INFORMATION REDACTED PURSUANT TO THE 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: 10/20/2015

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

VEHICLE: 2014 F150 4X2,SUP CRW,STYSD VIN: [redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 12,262 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 02 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY ALWAYS
Additional Symptom: HARSH 5-4 DOWNSHIFT TOW HAUL
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 10/20/2015 11:31AM MDREWYOU
Web Form Data …Description of Vehicle Concern: when iin tow/haul mode, it downshifts hard from 5th to 4th … …Please list any diagnostics already performed: roadtest, eec test-no dtc's … …Parts Replaced: none … …Your Question: only when in tow/haul mode truck has a violent 5-4 downshift. very harsh, only in tow/haul mode. when tow/haul mode is turned off truck downshifts normal. Any knowns or similar reports of very harsh 5-4 downshift only on tow/haul mode?

RECOMM 10/20/2015 11:31AM MDREWYOU
Dave, On a 5-4 downshift the forward clutch is reapplied and the direct clutch is released while the OD clutch remains engaged. based on the fact that there is no issues with the tow haul Off no internal transmission concerns are suspected. In tow haul mode the upshift and downshift timing is adjusted reduce frequency of transmission shifting. Also in tow haul mode there is engine braking available in all forward gears. Depending on the conditions in which the concern is present (uncommanded downshift going down a grade while towing) this may be due to the downshift for engine braking. Note: The vehicle should not be driven in tow haul mode with no load in the vehicle or towing a trailer. At this point recommend clearing the KAM and the adaptive shift tables then performing an adaptive drive cycle as the harsh downshift may be learned due to the load placed on the vehicle.

AUDIT 08/25/2016 08:23AM
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#P1111

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2015

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: 05/29/2014 Warranty Start Date: 02/03/2015
Date of Sale: 02/03/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 710 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: ES 364 AA
Bld Dt: Calb: EF613G0 N
Serial #:
E1221 240314C119401352ES 364 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 20051431315985 BL3P 7000 CD A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P265/60R18 A/S OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
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 06785 - Ferman Ford Ph#[redacted]
City: Clearwater State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted]

Specialist's
Name : MDREWYOU -??????????????????

---------- 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: FQTE2006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2015

--- 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: 06/18/2015

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

VEHICLE: 2014 F150 4X4,CRW CAB,STYSD VIN [redacted]
Engine : 6.2L 16V SFI OHC VCT NA V8 GAS Odometer: 24,379 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 7 02 START/RUN/MOVE MOVING
UPSHIFT QUALITY ALWAYS
Additional Symptom: shifts hard; defaults
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 06/18/2015 03:12PM WREBROVI
Web Form Data …Description of Vehicle Concern: VEHICLE SHIFTS HARD, HUNTS SHIFT INTO 6TH GEAR AT 5 MPH, WILL DOWN SHIFT TO 3RD AND STAY IN 3RD. … …Please list any diagnostics already performed: TRANS WIRING HARNESS WAS LAYING ON THE MANIFOLD AND BURNED THROUGH WIRES IN TRANS HARNESS, ANOTHER TECH REPAIRED THE WIRES. HOWVER STILL DOES THE SAME THING HAS CODE P077A IN PCMMEMORY, DTC CHART STATES THIS CODE CANNOT BE CAUSED ELECTRICALLY AND REFERS ME TO THE OVERDRIVE CLUTCH ASSEMBLY BUT HAS ME DISASSEMBLING THE TRANS TO REPAIR THE OVER DRIVE CLUTCH. I LEAN MORE TOWARDS SHIFT SOLENOID E BEING STUCK MECHANICALLY AS I HAVE SEEN THESE SOLENOIDS STICK IN THE ON AND OFF POSITIONS BEFORE. … …Parts Replaced: WIRING REPAIRED BY OTHER TECH, I AM UNABLE TO FIND OUT WHICH WIRES AS HE IS NOT HERE. … …Your Question: ANY OTHER KNOWN CAUSES FOR THIS CONCERN NOT LISTED IN OASIS. SHOULD I PROCEED WITH TRANS DISASSEMBLY?
RECOMM 06/18/2015 03:12PM WREBROVI
[redacted], You are correct that the P07AA is a non electrical related DTC and will not set as the result of an electrical fault. It is advised to proceed with further inspection of the fluid condition to aid in determining if further internal damage has occurred. Also inspect the main control for any faults and replace as needed. If no signs of a deeper internal fault are present then proceed with replacement of SSE solenoid. It is possible the previous electrical faults have led to internal transmission damage.
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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/18/2015

UNKNOWN#P07AA:06
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: 03/23/2014 Warranty Start Date: 04/23/2014
Date of Sale: 04/23/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 745 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 6.2L 16V SFI OHC VCT NA V8 GAS Tag: DG 474 AA
Bld Dt: Calb: DF612K0 A
Serial #:
E1921 190314000278 DG 474 AA
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 18031421253668 BL3P 7000 HC A1
Model: Shft:
- - - A X L E - - -
Axle: 4.10 ELECT LOCKING DI Id Tag Code: Bld Dt:
Serial #:
- - - A D D I T I O N A L - - -
Tire : LT315/70R17 BSW A/T Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC K-??????????????????????
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 01440 - Ford Country Ph#:[redacted]
City: Henderson State : Nevada
Country: United States Region : Phoenix

Claim #/Date : [redacted] 06/15/2015

Specialist's
Name : WREBROVI -??????????????????

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/18/2015

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/08/2017	H8HM8574	CACVOC	DRV PERF		USA 01440

--- 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: 03/25/2015

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

VEHICLE: 2014 F150 4X2,SUP CRW,STYSD VIN [redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 6,551 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 6 39 START/RUN/MOVE MOVING
SHIFT QUALITY STEADY STATE INTERMITTENT
Additional Symptom: transmission rapid downshift
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 03/25/2015 03:39PM BRADLEY MILLER(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data …Description of Vehicle Concern: CUSTOMER STATES WHILE DRIVING 75 MPH HEARD A LOUT BOOM, RPMS SHOT UP. LIKE SHIFTING FROM 60MPH TO 1ST GEAR … …Please list any diagnostics already performed: EEC TEST P0764. FLUID CLEAN AND FULL. ROAD TESTED VERFIED TRANS SUDDENLY HUNTS BETWEEN 6 & 4TH GEAR, DOES NOT HAPPEN ALL THE TIME. IT IS INTERMITTENT. PERFORMED PIN POINT TEST A1, A4, A5, A6 & A7. THERE WAS SOME LITTLE BLACK PARTICLES IN TRANS PAN & ; VALVE BODY BUT JUST A FEW PIECES HERE AND THERE I REPLACED SHIFT SOLENOID C AFTER LOOKING AT THE VALVE BODY & ROAD TESTED, CONDITION STILL EXISTS. PULLED THE PAN NOW THERE IS A LOT OF LITTLE BLACK PARTICLES IN THE PAN AND THE VALVE BODY, THERE WAS JUST A FEW FLAKES BEFORE. IT IS NOT METAL OR GASKET MATERIAL. CHECKED THE GASKET ON THE SEPARATOR PLATE AT LOOKS FINE. CANT TELL IF IT'S PLASTIC OR SEAL MATERIAL. ALSO IT IS ALL OVER IN THE VALVE BODY NOW. … …Parts Replaced: SHIFT SOLENOID C … …Your Question: ANY IDEA WHAT THE BLACK PARTICLES COULD BE. SHOULD I DISASSEMBLE TRANS AND IS THERE ANYTHING FOR THIS CONCERN NOT LISTED IN OASIS?

RECOMM 03/25/2015 03:39PM [redacted]FSE) MSS - FCSD - KEYSTONE REGION
Mitchell, DTC P0764 indicates an electrical concern with the SSC solenoid. This is an electrical DTC with possible causes of the SSC solenoid, the internal harness, external SSC circuit, or the PCM. If the external circuit tests OK and the solenoid has already been replaced, then the internal leadframe would be suspected for this DTC. There are no messages which relate to debris within the fluid. If you feel that the debris is excessive or abnormal, then the transmission should be removed and disassembled to inspect for any components which may be damaged and creating the debris.

AUDIT 08/23/2016 10:18AM
CBVDI_ODMTR_UNIT_C BLANK CHANGED TO M BY CS0115VI

---------- 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: 03/25/2015

---------- 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#P0764:06
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: 10/08/2014 Warranty Start Date: 10/29/2014
Date of Sale: 10/29/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 755 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: ES 364 AA
Bld Dt: Calb: EF613G0 A
Serial #:
E1221 290914C119400423ES 364 AA
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 28081447668485 BL3P 7000 CD A1
Model: Shft:
- - - A X L E - - -
Axle: 3.73 ELECT LOCKING DI Id Tag Code: Bld Dt:
Serial #:
- - - A D D I T I O N A L - - -
Tire : P265/70R 17 A/T OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
Paint : RED EXTERIOR PAINT FAMILY --------- VERMILION 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 01440 - Ford Country Ph#:702-558-8080
City: Henderson State : Nevada
Country: United States Region : Phoenix

Claim #/Date : [redacted] 03/24/2015
Specialist's

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/25/2015

Name : BRADLEY MILLER (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
03/23/2015	F3WHC112	CACVOC	ST/RN/MV				USA 01440

--- 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: 12/06/2021

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN:[redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 107,876 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 6 39 START/RUN/MOVE MOVING
SHIFT QUALITY STEADY STATE INTERMITTENT
Additional Symptom: VSS 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 12/06/2021 12:11PM BQUINN20
Web Form Data([redacted]) Description of Vehicle Concern: CUSTOMER STATES WRENCH LIGHT ON AT TIMES AT 50 MPH VEHICLE WILL DOWNSHIFT WHILE CRUISING AT A STEADY SPEED HARSH SHIFTS AT TIMES LIGHTS THAT INDICATE WHAT GEAR YOU ARE STOP WRKING AT TIMES Please list any diagnostics already performed: ROAD TEST WITH IDS TO MONITOR PIDS CHECK FOR DTCS Parts Replaced: NONE Your Question: PINPOINT TEST SEEMS VERY SHORT AND WANTS TO REPLACE PCM NO MENTION OF CHECKING VSS OR WIRING THIS SEEMS LIKE A LEADFRAME ISSUE OR A WIRING ISSUE TO ME HOW CAN I VERIFY THE WIRING OR COMPONENT BEFORE I REPLACE THE PCM AND IT DOESNT FIX IT
RECOMM 12/06/2021 12:11PM BQUINN20
Good afternoon [redacted], Thank you for providing the diagnostics that have already been performed. With the VSS concern present, it is recommended to use wiring cell 30-1 to perform load tests on LE111, TSS, and OSS. Follow the How to perform a load test as it will demonstrate the best testing methods. If there are no circuit faults present, the OSS and TSS should be replaced and the concern rested. If the concern is still present after the sensors have been replaced, the PCM should be replaced and the concern retested. Thank you, Brian

---------- 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
PCM#P15000764:06
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: 12/06/2021

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 11/27/2013 Warranty Start Date: 07/18/2014
Date of Sale: 07/18/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 720 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: DS 364 AA
Bld Dt: Calb: EF613C0 A
Serial #:
E1221 121113C117700533DS 364 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4322 21111300614833 BL3P 7000 DB A1
Model: Shft:

- - - A X L E - - -
Axle: 3800# FORD 3.31 CONVE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL Brand :
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-??????????????????????
Paint : PN3-??????????????????????????--------- STERLING GRAY 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 01892 - Webb Ford, Inc. Ph#:219-924-3400
City: Highland State : Indiana
Country: United States Region : Chicago

Claim #/Date : [redacted] 11/30/2021

Specialist's
Name : BQUINN20 -??????????????????

---------- 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: 01/19/2022

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

VEHICLE: 2014 F150 4X4,CRW CAB,STYSD VIN: [redacted]
Engine : 6.2L 16V SFI OHC VCT NA V8 GAS Odometer: 86,598 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 2 1E START/RUN/MOVE NOISE
MOVING/DRIVING UNDER ACCELERATION
Additional Symptom: squawk noise
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 01/19/2022 04:39PM ASHEGARF
Web Form Data(118637549) Description of Vehicle Concern: WHEN VEHICLE DOWN SHIFTS FROM 5-3 THERE IS A SQUAWK TYPE NOISE HEARD. INTERMITTENTLY HAPPENS ON 3-4 UPSHIFT BUT MOSTLEY HAPPENS WHEN DOWN SHIFTING INTO 3RD GEAR. NOISE IS LOUDER WHEN MORE THROTTLE IS APPLIED. Please list any diagnostics already performed: ROAD TESTED, VERIFIED NOISE. USING CHASSIS EAR, VERIFIED NOISE COMING FROM TRANS. NO SSMS OF TSBS. CHECKED HOTLINE MESSAGES AND FOUND A CONCERN ALMOST IDENTICAL TO THIS CONCERN. HOTLINE STATED THAT THE OVERDRIVE CLUTCH IS GETTING CAUGHT UP WHEN RELEASING CAUSING THE NOISE CONCERN. I INSPECTED THE VALVE BODY, FOUND AN OVER DRIVE VALVE FAILED THE GRAVITY TEST. WITH THAT I REPLACED VAVLE BODY AND ROAD TESTED. NOISE DOESNT HAPPEN ON EVERY DOWN SHIFT NOW, BUT HAPPENS ON ABOUT HALF OF THEM. Parts Replaced: VALVE BODY Your Question: IM ASSUMING THAT THE FRICTION METERIAL ON THE OVERDRIVE CLUTCH HAS WORN DOWN DUE TO THE VALVE BODY AND NOW THEY NEED TO BE REPLACED AND DURING ASSEMBLY SOAK THEM IN FRICTION MODIFIER TO PREVENT THIS FROM HAPPENING AGAIN, IS THAT CORRECT OR SHOULD I BE LOOKING FOR SOMETHING ELSE?
RECOMM 01/19/2022 04:39PM ASHEGARF
Geoffrey, Thank you for the contact. It is agreed the overdrive clutch is suspected to be at fault. Repalce it with updated part number 9L3Z-7B164-E (old SSM 46494). It is agreed sock the clutches in the Motorcraft® 6R ATF Additive Kit XL-16 fluid. If additional assistance is requested, please call the Technical Assistance Center at <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 to establish a See What I See (SWIS) session.
 Prior to calling, please ensure: Your SWIS headset is fully charged.
The headset is updated to the latest level.
The vehicle you are working on is in a bay with good Wi-Fi connectivity. For additional support using the SWIS headset, reference the <A target=_blank

CQIS DETAIL REPORT 04/24/24 13:00:27

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/19/2022

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

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

[redacted]

[redacted]

href=mailto:FordSWISHelp@TechMahindra.com
target= blank>FordSWISHelp@TechMahindra.com</A>.
 If
this web form is updated, ensure to provide your cell number.
Thank you Service Engineer Al

---------- 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: 07/31/2014 Warranty Start Date: 02/10/2015
Date of Sale: 02/10/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 745 LBS
LH/RH Drive:

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

Engine: 6.2L 16V SFI OHC VCT NA V8 GAS Tag: DG 474 AA
Bld Dt: Calb: DF612K0 A
Serial #:
E1921 280714000393 DG 474 AA

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

Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 28071442170778 BL3P 7000 HD A1
Model: Shft:

- - - A X L E - - -

Axle: 4.10 ELECT LOCKING DI Id Tag Code: Bld Dt:
Serial #:

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

Tire : LT315/70R17 BSW A/T Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC K-????????????????????
Paint : PN4-????????????????????????--------- INGOT SILVER METALLIC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/19/2022

---------- 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 :

Rpr Dlr:USA 01325 - Hotman Ford Lincoln Ph#:856-866-0110
City: Maple Shade State : New Jersey
Country: United States Region : Philadelphia

Claim #/Date : [redacted] 01/14/2022

Specialist's
Name : ASHEGARF -??????????????????

---------- 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
11/28/2016	GX2EE006	NHL	COMF/ENT		USA 01325
08/01/2016	G8AFT006	NHL	SP/ST/RD		USA 01325

--- 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: 06/10/2015

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

VEHICLE: 2014 F150 4X2,REG CAB,STYSD VIN:1FTMF1CM7EKG57829
Engine : 3.7L 4V-DAMB PFI V6 NA GAS Odometer: 4,517 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 02 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY ALWAYS
Additional Symptom: harsh shift /delayed downshift
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 06/10/2015 04:03PM KBEAVER8
Web Form Data …Description of Vehicle Concern: CUSTOMER STATES TRANSMISSION STAYS IN 3RD GEAR ALL THE WAY TO A STOP. HE BELIEVES IT SHOULD DOWNSHIFT THROUGH 2ND GEAR SOONER. HE ALSO STATES TRANSMISSION HAS HARD CLUNK FROM 3RD TO 4TH AT TIMES. … …Please list any diagnostics already performed: ROAD TESTED WITH CUSTOMER. VERIFIED TRANSMISSION STAYS IN 3RD UNTIL STOPPED, BUT STARTS OUT IN 1ST GEAR AS DESIGNED. COMPARED TO LIKE UNIT. FOUND THIS CONDITION IS THE SAME WIOTH THE LIKE UNIT. I WAS UNABLE TO VERIFY THE HARD SHIFT FROM 3 TO 4. FOUND LATEST CALIBRATION IS ALREADY INSTALLED. … …Parts Replaced: NONE YET. … …Your Question: IS THERE A FIX FOR THE DOWNSHIFT CONCERN? ARE THERE ANY KNOWN CONCERNS REGARDING THE HARD SHIFT FROM 3 TO 4?
RECOMM 06/10/2015 04:03PM KBEAVER8
Robert, During the 3-4 shift the direct clutch releases and the overdrive clutch applies while the forward clutch remains applied. The possible causes of a harsh 3-4 shift are driving conditions, sticking valves, sticking solenoids, and internal transmission faults. It is necessary to duplicate the harsh shift concern for accurate diagnosis. Once the concern is duplicated compare the concern to a like unit that is similarly equipped. If the like unit exhibits the same concern then it would be deemed a characteristic of the operating conditions. If unable to duplicate the concerns then it is recommended to further talk with the customer about when the concerns occur or if possible have them duplicate the concerns. This may shed light on the conditions under which the concerns can be duplicated for testing. If the like unit does not exhibit the same harsh shift concern then it is recommended to remove and disassemble the valve body for inspection. When clean and dry all of the valves should move smoothly within their bores. If excessive force is needed to move any of the valves or if there is damage found then the replacement of the valve body would be necessary. If all of the valves move smoothly then it is recommended to air test the transmission, refer to workshop manual section 307-01. When air testing a thud noise should be heard as each clutch is applied and again as each is released. If there is no thud noise heard

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/10/2015

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

--TYPE-- ---------- COMMENT TEXT ----------
or if there is excessive hissing heard from within the removal and

or if there is excessive hissing heard from within the removal and teardown of the transmission for inspection would be necessary. If the transmission passes the air test then it is recommended to replace the solenoids that change state during the 3-4 shift which control the direct and overdrive clutches.
AUDIT 08/25/2016 11:45AM
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#P1000:06
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: 12/06/2014 Warranty Start Date: 01/09/2015
Date of Sale: 01/09/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 675 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.7L 4V-DAMB PFI V6 NA GAS Tag: 1S 374 BA
Bld Dt: Calb: CF617G0 A
Serial #:
E1221 211114C1161005041S 374 BA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 29081447941744 BL3P 7000 EC A1
Model: Shft:

- - - A X L E - - -
Axle: 3800# FORD 3.55 CONVE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P235/75R 17 A/T BSW TIRES Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : AC B-??????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE SOLID C/C

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/10/2015

---------- 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 :

Rpr Dlr:USA 07820 - Walnut Creek Ford Ph#:925-932-2900
City: Walnut Creek State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 06/10/2015

Specialist's
Name : KBEAVER8 -??????????????????

---------- 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
06/10/2015	F6JCT023	NHL	DRV PERF		USA 07820
05/10/2019	K5JF8006	NHL	ST/RN/MV		USA 07820

--- 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: 09/06/2017

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN: [redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 43,675 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 39 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY INTERMITTENT
Additional Symptom: HARSH 3-2 DOWNSHIFT
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 09/06/2017 10:24AM ZWEITH
Web Form Data [redacted]) …Description of Vehicle Concern: At times trans will have a harsh 3-2 forced down shift. … …Please list any diagnostics already performed: Performed electornic trans diag. w/no codes present. Test drive and moniter pid data. … …Parts Replaced: Removed Main control and found contamination and ssb stuck in bore. Replaced main control. … …Your Question: Main control did not fix the problem. Any issues with this year on this problem.

RECOMM 09/06/2017 10:24AM ZWEITH
Howard, Since the main control has been replaced and a harsh 3-2 downshift is still present, there may be a mechanically binding solenoid, hydraulic circuit leak, or a damaged clutch component. Since shift solenoids SSB, SSC, and SSE change state while downshifting from 3rd to 2nd gear, and there is no viable way of testing them for proper operation, these solenoids should be replaced. With the main control removed, inspect for hydraulic circuit leaks by completing an air pressure test. If there is a hydraulic circuit leak, the transmission fluid pump will increase line pressure during that shift and cause a harsh feel. The air pressure test procedure is outlined in WSM section 307-01 > Special Testing Procedures > Air Pressure Test. If a leak is present, it may be necessary to overhaul the transmission and replaced damaged seals/components. If the harsh shift is still present, there may be damage to the intermediate or direct clutch components. Remove and disassemble the transmission and inspect for excessive wear on the friction and steels as well as other clutch components. If damage is found, replace the necessary components and re-test.

---------- 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: 09/06/2017

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: 06/10/2014 Warranty Start Date: 10/05/2014
Date of Sale: 10/05/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AA
Bld Dt: Calb: DF615D0 N
Serial #:
E1521 0406140876 EA 340 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 06061434347722 BL3P 7000 BC A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P275/55R20 111S BSW A/S Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
Paint : YELLOW EXT PAINT FAMILY B --------- KODIAK BROWN

---------- 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 06724 - Bill Talley Ford, Inc. Ph#:804-746-2000
City: Mechanicsville State : Virginia
Country: United States Region : Washington

Claim #/Date : 351232 09/06/2017

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/06/2017

--- 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: 03/24/2016

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

VEHICLE: 2014 F150 4X2,SUP CAB,STYSD VIN:[redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 41,334 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 7 39 START/RUN/MOVE MOVING
UPSHIFT QUALITY INTERMITTENT
Additional Symptom: HARSH 2-3 + 3-4
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 03/24/2016 10:21AM RRICE65
Web Form Data …Description of Vehicle Concern: UNIT SHIFTS HARD 2-3 AND 3-4 AND UNIT DOWN SHIFTS HARD WHEN PASSING … …Please list any diagnostics already performed: PERFORMED AIR CHECK ALL PASS INSPECT VALVES IN MAIN CONTROL ALL PASS … …Parts Replaced: NONE … …Your Question: COULD THIS BE THE MAIN CONTROL AND OR LEAD FRAME

RECOMM 03/24/2016 10:21AM RRICE65
Eric, In most cases, harsh shift concerns are caused by low transmission fluid level, poor transmission fluid condition, and incorrect solenoid body strategies in the PCM or a main control assembly. Since there were no concerns found during the air pressure test and the main control assembly inspection, verify that the solenoid body strategies are correct in the PCM as outlined in workshop manual section 307-01 Diagnosis and Testing Solenoid Body Strategy and address any concerns found. If the solenoid body strategies are correct and if there were no concerns found with the transmission fluid level and condition, the concern would be with the main control assembly and replacement would be necessary to resolve the concern.

CONCER 04/04/2016 12:16PM TECHHOT
WE REPLACED MAIN CONTROL AND SET STRATEGY DROVE IT ABOUT 20 MILES UNIT STILL HAS A HARSH DOWN SHIFT WHEN TRYING TO PASS AND AT TAKEOFF AT TIMES CUSTOMER DROVE UNIT ABOUT A 100 MILES TO SEE IF TRANS MAYBE NEEDED TO RELEARN BUT IT STILL HAS SAME ISSUE PLEASE ADVISE AND THANKS

RECOMM 04/04/2016 12:32PM JDERRIG1
Eric, IF the transmission fluid level is accurate and free of debris, monitor the TRAN_RAT (actual ratio achieved) and GEAR_RAT (PCM commanded ratio) PIDs. The TRAN_RAT should match the GEAR_RAT after a shift occurs. If the TRAN_RAT moves within a GEAR_RAT or TRAN_RAT does not follow, there is likely an internal concern. Before an internal inspection is performed, refer to the online workshop manual section 307-01>> Diagnosis and Testing>> Special Testing Procedures and ensure the front pump has sufficient pressure. If sufficient pressure is present, inspect the lead frame for damage or contamination and if no

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/24/2016

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

--TYPE-- ---------- COMMENT TEXT ----------
damage is found removal and tear down of the transmission is necessary

damage is found removal and tear down of the transmission is necessary for further inspection.

---------- 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: 07/01/2014 Warranty Start Date: 08/16/2014
Date of Sale: 08/16/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 710 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AA
Bld Dt: Calb: DF615C0 A
Serial #:
E1521 2406140361 EA 340 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 23061437161811 BL3P 7000 AC A1
Model: Shft:

- - - A X L E - - -
Axle: 3800# FORD 3.31 CONVE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P275/55R20 111S BSW A/S Brand :
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-??????????????????????
Paint : PN4-??????????????????????????--------- RACE RED

---------- 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: 03/24/2016

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

Rpr Dlr:USA 09193 - Crain Ford Jacksonville Ph#:501-982-5848
City: Jacksonville State : Arkansas
Country: United States Region : Memphis

Claim #/Date : [redacted] 04/04/2016

Specialist's
Name : RRICE65 -??????????????????

---------- 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
12/09/2016	GZIGM161	CACVOC	LT/GL/VI			USA 09193

--- 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 DETAIL REPORT 04/24/24 13:00:27

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/20/2017

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN: [redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 30,944 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 7 12 START/RUN/MOVE MOVING
UPSHIFT QUALITY COLD
Additional Symptom: HARSH SHIFTS COLD
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 07/20/2017 03:07PM WREBROVI
Web Form Data [redacted] …Description of Vehicle Concern: customer states vehicle shifts hard from 1-2, slow/bind up 2-3 shift, rough 4-5 shift and rough 6-5 downshift. problems slowly fade away as transmission temp rises, once above 140 degrees, shifting is smooth and normal. … …Please list any diagnostics already performed: road test and confirmed, 2-3 shift is slow and feels like it drags vehicle down, 4-5 shift is very abrupt, almost bangs. downshift from 6-5 5-4 are also rough. concerns get better as the fluid temp comes up. fluid level is correct, fluid condition looks normal. no dtc's set. solenoid id and strategy match between ids and id tag. pcm is at latest calibration. … …Parts Replaced: none … …Your Question: the 2-3 shift concern feels very similar to the 6f trans that has the ssm about cold shifts, that is considered normal. the 4-5 shift is very rough as is the 5-4, 6-5 downshifts. any suggestions as to what to check? is this just a normal characteristic of cold operation? when I say cold operation, meaning starting fluid temp was 70 degrees f.

RECOMM 07/20/2017 03:07PM WREBROVI
Tom, It is advised to clear the transmission adaptive tables followed by the adaptive drive cycle and re-evaluate the cold shifts. If the shift concerns are resolved then I is a learned shift strategy and no repairs are needed. If the shift concerns remain the same then it will be necessary to make the determination at the dealer level if the shifts are normal or excessive. If the shift concerns are determine to be abnormal then it is advised to proceed with main control inspection per <a [redacted] as needed. It is advised to air test the transmission while main control is removed. Since the concern is only cold the most likely cause would be the main control rather then an internal fault.

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/20/2017

---------- 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: 09/30/2014 Warranty Start Date: 03/27/2015
Date of Sale: 03/27/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AB
Bld Dt: Calb: DF615C0 N
Serial #:
E1521 2309140037 EA 340 AB

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 02091448177222 BL3P 7000 BC A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
Paint : PN3-????????????????????????--------- STERLING GRAY 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 03394 - Holiday Ford Ph#:920-322-9600
City: Fond Du Lac State : Wisconsin
Country: United States Region : Chicago

Claim #/Date : [redacted] 07/20/2017

Specialist's
Name : WREBROVI -????????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/20/2017

---------- 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: 11/08/2016

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN:[redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 25,350 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 6 02 START/RUN/MOVE MOVING
SHIFT QUALITY STEADY STATE ALWAYS
Additional Symptom: TRANSMISSION IS LOCKING UP
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 11/08/2016 10:05AM JGIBS133
Web Form Data ([redacted]) …Description of Vehicle Concern: CUSTOMER STATES TRANS IS LOCKING UP AND ALMOST LOST CONTROL, SHIFTING HARD AND JERKING WHEN CHANGING GEARS. NOT SURE IF ITS IN THE REAR END OR IF ITS IN THE TRANS. … …Please list any diagnostics already performed: VISUAL INSPECTION FOUND THE COOLING SYSTEM DEGAS BOTTLE EMPTY AND LOOKS LIKE WHITE MATERIAL CONTAMINATION. REMOVED TRANSMISSION DIP STICK CAP AND A BROWN MILKSHAKE TYPE FLUID CAME OUT. TRANSMISSION IS OVERFULL. … …Parts Replaced: NONDE … …Your Question: IT APPEARS THAT THE RADIATOR TRANSMISSION COOLER IS DEFECTIVE. WHAT ARE THE STEPS WE TAKE NEXT?
RECOMM 11/08/2016 10:05AM JGIBS133
Ronald, It will be necessary to remove and disassemble the transmission. The cooler, lines, all seals, all clutch assemblies, the center support, main control and the solenoid body all need to be replaced. Complete a cost cap in order to determine the most cost effective repair, and repair as necessary to re-evaluate the concern. If a replacement decision was reached as the most cost effective repair, and the dealership requires prior approval, obtain prior approval before replacement of the transmission. If a repair decision is reached, repair the transmission and then re-evaluate the concern.

---------- 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
PCM#P1500:000:06
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: 11/08/2016

---------- 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: 03/14/2014 Warranty Start Date: 03/13/2015
Date of Sale: 03/13/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 720 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: ES 364 AA
Bld Dt: Calb: EF613C0 N
Serial #:
E1221 250214C119400251ES 364 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4322 07031400414581 BL3P 7000 DC A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
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 05497 - Sunland Ford Ph#:760-241-7751
City: Victorville State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/08/2016

Specialist's
Name : JGIBS133 -????????????????????

---------- 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: 11/08/2016

---------- 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: 11/12/2015

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN:[redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 18,723 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 4 55 START/RUN/MOVE MOVING
ENGAGEMENT QUALITY FORWARD
Additional Symptom: ENGINE LIGHT
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 11/12/2015 11:40AM JDEBERR1
Web Form Data …Description of Vehicle Concern: check engine light came on … …Please list any diagnostics already performed: took ecc test po741 po743 monitoure pids found short to power … …Parts Replaced: tcc solinaoid lead frame connector and pcm … …Your Question: ive look at the harness don't see anything wrong

RECOMM 11/12/2015 11:40AM JDEBERR1
John, DTC P0743 indicates that there is a circuit fault with the TCC solenoid. It is likely that P0741 is related to this fault. Since the TCC solenoid, lead frame connector, and PCM have been replaced, it is likely that the fault is within the lead frame or in an external circuit. Refer to Pinpoint Test (PPT) A in the online Workshop Manual section 307-01 under diagnosis and testing under pinpoint test. This test will determine if the internal harness or an external circuit is at fault. If any faults are found during the pinpoint test, repair or replace as necessary, clear DTCs, and verify normal operation and the codes do not return.

CONCER 11/12/2015 02:07PM [redacted] MSS - FCSD - CALIFORNIA REGION
An inbound call was received from technician John Baker. … …John called in to clarify the information that he provided previously. He indicated that he replace the lead frame connector (internal harness), the PCM, and the TCC solenoid. He indicated that when he performed the test to determine a short to voltage, he disconnected the connectors from the PCM and the Transmission. John said he saw no continuity with the battery when testing for voltage. He also had questions regarding harness replacement and it was discussed that it would more likely be done if multiple circuits were affected and it would be sent in under prior approval (if required at his dealership).

RECOMM 11/12/2015 02:07PM [redacted]PWORTH MSS - FCSD - CALIFORNIA REGION
John, It is suspect that when disconnecting the connectors to test for a short to voltage, the circuit that is providing the voltage was disconnected. As the Powertrain Control Module (PCM), the Lead Frame Connector, and the Torque Converter Clutch (TCC) solenoid have been replaced, the remaining most likely cause is still the external

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/12/2015

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

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

circuit. To aid in diagnosing a circuit concern, refer to the wiring

circuit. To aid in diagnosing a circuit concern, refer to the wiring diagram 30-1. It is recommended to inspect the connector at the PCM C1551E and determine if a bent pin or damaged connector is present at pin 44. If damage is present to the connector, replacement would be necessary. If no damage was present to the connector, then it is recommended to perform a temporary overlay of the circuit CET10 and reevaluate the concern. If the concern is no longer present, make the overlay permanent.

CONCER 11/13/2015 01:43PM TECHHOT
I have performed the overlay and still have the same concern. I get a short to power as soon as the converter locks up in 3rd gear and will stay shorted to power until you turn the vehicle off and then restart it. once you restart it the vehicle operates as normal until it lock the converter in 3rd gear again and then we are back in the same situation. What should my next step be ?

RECOMM 11/13/2015 03:19PM DECKERTY
John, Because all electrical componets that could cause this concern have been replaced, and a non electrical DTC has also been set, remove and disassemble the main control. Inspect for sticking or stuck valves and damaged valves or valve bores. If sticking or damaged valves are found, replace the main control clear the codes and verify the repair. If no damaged valves or sticking valves are found, the issue could be internal to the torque converter.

AUDIT 08/25/2016 10:22AM
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#PO741,PO743
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: 05/14/2014 Warranty Start Date: 08/21/2014
Date of Sale: 08/21/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 720 LBS
LH/RH Drive:

CQIS Report Number: FXLB5005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/12/2015

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: ES 364 AA
Bld Dt: Calb: EF613C0 N
Serial #:
E1221 020514C119401199ES 364 AA
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 07051429411996 BL3P 7000 DD A1
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL 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 09169 - Redlands Ford Ph#:909-793-3211
City: Redlands State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 11/02/2015

Specialist's
Name : JDEBERR1 -??????????????????

---------- 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: 10/30/2017

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN:[redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 21,190 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 2 39 START/RUN/MOVE NOISE
MOVING/DRIVING INTERMITTENT
Additional Symptom: 6-3 5-3 DOWNSHIFT SQUAWK
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 10/30/2017 04:38PM ZWEITH
Web Form Data (112906396) …Description of Vehicle Concern: this has a noise concern.ferm throddle down shift the trans makes a squal,squeel noise.6-3 and 5-3. … …Please list any diagnostics already performed: road test to conferm,yes it does. … …Parts Replaced: none yet. … …Your Question: found tsb 46494 for a 2015 sounds like it is the same complant.have the 15s been having the same complant? thanks for any comment,leonard

RECOMM 10/30/2017 04:38PM ZWEITH
Leonard, The squawk noise during the 6-3 and 5-3 downshift is most likely caused by the overdrive clutch plate material, as indicated in <a
[redacted]
Although this SSM does not apply to this vehicle, the updated clutch plates and additive will work and should be installed to resolve this concern. Soak the updated clutches in a mixture of ATF and XL-16 additive for 24 hours before to installation. Once installed reevaluate the concern. It may take up to 1,000 miles for the clutch packs to break in.

---------- 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: 10/30/2017

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 04/29/2014 Warranty Start Date: 05/14/2015
Date of Sale: 05/14/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AA
Bld Dt: Calb: DF615D0 N
Serial #:
E1521 2304140023 EA 340 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 25041427437222 BL3P 7000 BC A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-??????????????????????
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 07740 - Tower Motor Company Ph#:541-267-2118
City: Coos Bay State : Oregon
Country: United States Region : Seattle

Claim #/Date : [redacted] 10/30/2017

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

--- 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: 03/16/2016

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN: [redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 32,256 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 2 02 START/RUN/MOVE NOISE
MOVING/DRIVING ALWAYS
Additional Symptom: 5-3 SQUAWK NOISE
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 03/16/2016 04:36PM BMUELL33
Web Form Data …Description of Vehicle Concern: squawk coming from transmission area on 5-3 downshift at 65 mph only, as shown in tsb 14-0100 but truck is outside build date … …Please list any diagnostics already performed: test drive … …Parts Replaced: none … …Your Question: dose this tsb apply or should I tear down trans or do you have any suggestions

RECOMM 03/16/2016 04:36PM BMUELL33
Chris, Although the TSB is outside the build date the same additive should still be used since this is the same transmission and the exact same concern with no DTCs. Add 10ML of the XL-16 Motorcraft 6R ATF Additive Kit and road test the vehicle. The additive may take up to 100 miles or more to fully alleviate the squawk noise but improvement should be noticed during the road test.

CONCER 05/26/2016 02:16PM TECHHOT
NOISE GONE THEN RETURNED 1 MONTH LATER

RECOMM 05/26/2016 02:27PM JLIVERN5
Hi Christopher, If 500-1000 (1k) miles have surpassed since the additive has been added then the Overdrive 4, 5, 6 Clutches will require replacement to resolve this noise concern. This is because the clutches are either worn/ glazed/ or otherwise faulty and allowing for the squawk noise to be heard on a WOT 5-3 downshift. Be sure to closely follow the Disassembly >> Transmission -- Late Build and Assembly >> Transmission -- Late Build Procedures thoroughly as the 6R additive will be added again. Soaking the overdrive clutches in this fluid should also take place if possible.

---------- 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: 03/16/2016

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: 06/07/2014 Warranty Start Date: 11/24/2014
Date of Sale: 11/24/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 720 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: ES 364 AA
Bld Dt: Calb: EF613C0 N
Serial #:
E1221 240514C119400692ES 364 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4322 03061400404896 BL3P 7000 DD A1
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : P275/65R18 A/T OWL Brand :
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC B-????????????????????
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 04357 - AutoNation Ford Wolfchase Ph#:901-382-5555
City: Memphis State : Tennessee
Country: United States Region : Memphis

Claim #/Date : [redacted] 05/26/2016

Specialist's
Name : BMUELL33 -????????????????????

---------- 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: 03/16/2016

--- 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: 03/03/2020

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

VEHICLE: 2014 F150 4X4,SUP CAB,STYSD VIN:[redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 102,839 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 39 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY INTERMITTENT
Additional Symptom: Harsh shifitng
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 03/03/2020 10:05AM [redacted] MSS - FCSD - TECH ASSIT CENTER
Web Form Data(117124041) Description of Vehicle Concern: customer said intermitantly has a harsh downshift Please list any diagnostics already performed: fluid level good and clean, checked oasis no ssm or tsb Parts Replaced: none Your Question: is there any concerns or reprograms for this? road tested and could not duplicate
RECOMM 03/03/2020 10:05AM [redacted] MSS - FCSD - TECH ASSIT CENTER
Stephen, Since there is no description of the range or when the fault was found to occur by the customer, then there are a number of reasons for this to occur, from an intermittent situational concern, a sticking valve, a clutch fault, or an intermittent circuit concern. For further assistance, much more has to be performed such as replication of the fault, a detailed description of the fault and any diag performed toward resolving the fault. At this time it is recommended to further speak with the customer to find out more information on when this concern is found to occur and the range that this occurs in.

---------- 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: 03/03/2020

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 12/09/2014 Warranty Start Date: 07/22/2015
Date of Sale: 07/22/2015 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08238
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AB
Bld Dt: Calb: DF615D0 A
Serial #:
E1521 0212140186 EA 340 AB

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 23091451254622 BL3P 7000 BC A1
Model: Shft:

- - - A X L E - - -
Axle: 3800# FORD 3.55 CONVE Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P235/75R 17 A/T BSW TIRES Brand :
Radio : ELETR PREM AM/FM STRO/DISC 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]CK
Rpr Dlr:USA 01304 - Chapman Ford of Horsham Ph#:215-674-3600
City: Horsham State : Pennsylvania
Country: United States Region : Philadelphia

Claim #/Date : [redacted] 03/02/2020

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN: [redacted]
Engine : 5.0L 4V TI-VCT V8 Odometer: 8,996 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 02 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY ALWAYS
Additional Symptom: 3-2 SHUDDER
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: NOPART NO PART IDENTIFIED
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 04/01/2015 01:50PM JDODDS6
Web Form Data …Description of Vehicle Concern: customer states on deceleration 4-3 downshift shutter … …Please list any diagnostics already performed: test drove vehicle. perform electronic trans diagnosis, no fault codes. monitor pids , GEAR-RAT, TRAN-RAT, OSS-SRC, TSS-SRC, LINE-DSD, TC-SLIPACT, TC-SLIPDSD, LOAD%, TFT, GEAR. … …Parts Replaced: none. … …Your Question: vehicle was in on 12/17/2014 at 568 miles on ro 388436. customer was told that vehicle had o go through adaptive learn and needed to drive vehicle more. customer is back and on deceleration on the 4-3 down shift trans shutters, it does it every time. when monitoring pids. TCC-SLIPDSD is at 1020.00 rpm. TCC-SLIPACT is at -39.50. being it happens all the time could I have valves binding in valve body or mechanically binding solenoids causing shift timing to be off.

RECOMM 04/01/2015 01:50PM JDODDS6
Gerardo, When the TCC_SLIPDSD is at 1020, this indicates that the TCC is being commanded off and with the TCC_SLIPACT reading a negative value, it is suspect that the vehicle is coasting which would be considered a normal characteristic. As you have stated above, this type of concern may be caused by a sticking Valve within the Main Control, a Solenoid or internal Transmission failure. If the concern is deemed abnormal when comparing to a like unit and is internal to the Transmission, recommend to proceed with an inspection of the Main Control. During your inspection, please ensure that there are no sticking Valves within it. If a sticking Valve has been detected, it would be advised to proceed with replacement of the Main Control. If no concerns have been detected, recommend to also perform an Air Test to help determine if there are any internal Transmission issues. During the Air Test, a dull thud should be noted thus indicating that the clutches are applying correctly and no excessive hissing should be heard.

CONCER 05/11/2015 12:09PM TECHHOT
vehicle is back with same concern. removed trans, tear down for inspection. found forward clutch clearance out of specs. my clearance

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

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

is .048 in. specs are .028-.043. my o/d clearance is .036 in. specs

is .048 in. specs are .028-.043. my o/d clearance is .036 in. specs are .019-.035. my direct clutch clearance is .041 in. specs is .019-.051, good. my intermediate clutch clearance is .038 in. specs is .027-.043, good. low/reverse is .058. specs is .039-.062, good. all cylinders and pistons show no signs of scoring . all my steel plates were in with the beveled side down, they should be installed with the beveled side up to insure no binding is occurring when clutch are applying .

RECOMM 05/11/2015 01:02PM WREBROVI
Gerardo, Thank you for the update. Proceed with correcting the clutch pack clearance concern, if not already done so. If the concern is resolved then please take the time to complete the survey with your findings and repair direction. Thank you.

CONCER 05/14/2015 01:07PM TECHHOT
info. readjusted forward clutch end play to .040 with in specs and o/d end play to .028 with in specs. post road tested, no failures. had shop forman drive vehicle and also no failures.

RECOMM 05/14/2015 01:23PM NGODDAR9
Gerardo, That's a great update to read on our end, thank you very much for the update. As mentioned, if the vehicle is verified as fixed, please take a moment to complete the survey. The survey helps to populate the self help database with verified fixes that can be used by you or other technicians experiencing the same concern by matching the qualifiers entered.

ADD-ON 05/14/2015 01:29PM TECHHOT
Survey Completed

CONCER 06/11/2015 05:24PM TECHHOT
ok. the vehicle is back with the same concern. shutters on decell 3-2 shift. shop forman went for a drive with the customer and verified the concern. when we where done with the repairs as I stated, my self and the shop forman drove the vehicle and there were no issues with the trans. what to do nest. valve body was replaced. trans was overhauled and only the clutch clearances were off. air check good. customer has an fmc360 case open on vehicle. shop forman wants to know. if we can get a trans assy for this vehicle.

RECOMM 06/12/2015 09:51AM WREBROVI
Gerardo, It is advise to monitor the TC_SLPACT PID again to confirm if the PID reading is a negative number again. It is possible the number is negative or there is an engine related fault present such as a misfire concern. The TC_SLPACT PID is the difference between engine speed and input shaft speed. If there is a negative number then address all the engine related faults and re-evaluate the shifting concern. If the engine is slowing down then the PID can read a negative number indicating the transmission is rotating faster than engine speed.

CONCER 06/25/2015 12:31PM TECHHOT
ok. monitored pids. APP AT 0%, GEAR 3, OSS-SRC 812.25 RPM, TC-SLIPACT -254.75 RPM, TSS-SRC 1064.50 RPM, VSS 21.13 MPH. PERFORMED CRANK SHAFT RELEARN AND PERFORMED MISS FIRE MONITOR . NO FAULTS ON THE MISS FIRE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

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

MONITOR. SHUTTER IS THERE ON DECELL. CUSTOMER STATES VEHICLE WAS FINE

MONITOR. SHUTTER IS THERE ON DECELL. CUSTOMER STATES VEHICLE WAS FINE FOR 3 DAYS AFTER LAST REPAIRS PERFORMED. ANY SUGGESTIONS ???

RECOMM 06/25/2015 05:25PM KBEAVER8
Gerardo, With the vehicle operating correctly for a few days after the previous repair of the transmission being overhauled and the valve body replaced it is recommended to first clear the transmission adaptives (KAM) then complete the drive cycle and reevaluate the vehicle for the 3-2 downshift concern. If the downshift concern still occurs (3-2 shift) when the direct clutch releases and the intermediate clutch is applied with then it is recommended to monitor the GEAR_RAT and TRAN_RAT PIDs to determine if the transmission slipping or having a delayed shift. When looking at the GEAR_RAT (commanded gear) and TRAN_RAT (actual gear) PIDs during the concern to determine if slippage is occurring and to determine which gears the concern is present in. These PIDs should mirror each other within one second while the vehicle is moving, if the PIDs are not mirroring each other it indicates that slippage is occurring or a shift has not occurred. Note looking at GEAR_RAT can indicate which gear is commanded during the concerns. Additionally due to the ongoing concerns during the 3-2 downshift we have escalated this concern to the Technical Service Hotline s Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Service Hotline Service Engineer in more detail. Thank you in advance.

ADD-ON 06/25/2015 05:25PM KBEAVER8
Consulted Steve Armstrong of EH discussed the vehicle down time and ongoing shudder concern RO date 4-1-15 directed to provide diagnosis and escalate.

ADD-ON 06/25/2015 05:25PM KBEAVER8
Reason For Escalation: Time Down

CONCER 06/29/2015 01:52PM [redacted] VO - HT - KENTUCKY TRUCK PLT
Made an outbound call to Gerardo, he stated that the vehicle came to the dealer with a shudder concern. The concern was verified and the transmissions adaptive learn procedure was performed. The concern was good for a few days and the customer returned again with the same complaint. Next the transmission was removed and Gerardo found a few clutch packs out of specifications. The entire transmission was re-sealed and the clutch packs were brought back into specification. The valve body was also replaced and the vehicle was road test for the concern, the concern was resolved and again the customer returned

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
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---------- C O M M E N T S ----------

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

stating it was doing it again. The IDS was used to make sure there

stating it was doing it again. The IDS was used to make sure there were no engine misfires or faulted inputs, Gerardo found no concerns with inputs or misfires. Gerardo is looking for further direction with this concern as the customer is get upset with the situation.

RECOMM 06/29/2015 01:52PM [redacted] VO - HT - KENTUCKY TRUCK PLT
Hello Gerardo, As we have discussed 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 recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 06/29/2015 01:52PM [redacted] VO - HT - KENTUCKY TRUCK PLT
Note to FSE: This TAR is being generated due to time down and a lack of technical progress with the vehicle.

TAR 06/29/2015 01:53PM [redacted] VO - HT - KENTUCKY TRUCK PLT
NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO A LACK OF TECHNICAL PROGRESS AND TIME DOWN WITH THE VEHICLE. THE VEHICLE CAME TO THE DEALER WITH A SHUDDER ON DOWNSHIFTS. THE CONCERN WAS VERIFIED BY THE TECHNICIAN, IT ONLY OCCURS WHEN SLOWING TO A STOP USING THE BRAKE, IF YOU COAST ALL THE WAY DOWN IT WILL DO A 3-1 DOWNSHIFT AND THE CONCERN IS NEVER FELT. THE TRANSMISSIONS ADAPTIVE LEARN PROCEDURE WAS PERFORMED, THE CONCERN WAS GOOD FOR A FEW DAYS AND THE CUSTOMER RETURNED AGAIN WITH THE SAME COMPLAINT. THE TRANSMISSION WAS REMOVED AND THE TECHNICIAN FOUND A FEW CLUTCH PACKS OUT OF SPECIFICATIONS. THE ENTIRE TRANSMISSION WAS RE-SEALED AND THE CLUTCH PACKS WERE BROUGHT BACK INTO SPECIFICATION. THE VALVE BODY WAS ALSO REPLACED AND THE VEHICLE WAS ROAD TEST FOR THE CONCERN, THE CONCERN WAS RESOLVED AND AGAIN THE CUSTOMER RETURNED STATING IT WAS DOING IT AGAIN. THE IDS WAS USED TO MAKE SURE THERE WERE NO ENGINE MISFIRES OR FAULTED INPUTS, THE TECHNICIAN FOUND NO CONCERNS WITH INPUTS OR MISFIRES. IT IS UNCLEAR TO THE TECHNICAL ASSISTANCE CENTER THE ROOT CAUSE OF THIS CONCERN THUS THE REQUEST FOR FSE INVOLVEMENT. THIS CONCERN HAS BEEN ON-GOING SINCE THE CUSTOMER HAS PURCHASED THE VEHICLE ACCORDING TO THE TECHNICIAN. THE VEHICLE IS AT THE DEALER. ESTIMATED NUMBER OF REPAIR ATTEMPTS: 4; ESTIMATED NUMBER OF DAYS OUT OF SERVICE: RO DATE IS APRIL 01 2015

AUDIT 06/29/2015 01:53PM [redacted] VO - HT - KENTUCKY TRUCK PLT
ODOMETER 2936 CHANGED TO 2936 M BY GSVEC

ADD-ON 06/29/2015 05:26PM [redacted]FTAC) MSS - FCSD - GREAT LAKE REGION
UPDATE: DEALERSHIP CONTACTED ([redacted] SMITH THE SHOP FOREMAN) TODAY FOR THE TRANSMISSION SHUDDER ON DECELERATION. THE CUSTOMER INDICATED TO [redacted] THAT THIS SHUDDER CAN GET WORSE DURING/AFTER A TRAILER IS PULLED AND THE TRANSMISSION ISSUE IS GONE AFTER AN ADAPTIVE RELEARN IS PERFORMED. THEREFORE, WITH THE TRANSMISSION NOT DAMAGED INTERNALLY AND NOW WITH THE PROPER CLUTCH PACK CLEARANCE WITHOUT CHANGE IN THIS CONCERN, INDICATES THE TRANSMISSION IS OPERATING PROPERLY. IN ADDITION, THE TRANSMISSION SHIFT STRATEGY IS OPERATING PROPERLY AS

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

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

CORRECT INPUT TO THE POWERTRAIN CONTROL MODULE IS TAKING PLACE. IN

CORRECT INPUT TO THE POWERTRAIN CONTROL MODULE IS TAKING PLACE. IN CONCLUSION, THE SHUDDER SENSATION FELT ON A PARTICULAR DOWNSHIFT IS DUE TO CUSTOMER INPUT AND/OR TRAILER/LOAD CONDITIONS THAT THIS HIGHLY ADAPTIVE TRANSMISSION IS ADJUSTING FOR. [redacted] (THE SHOP FOREMAN) HAS BEEN MADE AWARE OF THIS CHARACTERISTIC OF THE TRANSMISSION SHIFT STRATEGY, WHICH HE WILL ALSO ENSURE THE LATEST CALIBRATION IN THE PCM IS PRESENT (IDS 96.01), AND THAT THE ADAPTIVE RELEARN IS PERFORMED AGAIN TO RESTORE PROPER SHIFT STRATEGY SETTINGS.

AUDIT 07/08/2015 07:09PM [redacted] FTAC) MSS - FCSD - GREAT LAKE REGION
TECH ASSIST REFERRAL HAS BEEN CLOSED

ADD-ON 07/08/2015 07:16PM [redacted] FTAC) MSS - FCSD - GREAT LAKE REGION
CLOSING TAR: THIS VEHICLE HAS A SLIGHT SHUDDER THAT WAS MEASURED ON THE MTS-4100 TO BE WITHIN CHARACTERISTIC LIMITS (LESS THAN .03G). AFTER VISUAL INSPECTION OF THE VEHICLE AND PID MONITORING, THE VEHICLE IS OPERATING PROPERLY AND NOT EXHIBITING PRE-MATURE WEAR. DUE TO THE VEHICLE OPERATING PROPERLY AND WITHIN SPECIFICATION, THIS TAR IS BEING CLOSED.

CONCER 02/15/2016 12:55PM JGIBS133
Web Form Data …Description of Vehicle Concern: C/S THERE IS A FAST SHUTTER FEELING WHEN DECELERATION WITH OR WITHOUT BRAKES. MOST NOTICABLE FROM 20 MPH DOWN. HAD REPAIR DONE AT GOSCH. SINCE THEN THERE IS MORE OF A DELAY IN REVERSE INTERMITENTLY. … …Please list any diagnostics already performed: CHECKED OASIS, CHECKED HISTORY. HAS FSE INVOLVED ALREADY. IDS SELF TEST NO CODES. NO PCM OR TCM CALIBRATION UPDATES AVAILABLE AT THIS TIME. ROAD TESTED AND VERIFIED CONCERN. FOUND THAT THE MANUAL LINKAGE WAS NOT ADJUSTED CORRECTLY. THAT RESOLVED THE DELAY INTO REVERSE. FLUID LEVEL IS CORRERT AND CONDITION IS GOOD. DOWN SHIFT SHUDDER FROM THE 3-2 DOWN SHIFT. WHEN COASTING DOWN OR BRAKING. FEELS LIKE A ROTATIONAL CONCERN. DUE TO SPEED BEING AROUND 20 MPH GOING TO START WITH REINDEXING THE DRIVESAHFT. … …Parts Replaced: NONE … …Your Question: JUST LETTING YOU KNOW THAT WE HAVE THE VEHICLE AND ARE STARTNG BASIC STEPS TO DIAG, THE CONCERN. I SEE IN THE NOTES THAT A TRANSMISSION WAS REQUESTED BYE GOUSH FORD. THE CONCERN BASED ON THE INFORMATION I RECEIVED MAY LEAD TO THE INTERMEDIAT CLUTCH PACK.

RECOMM 02/15/2016 12:55PM JGIBS133
[redacted] It is advised to install a Electronic Vibration Analyzer (EVA) in order to determine which order vibration and where the source of the vibration is. Refer to section 100-04 of the workshop manual for aid in using the EVA. Use the charts in this section in order to diagnose the source of the vibration and repair as necessary in order to alleviate the vibration. If it is determined to be a transmission concern, remove the main control and solenoid body to inspect for metal contamination and damage. Ensure that the solenoids and valves do not stick in their bores. Replace the main control and solenoid body if any concerns are present. If no concerns are present replace solenoids SSB and SSC. We have escalated this concern to the Technical Assistance Center s Escalated Handling Team for additional review. A Service Engineer from this team will contact you by phone or through

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

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

this Hotline Assistance Request within one (1) business day to

this Hotline Assistance Request within one (1) business day to provide additional information and/or recommendations to assist in the resolution of the customer s concern. Our team at the Hotline will continue to work with you and your Dealership to help get the concern resolved and the vehicle back to the customer in a timely manner. If the Escalated Handling Team is still unable to assist you in resolving the customer s concern through these additional steps, the Hotline will alert your Field Service Engineer by opening a Technical Assistance Request. Please be prepared to discuss all diagnostics performed and test results with the Technical Assistance Center Service Engineer in more detail. Thank you in advance.

ADD-ON 02/15/2016 12:55PM JGIBS133
Consulted Brian Fox EH Note o EH: escalating due to previous TAR for same concern which was closed 07/08/2015

ADD-ON 02/15/2016 12:55PM JGIBS133
Reason For Escalation: Technical Progress

CONCER 02/15/2016 04:57PM TECHHOT
WE DO NOT HAVE A EVA DIAG, FOR VIBRATION. ROAD TESTED AND MONITORED TRANS PIDS. MADE FIVE RECORDIGNS AND SENT THEM TO HOT LINE FILE KE26315. AFTER ROAD TESTING WITH ARE SHOP FOREMAN AND LETTING HIM DRIVE. I COULD VERIFY THE VIBRATION STARTS ON THE 4-3 DOWN SHIFT IF ROAD SPEED IS LOWER IT WILL START ON THE 3-2 DOWN SHIFT. IF YOU ACCEL SLOWLY I FELT A LIGHT VIBRATION ON CONVERTER LOCK UP. SINCE THE CONVETER IS UNLOCKING ON COAST DOWN COULD WE HAVE A CONCERN IN SIDE THE CONVERTER. PLEASE REVIEW THE CONVERTER LOCK UP PIDS. THANKS [redacted]

CONCER 02/17/2016 10:59AM TECHHOT
JUST LOOKING FOR AN UPDATE OR INFORMATION ON THIS VEHICLE. A SNAPSHOT FILE WAS SENT (KE26315). ANY CONCERNS SEEN IN THESE SNAOPSHOTS WITH THE CONVERTOR? OR ANY OTHER PROBLEMS SEEN?

CONCER 02/17/2016 03:06PM DGUNDER8
Made an outbound call to [redacted] to discuss the concern and he stated it is not a normal operating characteristic based on his experience with other like vehciles. When slowing down while the transmission is in 4th, 3rd and partially into second gear there is a pronounced vibration.

RECOMM 02/17/2016 03:06PM DGUNDER8
[redacted] Based on our phone conversation it is advised to verify there are no misfires by performing a cylinder balance test on deceleration or while the concern is occurring. It is then advised to clear the adaptive shift strategy and perform a drive cycle relearn procedure. Make sure the transmission fluid is at operating temperature of 180-200 F degrees when performed. Please update this form with your findings and a return call will be made on 2/19/16.

ADD-ON 02/17/2016 03:06PM DGUNDER8
[redacted] cell phone number [redacted]

ADD-ON 02/17/2016 03:06PM DGUNDER8
follow up call 2/19/16

CONCER 02/17/2016 05:05PM TECHHOT
ROAD TESTED AND MADE FOUR POWER BALANCE RECORDINGS. NO MISS FIRES

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

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

DETECTED. RESET TCM ADAPTIVE TABLES AND PERFORMED ADAPTIVE RELEARN.

DETECTED. RESET TCM ADAPTIVE TABLES AND PERFORMED ADAPTIVE RELEARN. AFTER RELEARN MADE FIVE RECORDINGS OF SHUDDER ON THE 4-3 DOWN SHIFT. STILL LEANING TOWARDS THE CONVERTER. JUST HAS THAT TYPE OF ROTATION FEEL. SENT RECORDINS TO HOT LINE. [redacted]

CONCER 02/17/2016 06:05PM DGUNDER8
Update to form,

RECOMM 02/17/2016 06:05PM DGUNDER8
[redacted] As per our phone conversation, if you could please command the TCC off using the IDS to see if the concern changes. It is possible the IDS may not allow a command at a low speed. If this is the case please depin the TCC circuit CET10 at the transmission bulkhead connector C1575 pin 3. This may cause the concern to change indicating a possible TCC concern. Please update this form with your findings. If there is no update a follow up call will be made on 2/19/16.

ADD-ON 02/17/2016 06:05PM DGUNDER8
follow up call 2/19/16

CONCER 02/18/2016 06:21PM TECHHOT
COULD NOT COMMAND TCC OFF WHILE DRIVING. PULLED PIN 46 TCC BLUE/GREY WIRE AT PCM CONNECTOR. ROAD TESTED STILL HAS A SHUDDER ON THE 4-3 DOWN. SHIFT. THE ONLY APPLY COMPONENT IS THE DIRECT CLUTCH COMING ON AND OVERDRIVE GOING OFF. COULD THE OVERDRIVE FRICTIONS BEING HELD ON TO LONG OR BINDING. [redacted]

CONCER 02/19/2016 11:34AM DGUNDER8
Made an outbound call to [redacted] and he stated that there is a vibration coming from the drivetrain when the engine is revved in neutral or park. This same vibration can be felt every time on a 4-3 downshift when coasting or braking to a stop. Because of the nature of the vibration it is difficult determining if the vibration is an internal transmission concern or internal engine concern.

RECOMM 02/19/2016 11:34AM DGUNDER8
[redacted] 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 recommendations and steps to assist in the resolution of this vehicle concern.

ADD-ON 02/19/2016 11:34AM DGUNDER8
opening TAR

TAR 02/19/2016 11:42AM DGUNDER8
…NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO THE LACK OF TECHNICAL PROGRESS DIAGNOSING OR RESOLVING THIS VIBRATION CONCERN. THE VEHICLE CAME IN WITH A VIBRATION DURING A 4-3 DOWNSHIFT BUT IT HAS BEEN FOUND THAT THE VIBRATION IS PRESENT WHILE REVVING THE ENGINE IN PARK OR NEUTRAL. BECAUSE OF THIS IT HAS BEEN DIFFICULT DETERMINING IF THE CONCERN IS ENGINE OR TRANSMISSION RELATED. THE TECHNICAL ASSISTANCE CENTER HAS EXHAUSTED ALL OF ITS EFFORTS TRYING TO RESOLVE THIS CONCERN. THE VEHICLE HAS HAD NUMEROUS REPAIR ATTEMPTS PREVIOUS TO THIS VISIT BUT HAS CURRENTLY BEEN OUT OF

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
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---------- C O M M E N T S ----------

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

SERVICE FOR 7 DAYS. …

SERVICE FOR 7 DAYS. …

AUDIT 02/19/2016 11:42AM DGUNDER8
ODOMETER 8996 CHANGED TO 8996 M BY DGUNDER8

ADD-ON 02/19/2016 11:47AM DGUNDER8
…NOTE TO FSE: WE ARE REQUESTING TECHNICAL ASSISTANCE FOR THIS VEHICLE DUE TO THE LACK OF TECHNICAL PROGRESS DIAGNOSING OR RESOLVING THIS VIBRATION CONCERN. THE VEHICLE CAME IN WITH A VIBRATION DURING A 4-3 DOWNSHIFT BUT IT HAS BEEN FOUND THAT THE VIBRATION IS PRESENT WHILE REVVING THE ENGINE IN PARK OR NEUTRAL. BECAUSE OF THIS IT HAS BEEN DIFFICULT DETERMINING IF THE CONCERN IS ENGINE OR TRANSMISSION RELATED. THE TECHNICAL ASSISTANCE CENTER HAS EXHAUSTED ALL OF ITS EFFORTS TRYING TO RESOLVE THIS CONCERN. THE VEHICLE HAS HAD NUMEROUS REPAIR ATTEMPTS PREVIOUS TO THIS VISIT BUT HAS CURRENTLY BEEN OUT OF SERVICE FOR 7 DAYS. …

AUDIT 02/19/2016 11:47AM DGUNDER8
TECH ASSIST REFERRAL HAS BEEN REOPENED

CONCER 03/01/2016 06:19PM TECHHOT
FORD SERVICE ENGINEER HAS ASKED US TO RESHIME THE DIFF, BY ADDING A ONE DEGREE SHIME TO INCREASE THE FRONT OF THE PINION FOR A MORE DIRECT ALIGNMENT. WILL UPDATE WHEN REPAIR IS COMPLETED.

ADD-ON 03/01/2016 07:40PM [redacted]FTAC) MSS - FCSD - GREAT LAKE REGION
ADD ON: TECHNICIAN COMMENTS OF SHIMMING THE PINION ANGLE IS ACCURATE. IT WAS RECOMMENDED TO SHIM THE PINION ANGLE AS THE VIBRATION APPEARS TO BE DRIVELINE ANGLE RELATED. FURTHER TESTING CONFIRMED THAT TSS VS. OSS AS WELL AS TC_SLIPACT VS. TC_SLIPDSD ARE SMOOTH AND LOAD RELATED INPUTS SHOW NO ERRATIC READINGS AT THE TIME OF THE CONCERN. THE CUSTOMERS CONCERN IS VERY SLIGHT AND ADJUSTING PINION ANGLES IS TO S ATISFY THE CUSTOMER. HOWEVER, IF THE VIBRATION WERE TO OCCUR AFTER P INION SHIM ADJUSTMENTS, IT WAS RECOMMENDED TO USE A VIBRATION A NALYZER.

RECOMM 03/02/2016 08:56AM PBUSHON
[redacted] With FSE [redacted] now providing Technical Assistance Request (TAR) assistance with this vehicle, after the rear axle shim is installed to point the pinion angle up one degree from its current position and the vehicle is roadtested. Contact/Update your FSE [redacted] and provide the roadtest results, if the decel shudder/vibration is repaired.

ADD-ON 03/02/2016 08:56AM PBUSHON
Note to FSE, this may be a normal 6R80 decel characteristic. If the transmission is still in 6th or 5th gear at slow speeds under decel condtions, the TCC is locked up 100% and fuel is shut down for a fuel economy save, a moderate engine braking feeling can occur. If the concern is still present after the rear axle pinion angle is shimmed up, check if the EVA or MTS-4000 shows a 1st order vibration at less than 0.06 G's. The 6 speed transmission decel strategy used to be published in the older model year vehicle owner guides. 2010 F150 online vehicle owner's guide 3rd printing YDriving with a 6 speed automatic transmission, Your vehicle has been designed to improve fuel economy by reducing fuel usage while coasting or decelerating. When

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

--TYPE-- ---------- COMMENT TEXT ----------
you take your foot off the accelerator pedal and the vehicle begins to

you take your foot off the accelerator pedal and the vehicle begins to slow down, the torque converter clutch locks up and aggressively shuts off fuel flow to the engine while decelerating. This fuel economy benefit may be perceived as a light to medium braking sensation when removing your foot from the accelerator pedal.
ADD-ON 03/04/2016 04:49PM [redacted]FTAC) MSS - FCSD - GREAT LAKE REGION
CLOSING TAR: DEALERSHIP VISIT TOOK PLACE TODAY TO ANALYZE THE VIBRATION WITH A MTS-4100. THE MOST SEVERE READING RECORDED WAS 27 HZ WITH .022G (PICKUP SENSOR LOCATED ON DRIVER SEAT TRACK). WITH THE VIBRATION RECORDINGS, THE REMAINING SENSATION FELT ON DECELERATION IS FOUND TO BE WITHIN OPERATIONAL LIMITS AND NO FURTHER REPAIRS ARE REQUIRED. HOWEVER, IT WAS STILL SUGGESTED TO ADJUST THE PINION ANGLE, BECAUSE THE LAST ADJUSTMENT MADE HAD SLIGHTLY REDUCE THE ORIGINAL VIBRATION ON DECELERATION (NO VIBRATION OCCURRED ON ACCELERATION BEFORE OR AFTER ADJUSTMENTS WERE MADE). IN CONCLUSION, THIS TAR IS BEING CLOSED AS NO ADDITIONAL TECHNICAL ASSISTANCE IS REQUIRED FOR THIS VIBRATION THAT IS FOUND WITHIN TOLERABLE LIMITS.
AUDIT 03/04/2016 04:49PM [redacted]FTAC) MSS - FCSD - GREAT LAKE REGION
TECH ASSIST REFERRAL HAS BEEN CLOSED
AUDIT 08/23/2016 10:18AM
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
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	YES

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 05/11/2014 Warranty Start Date: 11/28/2014
Date of Sale: 11/28/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 735 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 5.0L 4V TI-VCT V8 Tag: EA 340 AA
Bld Dt: Calb: DF615D0 A
Serial #:
E1521 0205140272 EA 340 AA64 AACJC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2015

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

Trans: 6 SPD AUTO (6R80) Part #:
Bld Dt:
Serial #:
A4321 29041427783722 BL3P 7000 BC A1A
Model: Shft:

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

Tire : P275/55R20 111S BSW A/S Brand :
Radio : ELETR PREM AM/FM STRO/DISC A/C : AC B-??????????????????????
Paint : PN3-??????????????????????????--------- STERLING GRAY 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 06787 - Trust Lake Elsinore Ford Ph#:951-471-4100
City: Lake Elsinore State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 02/12/2016

Specialist's
Name : JDODDS6 -??????????????????

---------- 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
05/06/2015	F5FGZ962	CACVOC	ST/RN/MV		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) ----------

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: 03/12/2020

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

VEHICLE: 2014 F150 4X4,SUP CRW,STYSD VIN: [redacted]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 57,604 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 8 39 START/RUN/MOVE MOVING
DOWNSHIFT QUALITY INTERMITTENT
Additional Symptom: Intermittent CEL Speedometer d
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 03/12/2020 09:58AM [redacted] FSE MSS - FCSD - MID ATLANTIC REG
Web Form Data[redacted]) Description of Vehicle Concern: CUSTOMER STATES INTERMITTINGLYWRENCH LIGHT COMES ON WILE DRIVING ODOMITER GOES TO DASHES SPEEDO DROPS TO ZERO HARSH ENGAUGEMENTS STUCK IN HIGH GEAR SUSPECT 5TH Please list any diagnostics already performed: SELF TEST AND MULTIPLE ROAD TESTS FINALLY GOT A RECORDING OSS DROPS OUT FOR A FEW SECOND THEN COMES BACK EVRYTHING IS FINE IF SHUT OF AND RESTART ALL LIGHTS OUT Parts Replaced: NONE Your Question: I WAS ABOUT TO REPLACE THE LEADFRAME BUT THE DASHES IN THE ODOMITER ALWAS WAS AN INDICATOR OF A COMUNICATION PROBLEM WITH THE PCM CAN THIS STILL BE CAUSED BY THE LEADFRAME CASH CUSTOMER TRYING NOT TO RUN UP HIS BILL
RECOMM 03/12/2020 09:58AM [redacted] FSE MSS - FCSD - MID ATLANTIC REG
David, With the P0720 DTC and symptom present a fault relating to the OSS is suspected. Prior to replacement of the lead frame you can verify that the OSS signal return circuit is in good working order. This circuit is found in wiring cell 30-1 and is circuit RET04, start with checking the pins at each end of the circuit in the connector. Check for pin fitment using a flex probe, if the pin is good it will have a similar fit with the flex probe as the other pins in the connector. If you find no pin fitment concerns you can perform a load test to determine if the circuit is capable of carrying a load, this test will identify hidden resistances and problems such as pinched wires. To do this place power at one end of the circuit and install a 3157 bulb using both elements of the bulb between the other end of the circuit and ground. With the bulb illuminated take a voltage drop reading across the light bulb, you should see within .5V of source voltage. If you dont see a voltage within this specification a circuit fault is present that needs to be repaired. If you have no circuit concerns present replace the lead frame and retest the vehicle.

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

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