Replaced:  
none Your Question: While performing diag per pinpoint test B poor  
image quality, found that pinpoint test seems to be for a vehicle with  
a touchscreen. Vehicle I am working on does not have a touch screen.  
while performing diag step 2 wants to ohm out C2383-14 and 15. In the  
vehicle i am working on C2383-14 and 15 are empty. tried with and  
without the vin and the same tests come up with the same steps and the  
wiring diagram shows that the wires should be in connector C2383 while  
they are not. How should i proceed in diag of cust concern?

RECOMM 01/05/2022 02:34PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER  
[REDACTED] Additional research is needed regarding this concern. We will  
be placing a phone call by the end of the day with additional  
information. Carlos L. - Ford Technical Assistance Center

RECOMM 01/05/2022 03:41PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER  
[REDACTED] We were unable to reach the service department by phone. It is  
suspected that the WSM has incorrect information. Since this vehicle  
does not have a touch screen, the APIM is not used for the camera  
display. It is suspected that the FCDIM connector will have the  
circuits for the camera. Since the diagrams and the WSM do not show  
the FCDIM as having the circuits, you will need to access the FCDIM  
connector and check for circuits RMP19(BN-VT) and VMP19(WH-GN). If the  
circuits are not at the FCDIM, then you will need to trace the  
circuits after connector C212. Once you have located the circuits,  
continue the testing as outlined in the WSM. If it leads to replacing  
the APIM, then do not do so and instead replace the display for the  
camera. If further assistance is needed on this contact, please call  
the TAC by phone. This will allow the TAC Team to work closely with  
you to ensure the vehicle issue is resolved as quickly and efficiently  
as possible.<div><br></div><div>Your 9-digit TAC Contact ID from your  
initial TAC contact will be required when calling in. The TAC can be  
reached at (800) 826-4694 8:30am to 8:00pm Monday thru Friday Eastern

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/05/2022

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

--TYPE-- ----- COMMENT TEXT -----  
Time.</div><div><br></div><div>If your dealership is equipped with the  
Time.</div><div><br></div><div>If your dealership is equipped with the  
See What I See headset, please ensure the following prior to  
calling:</div><div><ul><li>Your See What I See headset is fully  
charged</li><li>The headset is powered up and updated to the latest  
level</li><li>The vehicle you are working on is in a bay with good  
Wi-Fi connectivity</li></ul></div><div>If additional support is needed  
to use the headset, please submit your question or request to  
FordREhelp@techmahindra.com</div><div><br></div><div>If this web  
contact is updated instead of placing a call to the TAC, please ensure  
to include a cell number as a Technical Assistance Center  
representative will contact you to conduct a See What I See session  
for enhanced support.&nbsp;</div> Carlos L. - Ford Technical Assistance  
Center  
AUDIT 01/05/2022 08:33PM  
SYNC: Gen1 V4 MODEM:

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
FCDIM#C1001  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/26/2018 Warranty Start Date: 12/12/2018  
Date of Sale: 12/12/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08730  
Dealer Special Order: Gross Vehicle Weight: 362 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 1.6L I-4 SIGMA Tag: D2 BG BA  
Bld Dt: Calb: [REDACTED]  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD GFT PS195 Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/05/2022

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

Tire : 185/60R15 H AS Brand :  
Radio : A/C : AC B-?????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 13423 - Shaker's Family Ford Lincoln Ph#:860-945-4900  
City: Watertown State : Connecticut  
Country: United States Region : New York

Claim #/Date : 095883 01/04/2022

Specialist's  
Name : ROBERTO LUNA

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2019

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 55,214 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 36 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INACCURATE  
Additional Symptom: rear camera image upside down  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/05/2019 11:25AM [REDACTED]  
Web Form Data(116762453) Description of Vehicle Concern: back up  
camera image is upside down Please list any diagnostics already  
performed: Updated the APIM to version 3.0. Ran PP test A in the rear  
parking aid diagnosis, it came down to A8 and stated to diagnose APIM.  
Vehicle has no codes anywhere. The BCM and APIM pass a self test.  
Parts Replaced: none Your Question: What diagnosis do I use for an  
upside down image?  
RECOMM 08/05/2019 11:25AM [REDACTED]  
Audio, To address the upside down camera image, Pinpoint Test B in WSM  
413-13B > Diagnosis and Testing is most appropriate as this test  
addresses image quality issues, rather than an inoperative camera (as  
addressed by Pinpoint Test A). As such, perform Pinpoint Test B and  
repair as directed. When performing these procedures, be sure to use  
Rotunda flex probes to make your connections. While back probes or  
small wires may work for obtaining readings, they do not confirm that  
a good connection is possible. As such, use the flex probes so you can  
verify the condition of the pins (tight pin drag/fitment, no  
pushed-out pins, bent pins, corrosion, etc.) at the same time you take  
your voltage and resistance measurements. Repair any pin or connector  
damage found and retest.  
AUDIT 08/05/2019 08:32PM  
SYNC: Gen3 V4 MODEM:

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2019

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

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 02/15/2016 Warranty Start Date: 02/15/2016  
Date of Sale: 02/15/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 8474J  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 342 BA  
Bld Dt: Calb: GP31D60 A

Serial #: [REDACTED] 342 BA  
----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shft:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:  
----- A D D I T I O N A L -----  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- TOO GOOD TO BE BLUE

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller : DARRELL DUNLAP Title: TECHNICIAN  
Phone :

DARRELL DUNLAP  
Rpr Dlr:USA 08783 - Excel Ford of Cabot Ph#:501-843-3536  
City: Cabot State : Arkansas  
Country: United States Region : Memphis

Claim #/Date : 58611 08/01/2019

Specialist's  
Name : DKENYON8 -????????????????????

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

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2019

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/23/2023

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 70,613 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: back up cam inop  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 02/23/2023 04:26PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
Web Form Data(119866039) Description of Vehicle Concern: BACK UP  
CAMERA IN-OP ON TOUCHSCREEN Please list any diagnostics already  
performed: PINPOINT TEST A IN WSM 413-13B VERIFIED CONCERN, BACK UP  
CAMERA IN-OP. PREVIOUS DIAG RECOMMENDED CAMERA REPLACEMENT. REPLACED  
CAMERA, PERFORMED LIN INITIALIZATION, CONCERN STILL PRESENT. FOLLOWED  
PINPOINT TEST A IN WSM 413-13B. A1- YES A2- YES A3- YES A4- NO A5- NO  
A7- NO A8- YES A9- YES A10- YES A11- YES, 94 OHMS A12- YES A13- YES  
A14- NO A15- YES A21- YES, INSTALL NEW VIDEO CAMERA Parts Replaced:  
REAR CAMERA Your Question: ALL WIRING OKAY. NOTHING WRONG FOUND DURING  
VISUAL INSPECTION. REVERSE LIGHTS WORK IN REVERSE. BACK UP SENSORS  
WORK NORMALLY. SHOULD I TRY REPLACING THE CAMERA AGAIN OR COULD I HAVE  
A FAULTY APIM? NO DTCS RELATED TO SYMPTOM  
RECOMM 02/23/2023 04:26PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
[REDACTED] This PPT tests all the related circuits for a concern and  
should resolve the current issue. The first step would be to verify  
the part number on the relaced camera with COPIs and ensure it is the  
most up to date part for this vehicle. If everything is correct, then  
continue the testing in the PPT starting with step A16-A21. If there  
are any faults on the LIN circuit or the video (+) signal circuit,  
repair them and re-evaluate the concern. If the concern persists, if  
possible, pull a known working camera from a like unit and  
re-evaluate. It if it works, replace the camera again and verify the  
repair. At this point if the issue persists, replace the APIM and  
re-evaluate. Thank you, Kolton Pagano Technical Assistance Center As  
your dealership is equipped with the See What I See (SWIS) headset, if  
additional technical assistance is required and a SWIS session would  
be beneficial (live video or picture would help), click <A  
target=\_blank  
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com  
/bookings/s/[REDACTED]>Schedule</A> to book a SWIS call  
with the TAC. After booking an appointment a TAC representative will  
reach out to you at the appropriate time. Verify the following prior  
to your appointment:<ul><li>Your See What I See (SWIS) headset is

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/23/2023

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

--TYPE-- ----- COMMENT TEXT -----  
charged, the headset is turned on, and is updated with the latest  
charged, the headset is turned on, and is updated with the latest  
software level.</li><li>Ensure TeamViewer login card is ready to scan  
(Contains unique dealer code & dealership name)</li><li>The vehicle  
you are working on is in a bay with good Wi-Fi  
connectivity</li></ul><br><span style=font-weight: bold font-style:  
italic>If the bullet points above are met the TAC can be reached at  
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to  
perform a SWIS call.</span> <br><BR><A target=\_blank  
href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa  
q.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware  
concerns</A><br><br><A target=\_blank  
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi  
deo/6290958058001/swis-initial-setup>Initial headset setup</A>  
ADD-ON 02/23/2023 04:26PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact  
AUDIT 02/23/2023 08:31PM  
SYNC: GEN2 MODEM:  
CONCER 02/28/2023 09:38AM GTCGCQIS  
AFTER APIM REPLACEMENT, CAMERA STARTED WORKING NORMALLY. VERIFIED  
REPAIR  
RECOMM 03/01/2023 09:34AM JASON HUGHES(FSE) MSS - FCSD - KEYSTONE REGION  
[REDACTED], Great work resolving the concern, we appreciate your hard  
work. If time permits, please fill out the survey so that other  
technicians may benefit from this repair. Thank you.  
ADD-ON 03/01/2023 09:34AM JASON HUGHES(FSE) MSS - FCSD - KEYSTONE REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
Non-Technical, SWIS Comments : Fix Verified

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/23/2015 Warranty Start Date: 12/01/2015  
Date of Sale: 12/01/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/23/2023

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #:

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

```
Model:                               Shift:
```

```

- - - A X L E - - -
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:
Serial #:

```

```

- - - A D D I T I O N A L - - -
Tire   : P235/55R19 H-RATED          Brand   : HANKOOK TIRE VENDOR
Radio  : ELETR AM/FM STRO/DISC/CLK    A/C      : AC J-????????????????????
Paint  : PN4-???????????????????????------ INGOT SILVER METALLIC

```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 01452 - Ace Motor Sales, Inc. Ph#:856-845-6600  
City: Woodbury State : New Jersey  
Country: United States Region : Philadelphia

Claim #/Date : 397144 02/22/2023

Specialist's  
Name : KOLTON PAGANO (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/27/2020

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

VEHICLE: 2016 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 43,372 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D Z 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)  
Additional Symptom: Rear viw camera concerns  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 05/27/2020 02:36PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION  
Web Form Data(117268072) Description of Vehicle Concern: Unable to  
configure Rear View Camera(RVC) Please list any diagnostics already  
performed: Vehicle came in with reverse camera issues, it was  
diagnosed as a faulty rear view camera. Replaced camera and went to  
calibrate it but did not see an option to do so. checked function and  
found there is no active lines on the screen (I am not sure if this  
vehicle is supposed to have them). pulled codes and I have B115E for  
camera module not configured. Cleared codes, and retest. Code comes  
right back. I have searched in body, chassis, electrical and  
powertrain tabs in IDS and cannot find the RVC configure selection  
like I have seen on other vehicle that have had cameras installed.  
Parts Replaced: Camera Your Question: Where can I find RVC configure  
in IDS?  
RECOMM 05/27/2020 02:36PM DALTON WHITTAKER(FSE MSS - FCSD - SOUTHEAST REGION  
[REDACTED], When a new rear camera is installed, the LIN new module  
initialization needs to be performed using IDS. This function can be  
found in the toolbox tab > electrical > service functions > LIN new  
module initialization. Once this procedure completes successfully, the  
DTC should clear and the guidelines should be present.  
AUDIT 05/27/2020 08:32PM  
SYNC: Gen3 V4 MODEM:

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
BCM#B115E:55-0A  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/27/2020

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	11/04/2016	Warranty Start Date:	12/27/2016
Date of Sale:	12/27/2016	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	600 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA

Blā Dt:                      Calb:      GP31D60 A

Serial #:

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

Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:

Serial #:

Model: Shift:

Axle: 3.39 FINAL DRIVE RATI      - - - A X L E - - -  
Id Tag Code: Bld Dt:

Serial #:

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR

Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN4-?????????????????????----- MAGNETIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 11643 - Island Lincoln Ph#:321-452-9220  
City: Merritt Island State : Florida  
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 05/25/2020

Specialist's  
Name : DALTON WHITTAKER (FSE)

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

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/27/2020

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2023

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN [REDACTED]  
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 80,152 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY

Additional Symptom: camera

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

Causal Component:

Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0

Component Test Status: ---- Return Loc:

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

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

CONCER 04/05/2023 08:26AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
Web Form Data(119930871) Description of Vehicle Concern: camera  
display is upside down and code B115E:55 is stored. there is no longer  
a camera configure option in ids. how do you configure this camera?  
Please list any diagnostics already performed: symptom chart Parts  
Replaced: none Your Question: how to program camera

RECOMM 04/05/2023 08:26AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION  
[REDACTED], You should be able to configure the camera though Toolbox >  
Body > RVC or Toolbox > Electrical > Service Functions > LIN New  
Module Initialization. If the camera will not configure or the image  
stays upside down, it is likely the camera is fault or there is an  
issue with LIN between the BCM and the camera. Inspect the LIN for  
high resistance, opens, and pin fit issues. If there are not any  
issues with the LIN, replace the camera and retest. Thank you, Kevin  
TSA

AUDIT 04/05/2023 08:31PM  
SYNC: GEN3 MODEM:

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:

Prior Repair Attempts: Repair Prior to Call: NO

UNKNOWN#B115E-55

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2023

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 03/16/2016 Warranty Start Date: 08/04/2016  
Date of Sale: 08/04/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 625 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: GS 490 BA  
Bld Dt: Calb: GP31GT0 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F55) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A X L E -----  
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 04870 - Al Packer Ford Lincoln Ph#:561-689-6550  
City: West Palm Beach State : Florida  
Country: United States Region : Orlando

Claim #/Date : [REDACTED] 04/04/2023

Specialist's  
Name : KEVIN SANDERS (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----  
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/02/2020

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 92,959 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Parking aid camera image is po  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/02/2020 03:28PM PBAUER19  
Web Form Data(117635483) Description of Vehicle Concern: REAR CAMERA  
INOP AT TIMES Please list any diagnostics already performed: IDS SELF  
TEST AND NETWORK TEST Parts Replaced: CAMERA TWICE, APIM ONCE Your  
Question: CAMERA HAS DISTORTED LINES AND HARD TO SEE OUT OF AT  
TIMES,ANY IDEAS ON WHAT TO DO  
RECOMM 10/02/2020 03:28PM PBAUER19  
[REDACTED], As the camera and APIM have both been replaced they are not  
suspected as the cause of the concern. Refer to wiring cell 145-4, and  
perform a loaded voltage drop test on the camera power and ground  
circuits. If the loaded voltage drop is not within 0.5 V of source  
when the concern is present or by wiggling, tapping, and lightly  
tugging on the circuits, repair or replace them. If the loaded voltage  
drop is good perform the same testing on the APIM power and ground  
circuits. If they are good, inspect all connectors between the camera  
and APIM. Verify proper pin fitment using the appropriate Rotunda Flex  
Probes, inspect for damaged or bent pins, corrosion, and signs of  
fluid intrusion. Repair or replace the connectors as necessary. If the  
connectors are good overlay the circuits between the APIM and the  
camera. Overlay each circuit in between each connector one by one  
working from wither the camera to the APIM or vice versa. If the  
concern is no longer present, replace those circuits and re-evaluate.  
AUDIT 10/02/2020 08:31PM  
SYNC: Gen3 V4 MODEM:

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/02/2020

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 03/23/2016 Warranty Start Date: 04/30/2016  
Date of Sale: 04/30/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: [REDACTED] Shft:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 05427 - David McDavid Ford Ft. Worth Ph#:817-935-7000  
City: Fort Worth State : Texas  
Country: United States Region : Dallas

Claim #/Date : 817161 10/02/2020

Specialist's  
Name : PBAUER19 -????????????????????

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

CQIS Prog

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/02/2020

Date	Report #	Type	Symp	Cat	Causal	Part	Description	Dealer Id
05/18/2016	[REDACTED]	HLIEPA	FT/FN/BD					USA 05427

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2021

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

VEHICLE: 2017 FLEX, FWD, WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 55,857 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: Rear Camera Display goes blank  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/18/2021 10:13AM COLLIN MCCAULEY(FSE) MSS - FCSD - CALIFORNIA REGION  
Web Form Data(118459576) Description of Vehicle Concern: CUSTOMER  
STATES BACK UP CAMERA NOT WORKING. Please list any diagnostics already  
performed: CAR FIRST CAME IN WITH CONCERN ON 6/26/21. VERIFIED  
CUSTOMER CONCERN. CHECKED FOR CODES AND FOUND C1001. CHECKED OASIS FOR  
TSB/SSM/GSB. PERFORMED THE SYNC UPDATE. CONCERN STILL PRESENT.  
FOLLOWED CODES PINPOINT TEST. HAVE POWER AND GROUND. LED TO CAMERA.  
SUSPECTED INTERNAL CAMERA FAILURE. RECOMMEND NEW CAMERA. R/R THE  
CAMERA AND PERFORMED CONFIGURATION. CHECK FOR CODES NO CODES FOUND.  
CAMERA WORKED. GAVE CAR BACK TO CUSTOMER. 2 MONTHS GO BY THEN ON 8/17  
CUSTOMER COMES BACK AGAIN WITH SAME ISSUE. FOUND C1001. FOLLOWED  
PINPOINT TEST. CHECK NETWORK TEST. ALL GOOD. LED TO APIM. CHECK FOR  
POWER AND GROUND. ALL GOOD. SUSPECTED INTERNAL APIM FAILURE. RECOMMEND  
APIM. R/R THE APIM. PERFORMED PMI. CLEARED CODES NONE CAME BACK. CAMERA  
WORKS. GAVE CAR BACK. MONTH AND HALF GOES BY CUSTOMER COMES BACK.  
CHECKED FOR CODES AND FOUND C1001 BACK AGAIN. SUSPECT DEFECTED FORD  
REAR VIEW CAMERA. R/R NEW CAMERA. PERFORMED CONFIGURATION. CLEARED  
CODES ALL GOOD. HOWEVER CONCERN STILL PRESENT. WHAT WOULD BE THE BEST  
COURSE FORWARD IN TERMS OF DIAG? Parts Replaced: REAR VIEW CAMERA (2).  
APIM. Your Question: WHAT WOULD BE THE BEST COURSE FORWARD IN TERMS OF  
DIAG?

RECOMM 10/18/2021 10:13AM COLLIN MCCAULEY(FSE) MSS - FCSD - CALIFORNIA REGION  
[REDACTED], C1001:01 sets in the APIM when no video signal is detected  
from the rear parking aid camera with the vehicle in REVERSE. Since  
the rear camera does not work properly and you have already followed  
the PPT for the DTC we suspect this is an intermittent connection  
issue at a module, a module itself or the wrong camera/APIM were  
installed. Start by contacting COPIs to verify the correct rear camera  
and APIM were installed in this vehicle. If COPIs mentions the wrong  
parts being installed, replace with correct parts and reevaluate. If  
COPIs verifies you have the correct parts, check all the connections  
at related modules such as the BCM, APIM, FCDIM and the rear camera  
for water intrusion, terminal fretting and pin fit concern using the  
appropriate rotunda flex probes. If there is a connection issue,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2021

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

--TYPE-- ----- COMMENT TEXT -----  
replace using the respective pigtail found in the wiring cell. Since  
replace using the respective pigtail found in the wiring cell. Since  
the code has gone away but the camera is still inoperative, navigate  
to wiring cell 145 page 4 and test circuits VMP19/RMP19/DMP19 for any  
circuitry faults such as any opens or shorts that could make the  
camera not work. Make sure you re testing for faults in between each  
connector for example VMP19 between C4357 and C410 pin 2 then C410 pin  
2 to C431 pin 8 and so on. This helps narrow down the area of the  
fault and can replace that specific section once the fault is found.  
<p>For questions regarding parts availability or part number  
discrepancies, please contact the Customer Online Parts Inquiry System  
(COPIS) through FMCDealer by completing the COPIS inquiry form. To  
access COPIS, please navigate to <A target=\_blank  
href=https://www.fmcdealer.com>FMCDealer</A>&nbsp;and click on the  
Parts & Service tab. From the left-hand menu, click on the plus (+)  
symbol next to <strong>Parts Department Tools</strong> to expand the  
selection and then select <strong>COPIS (Customer Online Parts Inquiry  
System). </strong>Click on the hyperlink labeled  
<strong>COPIS</strong> at the top of the page. Right below this link,  
is a link for Dealer Job Aid which will help you navigate through the  
system.</p><p><br></p><p><em>NOTE: When you click on the link, it may  
require you to log-in. Click on the log-in button on the top right  
hand corner of the page to log in and set your  
preferences.</em></p><p><br></p><p><em>NOTE: If this in regards to an  
IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service  
Group (FESG) inquiries are now accepted via the COPIS system as well.  
If you re seeking assistance with availability, pricing, or verifying  
the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or  
FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type  
field.</em></p> Collin M. Ford Technical Assistance Center  
AUDIT 10/18/2021 08:33PM  
CONCER SYNC: Gen3 V4 MODEM:  
09/06/2022 10:33AM DEVON MOYERS(FSE) MSS - FCSD - NORTHEAST REGION  
Web Form Data(119608370) Description of Vehicle Concern: CUSTOMER  
STATES WHEN GOING IN REVERSE AND USING THE BACK UP CAMERA THE CAMERA  
DISPLAY SOMETIMES GOES BLACK NOT WORKING AND WILL ALSO DISTORT. Please  
list any diagnostics already performed: HAVE WORKED ON THE SAME CAR  
MULTIPLE TIMES OVER THE SPAN OF OVER A YEAR. FIRST TIME IT CAME IN  
CHECKED FOR CODES HAD C1001. CHECKED OASIS FOUND TSB FOR SYNC UPDATE  
HOWEVER SYSTEM AT THAT TIME WAS UP TO DATE. FOLLOWED CODES PIN-POINT  
TEST LEAD TO RECOMMENDING BACK UP CAMERA. PUT NEW CAMERA ON AND  
CONFIGURATED IT. GAVE CAR BACK TO CUSTOMER. AROUND 2 MONTHS LATER CAME  
BACK WITH SAME CONCERN. FOLLOWED THE SAME DIAG ROUTINE FOR THE SAME  
CODE FOUND C1001. THIS TIME TSB SYNC UPDATE WAS AVAILABLE. DID IT.  
CONCERN STILL PRESENT. FOLLOWED SAME PIN-POINT TEST LEAD TO  
RECOMMENDING APIM. R/R THE APIM. PERFORMED THE PMI. CAMERA WORKED AT  
THAT TIME. GAVE CAR BACK. OVER A YEAR GOES BY. CUSTOMER COMES BACK  
AGAIN THIS WEEK WITH SAME CONCERN OF CAMERA NOT WORKING AND DISPLAY  
SOMETIMES DISTORTING WHEN USED. SAID IT STARTED TO HAPPEN AFTER A CAR  
WASH. SAME CODE AGAIN C1001. WE ALSO TOOK THE TRIM PIECE OF THE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2021

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

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

LIFTGATE PANEL OFF AND TOOK OFF THE HARNESS TAPE TO FULLY VISUAL

LIFTGATE PANEL OFF AND TOOK OFF THE HARNESS TAPE TO FULLY VISUAL  
INSPECT THE WIRES OF THE CAMERA FOR DAMAGE/ WATER NOTHING ABNORMAL  
FOUND. HAVE POWER 12 VOLTS AND GROUND IS GOOD. FUSE IS GOOD TOO. LENS  
ITSELF HAD SOME MOISTURE ON IT BUT IT WAS CLEANED OFF ALREADY. ALSO A  
SIDE NOTE BACK UP CAMERAS ARE NOW ON BACK ORDER. Parts Replaced: APIM.  
REAR PARKING AID CAMERA. Your Question: BASED OFF THE STORY OF THE  
STEPS PERFORMED ABOVE WHAT WOULD BE THE BEST NEXT STEP OF COURSE FOR  
THE DIAG? REALLY FELT LIKE WE DID EVERYTHING NORMALLY POSSIBLE.  
TRANSFER-Ford-INT-Sep 06 2022 09:53:22-WSMITH46: Transferred from 6GAS  
to BODY - WHEN GOING IN REVERSE AND USING THE BACK UP CAMERA THE CAMERA  
DISPLAY SOMETIMES GOES BLACK NOT WORKING AND WILL ALSO  
DISTORT...WEB-Ford-EXT-Sep 06 2022 10:33:51-DMOYERS: Hi [REDACTED], Since  
this is the third time that this concern has resurfaced and the APIM  
and Rear Camera have been replaced within the last year, a wiring  
fault is suspected. C1001:01 indicates that the APIM has not received  
the video signal from the rear camera while the vehicle is in reverse.  
Based on your findings so far, there are no pin fitment concerns,  
damage, or signs of water intrusion at C4357 to the Rear Video Camera.  
This indicates that the fault may be farther up the harness at another  
connector. Refer to Wiring Cell 145-4 and inspect C410 and C431 if not  
performed previously. PPT A in WSM 413-13B Diagnosis and Testing can  
be used to further diagnose the Video Circuits which are suspected.  
Start at Step All and wiggle test the harness as necessary to ensure  
the readings are accurate. If nothing is found during your testing of  
the video circuits, attempt to induce the fault by wiggle testing the  
harness while another Technician puts the vehicle in reverse. If you  
are able to induce the fault during this testing, install a temporary  
overlay between the Rear Video Camera and the APIM by depinning the  
Rear Video Camera + and - video signal wires. If the concern does not  
return after this overlay is installed, this repair may be made  
permanent. Devon M. Ford Technical Assistance Center ...WEB-Ford-INT-Sep  
06 2022 10:33:51-DMOYERS: Callback Done...

RECOMM 09/06/2022 10:33AM DEVON MOYERS(FSE) MSS - FCSD - NORTHEAST REGION  
Hi [REDACTED], Since this is the third time that this concern has  
resurfaced and the APIM and Rear Camera have been replaced within the  
last year, a wiring fault is suspected. C1001:01 indicates that the  
APIM has not received the video signal from the rear camera while the  
vehicle is in reverse. Based on your findings so far, there are no pin  
fitment concerns, damage, or signs of water intrusion at C4357 to the  
Rear Video Camera. This indicates that the fault may be farther up the  
harness at another connector. Refer to Wiring Cell 145-4 and inspect  
C410 and C431 if not performed previously. PPT A in WSM 413-13B  
Diagnosis and Testing can be used to further diagnose the Video  
Circuits which are suspected. Start at Step All and wiggle test the  
harness as necessary to ensure the readings are accurate. If nothing  
is found during your testing of the video circuits, attempt to induce  
the fault by wiggle testing the harness while another Technician puts  
the vehicle in reverse. If you are able to induce the fault during  
this testing, install a temporary overlay between the Rear Video



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2021

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

---TYPE---	----- COMMENT TEXT -----
	Camera and the APIM by depinning the Rear Video Camera + and - video
	Camera and the APIM by depinning the Rear Video Camera + and - video signal wires. If the concern does not return after this overlay is installed, this repair may be made permanent. Devon M. Ford Technical Assistance Center

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

```

----- D I A G N O S T I C      I N F O R M A T I O N -----
Symp. Verif?:           Ease of Diagnosis:           Level of Assistance:
Comp. Timing:           Base Timing                  :           MIL light on?           :
Test Stand :           Road Test                    :           8D Number:
Prior Repair Attempts:                                     Repair Prior to Call: NO
APIM#C1001:01-0B
Equipment/Procedure Used      Effective? Equipment/Procedure Used      Effective

```

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	06/02/2017	Warranty Start Date:	08/31/2017
Date of Sale:	08/31/2017	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	600 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA  
Bld Dt: Calb: GP31D60 A  
Serial #:

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: Shift:

- - - A X L E - - -

Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

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

```
Tire   : 255/45R20 V A/S                               Brand   : HANKOOK TIRE VENDOR
Radio  : ELETR AM/FM STRO/DISC/CLK                      A/C      : AC J-????????????????????
Paint  : PN4-?????????????????????????????????????----- MAGNETIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2021

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

Rpr Dlr:USA 08509 - Elk Grove Ford Ph#:916-478-7000  
City: Elk Grove State : California  
Country: United States Region : San Francisco

Claim #/Date : 53667 08/30/2022

Specialist's  
Name : COLLIN MCCAULEY (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/03/2020

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 88,416 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Rear view camera Inoperative  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 04/03/2020 03:02PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(117176174) Description of Vehicle Concern: rear park aid  
camera displays camera unavailable see dealer Please list any  
diagnostics already performed: followed ppt a in wsm 413, found high  
resistance circuits cmlp9 and rmp19 in body harness from c212 to c4357  
Parts Replaced: first repair attempt replaced camera Your Question:  
would it be better to replace main body harness or run an overlay ,  
either way seats and carpet will need to be removed  
RECOMM 04/03/2020 03:02PM ROBERTO LUNA MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], Good job on finding the circuit fault, The repair is at your  
discretion. If you feel that an overlay will be easier for you then  
proceed with the overlay. If not, then replace the harness, If further  
assistance is needed, please update the form and we will be happy to  
assist you further.  
AUDIT 04/03/2020 08:31PM  
SYNC: Gen2 V3 MODEM:

----- C O N C E R N D E T A I L S -----  
----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001-01-0B  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/03/2020

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 03/19/2015 Warranty Start Date: 04/03/2015  
Date of Sale: 04/03/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07078  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:  
----- A D D I T I O N A L -----  
Tire : P235/55R19 H-RATED Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-???????????????????????????????????? TUXEDO BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 03551 - Astoria Ford Ph#:503-325-6411  
City: Warrenton State : Oregon  
Country: United States Region : Seattle

Claim #/Date : 093018 03/19/2020

Specialist's  
Name : ROBERTO LUNA

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2016

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

VEHICLE: 2016 FLEX,AWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 4,015 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: CAMERA SCREEN GOES BLANK  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/28/2016 02:23PM RCHRI102  
Web Form Data (111076751) ...Description of Vehicle Concern: BACK-UP  
CAMERA STAYS ON, SCREEN GOES BLANK ... Please list any diagnostics  
already performed: SCANNED FOR CODES, NO CODES. CHECKED TSB'S NO  
TSB'S. ATTEMPTED TO DUPLICATE CONCERN CANNOT DUPLICATE ... Parts  
Replaced: NONE. ... Your Question: CUSTOMER STATES EVERY COUPLE DAYS  
BACK-UP CAMERA WILL STAY ON WHEN YOUR NOT IN REVERSE. THEN THE SCREEN  
WILL GO BLANK AND THEN IT WILL REST ITSELF. BROUGHT VEHICLE IN LATE  
LAST NIGHT SHOWED ADVISOR. BROUGHT VEHICLE INTO SHOP TODAY CANNOT  
DUPLICATE. ANY HELP WOULD BE APPRECIATED  
RECOMM 10/28/2016 02:23PM RCHRI102  
[REDACTED], Referencing the information found in WSM section 413-13B, The  
video camera delay feature keeps the image displayed on the FDIM until  
the vehicle reaches 5 MPH, When the vehicle is shifted out of reverse,  
or if any button on the FDIM is pressed. Noting the condition, it is  
recommended to continue with duplicating the customer's concern,  
however, necessary. Drive the vehicle to an area of the dealer parking  
lot and attempt to recreate the condition as the customer described to  
the service advisor. If the customer did not describe the concern,  
interview them to gain this information. Once the concern is  
duplicated and the screen goes black as mentioned, carry out pinpoint  
test A found in the Diagnosis and Testing section of the mentioned WSM  
section. Repair as necessary and reassess the concern.  
AUDIT 02/11/2018 10:38AM  
SYNC: Gen3 V4 MODEM:

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

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

Page: 02

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2016

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/11/2016 Warranty Start Date: 08/08/2016  
Date of Sale: 08/08/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 342 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- TOO GOOD TO BE BLUE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 09130 - Jack Madden Ford Sales, Inc. Ph#:617-762-4200  
City: Norwood State : Massachusetts  
Country: United States Region : Boston

Claim #/Date : [REDACTED] 10/28/2016

Specialist's  
Name : RCHRI102 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/28/2016

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2015

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 8,080 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Back-up camera, contact dealer  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 07/06/2015 01:53PM IDEGRAFF  
Web Form Data ...Description of Vehicle Concern: REAR BACK UP CAMERA  
DISPLAYING CONTACT DEALER ... Please list any diagnostics already  
performed: PERFORMED PIN POINT TEST A THE REAR VIDEO IS INOP. GOT TO  
PIN POINT TEST STEP A11 AND FOUND 3 VOLTS ON CIRCUIT RPM19 (BN/VT)  
DISCONNECTED APIM AND RECHECKED CIRCUIT AND NO VOLTAGE WAS PRESENT  
FOUND APIM CAUSING VOLTAGE ON CIRCUIT. ... Parts Replaced: NONE ... Your  
Question: PERFORMED APIM HARDWARE TEST AND APIM PASSED TEST. I NEED A  
CODE TO ORDER AN APIM. UNLESS THERE IS SOMETHING ELSE NEEDING TO BE  
CHECKED?

RECOMM 07/06/2015 01:53PM IDEGRAFF  
[REDACTED], A code for the APIM should be generated when the APIM hardware  
test is performed. The APIM hardware test is designed to complete even  
if the APIM/FCDIM/FDIM is blank or non-responsive. Please also ensure  
that the APIM and video camera were disconnected per step A6 and A7 of  
the pinpoint test. Failure to disconnect the APIM or the video camera  
could result in a false voltage reading when performing step A11 of  
the pinpoint test. If voltage was measured during step A11 of the  
pinpoint test with both the APIM and video camera disconnected, this  
would indicate that circuit VMP19 and/or RMP19 are shorted to power  
and must be repaired.

ADD-ON 07/06/2015 01:53PM IDEGRAFF  
Article ISM 1402010 2010 MY AND NEWER VARIOUS VEHICLES - APIM HARDWARE  
TEST

CONCER 07/07/2015 03:43PM TECHHOT  
WENT TO INSTALL AND PROGRAM APIM AND APIM WILL NOT PROGRAM. DOWNLOADED  
DATA TO FLASH DRIVE THEN INSTALLED INTO VEH AND WILL DOWNLOAD ALL THE  
FILES FROM FLASH DRIVE AND AT THE VERY END IT SAYS PROVISIONING ERROR!  
AND UNABLE TO FIND \USB DISK [REDACTED].LST. TRIED 2 DIFFERENT  
COMPUTERS AND 4 TIMES TOTAL AND APIM WILL STILL NOT PROGRAM. IS THERE  
ANYTHING ELSE I CAN TRY? I'M FOLLOWING THE STEPS EXACTLY AS I'M TOLD  
BY THE COMPUTER

RECOMM 07/07/2015 06:29PM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], The error message listed (provisioning error) would normally

CQIS Report Number: F7FEH010 Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2015

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

--TYPE-- ----- COMMENT TEXT -----  
indicate a concern with the USB drive being used (corrupt file, not  
indicate a concern with the USB drive being used (corrupt file, not  
correctly formatted, or similar issue). Ensure that the warning was  
not a wireless provisioning error message. When provisioning a new  
APIM, don't press the Wireless Provisioning button if it is  
displayed as this is for in-plant use only. If this was done, wait  
about 40 minutes and then restart the service provisioning process  
using IDS. The vehicles sync page was reviewed, with it showing the  
correct software and applications available. The vehicles as-built  
page was reviewed, with the APIM data being shown. There should be no  
concerns with completing the programming. Even though it was noted  
that different computers were used when attempting to program the new  
APIM, please ensure that the computers had the latest IDS level loaded  
(if the computers that were being used had IDS level 93.01 or an older  
level it can result in a sync programming concern, the latest IDS  
level at this time is 96.01).  
CONCER 07/09/2015 07:50AM TECHHOT  
STILL CAN NOT PROGRAM APIM. VERIFIED IDS IS UP TO DATE, USED A  
DIFFERENT KNOWN GOOD FLASH DRIVE AND HAVE NO PUSHED BUTTONS ON SCREEN  
FOR WIRELESS PROGRAMMING. STILL SAYS UNABLE TO FIND USB DISK. COULD  
THIS BE A BAD APIM THAT WAS DELIVERED?  
RECOMM 07/09/2015 11:21AM ALEC MCENTEE MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], The vehicles sync page shows that the APIM was replaced 7/8/15  
(CIP/VIP at the latest level and the correct applications are loaded).  
It is unclear on the error at this time since it is noted that the  
programming was not completed, however the vehicles oasis information  
indicates the programming was completed. Please verify if there are  
any DTCs present at this time when checking all equipped modules. Note  
if the standard or enhanced network test indicates a fault with any  
module at this time (with the new APIM installed).  
AUDIT 08/29/2016 09:33AM  
CBVDI\_ODMTR\_UNIT\_C BLANK CHANGED TO M BY CS0115VI

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
UNKNOWN#C1001:01  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/06/2015

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 02/24/2015 Warranty Start Date: 04/02/2015  
Date of Sale: 04/02/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04352  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

- - - E N G I N E - - -  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:  
- - - A D D I T I O N A L - - -  
Tire : P235/55R19 H-RATED Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-?????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 06700 - Magic City Ford Lincoln Ph#:540-345-0911  
City: Roanoke State : Virginia  
Country: United States Region : Washington

Claim #/Date : 317648 07/02/2015

Specialist's  
Name : IDEGRAFF -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/18/2020

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

VEHICLE: 2015 FLEX,AWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 41,500 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Rear camera inoperative  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 02/18/2020 11:38AM DFRAZI34  
Web Form Data(117098000) Description of Vehicle Concern: Customer states that the back up camera is inop at times, contact dealer message displays on touch screen. Please list any diagnostics already performed: I have performed ppt, wiggle test, sync update Parts Replaced: I have replaced the BCM on previous repair for concern, 2 cameras, jumper harness for camera Your Question: Could a faulty APIM cause the camera to become inop, or is there a procedure I can perform to find my interment concern with the camera?

RECOMM 02/18/2020 11:38AM DFRAZI34  
[REDACTED], As the BCM, camera and rear door harness have been replaced, it is possible that there is an APIM concern however, due to the intermittent nature of the concern this is less likely as modules generally do not cause intermittent concerns. With this in mind, proceed with performing pinpoint test A in Workshop Manual Section> 413-13B> Diagnosis and Testing starting at step 9. This will aid in verifying the circuits between the rear camera and the APIM. When inspecting these circuits, wiggle, tap and lightly pull on the harness and connectors, this will aid in duplicating the concern during testing. It would also be recommended to closely inspect for any connector, corrosion or pin fit related faults using the Rotunda flex probe kit. If any connector, corrosion or pin fit related issues are identified, replace the affected pigtail.

AUDIT 02/18/2020 08:32PM  
SYNC: Gen2 V3 MODEM:

CONCER 04/03/2020 02:18PM GTCGCQSP  
I tested all circuits and checked pin fit. Could not find any concerns with circuits or pins. I replaced the APIM for concern. Returned vehicle to customer. Vehicle operated normally for 3 days. Day 3 on first start found camera inop with contact dealer message displayed. This concern is very intermitted and hard to duplicate every time. Is there any known concerns with inline connectors or specific pin fit concerns?

RECOMM 04/03/2020 02:48PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/18/2020

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

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

[REDACTED], With this concern being very intermittent, there is likely a

[REDACTED] With this concern being very intermittent, there is likely a connector concern. First, verify if any DTCs have been set, and also perform a self test of the APIM, BCM and FCDIM. If any DTCs have been set, perform the associated Pinpoint test. In addition to the connectors between the camera and APIM also inspect the power and ground circuits. If any issues are found, repair as necessary. If no issues are found and no DTCs are set, then perform a load test of the cameras power and ground circuits while wiggling the circuits. To do so, install a 3157 bulb between C4357 pin 1 and a known good ground, then measure voltage drop across the bulb with it lit. The expected measurement should be within .5V of source voltage, if the voltage is less than the expected value or it changes when wiggling the circuit or a connector, repair and retest. Repeat this with the ground circuit at C4357 pin 6 and a known good power, with the same bulb and expected voltage. If the voltage reads less than expected, repair and replace the circuit as necessary. If no issues are found with the cameras power and ground circuits, the load test the APIMs power and ground, and repair as necessary. Refer to wiring diagram 145 page 4 for the cameras circuits and connectors.

CONCER 04/07/2020 02:12PM GTCGCQSP

I have performed self test on 3 modules, C1001 is stored in APIM and other 2 modules have no codes present or stored. If you perform ppt for code present in APIM leads to camera replacement. I performed load test on camera power and ground circuits and APIM power and ground circuits. All passed voltage drop test. Should I proceed with a camera with another new part, or is there anything else I can test to verify my concern?

RECOMM 04/07/2020 03:10PM SERGIO RANGEL MSS - FCSD - TECH ASSIT CENTER

[REDACTED], Thank you for updating the form for this vehicle concern. Due to the nature of the concern, further discuss the concern with the customer to help determine the events leading to the fault being present. This can include features being used before it occurs, if it occurs after a cold soak, weather/climate, time of day, or any other driving habits the customer has that may help induce the fault. Once noted, place the vehicle in a controlled environment with the characteristics listed to help induce the fault. As you are aware, performing any diagnostics on the vehicle without the concern present will procedure invalid test results and may lead to repeat repairs. If the camera was operating as designed when the loaded voltage drop testing was performed on the power and ground circuits to the rear-view camera and APIM, reperform the loaded voltage drop test with the concern present. Although battery voltage might be available to the camera or APIM, the loaded voltage drop test ensures the circuit's ability to carry the required electric load. If the concern was present during loaded voltage drop testing, disregard this direction. With the BCM, APIM, jumper harness, and camera replaced twice and the concern still occurring intermittently, the fault is likely due to a circuit concern. PPT A for DTC C1001 led to a camera replacement as the concern was likely not present at that time. If the loaded voltage

CQIS Report Number: L2RDY003 Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/18/2020

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

--TYPE-- ----- COMMENT TEXT -----  
 drop testing was performed with the concern present, and no faults  
 drop testing was performed with the concern present, and no faults were found, create a hard fault on the vehicle and reperform steps All-A20 in PPT A. With ruling out a power or ground concern to the rear-view camera and APIM, this leaves the LIN circuit or a video circuit fault causing the concern. Replacing the camera is unlikely going to resolve the concern, since it has been replaced twice with no change. Since replacing the APIM resolved the concern temporarily, suspect the circuit fault to be within harness 14401, as removing and installing the APIM might had altered the harness. With the harness running behind the dash, attempt to wiggle test the harness to induce the fault on the vehicle. Visually inspect C212 for any signs of pin fitment using the Rotunda flex probe kit. If needed, remove the face plate of the connector to further inspect for liquid/dirt intrusion, corrosion, or pushed out pins/split terminals. If no faults are found, preform a pin drag test on pins 14 and 15 in C2383 female harness side to determine if a pin to terminal concern is present. Continue with inducing the fault on the vehicle and once the fault is induced, further isolate the concern and repair or replace as needed and retest the system. Thank you and have a good day.  
 CONCER 04/08/2020 11:50AM GTCGCQSP  
 I performed wiggle test on harness 14a005 behind left quarter trim and could make concern happen. I removed trim traced harness behind rear heater box. Found pinch in harness near lower c-pillar on left side. Found damaged network circuits for camera. Repaired circuits and verified repair, found back up camera to operate normally at this time. Thank you for your assistance. Dealership selected No Reply  
 Required when submitting these comments.

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date:	04/23/2015	Warranty Start Date:	05/19/2015
Date of Sale:	05/19/2015	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	618 LBS
LH/RH Drive:			

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/18/2020

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 342 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt: [REDACTED]  
Serial #: [REDACTED]

Model: [REDACTED] Shift:  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 04716 - Don Hinds Ford, Inc. Ph#:317-849-9000  
City: Fishers State : Indiana  
Country: United States Region : Cincinnati

Claim #/Date : 524851 02/14/2020

Specialist's  
Name : DFRAZI34 -????????????????????

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/31/2016	GQ5E5557	CACVOC	AID/INFO			USA 08385
03/28/2016	G32HT201	CACVOC	AID/INFO			USA 08385
06/01/2016	G6AC6023	HLIEPA	FT/FN/BD			USA 08385
01/17/2020	L1QCB201	CACVOC	AID/INFO			USA 04716

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

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2019

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

VEHICLE: 2016 FLEX,AWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 114,557 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE

Additional Symptom: repeat fuzzy/flickering camera  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 07/15/2019 07:26PM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(116729561) Description of Vehicle Concern: camera fuzzy  
and flickering Please list any diagnostics already performed:  
installed rear camera and did not fix. Reprogrammed APIM per Apim  
hardware pinpoint test. Made it worse after programming. Followed the  
rest of the pinpoint test and it recommended new APIM and gave me a  
RVC code Parts Replaced: rear back up camera Your Question: Replace  
APIM?  
RECOMM 07/15/2019 07:26PM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER  
Hello [REDACTED], Prior to condemning an APIM fault, please perform the APIM  
master reset, format the 32GB to ExFAT once again. Perform the APIM  
Standard Programming once again per <a  
href='http://www.proservicetech.com/transport/?url=/vdirsnet/TSB\_SSM/D  
isplayArticle.aspx?type=SSM&id=48053' target='\_blank'>SSM 48053</a> as  
there is a later CIP level available. After the programming completes,  
reevaluate the camera operation. If the condition returns, please  
revisit steps 9-20 of pinpoint test A in section 413-13B of the online  
workshop to completely rule out a circuit fault as it s not clear in  
the pinpoint test where diagnostics lead to APIM replacement. In step  
A21, replace the camera, and in step A22, replace the BCM. The APIM is  
not listed for module replacement and replacing the APIM will lead to  
a repeat fault if a circuit or inline connector issue is present per  
cell 145-4 of the online wiring diagram.  
ADD-ON 07/15/2019 07:26PM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER  
SSM 48053 - Effective Jun 24 2019 2016-2019 Various Vehicles Equipped  
With SYNC 3 Various SYNC Performance Related Concerns  
AUDIT 07/15/2019 08:33PM  
SYNC: Gen3 V4 MODEM:

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2019

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	05/16/2016	Warranty Start Date:	07/23/2016
Date of Sale:	07/23/2016	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	618 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: \_\_\_\_\_

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: Shift:

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

```
Tire   : P235/60R18 A/S BSW T-RATED      Brand   : GOODYEAR TIRE VENDOR
Radio  : ELETR  AM/FM STRO/DISC/CLK      A/C     : AC  J-????????????????????
Paint  : PN4-?????????????????????????----- MAGNETIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 07318 - Bedford Ford Lincoln, Inc. Ph#:814-623-8154  
City: Bedford State : Pennsylvania  
Country: United States Region : Pittsburgh

Claim #/Date : 41482 07/11/2019

Specialist's  
Name : JEFF UNDERWOOD

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

Date	Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/23/2019	[REDACTED]	NHL	AID/INFO			USA 07318

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/15/2019

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2016

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

VEHICLE: 2015 FLEX,FWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 12,072 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: REAR CAMERA DISPLAY INOP.  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/31/2016 11:49AM CBOVARD  
Web Form Data (110761348) ...Description of Vehicle Concern: REAR  
CAMERA WAS NOT OPERATING CORRECTLY. DISPLAY WAS PIXEL LIKE DISPLAY.  
RETRIEVED DTC C1001:01:68, C1001:01-413-13B. CAMERA WAS ALREADY  
REPLACED TWICE. RETRIEVE DTC B115E:55. PROCEED WITH CONFIG. CAMERA.  
ACCESS PATS. PERFORM PARAMETER RESET ON PCM AND BCM. PERFORM AS BUILT  
FOR BCM. NOW WHEN VEHICLE IS PUT INTO REVERSE IT HAS A BLACK SCREEN  
AND MESSAGE 'Rear View Camera Is Unavailable Please Contact Your  
Dealership'. ... Please list any diagnostics already performed: I am  
not sure what previous diagnosis was done. I am taking over from  
another tech. ... Parts Replaced: REVERSE CAMERA ... Your Question: Have  
i missed any steps to config for the camera to operate correctly? Is  
there any other diagnosis recommended to proceed with?

RECOMM 08/31/2016 11:49AM CBOVARD  
[REDACTED], The configuration procedure for the rear camera can be found in  
the Tool Box tab for the electrical systems under the service  
functions option labeled Lin New Module Initialization. Because the  
configuration described indicates a Parameter reset and as-built to  
the BCM it is interpreted that the camera has not been configured yet.  
It would be advised to perform this procedure and reevaluate if the  
concern has been resolved. If the vehicle concern is still present,  
then the Pinpoint Test A should be performed in the workshop manual  
section 413-13B. The DTCs C1001:01 and B115E:55 are both named by this  
Pinpoint Test, and thus the fault can be identified.

ADD-ON 08/31/2016 11:49AM CBOVARD  
Article ISM 1504011 REAR VIEW CAMERA CONFIGURATION PROCEDURE

CONCER 08/31/2016 03:48PM TECHHOT  
I have now performed LIN new module initialization. Clear DTCS. Test  
operation. Display came on for a split second with pixel like display  
same as it was before replacing camera. Then black screen came up with  
same message 'rear view camera unavailable, please contact  
dealership'. Scan for DTCs, C1001:01 reappeared. I have performed PPT  
A. All ok at this time. According to PPT a new camera will need to be  
installed. A new camera has already been installed.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2016

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

--TYPE-- ----- COMMENT TEXT -----  
RECOMM 09/01/2016 09:57AM ASCHM142

RECOMM 09/01/2016 09:57AM ASCHM142

[REDACTED], Since the C1001:01 is still present in the APIM and the reverse camera is inoperative and the replacement of the camera did not correct the concern, and no faults were noted during Pinpoint Test A which pointed toward replacement of the camera again, the incorrect camera for the vehicle may have been installed, or a circuitry or APIM fault is present, as the FDIM displaying Rear View Camera Is Unavailable, Please Contact Your Dealership indicates that the FDIM is operating and is not receiving the signal from the video camera per Pinpoint Test Step A5. Perform a 10-minute battery disconnect with the positive and negative cables touching this will discharge the vehicles capacitors in various modules and unlock any logic-locked modules. If the reverse camera is still inoperative after the battery disconnect, verify that the proper camera has been installed in the vehicle by contacting the Parts Assistance Center Online (PACO) through FMCDealer by completing and submitting the Catalog Inquiry form. To access PACO, go to [www.FMCDealer.com](http://www.FMCDealer.com) and click on the Parts & Service tab at the top of the screen. From the left hand menu click on the plus (+) symbol next to Parts Department Tools to expand the selection and then click on PACO (Parts Assistance Center Online) to access the PACO menu. Click on Catalog Inquiry and complete the online form for parts assistance. PACO will respond back to you with the requested parts related information. To review replies from PACO select the PACO Ticket History and Ticket Reply link found to the right of the PACO Catalog Inquiry link within the PACO menu on FMCDealer. If the proper camera has been installed, duplicate the concern and perform a wiggle test of the video camera harness to determine if an intermittent circuitry concern is present. If the display changes when doing so, refer to Cell 145-4 of the Wiring tab of PTS and inspect CBP34, VDN03, VMP19, RMP19, DMP19, GD374, and SBP09 for damage, chaffing, corrosion, or pinching. Also ensure that the related connector terminals have proper pinfit by performing pin drag tests using the appropriate flex probes. If any faults are noted, repair or replace as necessary and retest.

CONCER 09/01/2016 06:40PM TECHHOT

Found that the wrong camera was installed. Replaced camera with the correct camera. What is the steps to configuring the camera? on workshop it says to installed camera then follow steps on scan tool. There is no steps shows on scan tool. What are the procedures to config. the camera correctly?

RECOMM 09/02/2016 12:11PM ALEOPOL1

[REDACTED], Great job on identifying that this was not the correct camera for the vehicle. The Rear View Camera (RVC) configuration procedure within the IDS by selecting the Toolbox. Then select Electrical> Service Functions> LIN New Module Initialization. If it is not at this location, it is stated in WSM Section 413-13B that the Video Camera configuration can be performed using the scan tool under Body> RVC Configuration. If concern is still present after the camera is configured, it would be necessary to revisit Pinpoint Test A in

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2016

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

--TYPE-- ----- COMMENT TEXT -----  
Section 413-13B: Diagnosis and Testing. This is necessary because the  
Section 413-13B: Diagnosis and Testing. This is necessary because the  
camera has been replaced multiple times so this would not be the  
correct form of repair for the vehicle. This can be verified by  
Self-Testing the APIM and the BCM in Step A3. If there are DTC's still  
set, this would confirm a fault with either the video signal circuit  
or the LIN circuit message if DTC B115E:08 is set in the BCM. In that  
case, proceed through to the appropriate step as instructed and be  
sure to do both directions if both DTC's are still set.  
ADD-ON 09/02/2016 12:11PM ALEOPOL1  
Article ISM 1504011 REAR VIEW CAMERA CONFIGURATION PROCEDURE  
ADD-ON 11/28/2016 03:58PM TECHHOT  
Survey Completed - Fix was High resistance in hi-speed can for camera.  
over lay circuits, retest rear camera ok at this time. PCM connector  
by passers B-pillar.

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001:01,C1001:68  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	NOPART	SERVICE	NO PART IDENTIFIED	
	TSB/OASIS#:		Adjustment To:	From:

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

Vehicle Build Date: 03/16/2015 Warranty Start Date: 06/07/2015  
Date of Sale: 06/07/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]  
Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/31/2016

- - - A X L E - - -  
 Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
 Serial #:

- - - A D D I T I O N A L - - -  
 Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
 Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
 Paint : PN3-?????????????????????----- WHITE PLATINUM TRI-COAT

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

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

Rpr Dlr:USA 07761 - Orchid Isle Auto Center Ph#:808-935-1191  
 City: Hilo State : Hawaii  
 Country: United States Region : Los Angeles

Claim #/Date : 11407 09/02/2016

Specialist's  
 Name : CBOVARD -????????????????????

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
11/02/2016	GXBNT175	CACVOC	FT/FN/BD			USA 07761
09/16/2016	G9PFE066	HLIEPA	FT/FN/BD			USA 07761
09/16/2016	G9PG9482	CACVOC	AID/INFO			USA 07761
09/23/2016	G9WID224	CACVOC	AID/INFO			USA 07761

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Caus Nr	Service Cond	Part Pfx	Number Base	Labor Sfx	Operation
USA 00960	08/12/24	444593	65288	1		DE9	5A972 G		20S04B



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2018

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

VEHICLE: 2015 FLEX, FWD, WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 35,697 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: REAR IMAGE CAMERA GRAINY  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 07/13/2018 01:22PM ZWEITH  
Web Form Data (114202472) ...Description of Vehicle Concern: CUSTOMER  
STATES AT NIGHT REVERSE CAMERA IMAGE IS GRAINY LOOKING AND HAS PURPLE  
COLOR, ONLY IN DARK, ITS OK DURING DAY. ...Please list any diagnostics  
already performed: NO DTCS FOUND, CAMERA IS WORKING OK DURING DAY  
...Parts Replaced: NO PARTS REPLACED ...Your Question: I THINK THIS  
IS A NORMAL CHARACTERISTIC OF LOW LIGHT LEVELS. ANY THOUGHTS ON THIS?  
IM I CORRECT ON THIS? THANKS.

RECOMM 07/13/2018 01:22PM ZWEITH  
[REDACTED], Since the rear parking aid video camera display is clear and  
operating properly during the day, the circuitry is operating as it  
should and the display is capable of providing a clear image. The  
grainy looking image from the rear video camera may be considered  
normal. To make this determination, compare this image quality to that  
of a like unit under the same conditions. If both this vehicle, and a  
like unit provide the same clarity, a repair attempt is not necessary  
and this is normal operation of the rear video camera in the dark. If  
a like unit is more clear, verify that this vehicle's reverse lights  
are illuminating the same. If this vehicle has dim reverse lights or  
tinted tail lights it can cause the reverse camera to be unclear. Dim  
reverse lamps can be diagnosed following the procedures identified in  
section 417-01 of the WSM.

AUDIT 07/13/2018 08:36PM  
SYNC: Gen2 V3 MODEM:

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2018

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 07/29/2015 Warranty Start Date: 09/05/2015  
Date of Sale: 09/05/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt:  
Serial #:

Model: [REDACTED] Shift:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN4-????????????????????----- INGOT SILVER METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 01440 - Ford Country Ph#:702-558-8080  
City: Henderson State : Nevada  
Country: United States Region : Phoenix

Claim #/Date : 370698 07/13/2018

Specialist's  
Name : ZWEITH -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/13/2018

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/01/2020

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

VEHICLE: 2018 FLEX,FWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 37,139 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: B115E after camera replacement  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/01/2020 12:54PM MKOERKEN  
Web Form Data(117455513) Description of Vehicle Concern: camera  
display blurry or black Please list any diagnostics already performed:  
pulled codes b115e:55 and looked at code action Parts Replaced:  
previous visit camera was replaced Your Question: the code action says  
The video camera needs to be configured through the BCM . CARRY OUT  
the rear video camera configuration using the scan tool. however I  
cannot find this in the scan tool anywhere. seeking further help in  
diagnosis.  
RECOMM 08/01/2020 12:54PM MKOERKEN  
[REDACTED], The video camera configuration procedure is likely listed in IDS  
as LIN new module initialization . Verify that IDS is at the latest  
level (118.06) then determine if LIN new module initialization is  
available for the BCM and run the initialization to clear the B115E  
DTC.  
AUDIT 08/03/2020 08:32PM  
SYNC: Gen1 V4 MODEM:

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/01/2020

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 06/27/2017 Warranty Start Date: 10/07/2017  
Date of Sale: 10/07/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????  
Paint : PN4-?? MAGNETIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 01597 - Santa Margarita Ford Ph#:949-888-4348  
City: Rancho Santa Margarita State : California  
Country: United States Region : Los Angeles

Claim #/Date : 61803 07/28/2020

Specialist's  
Name : MKOERKEN -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/12/2021

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 106,048 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: Blurry rear view camera  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 06/12/2021 12:42PM LANGDON SIMKINS(FSE) MSS - FCSD - MID ATLANTIC REG  
Web Form Data(118191184) Description of Vehicle Concern: NO DTC,  
FOLLOWED PINPOINT TEST B ASKED ME TO REPLACE CAMERA, REPLACED IT BUT  
SAME ISSUE. WHEN PUTTING VEHICLE ON REVERSE YOU CAN SEE THE IMAGE BUT  
ITS FLINKING AND DARKER. PIC NOT CLEAR AT ALL. Please list any  
diagnostics already performed: HOOKED IDS NO CODES FOLLOWED PINPOINT  
TEST B ( Static/flashing/blinking/ flickering/scrolling or rolling  
image/screen/scrolling horizontal lines ) ( Clean and make sure the  
rear video camera lens is clear of any debris. Test the video camera  
system and verify the video camera image. Ignition OFF. Disconnect:  
APIM C2383 (For vehicles equipped with an 8 in (203 mm) touchscreen  
display) . CHECKED RESISTANCED BETWEEN C2383-14 AND C2383-15 ANSWER  
WAS NO. CHECKED RESISTANCE BWTWEEN C4357-3 AND C4357-6 ALSO C4357-4  
AND C4357-6 AND IT WAS GREATER THEN 10000 OHM IT WAS OL WENT TO B9 AND  
I WAS ASKED TO REPLACE THE CAMERA AGAIN. Parts Replaced: REAR CAMERA  
Your Question: ANY IDEA WHAT TO DO  
RECOMM 06/12/2021 12:42PM LANGDON SIMKINS(FSE) MSS - FCSD - MID ATLANTIC REG  
[REDACTED], When looking at the SYNC Page on PTS, we can see that there is  
an APIM update available (SYNC3 v3.0.20204.) We can now use FDRS to  
perform the SYNC update as FDRS now supports all generations of SYNC.  
If after the update the concern is still present, we can retest PPT B  
with an updated APIM that is now in good shape. If the update or PPT  
do not lead to a resolution, please update this form for additional  
assistance. Thank you and have a great weekend! Langdon S. Ford  
Technical Assistance Center  
CONCER 06/14/2021 10:09AM GTCGCQSP  
I am going to try later on but just fyi I did updated the sync on  
Friday using USB flash.  
RECOMM 06/14/2021 12:06PM NFRANK4  
[REDACTED], Thank you for the update. If any question arise after the  
testing has been performed feel free to update this form for further  
assistance. Sincerely, Nathan Frank Ford Technical Assistance Center  
CONCER 06/14/2021 02:29PM GTCGCQSP  
SYNC IS UP TO DATE WHAT SHOULD I DO NEXT

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/12/2021

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

--TYPE-- ----- COMMENT TEXT -----  
RECOMM 06/14/2021 03:06PM KYLE SMITH(FSE) MSS - FCSD - CENTRAL REGION  
RECOMM 06/14/2021 03:06PM KYLE SMITH(FSE) MSS - FCSD - CENTRAL REGION  
[REDACTED], Since the SYNC system is up to date, it would be recommended to attempt swapping the rear camera with a similar vehicle if one is available. If the concern is no longer present, we know the replacement camera is at fault and should be replaced again at this time. If the image remains distorted when placed in reverse, then it would be advised to work back through testing each of the camera circuits as seen in wiring cell 145-4. Thoroughly inspect each related connector for any pin damage or corrosion that could be inducing this concern. Thank you, Kyle S. Ford Technical Assistance Center  
CONCER 06/14/2021 03:22PM GTCGCQSP  
I ALREADY TRIED SWAPING THE REAR CAMERA COUPLE OF TIMES ALSO THE ONE ITS INTHERE NOW IS BRAND NEW CAMERA.  
RECOMM 06/14/2021 03:51PM LANGDON SIMKINS(FSE) MSS - FCSD - MID ATLANTIC REG  
[REDACTED] There may be something in the system that is being missed when performing PPT B in 413:13B. We can attempt to diagnose the concern with PPT A this time in the same section. This will test more of the components in the system and ultimately lead to a resolution. At this time, we can rule out the camera since it is replaced and the concern remains, and the APIM with the module update and the concern is still present. Thank you, Langdon S. Ford Technical Assistance Center  
AUDIT 06/14/2021 08:33PM  
SYNC: Gen3 V4 MODEM:

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/03/2016 Warranty Start Date: 06/28/2016  
Date of Sale: 06/28/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

- - - E N G I N E - - -  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 342 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/12/2021

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:

Serial #:

Model: Shift:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-????????????????????? WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 00070 - Sheeny Ford of Springfield, In Ph#:703-922-7900  
City: Springfield State : Virginia  
Country: United States Region : Washington

Claim #/Date : 940577 06/08/2021

Specialist's  
Name : LANGDON SIMKINS (FSE)

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/01/2017	H8ADX031	HLIEPA	SP/ST/RD			USA 00664

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/02/2020

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

VEHICLE: 2018 FLEX,FWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 33,100 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE APPEARANCE  
Additional Symptom: Back up camera blurry  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/02/2020 02:17PM ERIK SCHOFIELD MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(117020303) Description of Vehicle Concern: backup camera  
blurry at times happens most often when wet outside Please list any  
diagnostics already performed: scan for codes found b115e Parts  
Replaced: camera Your Question: with code b115e it is telling me that  
the camera in not Configured I can not find anything in my computer  
that says Body > RVC configuration. this is what the wsm is telling me  
to do DTC B115E:55 sets in the BCM when the video camera is not  
configured. The video camera needs to be configured through the BCM .  
CARRY OUT the video camera configuration using the scan tool under  
Body > RVC configuration. if there is no rvc configuration how do I  
get ride of the code b115e  
RECOMM 01/02/2020 02:17PM ERIK SCHOFIELD MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], To perform configuration to the camera, this routine is carried  
out in the APIM. If the B115E is still setting, camera replacement is  
recommended.  
AUDIT 01/02/2020 08:31PM  
SYNC: Gen3 V4 MODEM:  
CONCER 01/13/2020 01:18PM GTCGCQSP  
performed configuration to camera and code went away we gave car back  
to customer and the car cam back to day with customer states back up  
camera has a rainbow,wazy,blurry and would go blank at some times what  
should I be looking at for these concerns  
RECOMM 01/14/2020 11:49AM CKROEGE1  
[REDACTED], Where the concern is still present after the camera replacement  
means we will need to start diagnosing the circuits between the camera  
and the APIM. We will need to check the connectors C4357, C410, and  
C431 first in the rear of the vehicle for water intrusion. This is due  
to the concern being more present when its raining and wet outside. If  
the connectors look ok, we will need to check resistance across  
circuits VMP19 and RMP19 as these are the circuits for the video from  
the camera. Circuit and connector information can be found in Wiring  
Cell 145-04 and we can use Pinpoint Test B in section 413-13B.  
CONCER 01/14/2020 11:53AM GTCGCQSP

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/02/2020

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

--TYPE-- ----- COMMENT TEXT -----  
I have checked all wiring circuits and all passed did not find any  
I have checked all wiring circuits and all passed did not find any  
water intrusion in any of the connectors could this be a apim problem  
or fcdim problem performed pin point test b and did not find any  
problems  
RECOMM 01/15/2020 09:51AM CKROEGE1  
[REDACTED], If all the circuits test on ok the previous mentioned circuits  
and the LIN and shield circuits, we will need to proceed with APIM  
replacement. If the concern is still present, we still have a concern  
with the circuits between the modules and will need to be checked  
again as these will be the final causal part as we have replaced  
everything else.  
ADD-ON 01/15/2020 09:51AM CKROEGE1  
Consulted [REDACTED] on the concern and was directed to provide  
the above direction

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
BCM#B115E:55-0A1001:68  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/27/2017 Warranty Start Date: 02/28/2018  
Date of Sale: 02/28/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/02/2020

- - - A X L E - - -  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:  
- - - A D D I T I O N A L - - -  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN4-?????????????????????----- MAGNETIC

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

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

Rpr Dlr:USA 04379 - Preston Ford, Inc. Ph#:440-834-9700  
City: Burton State : Ohio  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 12/28/2019

Specialist's  
Name : ERIK SCHOFIELD

----- C Q I S V I N H I S T O R Y -----  
CQIS Prog  
Date Report # Type Symp Cat Causal Part Description Dealer Id  
05/23/2018 J5WHA025 HLI EPA FT/FN/BD USA 04379

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/11/2022

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

VEHICLE: 2016 FLEX,AWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 58,710 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE APPEARANCE

Additional Symptom: poor image quality

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

CONCER 02/11/2022 02:05PM BENJAMIN MATTSEY(FSE MSS - FCSD - MID ATLANTIC REG  
Web Form Data(118678751) Description of Vehicle Concern: Poor image  
quality/display when using rear camera in reverse. Screen is blurred  
and static making it hard to see the image. Issue is sometimes  
intermittent but has become consistent. No DTCs present Please list  
any diagnostics already performed: Vehicle had same concern in  
September of last year. Concern was fixed by replacing connectors for  
camera harness in rear liftgate both male and female. Concern was gone  
until 3 days ago when the vehicle came in for center console lid latch  
replacement, concern started again. When this happened i removed  
liftgate trim panel and drag tested all related connectors in liftgate  
all had good pin fit, so I reassembled vehicle. After testing pin fit  
and reconnecting the camera operated normally and without issue,  
concern could no longer be duplicated so vehicle was released to  
customer. Vehicle returned today for same concern. Wiggle tested  
harnesses in center console to verify it was not related to latch  
replacement and concern stayed the same. Parts Replaced: Service  
history shows the rear camera being replaced twice and male and female  
connectors for camera harness in liftgate have been replaced over the  
past 12-14 months Your Question: Where should I go next for diag.?  
RECOMM 02/11/2022 02:05PM BENJAMIN MATTSEY(FSE MSS - FCSD - MID ATLANTIC REG  
Hi [REDACTED], As the rear parking aid camera has been replaced twice  
and the concern continues to return, it is not suspected that the  
camera is at fault. There is likely to be an intermittent circuit  
fault or poor connection on the video or shield circuits causing this  
fault to occur. While the fault is present, continue to complete ppt B  
in section 413-13B of the WSM as this ppt will help to determine which  
circuit is at fault. If this ppt results in replacement of the video  
camera, do not replace the camera. Instead of replacing the camera,  
refer to wiring cell 145 page 4. Inspect each inline connector between  
the Camera and the APIM for signs of water intrusion, corrosion,  
bent/damaged pins, and proper pin fit. If any issues are identified,  
replace both halves of the connector. If no connector issues are  
found, complete a wiggle test of the video and shield circuit (ground)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/11/2022

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

--TYPE-- ----- COMMENT TEXT -----  
while monitoring the video quality. If the quality of the video  
while monitoring the video quality. If the quality of the video  
changes during the wiggle test, attempt to pinpoint the location of  
the fault. If the exact location of the fault cannot be identified,  
replace the affected harness and reevaluate the concern. <p>If  
additional assistance is requested, please call the Technical  
Assistance Center at<strong><span style=font-family:  
Calibri,sans-serif font-size: 11pt mso-fareast-font-family: Calibri  
mso-fareast-theme-font: minor-latin mso-ansi-language: EN-US  
mso-fareast-language: EN-US mso-bidi-language: AR-SA>(800)  
826-4694</span> </strong>to establish a See What I See (SWIS)  
session.</p><p><br></p><p>Prior to calling, please  
ensure:</p><ul><li>Your SWIS headset is fully charged.</li><li>The  
headset is updated to the latest level.</li><li>The vehicle you are  
working on is in a bay with good Wi-Fi connectivity.</li></ul><p>For  
additional support using the SWIS headset, reference the <A  
target=\_blank  
href=https://m.youtube.com/watch?v=Cq\_79t1WTCY&amplist=PLKN6Sz7yuHvXTv  
qoVBI04r5S9vqlLDsJh&ampindex=8 target=\_blank>SWIS How-To Videos</A>  
or&nbsp;contact <A target=\_blank  
href=mailto:FordSWISHelp@TechMahindra.com  
target=\_blank>FordSWISHelp@TechMahindra.com</A>.</p><p><br></p><p>If  
this web form is updated, ensure to provide your cell number.</p> Ben  
M. Ford Technical Assistance Center  
AUDIT 02/11/2022 08:33PM  
CONCER SYNC: Gen3 V4 MODEM:  
03/11/2022 08:14AM GTCGCQSP  
Per your response I followed PPT B as directed, the PPT said to  
replace camera I did not replace the camera but instead inspected all  
inline connectors between camera and APIM. No issues were found.  
Performed wiggle test across rear hatch harness and found video  
quality would change drastically when tapping the section of harness  
that is above the headliner. Since it would happen in multiple spots I  
replaced the whole harness as directed and verified proper operation.  
Released vehicle to customer, customer called us and informed us that  
the issue happened once again. Where should I go from here?  
RECOMM 03/11/2022 05:23PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION  
Hello [REDACTED], Refer to wiring cell 145 page 4. The remaining  
suspected cause for this concern is the rear camera video circuits or  
the APIM. Since you mention one of the harnesses has been replaced,  
there are three remaining harnesses that contain the camera video  
circuits. It may be necessary to go back and wiggle test to watch for  
changes in the video quality from the remaining harnesses. If the  
fault is not recreating, given that it is intermittent I would  
recommend replacing the remaining harnesses and if that fails, there  
is only left the APIM. Ford TAC BODY Team Member, -Terence

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/11/2022

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

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

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 11/01/2016 Warranty Start Date: 01/16/2017  
Date of Sale: 01/16/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

- - - E N G I N E - - -  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:  
- - - A D D I T I O N A L - - -  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-?? KONA BLUE

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

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

Rpr Dlr:USA 06338 - Shults Ford Harmarville Ph#:412-828-2300  
City: Pittsburgh State : Pennsylvania  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 02/11/2022

Specialist's  
Name : BENJAMIN MATTSEY (FSE)

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/11/2022

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/12/2017	HZLGX003	NHL	ST/RN/MV		USA 06338
02/03/2018	J2CA9011	NHL	AID/INFO		USA 06338

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2016

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

VEHICLE: 2015 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 14,136 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE APPEARANCE  
Additional Symptom: RVC FUZZY AT NIGHT  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 09/08/2016 11:10AM EHANSE29  
Web Form Data (110795904) ...Description of Vehicle Concern: backup camera is fuzzy at night ...Please list any diagnostics already performed: vehicle was in for service for backup camera being fuzzy on earlier date-replaced backup camera -no codes ...Parts Replaced: replaced backup camera ...Your Question: backup camera was replaced already due to being fuzzy at night-vehicle left first time and camera was clear at night now its fuzzy again-checked all connections and cleaned lens-no codes-need to know if any other concerns with camera being fuzzy-should I try another camera again-thx  
RECOMM 09/08/2016 11:10AM EHANSE29  
[REDACTED], Since the concern returned after replacement of the camera, it is suspected that the concern may be caused by circuitry or another fault. To determine the cause of this concern it is recommended to perform Pinpoint Test B in section 413-13B of the workshop manual. During this testing it is recommended to perform a terminal drag test on each connector, using the appropriate Rotunda flex probe, to determine if pin fit is the issue causing this concern. Note: the concern will need to be present for this concern to be diagnosed correctly if no pin fit concerns are found.

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

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

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

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2016

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 07/29/2015 Warranty Start Date: 08/22/2015  
Date of Sale: 08/22/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 02019 - Lebanon Ford, Inc. Ph#:513-932-1010  
City: Lebanon State : Ohio  
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 09/08/2016

Specialist's  
Name : EHANSE29 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2022

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

VEHICLE: 2016 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 70,872 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: Camera image concern  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 08/05/2022 09:55AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(119555510) Description of Vehicle Concern: c/s when in  
reverse screen goes blank and at times had red lines through it.  
Please list any diagnostics already performed: checked for dtcs, tsbs  
and ssms and self help tool none present accessed in line connectors  
tapped and wiggle tested harness could not duplicate. Parts Replaced:  
camera was replaced in december for similar concern Your Question:  
Should there be other tests performed before customer takes vehicle  
any known concerns for this vehicle?  
RECOMM 08/05/2022 09:55AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], It may be necessary to discuss the concern with the customer to  
determine when this issue occurs. After driving on a rough patch of  
road? On cold starts from sitting overnight? When it is damp or  
raining? Try to duplicate the concern is the conditions noted by the  
customer. If not already done, refer to PPT B in WSM 413-13B >  
Diagnosis and Testing which addresses a poor camera image. As the  
camera has been replaced, this PPT will focus on circuit testing which  
is the next logical cause for this concern. Be sure the inspect the  
inline connectors as shown in cell 145 page 4 and verify no connector  
damage, corrosion, or pin fitment issues are noted. Overlay a suspect  
circuit if needed. \*\*\* Tony G. Ford Technical Assistance Center  
ADD-ON 08/05/2022 09:55AM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact, SWIS Comments : NA  
AUDIT 08/05/2022 08:34PM  
SYNC: Genl V4 MODEM:

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2022

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/11/2016 Warranty Start Date: 02/06/2016  
Date of Sale: 02/06/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt: [REDACTED]

Model: [REDACTED] Shift:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #: [REDACTED]

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

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

Rpr Dlr:USA 04570 - Bluebonnet Motors Ph#:830-606-8011  
City: New Braunfels State : Texas  
Country: United States Region : Houston

Claim #/Date : [REDACTED] 07/28/2022

Specialist's  
Name : ANTHONY GALLI

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/05/2022

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2019

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

VEHICLE: 2016 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 31,012 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: Rear view camera  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/02/2019 03:46PM NROXAS1  
Web Form Data(116764805) Description of Vehicle Concern: customer states that the reverse camera is fuzzy at times Please list any diagnostics already performed: inspected camera, wires, and module connections. test drove on multiple occasions. checked dtcs. attempted to duplicate concern Parts Replaced: none Your Question: Seeing as I am unable to duplicate the customers concern. what would be the advised next step in correcting the concern? Customer has been at dealership before for the same concern and the writer verified the fuzzy screen when initially brought in. However, even after checking vehicle multiple times every day since, the screen has been operating normally.

RECOMM 08/02/2019 03:46PM NROXAS1  
[REDACTED], An intermittent concern is most likely caused by an intermittent circuit fault. An overview of the system can be found in cell 145-5 of the online wiring diagrams. It can be beneficial to discuss with the customer the conditions the Flex is operated when the concern occurs. The circuits can be wiggle tested, especially between the rear hatch and the body due to the flexing. The terminal fitment can be verified with an appropriate flex probe. If excessive spread, terminal seating concern, water intrusion, corrosion, or other damage is identified repair using an approved method outlined in cell 5 of the online wiring diagrams or replace the affected harness to ensure a robust repair is completed.

AUDIT 08/02/2019 08:33PM  
SYNC: Genl V4 MODEM:

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2019

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/10/2016 Warranty Start Date: 08/08/2016  
Date of Sale: 08/08/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: [REDACTED] Shft:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????  
Paint : PN4-????????????????????----- MAGNETIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

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

Rpr Dlr:USA 01892 - Webb Ford, Inc. Ph#:219-924-3400  
City: Highland State : Indiana  
Country: United States Region : Chicago

Claim #/Date : [REDACTED] 07/12/2019

Specialist's  
Name : NROXAS1 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/02/2019

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 112,509 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: camera inop  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/20/2021 08:58AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION  
Web Form Data(118466706) Description of Vehicle Concern: CUSTOMER  
STATES CAMERA IS INOPERATIVE. Please list any diagnostics already  
performed: I HAVE INSTALLED 3 CAMERAS ON THIS VEHICLE, EVERY TIME IT  
COMES IN, CAMERA IS INOP UNTIL YOU DISCONNECT ANY INLINE CONNECTOR  
THEN CAMERA STARTS WORKING, HAVE CHECKED WIRING ALL PASS. SEEMS LIKE  
CAMERA LOCKS UP. Parts Replaced: REPLACED 3 CAMERAS. Your Question:  
WHAT SHOULD I DO NOW, IDS TEST C1001. CHECKED WIRING ALL PASS, CAMERA  
WILL BE INOP UNTIL YOU DISCONNECT CAMERA OR INLINE CONNECTOR THEN IT  
WILL OPERATE NORMALLY.

RECOMM 10/20/2021 08:58AM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION  
[REDACTED], With the camera operation returning only after unplugging it  
or an inline connector, it would be recommended to first ensure that  
the camera configuration was performed using IDS. If so and the  
concern still occurs, then verify the correct camera is being  
installed by contacting COPIS, instructions below. If the camera is  
correct and configured, that as it was stated that a C1001 is being  
set which is due to the APIM not receiving the video signal and with  
the camera being replaced this would only leave a circuit, connector  
or APIM fault, and to determine what is at fault it would be  
recommended to follow PPT A, and when testing the circuits to check  
pin fitment using the correct Rotunda flex probes. Also refer to  
wiring diagram 145-4 to inspect the inline fuses for pin fitment  
concerns as well at connectors C410, C431 and C212. <p>For questions  
regarding parts availability or part number discrepancies, please  
contact the Customer Online Parts Inquiry System (COPIS) through  
FMCDealer by completing the COPIS inquiry form. To access COPIS,  
please navigate to <A target= blank  
href=https://www.fmcde[REDACTED] click on the  
Parts & Service tab. From the left-hand menu, click on the plus (+)  
symbol next to <strong>Parts Department Tools</strong> to expand the  
selection and then select <strong>COPIS (Customer Online Parts Inquiry  
System). </strong>Click on the hyperlink labeled  
<strong>COPIS</strong> at the top of the page. Right below this link,



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

--TYPE-- COMMENT TEXT  
is a link for Dealer Job Aid which will help you navigate through the  
is a link for Dealer Job Aid which will help you navigate through the  
system.</p><p><br></p><p><em>NOTE: When you click on the link, it may  
require you to log-in. Click on the log-in button on the top right  
hand corner of the page to log in and set your  
preferences.</em></p><p><br></p><p><em>NOTE: If this in regards to an  
IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service  
Group (FESG) inquiries are now accepted via the COPIS system as well.  
If you re seeking assistance with availability, pricing, or verifying  
the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or  
FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type  
field.</em></p> Thank you, Jacob S. Ford Technical Assistance Center  
AUDIT 10/20/2021 08:32PM  
SYNC: Gen2 V3 MODEM:

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/17/2015 Warranty Start Date: 07/02/2015  
Date of Sale: 07/02/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07078  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt: [REDACTED]

Model: Shift:

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

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-???????????????????????????????????? TUXEDO BLACK METALLIC

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 05427 - David McDavid Ford Ft. Worth Ph#:817-935-7000  
City: Fort Worth State : Texas  
Country: United States Region : Dallas

Claim #/Date [REDACTED] 10/19/2021

Specialist's  
Name : JACOB SHIPLEY (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/18/2017

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 6,343 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D Z 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)  
Additional Symptom: CAMERA STAYS ON UNTILL SHUTOFF  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 04/18/2017 12:58PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (111933785) ...Description of Vehicle Concern: rear back  
up camera stays on until vehicle is shut off for a while ... Please  
list any diagnostics already performed: checked and verified concern,  
performed self test but found no dtc's set. checked oasis but found no  
tsb's or ssm's for this concern. performed hard reset and master reset  
, installed newest sync system update ... Parts Replaced: none ... Your  
Question: is there any know concerns for this or a know repair? it  
seems to be okay sence i updated software but want to make sure there  
isn't something new  
RECOMM 04/18/2017 12:58PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER  
Hello [REDACTED], Reviewing OASIS the only published message for SYNC three  
that notes a software update will repair a concern is found in <a  
href='http://www.proservicetech.com/transport/?url=/vdirsnet/TSB SSM/D  
[REDACTED]' target='\_blank'  
This SSM is for resolving French or Spanish prompts pronunciation. The  
update to version 1.1 will not resolve any parking aid camera  
concerns. The master rest likely resolve the parking aid camera  
concern before the update was performed. To further diagnose the  
system it is best to understand how the reverse parking aid camera  
works. For this we can reference WSM section 413-13B > Description  
Operation > Component Description. From this section it notes that the  
camera is active when the ignition is in run and the transmission is  
in reverse. Before this it notes that the BCM communicates to the  
camera over the LIN. One of these messages is a reverse message. Above  
this it also notes there is a delay feature that keeps the camera  
display active until the Flex s speed is above 8 MPH. It calls out  
that the delay feature is controlled by the APIM. Since the camera was  
displayed for what sound like speeds above 8 MPH or normal speeds it  
does sound like there was an APIM fault. The reason being is that the  
system is receiving a reverse message (Turing on) and is displaying  
properly. Since no DTCs are set there is not a concern of other  
modules missing transmission range input. Since the APIM controls the  
delay feature this also points to the APIM being in charge of when to

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/18/2017

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

--TYPE-- ----- COMMENT TEXT -----  
turn off the display. Since it was not the module was faulted. The  
turn off the display. Since it was not the module was faulted. The  
master rest likely temporarily resolve this. Another possibility other  
than and APIM fault is that a connected device was interfering with  
the system s operation. Since the system is working properly we can  
test drive the Flex to see if the fault returns with no devices paired  
to the SYNC system. If the fault only occurs with a device paired, the  
device is at fault. If the reverse camera image occurs with no devices  
paired, continue with APIM replacement after obtained an RVC code.  
ADD-ON 04/18/2017 12:58PM JOHNATH WILKINPHANEU MSS - FCSD - TECH ASSIT CENTER  
SSM 45698 - Effective Mar 15 2016 2016 Various Vehicles - Equipped  
With SYNC 3 And Navigation - French/Spanish Navigation Guidance Voice  
Prompts Incorrect  
CONCER 04/20/2017 03:12PM TECHHOT  
installed new sync update per ssm and rechecked, system is opperating  
normally. thank you, you can close this case  
RECOMM 04/21/2017 12:12PM MDREWYOU  
[REDACTED], Thank you for the update as to the repair of the vehicle. We will  
add this information into our database so that it will populate when  
using the self-help tool. Please take a few moments to complete the  
Online Survey to aid us in continuing to improve our services. Thank  
You.  
CONCER 05/19/2017 02:20PM TECHHOT  
vehicle returned with same concern , so I replaced apim and programmed  
RECOMM 05/22/2017 11:13AM ANDY SHANK(FSE) MSS - FCSD - SOUTHWEST REG  
[REDACTED], Thank you for the update! When time permits, please fill out the  
online survey so that we may add this repair information to the  
self-service tool for others to review. Enjoy the rest of your day!  
AUDIT 02/11/2018 10:39AM  
SYNC: Gen3 V4 MODEM:

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
OTH	COMMENT	SERVICE	TECH COMMENTS	
	TSB/OASIS#:		Adjustment To:	From:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/18/2017

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 02/22/2016 Warranty Start Date: 06/18/2016  
Date of Sale: 06/18/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02672  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 342 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????  
Paint : PN3-?? WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 06311 - Milnes Ford, Inc. Ph#:810-667-5000  
City: Lapeer State : Michigan  
Country: United States Region : Detroit

Claim #/Date : 46675 05/22/2017

Specialist's  
Name : JOHNATH WILKIN PHANEUF

----- C Q I S V I N H I S T O R Y -----  
Date CQIS Prog Symp Cat Causal Part Description Dealer Id  
02/14/2017 H2NDH004 NHL AID/INFO USA 02672

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2017

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

VEHICLE: 2017 FLEX,AWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 11,789 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: REVERSE CAMERA INOP. INT.  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 11/14/2017 04:54PM KDRAKE13  
Web Form Data (112983347) ...Description of Vehicle Concern: back up camera inop at times ... Please list any diagnostics already performed: ids, no codes. follow ppt A ... Parts Replaced: none ... Your Question: almost every time that the vehicle is put into reverse the camera will work fine. I have got it to act up 2 times. when it acted up I was able to wiggle wires and tap on camera and would not start working. put vehicle into park and back to reverse and the camera would work fine. followed ppt A per symptom and when I got to A5 it tells you to follow apim codes. apim, bcm, and pam all self tested good. I have no codes. I have had an apim cause a similar concern in the past but would like to know if there are any known concerns with this vehicle. it doesn't act up all the time. thanks.

RECOMM 11/14/2017 04:54PM KDRAKE13  
[REDACTED], With the reverse camera being inoperative intermittently and the FDIM screen is not changing when this concern, there is likely an input to the BCM that is not reading properly causing the FCIM screen to not change over to the camera. The messages sent from the BCM to the camera are the transmission selector (REVERSE) status, liftgate ajar status, camera configuration data, display manual zoom request, parking aid audible warning status, and parking aid sensor distance to object data. With this concern being present, and the screen not changing over to the camera, there is either a circuit fault on the private LIN circuit VDN03 (GY)/(GY-VT) or a message that is not being sent to the camera from the BCM. With the only thing changing when this concern is present and the system working properly is the vehicle is placed in park then back into reverse, it is recommended to verify the transmission selector (REVERSE) status in the BCM when this concern is present. If the BCM is not seeing the transmission selector status in REVERSE, this is likely causing this concern. Refer to the appropriate symptom chart in the workshop manual for further testing. If when this concern is present, the transmission selector status is reading properly, it is recommended to verify if there are any circuitry faults on the LIN circuit between the BCM and the rear view

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2017

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

--TYPE-- ----- COMMENT TEXT -----  
camera. Reference wiring cell 145-4 for testing and connector  
camera. Reference wiring cell 145-4 for testing and connector  
locations. Check for any shorts to power or ground on circuit VDN03  
(GY)/(GY-VT) between the BCM and the rear view camera. If any shorts  
are found, repair as outlined in wiring cell 5 then reevaluate. Also  
check connectors C2280C, C431, C410 C4357, C212, and C2383A for any  
damage, corrosion, water intrusion, bent or pushed out pins that could  
cause this intermittent concern. Use the Rotunda flex probe kit to  
verify proper pin fit at each of these connectors as this could also  
cause this intermittent concern. Repair any wiring faults found and  
repair or replace any connectors that exhibit poor pin fit then  
reevaluate.  
CONCER 11/15/2017 10:30AM RMARCHE5  
Inbound call from technician [REDACTED]: ... ..Tech states that intermittently,  
the rear video camera screen will be completely black, but the FDIM  
still states to check the surrounding area for safety. If you shift  
back into another gear, then back into reverse, the camera will begin  
to display the image. This has been duplicated at the dealer.  
RECOMM 11/15/2017 10:30AM RMARCHE5  
[REDACTED], As discussed on the phone, it will be necessary to verify pin  
fitment at the camera connector using the correct size flex-probe. If  
pin fitment has been verified at the camera, check for pin fitment at  
pin 5 of C410, pin 9 of C431, and pin 12 of C2280C at the BCM. If pin  
fitment at these connectors has been verified, replace the rear video  
camera to correct this condition.  
CONCER 11/17/2017 01:37PM TECHHOT  
checked pin fit at all the mentioned connectors and wiggled anything I  
could get to. found no concerns so I replaced the camera and tested it  
15-20 times while apart, also wiggling wires. it worked fine every  
time, went to pull out of stall and it acted up again. now working  
fine again after putting in park to open rear hatch and putting back  
into reverse. thoughts?  
RECOMM 11/17/2017 06:18PM ASCHM142  
[REDACTED] Since wiggle testing all accessible circuits and connectors did  
not induce this fault, and the camera was replaced with no change, and  
the vehicle can simply be put from reverse to park, then back to  
reverse in order to have the camera operate properly, then the APIM  
may very well be creating this condition. This is because the camera  
has been replaced, and typically a circuit fault will be noted during  
testing, or when wiggle testing. Therefore, if all reverse camera  
circuits and connectors have been verified, and the camera was  
replaced, then the APIM is likely at fault and should be replaced.  
AUDIT 01/25/2018 09:55AM  
SYNC: Gen3 V4 MODEM:

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

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

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



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2017  
 Test Stand : Road Test : 8D Number:  
 Prior Repair Attempts: Repair Prior to Call: NO  
 UNKNOWN#P10000A1001:68  
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

```

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

```

Vehicle Build Date:	03/30/2017	Warranty Start Date:	04/20/2017
Date of Sale:	04/20/2017	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	618 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA  
Bld Dt: Calb: GP31D60 A  
Serial #:

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

```
Model: _____ Shift: _____
```

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-?????????????????  
Paint : PN3-?????????------ WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: TECHNICIAN  
Phone : [REDACTED]  
Rpr Dlr:USA 02354 - Al Spitzer Ford, Inc. Ph#:330-929-1904  
City: Cuyahoga Falls State : Ohio  
Country: United States Region : Pittsburgh

Claim #/Date : 222754 11/17/2017

```
Specialist's
Name      : KDRAKE13 -????????????????????
```

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/14/2017

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/17/2019

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

VEHICLE: 2015 FLEX,AWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 60,894 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: Backup camera inoperative  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 09/17/2019 04:36PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION  
Web Form Data(116839119) Description of Vehicle Concern: BACK UP  
CAMERA INOP. SCREEN BLACK WITH WARNING Please list any diagnostics  
already performed: VERIFIED CONCERN. CONNECTED IDS AND RETREIVED DTCS.  
LOOKED FOR SERVICE BULLETINS OASIS STATED THERE IS NO OPEN  
DOCUMENTATION FOR THIS VEHICLE. WSM 413013B AND 419-10. DTC CHART  
CALLS FOR CALIBRATION OF CAMERA THROUGH BODY>RVC, HOWEVER THIS DOES  
NOT EXIST. PERFORMED LIN CALIBRATION, TO NO AVAIL Parts Replaced: REAR  
BACK UP CAMERA AND ASSOCIATED HARNESS Your Question: WHY CANT I  
PERFORM CAMERA CALLIBRATION?  
RECOMM 09/17/2019 04:36PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION  
[REDACTED], To address the rear video camera configuration not being able  
to be completed, start a new session with the scan tool and search for  
the LIN new module initialization procedure. Once you find the  
procedure, complete it and reevaluate the concern. If you are unable  
to find the procedure, try using a new IDS at a higher software level.  
If C1001:01 remains in the APIM, perform pinpoint test A as outlined  
in section 413-13B and reevaluate the concern. If additional  
assistance is required, update this form with the results of the  
testing provided.  
ADD-ON 09/17/2019 04:36PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION  
Consulted Jake Hoffman regarding how to access the rear video camera  
configuration. Advised to start a new vehicle session and find and  
perform the LIN new module initialization procedure in the scan tool  
and reevaluate the concern. If the procedure can t be found, try using  
a different IDS at a higher software level.  
AUDIT 09/17/2019 08:31PM  
CONCER 09/20/2019 12:54PM GTGCGQSP  
thank you much for the assistance. did as you said and found a  
different scan tool and attempted calibration for LIN. that still did  
not work so I proceeded with WSM 413-13B PPT A and discovered  
connector C410-8 was pushed out of place and misaligned with the  
female side of connector. apparently our body shop performed

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/17/2019

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

--TYPE-- ----- COMMENT TEXT -----  
replacement of backup camera and harness. not sure that it is any  
replacement of backup camera and harness. not sure that it is any  
fault of theirs either. either way, vehicle back up camera works as  
designed now. thank you for the help -Dylan Dealership selected No  
Reply Required when submitting these comments.

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001:01-28  
BCM#B115E:55-0A  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 10/21/2015 Warranty Start Date: 02/09/2016  
Date of Sale: 02/09/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 342 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

----- A D D I T I O N A L -----  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????  
Paint : PN3-?? WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/17/2019

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

Rpr Dlr:USA 06938 - Fox Ford Lincoln Grand Travers Ph#:231-922-2000  
City: Traverse City State : Michigan  
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 09/17/2019

Specialist's  
Name : KURT MCINTOSH (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/20/2017

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 16,898 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE

Additional Symptom: RVC COMES ON AT TIMES W/DRIVIN  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 06/20/2017 02:39PM TIMOTHY ROWLANDS MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (112260485) ...Description of Vehicle Concern: rear video  
comes on int. when driving down the road ... Please list any  
diagnostics already performed: apim test no codes no symptom for this  
concern ... Parts Replaced: none ... Your Question: are there any  
reports of this condition and is there a pinpoint test I can preform  
happened 3 times stays on for a while they said and a couple times  
screen went blank have not verified either issue  
RECOMM 06/20/2017 02:39PM TIMOTHY ROWLANDS MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], On this vehicle, the rear view camera is hardwired directly to  
the APIM. When the vehicle is placed into reverse, the BCM sends a  
command to the camera to begin generating a signal over a dedicated  
LIN circuit. The camera will then send a signal to the APIM where it  
is processed and displayed on the FDIM. This vehicle is equipped with  
a camera delay feature. This feature will leave the rear camera on  
when the vehicle is placed into drive until it exceeds 5 mph. This  
feature can be configured on and off through the FDIM. It is  
recommended to determine whether or not this feature is turned on. If  
so, consult with the customer to gather more information regarding  
exactly when the concern occurs. If the customer states that the  
concern only occurs at slow speeds after placing the vehicle into  
drive, then suspect that this concern is related to the video delay  
feature. If the concern occurs at speeds greater than 5 mph, then it  
is possible for a camera, APIM, LIN circuit, or BCM fault to be  
present. Pinpoint Test A from workshop manual section 413-13B can be  
performed when the concern is present. This pinpoint test conducts a  
comprehensive test of all circuits and components related to rear view  
camera operation and will be applicable to both the camera coming on  
concern and the customer s report of the FDIM going blank. Repair or  
replace as directed by the pinpoint test and reevaluate.  
CONCER 06/20/2017 03:03PM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (112260664) ...Description of Vehicle Concern: customer  
says int. rear video comes on when driving down the road ... Please  
list any diagnostics already performed: apim test no codes no symptoms

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/20/2017

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

--TYPE-- ----- COMMENT TEXT -----  
to diag. ... ..Parts Replaced: none ... ..Your Question: is there any  
to diag. ... ..Parts Replaced: none ... ..Your Question: is there any  
reports of this condition happened 3 time on them and a couple times  
screen went blank  
RECOMM 06/20/2017 03:03PM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER  
Hello [REDACTED], This is duplicate request. Please refer to contact ID  
112260485 for further direction and additional diagnostics. We  
recommend this to properly track the progress of the vehicle and to  
ensure the appropriate repair direction is provided.  
CONCER 06/22/2017 12:11PM TECHHOT  
I accidentally put the report in threw the dealership that I  
previously worked at now I have no access to that id number can you  
put the info on this one and cancel the other thank you  
RECOMM 06/22/2017 03:17PM JCESSFOR  
[REDACTED], This vehicle is equipped with a rear camera delay feature which  
will display the rear camera image until vehicle is placed in drive  
and vehicle speed reaches 5 mph. This is a configurable feature  
through the FDIM. It is advised to determine if this feature is  
Enabled and if the concern is present at speeds less than 5 mph. If  
the concern is present over 5 mph with the delay feature 'Disabled' a  
fault related to the LIN circuit, or video feed circuits from the Rear  
View Camera (RVC) to the APIM is suspect. Refer to Cell 145-4 to  
reference RVC circuit and connector information. Pinpoint Test A in  
section 413-13B can be followed when the fault is present to continue  
diagnosis for this concern.  
AUDIT 02/11/2018 10:40AM  
SYNC: Gen3 V4 MODEM:

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 04/14/2016 Warranty Start Date: 08/19/2016  
Date of Sale: 08/19/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 625 LBS  
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/20/2017

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: GS 490 BA  
Bld Dt: Calb: GP31GT0 A

[REDACTED] N S M I S S I O N - - -  
Trans: 6 SPD AUTO (6F55) Part #:  
Bld Dt:  
Serial #:

Model: Shift:

Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

- - - A D D I T I O N A L - - -  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 07329 - Davies Ford, Inc. Ph#:724-628-2720  
City: Connellsville State : Pennsylvania  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 06/22/2017

Specialist's  
Name : TIMOTHY ROWLANDS

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
06/22/2017	H6VE2001	NHL	LT/GL/VI		USA 07329
07/21/2017	H7UJ7699	CACVOC	FT/FN/BD		USA 07329
08/07/2017	H8GDZ011	HLIEPA	LT/GL/VI		USA 07329
09/02/2022	N9BBS019	NHL	COMF/ENT		USA 05322

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN:2FMHK6DT1FBA10351  
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 53,876 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE APPEARANCE  
Additional Symptom: Camera Missing Color Zones  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 09/11/2019 05:12PM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION  
Web Form Data(116829642) Description of Vehicle Concern: AFTER  
REPLACEMENT OF REAR CAMERA , FOUND COLOR BLOCKS NOT THERE Please list  
any diagnostics already performed: SELF TESTED, REPROGRAMMED SYNC ,  
PAM. Parts Replaced: REAR VIEW CAMERA Your Question: CANNOT FIGURE OUT  
WHY THE COLORED BLOCKS DO NOT SHOW UP WHEN IN REVERSE. CHECKED DOES  
AND FOUND NO PARTS REMARKS OF A CHANGE IN SOFTWARE IN CAMERA (HAPPENED  
BEFORE ON DIFF VEHICLE A FEW YEARS BACK ON A DIFF MODEL VEHICLE) NOT  
QITE SURE WHERE TO GO FROM HERE  
RECOMM 09/11/2019 05:12PM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION  
[REDACTED], Reattempt configuration of the camera, as the lack of colored  
zones is typically a symptom of the camera not configuring. It should  
be available in the ToolBox under Body as the RVC Configuration.  
Another version is the LIN New Module Initialization if that is  
available instead under the Electrical sub-menus. If the symptom still  
persists after configuration, then it could be a LIN circuit fault or  
a further camera issue. Review steps A18-A20 from 413-13B Diagnosis  
and Testing for further LIN circuit testing using diagram 145-4 for  
additional reference. Should that pass with no DTCs still setting,  
then the camera needs to be replaced again.  
AUDIT 09/11/2019 08:32PM  
SYNC: Gen2 V3 MODEM:  
CONCER 09/03/2020 06:16PM GTCGCQSP  
CONFIG AND LIN RESET  
RECOMM 09/05/2020 11:37AM PBAUER19  
[REDACTED], it is unclear as to whether the concern is still present or  
not. If present, overlay the LIN circuit and attempt the  
initialization and configuration again. If it still fails to correct  
the concern, replace the camera. If the vehicle is fixed, please  
complete the survey so the self-help tool populates.  
CONCER 09/10/2020 09:05PM GTCGCQSP  
I AM SORRY I GOT CONFUSED AND THOUGHT I WAS SUBMITTING A SURVEY - MY  
BAD ITS BEEN A CRAZY FEW WEEKS HERE  
RECOMM 09/11/2020 12:33PM SCARL2



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

--TYPE-- ----- COMMENT TEXT -----  
[REDACTED], Thank you for submitting the survey with the fix-information!  
[REDACTED], Thank you for submitting the survey with the fix-information!  
If you have any further questions or need additional assistance  
regarding this concern, please call or update the form within 90 days.  
Thank you and have a great weekend!

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 06/23/2015 Warranty Start Date: 10/23/2015  
Date of Sale: 10/23/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 625 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: FS 490 AA  
Bld Dt: Calb: FP31GT0 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F55) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

----- A X L E -----  
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-???????????????????????????????????? TUXEDO BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/11/2019

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

Rpr Dlr:USA 08616 - Chuck Colvin Auto Center Ph#:503-472-0641  
City: McMinnville State : Oregon  
Country: United States Region : Seattle

Claim #/Date : [REDACTED] 09/04/2019

Specialist's  
Name : CHARLES BOVARD (FSE)

----- C Q I S V I N H I S T O R Y -----  
Date CQIS Prog Symp Cat Causal Part Description Dealer Id  
05/22/2017 H5VFP013 NHL ST/RN/MV USA 08616  
06/05/2017 H6EK3688 CACVOC ST/RN/MV USA 08616

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/20/2020

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

VEHICLE: 2015 FLEX,FWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 61,471 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE

Additional Symptom: Rear view camera image is blur

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

Causal Component:

Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0

Component Test Status: ---- Return Loc:

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

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

CONCER 05/20/2020 04:50PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION  
Web Form Data(117255346) Description of Vehicle Concern: REAR CAMERA  
HAS A PINK AND BLUE SCREEN Please list any diagnostics already  
performed: CHECKED SYSTEM FOR CODES/NONE/CHECKED CONNECTIONS AND  
CONNECTORS AND CAMERA. ALL GOOD/DID PIXAL TEST ON SCREEN AND IT WORKS  
Parts Replaced: CAMERA Your Question: WELL FOLLOWED PIN POINT TEST AND  
TELLS ME TO REPALCE THE CAMERA/DID AND STILL SHOWS HALF SCREEN PINK  
AND BLUE/FUZZY/ALL OTHER IMAGES ARE NORMAL EXCEPT CAMERA IN REVERSE/  
COULD A FAULTY APIM CAUSE THIS OR WHAT WIRE SHOULD I BE TESTING AGIAN  
FOR THE IMAGE SIGNAL

RECOMM 05/20/2020 04:50PM WESLEY NELSON(FSE) MSS - FCSD - GREAT LAKE REGION  
[REDACTED] Thank you for reaching out to us today. Referring to wiring  
diagram 145-4, Circuit VMP19 and RMP19 are the circuits that transfer  
the video from the camera to the APIM. PPT B in the WSM 413-13B walks  
you through testing this video circuits. Please perform that PPT.  
Inspect each connector for any bent, loose, or corroded pins. It can  
be helpful to remove the face from off of the connector to get a  
better look and verify if there are any signs of water intrusion. Make  
sure the proper Voltage is being received by the camera, and its  
ground is not loose or corroded.

AUDIT 05/20/2020 08:32PM  
SYNC: Gen2 V3 MODEM:

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/20/2020

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

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 10/05/2015 Warranty Start Date: 11/27/2015  
Date of Sale: 11/27/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

- - - E N G I N E - - -  
Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

- - - A N S M I S S I O N - - -  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt: [REDACTED]

Model: [REDACTED] Shift:

- - - A X L E - - -  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

- - - A D D I T I O N A L - - -  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

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

Rpr Dlr:USA 04544 - Red McCombs Ford Ph#:210-357-1437  
City: San Antonio State : Texas  
Country: United States Region : Houston

Claim #/Date : [REDACTED] 05/18/2020

Specialist's  
Name : WESLEY NELSON (FSE)

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

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/20/2020

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2022

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

VEHICLE: 2015 FLEX,AWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 58,632 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: reverse camera upside down  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 09/08/2022 06:09PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
Web Form Data(119619153) Description of Vehicle Concern:  
INTERMITTENTLY THE PARKING AID CAMERA SHOWS THE IMAGE UPSIDE DOWN  
Please list any diagnostics already performed: VERIFIED THE CIRCUITS.  
PERFORMED SELF TESTS. Parts Replaced: PARKING AID CAMERA AND THE  
LIFTGATE WIRING HARNESS. Your Question: THIS CONCERN HAS BEEN  
DIFFICULT TO DUPLICATE. IS THERE ANYTHING COMMON FOR THE DISPLAY BEING  
SHOWN UPSIDE DOWN. I HAVE REPLACED CAMERAS FOR THIS CONCERN BEFORE AND  
IT HAS ALWAYS FIXED IT. NOT SURE WHERE TO GO AT THIS POINT. ANY ADVICE  
WOULD BE HELPFUL. THANKS PHIL  
RECOMM 09/08/2022 06:09PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], On other vehicle lines of the same year, an upside down camera  
is the result of a faulted camera or incomplete configuration. As this  
concern is intermittent, it is not suspected a configuration issue is  
present. At this time, refer to PPT A in 413-13B > Diagnosis and  
Testing to test the circuits to the camera once again. If no issues  
are found, replace the rearview camera and retest for the concern. Be  
sure the camera is correct for this vehicle by contacting COPIS if  
needed. \*\*\* Tony G. Ford Technical Assistance Center  
ADD-ON 09/08/2022 06:09PM ANTHONY GALLI MSS - FCSD - TECH ASSIT CENTER  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact  
AUDIT 09/08/2022 08:33PM  
SYNC: Gen2 V1 MODEM:

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2022

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/04/2015 Warranty Start Date: 05/25/2015  
Date of Sale: 05/25/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):CAN A1096  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 AA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: SHOP FOREMAN  
Phone : [REDACTED]

Rpr Dlr:USA 06880 - Basil Ford of Niagara Falls Ph#:716-283-7691  
City: Niagara Falls State : New York  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 09/08/2022

Specialist's  
Name : ANTHONY GALLI

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2022

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2018

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 41,768 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D Z 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)  
Additional Symptom: REAR CAMERA INOP  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 05/10/2018 08:48AM TIM HOOGERHYDE MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (113824727) ...Description of Vehicle Concern: Customer  
states vehicle/s back-up camera was inoperative all last week, she got  
in vehicle Saturday morning and it began working normally. ... Please  
list any diagnostics already performed: Symptom chart, pinpoint test  
A, led to camera replacement decision. Camera has already been  
replaced twice prior, wiring all checks out okay, no water intrusion  
visible, etc. Camera is currently working. ... Parts Replaced: Rear  
vision camera (twice) ... Your Question: What would be the way to go  
from here? Camera seemed to fix the vehicle at 29K miles and again at  
39K miles. Does TSB 17-2068 have anything to do with this? I don't  
think the temperatures were all down that low last week for her to be  
having this issue.

RECOMM 05/10/2018 08:48AM TIM HOOGERHYDE MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], If the concern was not present at the time of performing  
Pinpoint Test A, then the results will be inaccurate. Since the  
concern has not been duplicated, consult the customer to gather  
additional information regarding when this concern is present.  
Determine if the concern is associated with certain weather patterns,  
locations, times of day, vehicle settings, customer habits, etc. This  
will help replicate the conditions necessary for duplicating the  
concern. Once the concern has been duplicated and is present, refer to  
section 413-13B of the Workshop Manual and perform the most  
appropriate Pinpoint Test. Since the Camera has already been replaced  
recently, focus on circuit testing to ensure that there are no issues.

AUDIT 05/10/2018 08:34PM  
SYNC: Gen3 V4 MODEM:

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2018

Prior Repair Attempts: Repair Prior to Call: NO  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/30/2016 Warranty Start Date: 08/30/2016  
Date of Sale: 08/30/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #: [REDACTED]

Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-?? WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 00067 - Battlefield Ford Ph#:703-368-3702  
City: Manassas State : Virginia  
Country: United States Region : Washington

Claim #/Date : [REDACTED] 05/10/2018

Specialist's  
Name : TIM HOOGERHYDE

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

Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/10/2018

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/18/2021

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

VEHICLE: 2018 FLEX, FWD, WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 56,709 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: poor image quality  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 09/18/2021 11:57AM BENJAMIN MATTSEY(FSE MSS - FCSD - MID ATLANTIC REG  
Web Form Data(118402726) Description of Vehicle Concern: BACK UP  
CAMERA INTERMITTENTLY WILL HAVE FUZZY, ROLLING HORIZONTAL LINES, MAY  
GO BLACK & MESSAGE WILL APPEAR CAMERA UNAVAILABLE Please list any  
diagnostics already performed: PERFORM PINPOINT B FOR POOR QUALITY  
IMAGE - DID SEE SCREEN GO BLACK A COUPLE OF TIMES - PINPOINT TEST B:  
B1=Y, B2=N (ABOVE 5.5 M OHMS), B6=Y, B9=Y = REPLACE CAMERA Parts  
Replaced: CAMERA Your Question: SAME CONCERN - PERFORM PINPOINT TEST B  
AGAIN WITH SAME RESULTS - LEADS TO CAMERA REPLACEMENT AGAIN - THE PART  
NUMBER ON CAMERA WE INSTALLED WAS THE SAME PART NUMBER ON OLD CAMERA -  
I SUSPECT AN APIM CONCERN - THE REST OF APIM OPERATION SEEMS TO BE  
OPERATING PROPERLY - SEEKING ASSISTANCE  
RECOMM 09/18/2021 11:57AM BENJAMIN MATTSEY(FSE MSS - FCSD - MID ATLANTIC REG  
Hi [REDACTED], As the APIM is working correctly otherwise we suspect that  
there is an intermittent concern occurring on the camera circuits or  
with the shield circuit. Refer to wiring cell 145 page 4 if equipped  
with a touch screen and page 5 without a touch screen. Inspect  
connectors C4357, C410, C431, C212, and C2383A for signs of water  
intrusion, corrosion, bent/damaged pins, and proper pin fit. If no  
connector issues are identified, back probe one of these connectors  
and induce the fault. With the image fault present check each video  
circuit for a short to power or shield. If a short is not identified,  
overlay circuits VMP19 and RMP19 and reevaluate the concern. As these  
circuits will no longer be shielded it will be normal for the image to  
become distorted. If the black screen no longer occurs, there is an  
issue with the existing video circuits that will need to be addressed.  
Ben M. Ford Technical Assistance Center  
AUDIT 09/20/2021 08:32PM  
SYNC: Gen3 V4 MODEM:

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/18/2021

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001:01-28  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 12/07/2017 Warranty Start Date: 04/06/2018  
Date of Sale: 04/06/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

- - - E N G I N E - - -  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

- - - T R A N S M I S S I O N - - -  
Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

- - - A X L E - - -  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

- - - A D D I T I O N A L - - -  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

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

Rpr Dlr:USA 05432 - Gosch Ford Temecula Ph#:951-699-1302  
City: Temecula State : California  
Country: United States Region : Los Angeles

Claim #/Date : 185968 09/15/2021  
Specialist's

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/18/2021

Name : BENJAMIN MATTSEY (FSE)

----- C Q I S V I N H I S T O R Y -----  
CQIS Prog  
Date Report # Type Symp Cat Causal Part Description Dealer Id  
02/05/2020 L2ECD004 HLIIEPA FT/FN/BD USA 05432  
10/27/2021 MQ1EV277 CACVOC FT/FN/BD USA 05432

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Service Part Number Labor  
Nr Cond Pfx Base Sfx Operation  
USA 05395 11/07/24 019720 94459 1 42 GA8 19G490 A MT196490

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/05/2020

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

VEHICLE: 2016 FLEX,AWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 46,293 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 36 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INACCURATE  
Additional Symptom: int. RVC inop  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 11/05/2020 06:20PM NLEE39  
Web Form Data(117715295) Description of Vehicle Concern: customer  
states back up camera will go blank or come on upside down Please list  
any diagnostics already performed: self test no codes. ran oasis, did  
not verify the customers concern Parts Replaced: none Your Question:  
any known concerns or suggested diagnostics  
RECOMM 11/05/2020 06:20PM NLEE39  
[REDACTED], It seems that this issue has yet to be duplicated, so at this  
time, focus solely on duplication of this concern for accurate  
testing. Start by speaking with the customer to gather all details  
regarding this concern. This includes, does this occur after the  
vehicle sits overnight, after driving all day, after it rains or sits  
in the sun, etc. In addition to speaking with the customer, referring  
to wiring diagram 145-4, complete wiggle testing of the camera  
circuits and inline connectors C431, C410 and C212. When accessing all  
connectors, inspect them for any signs of water intrusion, corrosion  
and proper pin fitment. With this, also be sure to remove all possible  
sources of RFI from the vehicle. Once the concern can be duplicated  
and is present, complete pinpoint test A in WSM 413-13B > diagnosis  
and testing. Make sure that this concern is present during all testing  
performed. Repair/replace components as directed.  
AUDIT 11/05/2020 08:31PM  
SYNC: Gen3 V4 MODEM:  
CONCER 11/06/2020 08:00AM GTCGCQSP  
replaced subwoofer

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/05/2020

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 10/11/2016 Warranty Start Date: 11/05/2016  
Date of Sale: 11/05/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????  
Paint : PN3-???????????????????? KONA BLUE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 20672 - Causeway Ford Lincoln Ph#:609-597-8083  
City: Manahawkin State : New Jersey  
Country: United States Region : New York

Claim #/Date : [REDACTED] 11/05/2020

Specialist's  
Name : NLEE39 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/05/2020

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/24/2022

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 107,668 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE

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

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

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

--TYPE-- COMMENT TEXT  
CONCER 06/24/2022 05:13PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION  
Web Form Data(119522628) Description of Vehicle Concern: rear camrea  
inop Please list any diagnostics already performed: pull codes c1001  
u2017 in the apim Parts Replaced: none Your Question: pull codes c1001  
and u2017 in apim. found some sync features are not working for apim.  
was trying to perform either a update or a pmi on the apim per the  
code u2017 on FDRS. cannot identify vehicle on FDRS or PTS. saying  
there is a problem with the vehicle identification process. tried  
multiple times but cannot connect to car. fdrs is up to date. tried on  
another vehicle and it does work. I am able to pull the VIN on FDRS  
but will not complete the full process of identifying the car. what  
can I do to resolve this issue.  
RECOMM 06/24/2022 05:13PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION  
Hi [REDACTED], We just started an FDRS session manually for this VIN and can  
download the APIM PMI, Software Update, and Configuration apps for  
this VIN. Please perform the following to start an FDRS session  
manually, then connect to the vehicle and attempt APIM PMI: Make sure  
FDRS is at the latest version, 32.5.4 Disconnect the VCM from the DLC  
and from the PC Launch FDRS and log in In the device manager window  
that pops up, select CANCEL Enter the VIN and press GO In the  
Vehicle Communication Device Not Detected window that pops up, select  
CONTINUE. If a Device Explorer window populates, select CANCEL After  
the session is started, reconnect the VCM to the DLC and the PC. The  
VCM icon in the bottom right corner of the FDRS window should turn  
green Attempt to run APIM PMI If this still does not work, attempt it  
with a different computer. Verify that one is also at version 32.5.4.  
Thank you, Tony B Ford Technical Assistance Center <font face=Times  
New Roman size=3> </font><p style=margin: 0in 0in 8pt><font  
face=Calibri size=3>The Technical Assistance Center has determined  
that a follow-up is necessary to help with resolving this customers  
issue. <font face=Calibri size=3>Our Customer Handling Team will  
contact you and/or the Service Manager, either by phone or by updating  
this form within 1-3 business days to obtain additional information  
and provide recommendations to assist in resolving the customers

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/24/2022

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

--TYPE-- ----- COMMENT TEXT -----  
concern.</font></font></p><font face=Times New Roman size=3> </font>  
concern.</font></font></p><font face=Times New Roman size=3> </font>  
ADD-ON 06/24/2022 05:13PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION  
Escalating due to APIM programming issue using FDRS and PTS no longer  
available. All the programming options show on my computer after  
starting a session manually.  
ADD-ON 06/24/2022 05:13PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION  
Reason For Escalation : Supervisor Recommendation  
ADD-ON 06/24/2022 05:13PM ANTHONY BAUMEISTER(F MSS - FCSD - GREAT LAKE REGION  
Transferred from BODY to SYNC - Tech needs help resolving the U2017  
DTC first  
AUDIT 07/18/2022 09:07AM DJAKOB  
SYMPTOM , , , CHANGED TO 2, 2D, 2, 38 BY DJAKOB

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/17/2016 Warranty Start Date: 07/23/2016  
Date of Sale: 07/23/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

----- A X L E -----  
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:  
Serial #:

PE24-030 000116 GCQIS PV

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2024

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

VEHICLE: 2016 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 79,950 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY APPEARANCE  
Additional Symptom: upside down  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 06/26/2024 04:25PM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION  
Web Form Data(120522544) Description of Vehicle Concern: c/s rear view  
camera image is upside down. Be sure to review these important module  
programming steps, and provide feedback below as necessary: <br>  
-Verify that any replacement part installed is correct using the ECAT  
catalog. Provide the full part number. <br> -Verify scan tool is up to  
date, is at the latest level and programming is completed using a VCM3  
or VCMM (try a second scan tool if necessary) <br> -Verify that the  
vehicle is identified correctly in the scan tool <br> -No aftermarket  
electronic components installed <br> -Battery passes a test using  
approved Rotunda tooling and is fully charged <br> -Battery is  
maintained at 12.6-13.6 volts <br> -Battery State of Charge (SOC) is  
at or greater than 75%. Use scan tool to monitor BCM BATT\_SOC% PID  
Please list any diagnostics already performed: verified concern, check  
oasis, performed APIM pmi and configuration using FDRS Parts Replaced:  
APIM Do you have a module programming concern? No Your Question: Hey  
Kolton Replaced APIM due to a blank screen. after APIM replacement I  
have a U2100 code in the APIM and also have an RVC camera image that  
is upside down. Attempted to perform PMI and APIM module configuration  
for a 2nd and 3rd time with same results. no other codes exist and all  
attempts to do the PMI and APIM configuration all say that it was  
successful however dtc U2100 is still present in the APIM and RVC  
image is still upside down. I think this is a configuration issue  
however all attempts have failed and still have same problem although  
FDRS shows that they were successful. suggestions/recommendations.  
thanks in advance!  
RECOMM 06/26/2024 04:25PM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION  
Miguel, Kolton is on the road today so I will provide some direction.  
It is possible that there is a data issue causing the U2100, but it is  
also possible that the camera needs to be configured. You should be  
able to configure the camera though Toolbox > Body > RVC or Toolbox >  
Electrical > Service Functions > LIN New Module Initialization. Run  
this configuration, and have the vehicle driven 5 miles, and see if  
the issue and U2100 is still present. Let us know the results.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2024

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

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

-Brandon G. Northern AZ FSE

AUDIT -Brandon G. Northern AZ FSE  
06/26/2024 08:32PM  
SYNC: GEN3 MODEM:  
SYNC: GEN3 MODEM:

CONCER 06/27/2024 05:43PM M-ARCEO5  
Dealership changed the status changed from Diagnostics/Repair  
Suggested to Diagnose not complete, Performed LIN module  
Initialization as you requested, road-tested vehicle with same  
outcome. RVC image is still upside down and the U2100 code in the APIM  
in addition to a B115E:08-48 that is now present after performing the  
LIN module initialization in the BCM. suggestions/recommendations?  
thanks in advance!

RECOMM 06/27/2024 06:51PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
Hey [REDACTED] I have another dealership that is having the exact same  
issue with the exact same vehicle a 2016 flex. I m conducting some  
further research regarding this once I get a good path. I will update  
both of you with the next steps regarding this. Kolton P

RECOMM 07/02/2024 04:56PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
Further Research is still being done on this issue.

RECOMM 07/09/2024 12:58PM KOLTON PAGANO(FSE) MSS - FCSD - PHOENIX REGION  
Hey [REDACTED], The data for this vehicle has been fixed. You must not start  
a normal session or FDRS will revert back the corrections made every  
time during the network test and vehicle identification process if a  
normal session is used. A manual session will not revert back the  
server corrections made. \*Ensure the current session for the VIN is  
deleted. This done is by checking the box next to the VIN in FDRS on  
Vehicle Identification - - New Vehicle tab and left clicking on the  
trash can icon. \*Uninstalling/reinstalling FDRS is a secondary method  
and deletes all data stored in FDRS. 1) DO NOT CONNECT FDRS/Connect  
VCM to DLC. Delete the current session as provided above. Ensure the  
latest FDRS SW FDRS 40.4.8 is downloaded. 2) Use/reference the  
Recovery Method in section 418-01A - - General Procedures - - Module  
Programming of the WSM for vehicle MY21+ to start a manual session.  
After manually entering the VIN (without connecting FDRS to the DLC),  
select Red Tool Box - - click one on the APIM, locate APIM PMI/Module  
Replacement programming. Download (next to APIM Replacement  
Programming/PMI). 3) Once Download completes, reconnect the VCM/FDRS  
to the DLC and select Run. The VCM icon will turn green and confirm  
conditions are met and Select Yes. If Run fails/stalls, then select  
refresh Icon (circular arrows) to the right of the Run button and  
retry. 4) Ensure the 32GB flash drive used is formatted to exFAT and  
an pre-loaded drive is not used. Perform PMI/Module replacement  
programming and select No when prompted is original module installed?  
Complete the entire programming process cycle the ignition a few times  
and retest. This should take care of the issue you are experiencing.  
Kolton P FSE Southern AZ/NM

CONCER 07/24/2024 10:34AM M-ARCEO5  
Dealership changed the status changed from Diagnostics/Repair  
Suggested to Customer Took Vehicle, customer took his vehicle. has not

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2024

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

```
--TYPE-- ----- COMMENT TEXT -----
returned for repairs as of this day.
```

RECOMM returned for repairs as of this day.  
07/24/2024 05:04PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION  
Hey Miguel, Thanks for letting us know. If it comes back in and the  
procedure Kolton recommended doesn't work, update the form and we'll  
go from there. Thanks, Devin FSE - Phoenix

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

```

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

```

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	08/22/2016	Warranty Start Date:	02/10/2017
Date of Sale:	02/10/2017	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	600 LBS
LH/RH Drive:			

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #:

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: Shift:

```

Axle: 3.39 FINAL DRIVE RATIO - - - A X L E - - - Bld Dt:
Serial #: Id Tag Code:

```

```
Tire   : 255/45R20 V A/S          Brand      : HANKOOK TIRE VENDOR  
Radio  : ELETR AM/FM STRO/DISC/CLK A/C        : AC J-????????????????????  
Paint  : PN4-????????????????????----- INGOT SILVER METALLIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/26/2024

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

Rpr Dlr:USA 09081 - Lawley's Team Ford Ph#:520-458-8140  
City: Sierra Vista State : Arizona  
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 06/25/2024

Specialist's  
Name : BRANDON GIFFORD (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Service Base Part Number Sfx Labor Operation  
USA 09081 12/19/23 244409 71750 1 42 BA8 74255A34 A 999A  
USA 09081 05/08/24 248568 78869 1 42 BA8 74255A34 A 999A



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2022

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

VEHICLE: 2015 FLEX,FWD,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 47,138 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE APPEARANCE  
Additional Symptom: C1001/U3003 intermittent fault  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 11/25/2022 09:58AM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION  
Web Form Data(119736919) Description of Vehicle Concern: A) CUSTOMER  
STATES: HAVING ISSUES WITH THE REAR VIEW CAMERA AFTER REPLACING THE  
WIRE HARNESS. SAME ISSUES EXPERIENCING PRIOR TO RECALL Please list any  
diagnostics already performed: SCANNED VEHICLE AND GOT DTCS C1001,  
U3003. PERFORMED PIN POINT TEST PINPOINT TEST A: THE REAR VIDEO IS  
INOPERATIVE. A1: YES. A2: YES. A3: YES. A4: NO. A5: YES. A8: NO.  
MESURED VOLTAGE AND GOT 10V ON C4357 PIN 1 TO GROUND. THIS IS DUE TO  
LOW VOLTAGE ON BATTERY. RECHARGED BATTERY AND RECHECKED PIN 1 AND GOT  
12V. PROCEEDED WITH PIN POINT TEST A9: YES. A10: NO. A11: YES. A12:  
YES. A13: YES (8 INCH SCREEN). A14: YES. A16: YES. A17: NO. Parts  
Replaced: REAR VIEW CAMERA HARNESS RECALL Your Question: I PERFORMED  
HARNESS RECALL, BUT REAR VIEW CAMERA IS WORKING WHILE IN SHOP,  
THEREFORE ITS INTERMITTEN. NOTICED WHILE DOING PIN POINT TETS, WITH  
LOW VOLTAGE FROM BATTERY (DTC: U3003 DPS/IPC/PSCM), WHEN CHECKED  
VOLTAGE ON CONNECTOR C4357 PIN 1 TO GROUND GOT 10.47V, BUT AFTER I  
CHARGE BATTERY AND RECHECKED PIN GOT 12.43V. COULD LOW VOLTAGE FROM  
BATTERY BE CAUSING THE INTERMITTEN CONCERN ON THE REAR VIEW CAMERA?  
RECOMM 11/25/2022 09:58AM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION  
[REDACTED], U3003 DTC sets in a module if battery voltage is below a  
specific threshold. If the camera was intermittently working prior to  
charging the battery, then it s possible that low battery voltage  
could cause the intermittent camera concern. It s advised to continue  
try to duplicate the vehicle concern. Try taking the vehicle on a few  
test drives while occasionally checking the rear camera display. If  
the concern starts to occur again, then verify battery voltage and  
check battery with approved battery testing equipment. If battery  
voltage is ruled out, then it s recommended to reconduct PPT A only  
when the concern is present. If the concern is not present when  
performing the test, it can lead to misdiagnosis. Please refer to  
wiring cell 145 page 4. An intermittent concern could be due to an  
intermittent circuit fault. Wiggle testing circuits would be the best  
course of action to try and duplicate the concern. Wiggle test any  
easy to access portions of the rear video camera harness. Near the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2022

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

--TYPE-- ----- COMMENT TEXT -----  
camera, APIM module, BCM, and at the rear liftgate rubber door  
camera, APIM module, BCM, and at the rear liftgate rubber door  
grommet. Using appropriate Rotunda flex probes verify good pin fitment  
and drag at connectors C4357, C410, C431, C212, BCM connectors C2280D  
pin 8, C2280C pin 12 and APIM connector C2383. Repair any circuit  
faults as necessary and reevaluate the concern. As your dealership is  
equipped with the See What I See (SWIS) headset, if additional  
technical assistance is required and a SWIS session would be  
beneficial (live video or picture would help), click <A target=\_blank  
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com  
/bookings/s/[REDACTED]DQ2>Schedule</A> to book a SWIS call  
with the TAC. After booking an appointment a TAC representative will  
reach out to you at the appropriate time. Verify the following prior  
to your appointment:<ul><li>Your See What I See (SWIS) headset is  
charged, the headset is turned on, and is updated with the latest  
software level.</li><li>Ensure TeamViewer login card is ready to scan  
(Contains unique dealer code & dealership name)</li><li>The vehicle  
you are working on is in a bay with good Wi-Fi  
connectivity</li></ul><br><span style=font-weight: bold font-style:  
italic>If the bullet points above are met the TAC can be reached at  
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to  
perform a SWIS c [REDACTED]  
href=https://www [REDACTED]  
q.faces?LANG=EN-  
concerns</A><br>  
href=http://site  
deo/629095805800 [REDACTED]  
Andy S. Ford Tech [REDACTED]  
ADD-ON 11/25/2022 09:58AM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact  
AUDIT 11/25/2022 08:32PM  
SYNC: GEN2 MODEM:

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001:01-28  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/25/2022

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

```

Vehicle Build Date:	09/14/2015	Warranty Start Date:	11/20/2015
Date of Sale:	11/20/2015	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	600 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: \_\_\_\_\_

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

**Model:**

- - - A X L E - - -

```
Axle: 3.39 FINAL DRIVE RATIO Id Tag Code: Bld Dt:
Serial #:
```

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

```
Tire   : 255/45R20 V A/S                               Brand   : HANKOOK TIRE VENDOR
Radio  : ELETR AM/FM STRO/DISC/CLK                       A/C      : AC J-????????????????????
Paint  : PN4-?????????????????????????????????????----- MAGNETIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 05393 - Honolulu Ford  
City: Honolulu State : Hawaii  
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 11/23/2022

Specialist's  
Name : ANDREW SORENSON (FSE)

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

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/10/2017

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN: 2FMGK5C82GBA20861  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 338 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: INTERMITTENT CAMERA FAULT  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 02/10/2017 02:13PM ESKAFF  
Web Form Data (111584687) ...Description of Vehicle Concern: REAR  
CAMERA WORKING INTERMITTENTLY. ...Please list any diagnostics already  
performed: VERIFIED CONCERN. HOOKED UP IDS AND RETRIEVED CODE B108E:63  
FROM APIM. INSPECTED FDIM TO VERIFY NOTHING PRESSING ON SCREEN AT ANY  
POINT. PERFORMED PINPOINT TEST Aa1-14-AT WHICH POINT IT DIRECTED ME TO  
GO THRU GUIDED DIAGNOSTICS AND REPLACE THE FDIM. INSTALLED THE NEW  
FDIM AND THE CAMERA WAS WORKING. TESTED THE NEXT MORNING AND THE  
CAMERA WAS INOP. HOOKED UP IDS AGAIN AND THE B108E:63 CODE IS GONE BUT  
NOW IT HAS A C1001:01 CODE FOR THE REAR CAMERA. FOLLOWED PINPOINT TEST  
A1-17 TESTING ALL THE CIRCUITS FROM THE APIM CONNECTOR TO THE CAMERA  
CONNECTOR. ALL CIRCUITS PROVED OUT AND IT DIRECTED ME TO REPLACE THE  
REAR CAMERA. REPLACED THE REAR CAMERA THIS MORNING. INSTALLED AND  
TESTED-CAMERA IS WORKING. REASSEMBLED VEHICLE AND WENT TO BACK OUT OF  
MY STALL---AND THE CAMERA IS NOT WORKING. REMOVED THE LIFTGATE TRIM  
PANEL AGAIN AND INSPECTED THE WIRING TO THE CAMERA-WIRING IS OK. ALL  
THIS TIME THE VEHICLE IS WARMING TO THE TEMPERATURE IN THE BUILDING.  
PLACED THE CAR IN REVERSE AND NOW THE CAMERA IS WORKING. ...Parts  
Replaced: FDIM AND REAR VIDEO CAMERA ...Your Question: WE HAVE HAD  
SEVERAL APIMS WITH THE SAME ISSUE IN F-150S AND EXPLORERS. THE APIM  
HAS AN INTERNAL ISSUE WITH THE CIRCUIT BOARD THAT IS AFFECTED BY  
TEMPERATURE. IS THIS THE SAME APIM USED IN THE FLEX AS WELL?? I AM  
ORDERING AN APIM FOR THIS VEHICLE AS IT IS THE LAST PIECE OF THE  
PUZZLE. DO YOU CONCUR WITH MY FINDINGS??? HELP PLEASE!!!

RECOMM 02/10/2017 02:13PM ESKAFF  
[REDACTED], This concern is most likely due to a fault with the APIM under  
cold weather conditions. Some 2016 or 2107 model year vehicles  
equipped with SYNC 3 are having concerns with the rear view camera  
under cold weather conditions due to an internal concern with the  
APIM. This concern can be isolated to the APIM by road testing the  
vehicle with the heat on. Let the cabin heat up and allow the engine  
to reach operating temperature. Park the vehicle in a warm area in the  
shop and remove the APIM. Place the APIM in the freezer to allow it to  
cold soak for testing purposes. Reinstall the APIM with the rest of

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/10/2017

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

--TYPE-- ----- COMMENT TEXT -----  
the vehicle still warm and retest. If the concern is present this  
the vehicle still warm and retest. If the concern is present this  
indicates the APIM is at fault when cold. Continue to follow the APIM  
guided routine found in the WSM section 415-00B under Diagnosis and  
Testing to generate the RVC for replacement.  
ADD-ON 02/10/2017 02:13PM ESKAFF  
Article ISM 1701015 2016-2017 LINCOLN/FORD VEHICLES WITH <B><FONT  
COLOR='RED'>SYNC 3</B></FONT> - REAR VIEW CAMERA INTERMITTENT  
OPERATION WHEN COLD  
ADD-ON 02/28/2017 02:30PM TECHHOT  
Survey Completed - APIM FIXED IT.  
AUDIT 02/11/2018 10:39AM  
SYNC: Gen3 V4 MODEM:

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#B108E:63,C1001:01115E:55-0A  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	NOPART	SERVICE	NO PART IDENTIFIED	
	TSB/OASIS#:		Adjustment To:	From:

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

Vehicle Build Date: 09/27/2016 Warranty Start Date: 01/24/2017  
Date of Sale: 01/24/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: Shift:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/10/2017

- - - A X L E - - -  
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:  
- - - A D D I T I O N A L - - -  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller : [REDACTED] Title: ZONE MANAGER  
Phone : [REDACTED]  
Rpr Dlr:USA 03003 - Bill Brown Ford, Inc. Ph#:734-421-7116  
City: Livonia State : Michigan  
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 02/10/2017

Specialist's  
Name : ESKAFF -????????????????????

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

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

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/20/2017

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

VEHICLE: 2016 FLEX,FWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 8,898 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: NOT WORKING ALL THE TIME  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 02/20/2017 06:17PM CHRIS BISHOP MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (111644384) ...Description of Vehicle Concern: rear  
camera not working all the time will get message check surrounding  
area will get black screen ... Please list any diagnostics already  
performed: HOOK UP IDS AND RETRIEVED CODES, CHECK OASIS AND HAR  
REPORTS, COULD NOT DUPLICATE CONCERN AT THIS TIME, REBOOTED THE APIM  
PER SHP MANUAL ... Parts Replaced: NONE ... Your Question: CAN NOT  
DUPLICATE, NOT SURE IF HE HAD SOMNETHING TOUCHING THE SCREEN TO  
RECEIVE THE B108EM, I REBOOTED THE APIM, WORKING OK, HAVE YOU SEEN  
THIS BEFORE, NO CODES FOR REAR CAMERA IN SYSTEM...NOTHING ON OASIS OR  
HAR REPORTS  
RECOMM 02/20/2017 06:17PM CHRIS BISHOP MSS - FCSD - TECH ASSIT CENTER  
Hello [REDACTED], DTC U3000:43 does not show to be a valid code for this  
vehicle. If DTC U3000:41 (Control Module: General Checksum Failure) is  
the code that was recovered, this is commonly caused by an internal  
APIM failure. If this is in fact the code that was recovered and this  
code returns after being cleared, the APIM will require replacement to  
resolve this concern. If no codes are returning, please inspect the  
reverse camera and APIM connectors as well as inline connectors C212,  
C410 and C431 to check for fluid intrusion and fitment concerns. These  
connectors can be seen in cell 145-4 in the online wiring diagrams and  
located by referencing cell 152 in the wiring diagrams. Please address  
any concerns found. If no faults are identified, based on the  
information provided and found in past reports, we recommend replacing  
the APIM to resolve this concern and then retest for proper operation.  
ADD-ON 02/20/2017 06:17PM CHRIS BISHOP MSS - FCSD - TECH ASSIT CENTER  
Article ISM 1701015 2016-2017 LINCOLN/FORD VEHICLES WITH <B><FONT  
COLOR='RED'>SYNC 3</B></FONT> - REAR VIEW CAMERA INTERMITTENT  
OPERATION WHEN COLD  
AUDIT 02/11/2018 10:39AM  
SYNC: Gen3 V4 MODEM:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/20/2017

## ----- CONCERN DETAILS -----

## ----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#B108E:63,U3000:43115E:55-0A  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

## ----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

## ----- VEHICLE DETAILS -----

Vehicle Build Date: 09/27/2016 Warranty Start Date: 10/29/2016  
Date of Sale: 10/29/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

## ----- TRANSMISSION -----

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt: [REDACTED]

Model: Shift:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #: [REDACTED]

Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 02199 - Bob Gillingham Ford, Inc. Ph#:216-398-1300  
City: Parma State : Ohio  
Country: United States Region : Pittsburgh  
Claim #/Date : [REDACTED] 02/20/2017



Page: 03

CQIS DETAIL REPORT

11/14/24 10:00:25

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/20/2017

Specialist's  
Name : CHRIS BISHOP

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 132,709 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
DISPLAY IMAGE QUALITY  
Additional Symptom: RVC inop int  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 05/24/2023 11:12AM RANDRE75  
Web Form Data(120001353) Description of Vehicle Concern: customer states that the back up camera is not working at times, message will display back up camera is not available and blue screen will come on when in reverse. Please list any diagnostics already performed: follow pin point test A and was directed to replace rear view camera Parts Replaced: none Your Question: customer had requested to contact hotline per ford request. customer had called ford motor company because they had replaced 2 different modules for other concerns not related to rear view camera and now the rear view camera is not working. i have follow pin point test A for rear view camera not working and i was directed to replace rear view camera.

RECOMM 05/24/2023 11:12AM RANDRE75  
[REDACTED], A C1001:01 in the APIM indicates there is no video signal is detected from the video camera when the vehicle is in reverse. It is possible a camera fault would cause this code. Performing PPT A is recommended for U1001:01 when it is set in the APIM. Keep in mind the pinpoint test will only be accurate if the concern is present at the time of testing. There are no relevant TSB s or SSM s except TSB 17-2068. That TSB is related to a temperature dependent fault that matches these symptoms. Please refer to the TSB and see if it applies here. If it does not, follow PPT directions if it was completed with the concern present. If replacing the APIM per the TSB, use the FDRS for PMI. Ensure it is updated to the latest level first, and please start with the original module installed. Sincerely, Ryan A.

ADD-ON 05/24/2023 11:12AM RANDRE75  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact

AUDIT 05/24/2023 08:31PM  
SYNC: GEN3 MODEM:

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

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

```
Symp. Verif?:      Ease of Diagnosis:      Level of Assistance:
Comp. Timing:      Base Timing      :      MIL light on?      :
Test Stand  :      Road Test      :      8D Number:
Prior Repair Attempts:      Repair Prior to Call: NO
APIM#C1001-01,U3000:43115E:55-0A
Equipment/Procedure Used      Effective? Equipment/Procedure Used      Effective
```

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	05/19/2016	Warranty Start Date:	06/04/2016
Date of Sale:	06/04/2016	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 09857
Dealer Special Order:		Gross Vehicle Weight:	618 LBS
LH/RH Drive:			

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

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: \_\_\_\_\_

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #:

Model: Shift:

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

```
Tire      : P235/55R19 H-RATED                      Brand      : HANKOOK TIRE VENDOR
Radio     : ELETR  AM/FM STRO/DISC/CLK              A/C       : AC  J-????????????????????
Paint     : PN4-????????????????????????????????--
                                     INGOT SILVER METALLIC
```

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 09947 - Napa Ford  
City: Napa State : California  
Country: United States Region : San Francisco

Claim #/Date : [REDACTED] 05/23/2023

Specialist's  
Name : RANDRE75 -????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/24/2023

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/12/2023	P4LEG001	NHL	AID/INFO		USA 09947

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2017

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

VEHICLE: 2016 FLEX, FWD, WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 28,943 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE

Additional Symptom: REAR CAMERA INOP

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

Causal Component:

Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 0

Component Test Status: ---- Return Loc:

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

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

CONCER 09/07/2017 09:01AM REBECCA SCHWERTFEGER MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (112655935) ...Description of Vehicle Concern: Customer  
states rear view camera inop. ...Please list any diagnostics already  
performed: Could not verify customer concern. Advisor verified on  
drive but wont duplicate in the shop. Performed ids self test, found  
no codes. ...Parts Replaced: none ...Your Question: How should I go  
on with diagnosis for intermittent concern?

RECOMM 09/07/2017 09:01AM REBECCA SCHWERTFEGER MSS - FCSD - TECH ASSIT CENTER  
Hello, [REDACTED] With the rear view camera inoperative, there is likely a  
circuit, connector or camera fault present. To attempt to duplicate  
the concern, reference wiring cell 145-4 and wiggle test the circuits.  
If the concern is duplicated, there is a circuit fault that needs to  
be repaired. If the concern is not duplicated, thoroughly inspect the  
circuits for chaffing, pinching, routing, and connectors for water  
intrusion, corrosion, pin fitment concerns or damage and repair as  
needed. If the concern can not be duplicated, reference Pinpoint Test  
A in Workshop Manual Section 413-13B. Without the concern present,  
this testing can lead to false component replacement. To continue  
diagnosis, reference the circuit testing in the pinpoint test. When  
performing this testing, wiggle test the circuits as measurements are  
taken. If a measurement fluctuates or changes, there is a circuit  
fault present. If the concern is not duplicated, and no faults are  
found, consult with the customer on when the concern is present.  
Inquire if it happens after driving down certain roads, after certain  
weather or a car wash, after long drives, or with anything plugged in  
to the vehicle. These conditions can help duplicate the concern and  
verify and repair attempts. If the concern is duplicated, or occurs  
while at the shop perform Pinpoint Test A as mentioned previously.  
With the concern present, this Pinpoint Test is the most accurate  
diagnostic.

AUDIT 02/11/2018 10:40AM  
SYNC: Gen3 V4 MODEM:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2017

## ----- CONCERN DETAILS -----

## ----- DIAGNOSTIC INFORMATION -----

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

## ----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

## ----- VEHICLE DETAILS -----

Vehicle Build Date: 04/12/2016 Warranty Start Date: 04/27/2016  
Date of Sale: 04/27/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shft:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN3-?? WHITE PLATINUM TRI-COAT

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 07927 - Chino Hills Ford Ph#:909-393-9331  
City: Chino State : California  
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 09/07/2017

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/07/2017

Specialist's  
Name : REBECCA SCHWERTFEGER

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2016

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

VEHICLE: 2016 FLEX,AWD,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 12,730 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: BACK CAMERA INOP  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/12/2016 03:06PM OMUKAHHA  
Web Form Data (110978018) ...Description of Vehicle Concern: BACK UP  
CAMERA INOP ... Please list any diagnostics already performed: VERIFIED  
CONCERN. WHEN PUT IN REVERSE THE REVERSE LIGHTS COME ON AND  
TOUCHSCREEN READS PLEASE CHECK SURROUNDINGS FOR SAFETY AND THE ZOOM  
BUTTON PULLS UP BUT SCREEN IN BLACK. PERFORMED PINPOINT TEST A FOR  
REAR VIDEO CAMERA INOP. A1 CLEANED STILL INOP. A2 YES REVERSE LIGHTS  
WORK. A3 YES CODE B115E:08 FOUND AND C1001:01. A14 REMOVED REAR  
LIFTGATE APLIQUE AND BCM CONNECTOR. MEASURED FROM C4357-2 TO GROUND.  
OL. A15 MEASURED OHMS FROM C4357 AND C2280 ON LIN CIRCUIT AND GOT .01  
OHMS PASS. A15 MOVED ONE LEAD TO GROUND AND GOT OL. A17 CHECKED PIN  
FIT AT CAMERA/BCM AND FOUND NO CONCERNS. R & R CAMERA AND STILL  
SAME CONCERN. PERFORMED PINPOINT TEST AGAIN WITHOUT SKIPPING TO A14.  
A4 YES CAMERA TURNED ON. A5 YES AND NO. THE SCREEN SWITCHES BUT IS  
BLACK BUT DOES NOT DISPLAY UNAVAILABLE. A6 YES 76.4 OHMS. A7 YES 12 V  
ALSO PUT IN FOG LAMP AT C4357 POWER AND GROUND AND WAS BRIGHT. A8 YES  
12 VOLTS. A9 FOUND OL WHEN CHECKING FROM SIGNAL CIRCUITS TO GROUND.  
A10 OL. A11 NO VOLTS. A12 .3 OHMS A13 .6. A14 NO VOLTS FOUND. CONCERN  
STILL PRESENT. NO WIRING ISSUES FOUND. REPROGRAMMED SYNC VIA PTS AND  
USB. RETEST STILL FAILS. PERFROM BCM LIN INITIALIZATION. STILL FAILS.  
ALL CODES ARE GONE AFTER REPLAING CAMERA/REPROGRAM SYNC AND LIN BUT  
U1A00:87. ... Parts Replaced: REAR CAMERA ... Your Question: THE  
PINPOINT TEST DOESN'T STATE ANY OTHER ITEMS THIS CAN BE BEING AS IF  
ALL WIRES ARE PASSINGS. THE ONLY CODE I HAVE ANYMORE IS U1A00:87 BUT  
DOESN'T SEEM TO BE RELATED TO THIS CONCERN? THE ISSUE SEEMS TO BE  
EITHER AT THE BCM SENDING THROUGH THE LIN OR AT THE APIM BUT I CAN'T  
FIND ANY WAY TO DETERMINE WHICH IS THE CAUSE. IF I REMEMBER CORRECTLY  
HAVING FROM FLEX IN THE PAST THE CAMERA STILL WORKED EVEN WITH THE LIN  
CIRCUIT UNPLUGGED. WHERE SHOULD I GO NEXT? BCM? APIM? ANY FURTHER  
TESTS TO DETERMINE WHICH MODULE IS CAUSE

RECOMM 10/12/2016 03:06PM OMUKAHHA  
[REDACTED], Thank you for documenting all the diagnostics performed and  
the results obtained. Based off these results, it is agreed that there  
are no concerns with the connectors/circuitry. The video camera uses



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2016

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

--TYPE-- ----- COMMENT TEXT -----  
the LIN circuit to the BCM strictly for communication/configuration  
the LIN circuit to the BCM strictly for communication/configuration  
purposes. The APIM is responsible for sending the information to the  
FDIM to display as the APIM receives the video circuits. Therefore,  
the likely cause of this concern is the APIM, however it is not  
advised to replace it at the moment as this concern could be caused by  
a logic lock. Perform a battery disconnect for a few minutes, then  
reconnect and retest. If the concern is present, then although the  
current DTC U1A00:87 may not directly be related to the rear video  
system, PPT A does state to diagnose any APIM DTCs retrieved. This may  
be because a part of the APIM logic or software may disable the camera  
if certain DTCs are set similar to how the PCM may disable the A/C  
clutch relay if there are certain powertrain DTCs set that are not  
related to the HVAC system. Refer to WSM 415-00B, diagnosis and  
testing and see if there are any concerns with the compass, the  
satellite radio, or the Sirius travel link (vehicle is not equipped  
with navigation) and follow the appropriate PPT as this is the action  
outlined by DTC U1A00:87. If there are no concerns with the functions  
as mentioned by the PPT for U1A00:87, then proceed with verifying the  
power and ground circuits for the APIM and if they check out ok,  
replace the APIM.  
AUDIT 02/11/2018 10:37AM  
SYNC: Gen3 V4 MODEM:

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1001:01,U1A00:87  
BCM#B115E:08,B115E:55  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 04/18/2016 Warranty Start Date: 05/06/2016  
Date of Sale: 05/06/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07078  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/12/2016

[REDACTED]  
Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:

Serial #:

Model: Shift:

----- A D D I T I O N A L -----  
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-?????????????????  
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

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

Rpr Dlr:USA 09372 - AutoNation Ford White Bear Lak Ph#:651-484-8939  
City: White Bear Lake State : Minnesota  
Country: United States Region : Twin Cities

Claim #/Date : [REDACTED] 10/12/2016

Specialist's

Name : OMKAHHA -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2017

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

VEHICLE: 2015 FLEX,LIMITED,WAGON VIN [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 11,768 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
PERFORMANCE INOPERATIVE  
Additional Symptom: REVERSE CAMERA INTERMITTENT  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT  
CONCER 03/08/2017 04:15PM TIM HOOGERHYDE MSS - FCSD - TECH ASSIT CENTER  
Web Form Data (111736906) ...Description of Vehicle Concern: back up  
camera intermittly inop ... Please list any diagnostics already  
performed: c1001:01 APIM pinpoint test A ... Parts Replaced: back up  
camera ... Your Question: this is the 2nd time back ; frist time it had  
code c1001:01 in APIM ;fallow pinpoiny test A lesd me to replace rear  
video camera ; replace camera clear all code ; came back with code  
c1001:01 APIM; AND B115E;55 BCM; when replace camera workshop manual  
said to configure camera; could not find configuration procedure on  
scan tool or in workshop manual. were or how is the configuration  
procedure done in or on ids . thank you  
RECOMM 03/08/2017 04:15PM TIM HOOGERHYDE MSS - FCSD - TECH ASSIT CENTER  
[REDACTED], Since the B115E:55 is setting, indicating that the Camera is  
not configured, it is advised to configure the camera by navigating to  
the Service Functions tab under Electrical in the IDS Menu. Perform  
the LIN New Module Initialization to configure the camera. If the  
C1001 DTC returns, it is advised to perform a load test of the Power  
and Ground circuits to the Camera to verify that they can handle the  
necessary load for proper camera operation. Repair as necessary and  
re-evaluate the concern.  
ADD-ON 03/08/2017 04:15PM TIM HOOGERHYDE MSS - FCSD - TECH ASSIT CENTER  
Article ISM 1504011 REAR VIEW CAMERA CONFIGURATION PROCEDURE

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
APIM#C1000:1  
BCM#B115E:55M#B115E:08,B115E:55

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2017

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/09/2015 Warranty Start Date: 07/15/2016  
Date of Sale: 07/15/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 600 LBS  
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: DS 344 BA  
Bld Dt: Calb: EP31D60 A  
Serial #: [REDACTED]

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]  
Bld Dt:  
Serial #:

Model: [REDACTED] Shft:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:  
Serial #:

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : PN4-?? MAGNETIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

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

Rpr Dlr:USA 05712 - Carriage Ford, Inc. Ph#:812-284-4444  
City: Clarksville State : Indiana  
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED] 03/08/2017

Specialist's  
Name : TIM HOOGERHYDE

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2017

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/07/2022

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

VEHICLE: 2016 FLEX,LIMITED,WAGON VIN: [REDACTED]  
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 76,357 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D Z 00 DRIVER AIDES & INFORMATION EXTERIOR CAMERA  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)  
Additional Symptom: various SYNC concerns  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/07/2022 05:12PM NFRANK4  
Web Form Data(118614343) Description of Vehicle Concern: customer states that back up camera image comes and goes, radio station change by itself, heat comes on and off at times, and rear view camera will come on driving down the road. Please list any diagnostics already performed: Ckd for codes none present Parts Replaced: APIM was replaced for a different concern before no parts on this visit Your Question: What could be making these concerns? Ive ckd the FCIM pids and all buttons seem to be working at this time and nothing seems stuck.I dont understand how the rear view camera could come on driving. Any help would be appericiated

RECOMM 01/07/2022 05:12PM NFRANK4  
[REDACTED], When looking at the SYNC page on PTS it can be seen that the replacement APIM is being registered by the vehicle. This indicates that the PMI was successful. It is important moving forward to determine if the concern was present before the replacement APIM was installed. If the concerns were present before the APIM was replaced then it is advised to proceed by swapping the display from a like unit. This will help determine if the cause for the concern is related to the display being faulty and registering touches that are not being made. If the concern only became present after the APIM was replaced then it is advised to proceed by verifying the part number to the APIM that was installed. This can be done by contacting COPIS and having the number verified. <p>For questions regarding parts availability or part number discrepancies, please contact the Customer Online Parts Inquiry System (COPIS) through FMCDealer by completing the COPIS inquiry form. To access COPIS, please navigate to <A target=\_blank href=https://[REDACTED]/A>&nbsp;spand click on the Parts & Service tab. From the left-hand menu, click on the plus (+) symbol next to <strong>Parts Department Tools</strong> to expand the selection and then select <strong>COPIS (Customer Online Parts Inquiry System)</strong>. </strong>Click on the hyperlink labeled <strong>COPIS</strong> at the top of the page. Right below this link, is a link for Dealer Job Aid which will help you navigate through the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/07/2022

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

--TYPE-- ----- COMMENT TEXT -----  
system.</p><p><br></p><p><em>NOTE: When you click on the link, it may  
system.</p><p><br></p><p><em>NOTE: When you click on the link, it may  
require you to log-in. Click on the log-in button on the top right  
hand corner of the page to log in and set your  
preferences.</em></p><p><br></p><p><em>NOTE: If this in regards to an  
IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service  
Group (FESG) inquiries are now accepted via the COPIS system as well.  
If you re seeking assistance with availability, pricing, or verifying  
the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or  
FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type  
field.</em></p> Sincerely, Nathan Frank Ford Technical Assistance  
Center  
AUDIT 01/07/2022 08:32PM  
SYNC: Gen3 V4 MODEM:

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/09/2016 Warranty Start Date: 03/18/2016  
Date of Sale: 03/18/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):CAN B1368  
Dealer Special Order: Gross Vehicle Weight: 618 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 3.5L V6 CYCLONE TIVCT Tag: FS 344 BA  
Bld Dt: Calb: GP31D60 A  
Serial #: [REDACTED]

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

Trans: 6 SPD AUTO (6F50) Part #:  
Bld Dt:  
Serial #: [REDACTED]

Model: [REDACTED] Shift:

----- A D D I T I O N A L -----  
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR  
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/07/2022

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 07644 - Fox Ford, Inc. Ph#:724-627-3151  
City: Waynesburg State : Pennsylvania  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 12/13/2021

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

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE