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CQIS DETAIL REPORT

05/21/24 10:00:20

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/18/2022

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

VEHICLE: 2021 E350 CUTAWAY, COMM., CUTAWAY VIN: 1FDWE3FN2MD [REDACTED]
 Engine : 7.3L 2V DEVCT NA PFI V8 GAS Odometer: 8,056 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 6 66 1 87 STOP/STEER/RIDE FLUIDS
 STEERING VISIBLE LEAK

Additional Symptom: Hydro max line damaged
 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 07/18/2022 11:41AM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
 Web Form Data(119536073) Description of Vehicle Concern: Customer
 states the power steering line popped off and they reinstalled it with
 a new fitting. The power steering line was the pressure line from the
 pump to the Hydroboost jumper line. Please list any diagnostics
 already performed: verified line had popped off. it was zip tied to
 the bracket to prevent it from popping off again. Parts Replaced:
 none. Your Question: This vehicle previously passed the recall
 inspection for 22S08. I performed the inspection myself and it did
 indeed pass the torque and gap inspection when it was here for the
 recall. Do I use the repair parts stated in the recall to repair this?
 RECOMM 07/18/2022 11:41AM JOSEANTON PEREZ MSS - FCSD - TECH ASSIT CENTER
 Good morning Connor =) Thank you for the contact and information
 provided. Due to the nature of the concern. we agreed on proceed with
 FSA step 4 and replace the hydro-boost damaged line and re-evaluate
 the concern. Please let us know your findings. Thank you, we will be
 glad to assist if further assistance is needed. Antonio Perez Ford
 Technical Assistance Center Technical Support Analyst.
 CONCER 07/21/2022 10:28AM GTCGCQIS
 Thank you for getting back to me so quickly. I ordered the line and
 jumper line and installed them when they came in. Verified lines
 stayed connected and no leak present. Dealership selected No Reply
 Required when submitting these comments.
 CONCER 07/21/2022 10:28AM GTCGCQIS
 Good

----- 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 #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/18/2022

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: 10/20/2020 Warranty Start Date: 11/06/2020
Date of Sale: 11/06/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05490
Dealer Special Order: Gross Vehicle Weight: 1250 LBS
LH/RH Drive:

Engine: 7.3L 2V DEVCT NA PFI V8 GAS Tag: MC 2E AA
Bld Dt: Calb: LTE4J0N A

Serial #: EF0KA20276220439MC2E 6007 AA

Trans: 6R140 AUTO 6SP W PTO Part #: [REDACTED]
Bld Dt:

Serial #: A4521 091020028303361XLC2P 7000 CA 1X
Model:

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

Tire : LT225/75R-16E BSW A-S Brand : HANKOOK TIRE VENDOR
Radio : LESS 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

----- 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 : CONNOR MCCLAFLIN Title: TECHNICIAN
Phone :

CONNOR MCCLAFLIN
Rpr Dlr:USA 08898 - Marcotte Ford Sales, Inc. Ph#:413-536-1900
City: Holyoke State : Massachusetts
Country: United States Region : Boston

Claim #/Date : [REDACTED] 07/18/2022

Specialist's Name : JOSE ANTON PEREZ

----- 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: 07/18/2022

--- 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: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 202294014578
Report Date: 07/27/2022

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

VEHICLE: 2022 E450 SUPER DUTY (CUT/STP),VAN,CUTAWAY VIN:1FDXE4FN1ND [REDACTED]
Engine : 7.3L 2V DEVCT NA PFI V8 GAS Odometer: 11,551 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 6 62 4 00 STOP/STEER/RIDE STEERING/STEERING WHEEL
PERFORMANCE UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: NO 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 07/27/2022 11:00AM
POWER STEERING STOPPED WORKING SO WE TOWED IT IN.
TECH/C 07/27/2022 11:00AM
VEHICLE WAS APART OF RECALL 22S08 AND HAD RECALL INSPECTION PERFORMED.
RECALL PASSED INSPECTION BUT LINE HAS FAILED AFTER INSPECTION. I HAVE
SEEN ANOTHER VEHICLE WITH RECALL PERFORMED FAIL ALSO.

----- 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: 01/12/2021 Warranty Start Date: 01/15/2021
Date of Sale: 01/15/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 1450 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 7.3L 2V DEVCT NA PFI V8 GAS Tag: MC 2E AA
Bld Dt: Calb:
Serial #: EF0KA21006220269MC2E 6007 AA

CQIS Report Number: [REDACTED] Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 202294014578
Report Date: 07/27/2022

----- T R A N S M I S S I O N -----
Trans: 6R140 AUTO 6SP W PTO Part #:
Bld Dt:

Serial #:
A4521 221220035702171XLC2P 7000 CA 1X
Model:

Shft:

----- A D D I T I O N A L -----
Tire : LT225/75R-16E BSW A-S Brand : HANKOOK TIRE VENDOR
Radio : LESS 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

----- 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 : HAYDEN PETERSON
Phone : 8015747404

Title: TECHNICIAN

Rpr Dlr:USA 08240 - Larry H. Miller Super Ford Sal Ph#:801-488-1880
City: Salt Lake City State : Utah
Country: United States Region : Denver

----- 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
07/28/2022	[REDACTED]	CACVOC	SP/ST/RD			USA 08240

--- S U P P L E M E N T A L S U R V E Y : NONE ---

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/03/2022

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

VEHICLE: 2022 E450 SUPER DUTY (CUT/STP),VAN,CUTAWAY VIN:1FDXE4FN2ND [REDACTED]
Engine : 7.3L 2V DEVCT NA PFI V8 GAS Odometer: 11,377 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 6 66 1 88 STOP/STEER/RIDE FLUIDS
STEERING CONTAMINATION

Additional Symptom: p/s system failure
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 08/03/2022 08:05AM RPOTTE36
Web Form Data(119553456) Description of Vehicle Concern: HYDROBOOST
LINE BLEW OFF AFTER PASSING INSPECTION BACK IN APRIL 2022. VEHICLE WAS
DRIVEN UNTIL LOST BRAKES AND POWERSTEERING, PUMP IS FULL OF METAL
SHAVINGS. Please list any diagnostics already performed: REMOVED
HYDROBOOST LINE AND FOUND METAL LEAKING OUT OF PUMP AND LINES. Parts
Replaced: NONE YET Your Question: DO WE REPLACE EVERYTHING IN THE
SYSTEM OR JUST THE FAILED LINE, THE PUMP, AND THEN FLUSH SYSTEM?

RECOMM 08/03/2022 08:05AM RPOTTE36
Cody, With the system full of metal shavings, it is necessary to
replace the entire system since a flush will not guarantee that all
the metal contamination is removed. Not replacing the entire system
will likely result in premature failure of replacement components.
Please have the entire system replaced to ensure a robust repair. If
you have any additional questions or comments, please update this form
and we will happily assist you further. Best regards, Roy P. Ford
Technical Assistance Center Chassis & Gas Team

ADD-ON 08/03/2022 08:05AM RPOTTE36
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CONCER 08/24/2022 10:41PM GTCGCQIS
Timely response, clear and concise direction. Thank you for your
assistance.

----- 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 #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/03/2022

----- 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: 01/20/2021 Warranty Start Date: 01/28/2021
Date of Sale: 01/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05490
Dealer Special Order: Gross Vehicle Weight: 1450 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 7.3L 2V DEVCT NA PFI V8 GAS Tag: MC 2E AA
Bld Dt: Calb:
Serial #: EF0KA21014220212MC2E 6007 AA

----- T R A N S M I S S I O N -----
Trans: 6R140 AUTO 6SP W PTO Part #:
Bld Dt:
Serial #: A4521 060121100604321XLC2P 7000 CA 1X
Model: Shft:

----- A D D I T I O N A L -----
Tire : LT225/75R-16E BSW A-S Brand : HANKOOK TIRE VENDOR
Radio : LESS 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

----- 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 : CODY BADER Title: TECHNICIAN
Phone : CODY BADER
Rpr Dlr:USA 08736 - Pierre Ford Lincoln of Lynnwoo Ph#:425-774-4141
City: Lynnwood State : Washington
Country: United States Region : Seattle

Claim #/Date : [REDACTED] 07/27/2022

Specialist's Name : RPOTTE36 -????????????????????

----- 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: 08/03/2022

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE