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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/15/2023

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 56,636 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA APPEARANCE
Additional Symptom: Camera view is 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	06/15/2023 05:28PM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION Web Form Data(120035420) Description of Vehicle Concern: REAR CAMERA VIEW IS UPSIDE DOWN. Please list any diagnostics already performed: PERFORMED APIM MODULE RESET. PERFORMED PINPOINT A. RESULTED IN RECOMMENDING REPLACING REAR CAMERA MODULE. I HAVE NOT ORDERED A CAMERA YET. I HAVE TWO IDENTICAL FLEXS WITH THIS SAME CONCNERN. Parts Replaced: NO PARTS. Your Question: IS THERE ANY PROGRAMMING ISSUES THAT COULD CAUSE THIS? THERE ARE NO DTCS PRESENT AT THIS TIME.
RECOMM	06/15/2023 05:28PM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION Joshua, The APIM is not fully up to date according to SYNC tab on PTS. It would be recommended to perform a SYNC APIM software update using the latest version of FDRS only. Prior to updating verify BCM BATT SOC is above 85% and voltage is between 12.6-13.6 volts. Use a fresh 32 GB USB fully formatted to exFAT Perform an APIM master reset. For SYNC programming assistance please refer to GSB 23-7035. Perform the update. After an update is complete perform another SYNC/APIM master reset then clear any codes and retest operation. If the concern is still present then verify the correct camera ENG part number is installed by contacting COPIS. Replace the camera, perform a BCM LIN initialization procedure, configure the camera, clear any codes, then retest operation. Thanks! Andy S. FSE Cincinnati Region. 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> and click on the Parts & Service tab. From the left-hand menu, click on the plus (+) symbol next to Parts Department Tools to expand the selection and then select COPIS (Customer Online Parts Inquiry System). Click on the hyperlink labeled COPIS 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. 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/15/2023

C O M M E N T S

--TYPE-- COMMENT TEXT

the page to log in and set your preferences. NOTE: If

the page to log in and set your preferences. NOTE: If this in regard 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.

ADD-ON 06/15/2023 05:28PM ANDREW SORENSON(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

AUDIT 06/15/2023 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

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: 09/10/2019 Warranty Start Date: 10/21/2019
Date of Sale: 10/21/2019 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: [redacted]
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: Shft:

- - - 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/15/2023

---------- 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 :

Rpr Dlr:USA 09605 - Manistee Ford, Inc. Ph#:231-723-9975
City: Manistee State : Michigan
Country: United States Region : Detroit

Claim #/Date : [redacted] 06/13/2023

Specialist's
Name : ANDREW SORENSON (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: 10/19/2022

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

VEHICLE: 2019 FLEX,FWD,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 36,972 MILES
Operating Environ: WCC : 7M02
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION PERFORMANCE EXTERIOR CAMERA INOPERATIVE
Additional Symptom: NO CAMERA FUNCTION
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: EA8Z 10D885 CC DISPLAY ASY MSG INDC
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 10/19/2022 01:23PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(119683319) Description of Vehicle Concern: display inop no camera function Please list any diagnostics already performed: verified concern, visual inspection ran oasis and tsb, checked all circuits from c2123 to c2230b 12.3 volts atc4357 pin1 . ground good at c4357 pin 5 Parts Replaced: camera Your Question: since the fcdim was replace for reason that was blank and no communication, got function back after installing new fcdim , camera was on back order finally arrived installed and performed lin procedure. when putting in reverse the fcdim is normal no camera function, when i go to menu to on display there is nothing for camera function on fcdim, checked with parts for correct part number of fcdim and is correct , my question is can fcdim have wrong software .. i used as built data to pmi. no dtcs all ciruits pass.

RECOMM 10/19/2022 01:23PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Hey Rudy, Thank you for the information regarding the camera function and the testing/repairs that have been made. Verify that the battery state of charge (SOC) is above 70% as this can cause some features to become inoperative when the battery charge is too low. Along with that, verify that the IDS being used is up to the latest software at 127.05 and if it is not, then update it to the current software level and then reperform the as-built programming. If that is good, then verify that the power and grounds to the camera and the FCDIM is good following by performing a loaded voltage test PTS>home>technical assistance>technical support videos>section 100>perform a loaded voltage test to ensure that the circuit integrity is good. Follow circuits VMP19, RMP19, and DMP19 for any signs of water intrusion, frayed/fretted wires, or chaffing that could cause the function of the rear view camera to not show up. Larry P Ford GTAC We have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/19/2022

C O M M E N T S

--TYPE--	COMMENT TEXT
	recommendations and steps to assist in the resolution of this vehicle recommendations and steps to assist in the resolution of this vehicle concern.
ADD-ON	10/19/2022 01:23PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : TAR should occur since this has been an issue since August and no resolution has been made.
TAR	10/19/2022 01:26PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION NOTE TO FSE: DUE TO LACK OF TECHNICAL PROGRESS AND TIME DOWN (AUGUST 2ND, …2022) A FSE SHOULD BE INVOLVED. BOTH THE CAMERA AND THE FCDIM HAVE BEEN …REPLACED FOR THE CAMERA CIRCUITS. REQUESTED TECH TO VERIFY BATTERY SOC, IDS …SOFTWARE LEVEL IS UP TO DATE, AND INSPECTING THE VIDEO CIRCUITS BETWEEN THE …FCDIM AND THE CAMERA.
AUDIT	10/19/2022 01:26PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	10/19/2022 04:11PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG Initial Contact Date : 19-Oct-2022 Person Contacted : Rudy Martinez Dealership Visit Not Planned
ADD-ON	10/19/2022 05:01PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG SPOKE WITH TECH RUDY. AFTER HE EXCHANGED WEB FORMS WITH THE TAC, HE UPDATED HIS IDS AND STARTED A NEW SESSION AND RE-ATTEMPTED MODULE PROGRAMMING - AS BUILT - FCDIM - AND HIS IDS DOWNLOADED FILES AND RECONFIGURED THE NEW EA8Z-10D885-CC FDIM AND THE CAMERA BEGAN WORKING PROPERLY. CLOSING TAR.
AUDIT	10/19/2022 05:01PM BRIAN JAY(FSE) MSS - FCSD - SOUTHWEST REG TECH ASSIST REFERRAL HAS BEEN CLOSED
AUDIT	10/19/2022 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
CB#

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.
ADJ	EA8Z 10D885 CC	SERVICE	DISPLAY ASY MSG INDC	YES

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

Vehicle Build Date: 10/24/2019 Warranty Start Date: 11/29/2019

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/19/2022

Date of Sale: 11/29/2019 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: [redacted]
Serial #:
E1600 [redacted]

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

Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #:
A4911 [redacted]
Model: 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

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

Rpr Dlr:USA 04466 - Boggus Ford Harlingen Ph#:956-423-2580
City: Harlingen State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 08/02/2022

Specialist's
Name : LARRY PRADO (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 01222	04/29/24	015972	65038	1	42	GA8	19G490	A	12651D

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/19/2022

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Part Number Pfx	Base	Sfx	Labor Operation
USA 01222	04/29/24	015972	65038	1	42				12651D45
USA 01222	04/29/24	015972	65038	1	42				MT19G490

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2021

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 12,000 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA IMAGE QUALITY
Additional Symptom: inacc RVC 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 12/30/2021 07:50AM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER
Web Form Data(118601799) Description of Vehicle Concern: rear view camera image upside down on screen Please list any diagnostics already performed: quick test no dtcs Parts Replaced: none yet Your Question: no symptom in charts for this concern like there used to be

RECOMM 12/30/2021 07:50AM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER
Good Morning Rodney, The RVC (reverse video camera) is controlled by the BCM. When placed in reverse, this request is sent over the APIM via HS-CAN to display the RVC image. This and additional information can be found in section 413-13B of the online WSM - - System Operation. Prior to any further diagnostics, perform the directions in <A target= blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=21-2175>TSB 21-2175</A> to update SYNC to the latest software version and retest. This will rule out SYNC software as a possible cause. If any concerns occurred attempting to update SYNC using the UUU method, please reference the direction below. Master Reset the APIM and turn off Automatic Updates. Disconnect the 12v battery and touch both 12v battery terminals together for 5-10 minutes to reset the APIM logic. Reconnect the 12v battery. Open up PTS in Internet Explorer to perform SYNC programming since it not supported in Edge Explorer or Google Chrome. Download the Sboot Driver (http://www.nsapp.fordtechservice.dealerconnection.com/vdirsnet/sync/Driver/SBOOTDriverSetup64.exe) if needed to support PTS SYNC programming. Obtain another 32GB flash drive not used previously or used for the UUU programming and format it to exFAT. Reference the previous SYNC Programming GSB to address any IE settings (<A target= blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=20-7078 target= blank>GSB 20-7078</A>). Open the SYNC page on PTS and perform Standard APIM programming this time. Ensure the FDRS is completely closed out to prevent any interference using SYNC programming on PTS in an Internet Explorer (IE) browser. Note, using the UUU method, PTS/SYNC page, or FDRS will add the same latest

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2021

COMMENTS

--TYPE-- COMMENT TEXT

SYNC software per the <A target=_blank

SYNC software per the <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=001&ampparam=21-2175>TSB 21-2175</A> . After the latest SYNC software installed, reevaluate RVC operation. If the upside-down image remains, start a new IDS session at the latest version. Click on the Red Tool Box - - Body - - Service Functions or Red Tool Box - - Electrical - - Service Functions and select LIN New Module Initialization to relearn the RVC orientation and operation. If the camera concern remains, pinpoint test A in section 413-13B can be used to determine if a camera fault is the root cause of the concern. Jeff, TAC SYNC-Audio-Connected Vehicle-FSA Escalated Support.

ADD-ON 12/30/2021 07:50AM JEFF UNDERWOOD MSS - FCSD - TECH ASSIT CENTER
Contact transferred to Body Team for camera concerns. TSB 21-2175 - Effective Jun 2 2021 2016-2019 Various Vehicles - SYNC 3 Various SYNC Performance Related Concerns

AUDIT 12/30/2021 08:32PM
SYNC: Gen3 V4 MODEM:

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: 07/23/2019 Warranty Start Date: 09/27/2019
Date of Sale: 09/27/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 618 LBS
LH/RH Drive:

- - - ENGINE - - -

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA
Bld Dt: Calb: [redacted]
Serial #:
[redacted]

- - - TRANSMISSION - - -

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2021

- - - 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 :

Rpr Dlr:USA 02949 - Thunder Basin Ford, LLC Ph#:307-682-4735
City: Gillette State : Wyoming
Country: United States Region : Denver

Claim #/Date : [redacted] 12/29/2021

Specialist's
Name : JEFF UNDERWOOD

---------- 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: 11/16/2021

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

VEHICLE: 2019 FLEX,FWD,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 40,690 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 6A DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA IMAGE QUALITY
Additional Symptom: upside down 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	11/16/2021 11:23AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION Web Form Data(118518781) Description of Vehicle Concern: voltage on vdn03 per ppt bcm a18 camera picture in display upside down ? Please list any diagnostics already performed: a18 followed code lin has b+ key on key off ? but upside picture on screen also will not clear code or complete lin programinig Parts Replaced: nothing yet, checking wiring at lift gat in am Your Question: ? any similers tips 2 connectors at tailgate otherwise straight shot to bcm? tips to find or isolate the problem
RECOMM	11/16/2021 11:23AM BRANDON GIFFORD(FSE) MSS - FCSD - PHOENIX REGION Hey Larry, Following the WSM troubleshooting for the DTC present to A18, referencing wiring cell 145-4, disconnect C4357 at the camera and C2280C at the BCM. Then measure with the DVOM + at C4357 pin 2, with the DVOM - on a good ground. The voltage should be 0v. If it is anything other then that, there is a short to power somewhere on that circuit. continue the PPT from that point. If no issues are found, to confirm the circuit is good, and because the DTC is showing an issue with the LIN circuit, perform a temporary overlay from C4357 pin 2 to C2280C pin 12. This video Connector breakdown/disassembly may be referenced if needed. If the Lin programming will now work, see if the screen orientation changes. If it doesnt, continue with the PPT, and follow the suggested published diagnostics which lead to replacing the camera and reassessing the concern. -Brandon G.
CONCER	11/16/2021 12:53PM GTCGCQSP usual thing with tech support looking for known issues other things to check not what Ive told you Ive all ready done? do you read whats written?
RECOMM	11/16/2021 03:29PM JASON DELAHOYA(FSE) MSS - FCSD - SOUTHWEST REG Larry, Thanks for the update, we just wanted to ensure the steps to the PPT were being performed as outlined before isolating the concern. We apologize for not addressing this in our first response, but there

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/16/2021

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

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

has been no trending issues for this concern. If you are seeing

has been no trending issues for this concern. If you are seeing voltage on the LIN circuit VDN03, lets continue to isolate the short to power. Referencing wiring cell 145-4 there is an inline connector C431-9 between the camera and BCM. To quickly isolate the fault, you may disconnect this connector and check for power on the male side to ground. If voltage is seen, we know the fault lies between this connector and BCM C2280C-12 and recommend in performing a temporary overlay using new pins and wire to address the concern. If power is not seen, the concern will be from the female side of of C431 to the rear camera and continue to isolate the fault. Technical Assistance Team Member, Jason D

CONCER 11/16/2021 03:44PM GTCGCQSP
so I was testing WRONG connector, oops, passes pptA npf lines are back codes gone BUT camera picture on screen upside down? no PPT for that so what were now?? camera is mounted correctly ? not sure were to go now?

CONCER 11/16/2021 05:19PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Received call from Larry. He said the DTC is no longer present, but the camera image in upside down.

RECOMM 11/16/2021 05:19PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Larry, Thank you for taking time to talk on the phone. Additional research is been conducted to determine the cause of the image upside down and the form will be updated tomorrow. Koami A. Ford Technical Assistance Center

AUDIT 11/16/2021 08:33PM
SYNC: Gen3 V4 MODEM:

CONCER 11/17/2021 09:10AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Outbound call to Larry. Could not get Larry on the phone.

RECOMM 11/17/2021 09:10AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Larry, Thank you for your patience. Most image upside down concerns are caused by camera fault. Since you try a known good camera and the concern is still present, APIM or circuit fault is suspected. To continue with the diagnosis, contact COPIS to make sure the camera used was the correct replacement camera because incorrect camera can also be the cause of the image upside down. If COPIS confirm that the camera is correct, refer to wiring cell 145-4 to check for pin fit at the connectors C4357, C2280C and C2383A using flex probes. Load test the camera and APIM power and ground because if they are not getting the power and ground needed, they will not operate correctly. For the load test, refer to the load test video found in PTS > home > technical assistance > technical support videos. If no circuit fault is present, replace the APIM and reevaluate the concern. Koami A. Ford Technical Assistance Center

ADD-ON 11/17/2021 09:10AM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Consulted SME Jayson Vore. He recommended checking for correct camera and replace the APIM if there is no circuit fault.

CONCER 11/18/2021 12:34PM GTCGCQSP
I had told you I tried another camera was a known good and from a super duty, when installed codes gone and lin programs, but also

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/16/2021

C O M M E N T S

--TYPE-- COMMENT TEXT

upside down if I tried to install the original camera codes and no

upside down if I tried to install the original camera codes and no lines will not program and also upside down, ordered the correct NEW camera and installed view no longer upside down and programs so bad camera ! 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
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

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

Vehicle Build Date: 06/01/2018 Warranty Start Date: 07/21/2018
Date of Sale: 07/21/2018 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: [redacted]
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: 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/16/2021

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

Rpr Dlr:USA 09159 - Larry Green Ford Ph#:760-921-3673
City: Blythe State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/15/2021

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) ----------

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: 05/23/2023

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN: [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 43,697 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA APPEARANCE
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	05/23/2023 05:15PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION Web Form Data(120001260) Description of Vehicle Concern: REARVEW CAMERA IMAGE UPSIDE DOWN ON DISPLAY WHEN BACKING UP, USUALLY AFTER COLD SOAK, SOMETIMES AS SHORT AS 1 HOUR. IMAGE IS INVERTED, SCREEN THEN SKIPS, GOES BLUE OR GRAY THEN IMAGE IS RIGHT SIDE UP, SOMETIMES THIS OCCURS TWO OR THREE TIMES PRIOR TO IMAGE BEING CORRECT AND HAS ONCE REMAINED INVERTED THROUGH FULL BACKING UP PROCESS. VEHICLE HAS GONE UP TO 4 DAYS OF BETWEEN OCCURANCES Please list any diagnostics already performed: USING FDRS AND THUMB DIRVE, UPDATED APIM TO LATEST SOFTWARE. FOLLOWED PNPONT TEST A FOR C1001 TO FINDING OF INTERMTTANT CONCERN. REMOVED CAMERA, REAR INTERINOR TRIM PANEL AND ACCESSED BCM, VERIFIED WIRING PASSES ALL TEST-NO HIGH RESISTANCE, SHORTS TO GROUND , POWER OR TOGETHER. PRFEVIOUS SHOP(DEALER) INSTALLED NEW CAMERA DUE TO CAMERA INOP(NO IMAGE). AFTER READING THOSE REPAIR NOTES, NO LIN BUS INTIALIZATION HD BEEN DONE. PERFORMED LIN BUS INTIALIZATION PROCEDURE AFTER REASSEMBLY AND VEHICLE OPERATED NORMALLY FOR 4 DAYS, THEN REOCCURED WITH NO DTC PRESENT Parts Replaced: CAMERA-AT DIFFERENT SHOP Your Question: WHAT SHOULD I LOOK AT NEXT, IS THIS A MODULE OR MAYBE CAMERA CONCERN?
RECOMM	05/23/2023 05:15PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION Matt, If the concern only began after installing the new camera, then the new camera may be at fault. If you have confirmed the power and ground connection and LIN circuit to the camera are okay and there are no other wiring issues, then order a new camera and retest for the concern. Before ordering the camera, contact COPIS to ensure the correct part number is being used for the vehicle. Midwest Technical Assistance Team - Marit
ADD-ON	05/23/2023 05:15PM MARIT PETERSEN(FSE) MSS - FCSD - MIDWEST REGION SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact
AUDIT	05/23/2023 08:31PM SYNC: GEN3 MODEM:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

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#C100108-48
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 09/10/2019 Warranty Start Date: 01/02/2020
Date of Sale: 01/02/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 03003
Dealer Special Order: Gross Vehicle Weight: 618 LBS
LH/RH Drive:

- - - ENGINE - - -

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA
Bld Dt: Calb: [redacted]
Serial #:
E1600 [redacted]

- - - TRANSMISSION - - -

Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #:
A4921 [redacted]
Model: Shft:

- - - ADDITIONAL - - -

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 --------- BURGUNDY VELVET TC

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

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

Rpr Dlr:USA 20049 - Brown's Sales & Leasing, Inc. Ph#:563-245-2505
City: Guttenberg State : Iowa
Country: United States Region : Chicago

Claim #/Date : [redacted] 05/23/2023

Specialist's
Name : MARIT PETERSEN (FSE)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 08695	11/08/23	415579	52641	1	42	GA8	19G490	A	[redacted]
USA 08695	11/08/23	415579	52641	1	42				

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/02/2022

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 63,903 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 03 DRIVER AIDES & INFORMATION PERFORMANCE EXTERIOR CAMERA APPEARANCE
Additional Symptom: Image distorted
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	03/02/2022 06:46PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG Web Form Data(118709669) Description of Vehicle Concern: intermittent distorted rear camera image, picture goes dark with distorted wavy lines. Please list any diagnostics already performed: All wiring and connectors tested and passed, Camera replaced on previous visit. Parts Replaced: rear camera replaced last visit. Your Question: This is second Flex I am having issues with after camera replacements. On a different vehicle camera has been replaced twice and all wiring, connectors and apim double checked with no issues found. Original concern on both vehicles different than current concern. Previously cameras would go blank intermittent, lose guidelines or go upside down. Current concern is intermittent distorted, dark image just like the cameras affected by recall 20C19, 20B39 and upcoming recall on Mustang cameras 22S06. This vehicle is back for second time after camera replaced back on 9-11-21. Is it possible that the replacement cameras are affected by the same circuit board traces with insufficient conductivity as the ones in the recalls 20C19, 20B39 and upcoming Mustang recall 22S06. Camera part GA8Z-19G490-A, The other vehicle a 2015 Flex also uses part GA8Z-19G490-A and has already been replaced twice.
RECOMM	03/02/2022 06:46PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG Hello Danny, At this time there information indicating that there is a concern with the cameras related to the recalls mentioned. With the concern being intermittent, there is most likely a concern with the camera circuits. With the image being distorted, ensure that PPT B in WSM section 413-13B Parking Aid was performed with the concern present, this goes through testing the image circuit for a short to power, ground, and open. While performing these tests refer to wiring cell 145 page 4 and wiggle test the inline connectors C410, C431, and C212 along with the associated harnesses. Inspect connectors C4357, C410, C431, C212, and C2383A for any sense of corrosion, fluid intrusion, or pin fitment concerns using the appropriate rotundo flex probes to perform a pin drag test. It is also recommended to inspect splices S407 and S218 for sure that they are intact and there are no

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/02/2022

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

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

signs of corrosion or other concerns. Inspect G2A1 to ensure that it

signs of corrosion or other concerns. Inspect G2A1 to ensure that it is secure and free of corrosion. If no concerns are found perform a loaded voltage drop test on the power circuit for the camera using both elements of a 3157 bulb as a load. Connect the bulb to the circuit and provide a known good power or ground to light the bulb. With the bulb lit, measure the voltage dropped across the bulb and compare to source voltage while wiggling the harness. If the reading is not within .5 volts of source voltage, there is a fault with the circuit that will need to be isolated and repaired. A Video of the load testing procedure can be found on the PTS home tab > Technical Assistance> Technical Support Videos> 100 - Service Information> How To Perform A Load Test. This video also contains a sheet that lists the appropriate sized bulb to use based on the gauge of the wire. If no concerns are found then it is recommended to replace connector C4357 using the available service pigtail found by clicking on the connector in the wiring cell and selecting connector view. 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.
 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 Time.
 If your dealership is equipped with the See What I See headset, please ensure the following prior to calling: Your See What I See headset is fully charged
The headset is powered up and updated to the latest level
The vehicle you are working on is in a bay with good Wi-Fi connectivity If additional support is needed to use the headset, please submit your question or request to FordREhelp@techmahindra.com
 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. Have a wonderful day. Brandon B. Ford Technical Assistance Center Team Member

AUDIT 03/02/2022 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/02/2022

---------- 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: 07/20/2018 Warranty Start Date: 08/04/2018
Date of Sale: 08/04/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08730
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: [redacted]
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: 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 : P235/55R19 H-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-??????????????????????
Paint : PN4-??????????????????????????--------- STONE GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Rpr Dlr:USA 05524 - AutoNation Ford Torrance Ph#[redacted]
City: Torrance State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 03/01/2022

Specialist's
Name : BRANDON BOYNTON (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: 03/02/2022

--- 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: 09/12/2023

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN: [redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 78,426 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA APPEARANCE
Additional Symptom: RVC flashes at times
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 09/12/2023 10:46AM CHRIS BISHOP MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120163144) Description of Vehicle Concern: customer concern of the backup camera will flash and have a grey screen at times and also will have the camera is unavailable message come up and at times the display will work but the image is upside down. Please list any diagnostics already performed: checked and verified the concern and had the screen working properly and then all off a sudden the image went upside down and stayed that way even when going back into park and then into reverse. then after a few tries the image shows up properly and then goes upside down again. checked for codes and found code c1001 in the apim. checked oaisis for concern and do not see anything. customer needed the vehicle back so was unable to complete testing on the wiring. Parts Replaced: none Your Question: have you seen or heard of this concern before? just wondering how the image can be correct looking at one point and then go upside down? any suggestion would be greatly appreciated! Thanks! Kevin

RECOMM 09/12/2023 10:46AM CHRIS BISHOP MSS - FCSD - TECH ASSIT CENTER
Hello Kevin, When the camera image becomes inverted, this is an indication of an internal fault within the camera itself. An internal camera fault will also cause the other concerns described by the customer as well as the APIM DTC we have. Replace the reverse camera, configure the rear video camera following the instructions on the scan tool, and then retest for proper operation. <div style=><span style=font-size: 13.3333px>Click <A target= blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/ style=font-weight: bold>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: <div style=>
<span style=font-size: 13.3333px>Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
<span style=font-size: 13.3333px>Ensure TeamViewer

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2023

C O M M E N T S

--TYPE--	COMMENT TEXT
	login card is ready to scan (Contains unique dealer code & dealership
	login card is ready to scan (Contains unique dealer code & dealership name) <span style=font-size: 13.3333px>The vehicle you are working on is in a bay with good Wi-Fi connectivity <div style=><span style=font-size: 13.3333px> <div style=><span style=font-size: 13.3333px>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. - Chris Ford Motor Company
AUDIT	09/12/2023 08:32PM
	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
APIM#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: 06/27/2019 Warranty Start Date: 07/29/2019
Date of Sale: 07/29/2019 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 CA
Bld Dt: Calb: KTP3TAN 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: Shft:

- - - A X L E - - -

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/12/2023

- - - 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 :

Rpr Dlr: [redacted] - Esterhazy Ford Sales Ltd. Ph#: [redacted]
City: Esterhazy Province : Saskatchewan
Country: CANADA Region : 06 Western District

Claim #/Date : [redacted] 09/06/2023

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) ----------

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
CAN B4595	09/06/23	218529	78426	1	42	GA8	19G490	A	12651D
CAN B4595	09/06/23	218529	78426	1	42				12651DX1
CAN B4595	09/06/23	218529	78426	1	42				12651D45
CAN B4595	09/06/23	218529	78426	1	42				MT12651D45
CAN B4595	09/06/23	218529	78426	1	42				MT19G490
CAN B4595	05/09/24	220796	86069	1	82		MAINT		MBASIC
CAN B4595	05/09/24	220796	86069	1	82	CX	5W30	DCSP	MBASIC1
CAN B4595	05/09/24	220796	86069	1	82		ENOIL		MBASIC2
CAN B4595	05/09/24	220796	86069	1	82	AA5	6714	A	MBASIC4
CAN B4595	05/09/24	220796	86069	1	82		ENFILT		MULTI
CAN B4595	05/09/24	220796	86069	1	82	AE9	19N619	A	
CAN B4595	05/09/24	220796	86069	1	82	7T4	9601	A	
CAN B4595	05/09/24	220796	86069	1	82	CX	37	A	
CAN B4595	05/22/24	220903	86577	1	D1		19867		19700A
CAN B4595	05/22/24	220903	86577	1	D1	CY	19	R	MT19867
CAN B4595	05/22/24	220903	86577	1	D1	DA8	19867	C	3001A
CAN B4595	05/22/24	220903	86577	1	D1	Y	35		3001A6B

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/19/2019

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 17,484 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION PERFORMANCE EXTERIOR CAMERA INOPERATIVE
Additional Symptom: Back up screen is blue
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 09/19/2019 11:01AM ERIK SCHOFIELD MSS - FCSD - TECH ASSIT CENTER
Web Form Data(116841966) Description of Vehicle Concern: WHEN CAR IN BACK UP THE SCREEN COMES UP BLUE Please list any diagnostics already performed: TRYING TO UPDATE SYNC TO THE LATEST LEVEL LIKE TSB 19-2282, EVEN IF FLEX IS NOT IN THAT LIST. TO SEE IF BLUE SCREEN ISSUE IN BACK UP MODE GOES AWAY. BUT AS I GET THE REPROGRAMMING STARTED PART WAY THOUGH THE COMPUTER STOP AND REQUEST TO DISCONNECT AND RECONNECT VCM. THEN THE PROGRAM UPDATE STOPS COMPLETELY STATING PROGRAM ERROR. IDS VERSION IS 104.5. COMPUTER IS HARD WIRED AND DO HAVE BATTERY CHARGER ON CAR. STILL HAVING ISSUES A FEW TIMES. SELF TEST APIM DO HAVE C1001 APIM CODE Parts Replaced: NONE Your Question: IS FORD SITE DOWN PREVENTING THE PROGRAMING OF SYNC? SECONDLY WOULD THIS UPDATE OF SYNC FIX THE BLUE SCREEN ISSUE?

RECOMM 09/19/2019 11:01AM ERIK SCHOFIELD MSS - FCSD - TECH ASSIT CENTER
Matt, Since you are experiencing a blue screen when backing up and having issues performing the SYNC update, this could possibly be two separate issues. The SYNC update should be performed prior to further diagnostics being performed for the screen complaint. The program error message can be caused by several different factors. You mentioned your IDS is currently at 104.5, the most current level is 115.01. With that said IDS should be updated to the latest level. Another reason would be if the IDS files are corrupted, to correct this it is recommended to uninstall IDS, perform the IDS clean up utility and reinstall IDS. The IDS clean up utility can be located from the Rotunda tab, Diagnostic Tool Support, IDS Support, IDS Troubleshooting Guide. Besides IDS this also could be caused by incorrect Internet Explorer Security settings. Refer to GSB 19-7047 and follow steps 1 through 14 to verify these settings are correct. Note there was recently a large Windows update that caused several of the security settings to revert back to default settings. Once you are able to perform the update and if the concern is still present it is suggested to refer to WSM section 413-13B Diagnosis and Testing, PPT

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/19/2019

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

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

A. Possible causes range from BCM, APIM, FCDIM, Camera, or related

A. Possible causes range from BCM, APIM, FCDIM, Camera, or related wiring. At this time we have not been experiencing any issues with the Ford SYNC server.

CONCER 09/19/2019 04:58PM GTCGCQSP
UPDATING INFOS FIRST THING I MADE AN ERROR ON WHAT IDS VERSION 114.05, COULDNT CHANGE IT UNTIL YOU REPLY. I EVEN TRIED ANOTHER COMPUTER 114.06. BOTH WERE HAVING THE SAME ISSUE. SOMEONE ELSE HAD THE SAME PROBLEM 2 DAYS BEFORE TRIED COUPLE DIFFERENT VCM CABLES. DIDNT HELP MUCH. SO IT RULED OUT TO YOUR SUGGESTION THAT THE EXPLORER SETTING WAS CHANGED DURING MICRO SOFT UPDATE WHICH I REMEMBERED DOING A WEEK BEFORE. I WAS LOOKING AT THAT GSB 19-7047 AT THE END OF THE DAY YESTERDAY. PERFORMED ALL 14 STEPS AND FOUND A LOT WAS CHANGED OVER. WAS ABLE TO PERFORM SYNC UPDATE PROPERLY AFTER. T.Y. FOR YOUR SUGGESTIONS. AFTER DOING SYNC UPDATE STILL HAVING BACK UP CAMERA ISSUE. PERFORMED SELF TEST CODE C1001.01 APIM STAYED IN HARD FAULT PERFORMED PPT A 1 TO 5 AND A8, NO CODES, ALL PASS NETWORK, BACK UP LIGHT WORKS, SCREEN STILL BLUE OR OVER TIME TURN BLACK. PPT A9 AND A10. DO HAVE 11 VOLTS AND GROUND AT CAMERA CONNECTOR. THAT WHERE I DECIDED TO USE A GOOD KNOWN CAMERA AND RETEST. CAMERA WORKS ON SCREEN SELF TEST CODE C1001 WENT AWAY. PLUG IN ORGINAL CAMERA. WENT BACK TO BLUE/BLACK SCREEN AND CODE CAME BACK. ORDERING CAMERA FOR TOMORROW TO REPLACED. THERE WAS A NEW PROBLEM ARRIVED AFTER I PERFORMED SYNC UPDATE. A CODE U1A00:87 APPEARED IN ON DEMAND. IT CAN NOT BE ERASED OR GO AWAY EVEN IF CAR WAS TURNED OFF FOR MORE THEN 5 MINUTES. I DIDNT NOTICE ANY ISSUE WITH AM/FM,SATTELLITE EVEN IF IT HAD NO SUBSCRIPTION. NAVAGATION MAP APPEARS TO BE WORKING. I DIDNT CHECK OUT TRAVEL LINK OR COMPASS. FORGOT TO. BUT I DECIDED TO DISCONNECT BOTH BATTERY TERMINALS FOR 10 MINUTES THEN RECONNECT AND PERFORMED A SELF TEST. U1A00:87 APIM CODE DISAPPEARED AND DIDNT COME BACK. THIS MAY BE AN ISSUE IN THE FUTURE WITH OTHER CARS YOU MAY WANT TO KEEP NOTE OF.

AUDIT 09/19/2019 08:31PM
SYNC: Gen3 V4 MODEM:

RECOMM 09/20/2019 02:19PM ERIK SCHOFIELD MSS - FCSD - TECH ASSIT CENTER
Matt, Thank you for the update, I am happy your were able to repair the vehicle and I appreciate the information about the U1A00-87 fault. If you need any further assistance please feel free to contact us.

---------- 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
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: 09/19/2019

---------- 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: 02/19/2019 Warranty Start Date: 03/21/2019
Date of Sale: 03/21/2019 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 344 AA
Bld Dt: Calb: [redacted]
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: Shft:

- - - 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 :

Rpr Dlr [redacted] - Performance Ford Sales Inc. Ph#: [redacted]
City: Windsor Province : Ontario
Country: CANADA Region : 01 Ontario District

Claim #/Date : [redacted] 09/18/2019

Specialist's
Name : ERIK SCHOFIELD

---------- 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/19/2019

---------- 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: 09/28/2022

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN: [redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 57,533 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 3 03 DRIVER AIDES & INFORMATION DISPLAY EXTERIOR CAMERA APPEARANCE
Additional Symptom: frozen screen
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 09/28/2022 09:37AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(119650906) Description of Vehicle Concern: Customer states back up camera stays on and radio cannot be controlled. Please list any diagnostics already performed: Verified customer concern of parking aid video freezing at time. Also verified all touchscreen operation inop during problem. Ran PPT AA multiple times leading to APIM replacement during 1st repair attempt...FDIM replacement during 2nd attempt...and a repeat APIM SPW replacement during 3rd attempt. Parts Replaced: APIM & FDIM Your Question: Seeing as how weve replaced the APIM twice at this point and the touchscreen display as well...where do we need to go from here? I cant keep running these PPTs and having them lead me to the same 2 modules over and over again. And the customer is not going to be suffice with a battery disconnect every time this concern is present. The system may operate normally after a disconnect but that doesnt mean that there isnt an issue. Thanks in advance.

RECOMM 09/28/2022 09:37AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION
Dakota, It is noted that the image is freezing and the touchscreen becomes inoperative. Also, we agree that it will not be sufficient to have the customer disconnect the battery every time this concern happens. Since the modules have already been replaced, it is unlikely a module fault is the cause, however, you can double check with COPIS to make sure they are the correct parts for the vehicle. Please double check the system for any aftermarket devices. If you have already done so, then please disregard. Aftermarket devices can cause a variety of different concerns, and one of those may be causing the touchscreen to freeze. Moving forward with testing, when looking at WSM 415-00C diagnosis and testing, Pinpoint test Z can be used for the FDIM touchscreen being inoperative. If the steps in this PPT have already been performed, then please disregard. Also, if you do start performing the PPT and it leads you to replacing a module, do not replace the module. If the PPT leads to replacing on of the modules again, when looking over the possible sources it mentions the LVDS cable. Per WSM 415-00C Description and Operation, the LVDS cable is

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/28/2022

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

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

used by the APIM to provide ground and power to the FDIM. This cable

used by the APIM to provide ground and power to the FDIM. This cable is also used to transmit data from the APIM to the FDIM, and from the FDIM to the APIM. With images freezing, it is possible that there is an issue on these data cables. They can be seen in wiring cell 130 page 15. For testing these cables, there is a GSB 22-7076, which shows a cable switch tester that can be used and how to use it for testing the LVDS cable. If a cable tester is not available, then please refer back to PPT Z step 11 to test the LVDS cables for an open. While checking for an open on these circuits, it is also recommended to check the connectors for proper pin fitment using the appropriate flex probe. If a concern is found in the wiring, repair the wiring per wiring cell 5 and reevaluate. 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:
Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest software level.
Ensure TeamViewer login card is ready to scan (Contains unique dealer code & dealership name)
The vehicle you are working on is in a bay with good Wi-Fi connectivity
<span style=font-weight: bold font-style: italic>If the bullet points above are met the TAC can be reached at (800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to perform a SWIS call.

<A target= blank href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfaq.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware concerns</A>

<A target= blank href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center, Josh

ADD-ON 09/28/2022 09:37AM JOSHUA SMITH(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

AUDIT 09/28/2022 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/28/2022

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: 10/15/2019 Warranty Start Date: 10/31/2019
Date of Sale: 10/31/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08730
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: [redacted]
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: 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 : P235/55R19 H-RATED 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 : Title: TECHNICIAN
Phone : [redacted]

Rpr Dlr:USA 02042 - Gateway Ford Ph# [redacted]
City: Greeneville State : Tennessee
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 09/28/2022

Specialist's
Name : JOSHUA SMITH (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: 09/28/2022

--- 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) ----------

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 02042	11/29/23	695227	78752	1	42	DA8	18808	C	18808AFT
USA 02042	11/29/23	695227	78752	1	42	DA8	18808	A	
USA 02042	04/08/24	699622	87958	1	28	FL1	13K359	BA	12651D
USA 02042	04/08/24	699622	87958	1	28				12651D12
USA 02042	10/30/24	506600	99033	1	42	GA8	19G490	A	MT19G490

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2020

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN:[redacted]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 8,565 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 2 2D 2 38 DRIVER AIDES & INFORMATION PERFORMANCE EXTERIOR CAMERA INOPERATIVE
Additional Symptom: camera stays on/loss radio con
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 12/02/2020 04:44PM BHURA3
Web Form Data(117777906) Description of Vehicle Concern: REVERSE CAMERA STAYS ON FOR SEVERAL MINUTES AT 40 MPH OR EVEN ABOVE, RADIO WILL NOT TURN OFF, TAKES SEVERAL KEY CYCLES TO GET IT TO TURN OFF. CUST ALSO STATES BLANK SCREEN SOMETIMES Please list any diagnostics already performed: ATTEMPTED TO VERIFY, ADVISOR ON EXTENDED TEST DRIVE. NO CODES, USED TSB 20-2255 FOR SOFTWARE UPDAT ON 10-7-20, UPDATED AGAIN TODAY TO LATEST LEVEL. THE SOFTWARE I INSTALLED TODAY IS UPDATED FROM 2 MONTHS AGO. HOW CAN I RELY ON IT FIXING THE CONCERN. IT SEEM LIKE THERE MAY BE ANOTHER UPDATE ON 2 ORE MONTHS AND IM STUCK IN GOING IN CIRCLES. UNABLE TO DUPLICATE, CUSTOMER STATED IT MAY GO A WEEK, THEN HAPPEN FOR 2 DAYS, THEN STOP WAIT A WEEK AND DO IT AGAIN. VERY RANDOM, CUSTOMER USING DROID, SAMSUNG NOTE 10 Parts Replaced: NONE Your Question: ANY KNOWNS OR SUGGESTIONS.

RECOMM 12/02/2020 04:44PM BHURA3
Thomas, If the APIM update was performed, then it does not need to be updated again. If the issues is still present, there is either an issue with the APIM or there is a possible connector/circuit issue. At this time it is recommended to check for bent or loose pins at C3342 for the APIM. IF no issues are found it is recommended to wiggle the wires around the APIM to see if the fault can be reproduced. It is not recommended to replace any components unless they are tested proved out. IF that fault cannot be recreated, it is recommended to consult with the customer and see if anything noticeable makes the concern occur such as first start up after sitting all night, long/short drives or any weather conditions present.

AUDIT 12/02/2020 08:31PM
SYNC: Gen3 V4 MODEM:

CONCER 12/11/2020 01:12PM GTCGCQSP
MANAGER DROVE 30 MILES TO DUPLCIATE. REPLACED APIM, CONCERN RESOLVED

---------- 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: 12/02/2020

---------- 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: 11/14/2019 Warranty Start Date: 01/20/2020
Date of Sale: 01/20/2020 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: KTP3KXN 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: Shft:

- - - 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 :

Rpr Dlr:USA 10011 - Varsity Lincoln, Inc. Ph#[redacted]
City: Novi State : Michigan
Country: United States Region : Detroit

Claim #/Date : [redacted] 12/02/2020

Specialist's
Name : BHURA3 -??????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2020

---------- 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