OASIS MESSAGES

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSB) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In July 2011, FCSD launched a new coding system for OASIS. All active SSMs and TSB titles have been re-coded using the new OASIS coding system. All inactive and superseded SSMs and TSB titles are still maintained under the old coding system. In responding to this information request, Ford searched Global OASIS using both the new and old OASIS service codes for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Model Year: 2014

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through April 08, 2024 (the date of this inquiry)

OASIS Service Code(s):

Code	Description
4421**	Start/Run/Move, Moving, Gear Selector, Appearance Start/Run/Move, Moving, Gear Selector, Attachment Start/Run/Move, Moving, Gear Selector, Inoperative Start/Run/Move, Moving, Gear Selector, Loose/Attachment Start/Run/Move, Moving, Gear Selector, Sticks/Binds Start/Run/Move, Moving, Gear Selector, UNKNOWN
4422**	Start/Run/Move, Moving, Shift Lever (Manual), Appearance Start/Run/Move, Moving, Shift Lever (Manual), Attachment Start/Run/Move, Moving, Shift Lever (Manual), Inoperative Start/Run/Move, Moving, Shift Lever (Manual), Loose/Attachment Start/Run/Move, Moving, Shift Lever (Manual), Sticks/Binds Start/Run/Move, Moving, Shift Lever (Manual), UNKNOWN
4423**	Start/Run/Move, Moving, Paddle/SelectShift, Attachment

	Start/Run/Move, Moving, Paddle/SelectShift, Inoperative Start/Run/Move, Moving, Paddle/SelectShift, Loose/Attachment Start/Run/Move, Moving, Paddle/SelectShift, Sticks/Binds Start/Run/Move, Moving, Paddle/SelectShift, UNKNOWN
4424**	Start/Run/Move, Moving, Engagement Quality, Both (Fwd and Rev) Start/Run/Move, Moving, Engagement Quality, Forward Start/Run/Move, Moving, Engagement Quality, Reverse Start/Run/Move, Moving, Engagement Quality, Park Start/Run/Move, Moving, Engagement Quality, UNKNOWN
4425**	Start/Run/Move, Moving, No Engagement, Both (Fwd and Rev) Start/Run/Move, Moving, No Engagement, Forward Start/Run/Move, Moving, No Engagement, Reverse Start/Run/Move, Moving, No Engagement, UNKNOWN
4426**	Start/Run/Move, Moving, Shift quality steady state, Always Start/Run/Move, Moving, Shift quality steady state, Coasting Start/Run/Move, Moving, Shift quality steady state, Cold Start/Run/Move, Moving, Shift quality steady state, Hot Start/Run/Move, Moving, Shift quality steady state, Intermittent Start/Run/Move, Moving, Shift quality steady state, Uphill Start/Run/Move, Moving, Shift quality steady state, While Towing Start/Run/Move, Moving, Shift quality steady state, UNKNOWN
4427**	Start/Run/Move, Moving, Upshift Quality, Always Start/Run/Move, Moving, Upshift Quality, Coasting Start/Run/Move, Moving, Upshift Quality, Cold Start/Run/Move, Moving, Upshift Quality, Hot Start/Run/Move, Moving, Upshift Quality, Intermittent Start/Run/Move, Moving, Upshift Quality, While Towing Start/Run/Move, Moving, Upshift Quality, UNKNOWN
4428**	Start/Run/Move, Moving, Downshift Quality, Always Start/Run/Move, Moving, Downshift Quality, Coasting Start/Run/Move, Moving, Downshift Quality, Cold Start/Run/Move, Moving, Downshift Quality, Hot Start/Run/Move, Moving, Downshift Quality, Intermittent Start/Run/Move, Moving, Downshift Quality, Uphill Start/Run/Move, Moving, Downshift Quality, UNKNOWN
4429**	Start/Run/Move, Moving, 4 x 4 Function, Inoperative Start/Run/Move, Moving, 4 x 4 Function, Intermittent Start/Run/Move, Moving, 4 x 4 Function, Manual Control Start/Run/Move, Moving, 4 x 4 Function, Power Control Start/Run/Move, Moving, 4 x 4 Function, Stays On Start/Run/Move, Moving, 4 x 4 Function, UNKNOWN
442A**	Start/Run/Move, Moving, Traction Control, Inoperative Start/Run/Move, Moving, Traction Control, Intermittent Start/Run/Move, Moving, Traction Control, Stays On Start/Run/Move, Moving, Traction Control, UNKNOWN
442B**	Start/Run/Move, Moving, Transmission Control Switch, Inoperative Start/Run/Move, Moving, Transmission Control Switch, Intermittent Start/Run/Move, Moving, Transmission Control Switch, Sticks/Binds Start/Run/Move, Moving, Transmission Control Switch, UNKNOWN
442C**	Start/Run/Move, Moving, Won't Shift Out of Park, Always

	Start/Run/Move, Moving, Won't Shift Out of Park, Cold Start/Run/Move, Moving, Won't Shift Out of Park, Hot Start/Run/Move, Moving, Won't Shift Out of Park, Intermittent Start/Run/Move, Moving, Won't Shift Out of Park, UNKNOWN
442000	Start/Run/Move, Moving, UNKNOWN, UNKNOWN
442Z00	Start/Run/Move, Moving, Not Listed, UNKNOWN
227T**	Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Flashes Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Inoperative Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Stays On Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, UNKNOWN
227V**	Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Flashes Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Inoperative Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Stays On Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, UNKNOWN

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

INTERNAL SERVICE MESSAGES

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) in CQIS (prior to March 2020) or OASIS (beginning March 2020) for their internal use. The ISMs are assigned a CQIS "symptom code" (OASIS "service code") or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like other OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS and OASIS for active ISMs using the following search criteria:

Model Year: 2014

Subject Vehicle: Ford F-150 vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through April 08, 2024 (the date of this inquiry)

CQIS Symptom/OASIS Service Code(s):

Code	Description
4421**	Start/Run/Move, Moving, Gear Selector, Appearance Start/Run/Move, Moving, Gear Selector, Attachment Start/Run/Move, Moving, Gear Selector, Inoperative Start/Run/Move, Moving, Gear Selector, Loose/Attachment Start/Run/Move, Moving, Gear Selector, Sticks/Binds Start/Run/Move, Moving, Gear Selector, UNKNOWN
4422**	Start/Run/Move, Moving, Shift Lever (Manual), Appearance Start/Run/Move, Moving, Shift Lever (Manual), Attachment Start/Run/Move, Moving, Shift Lever (Manual), Inoperative Start/Run/Move, Moving, Shift Lever (Manual), Loose/Attachment Start/Run/Move, Moving, Shift Lever (Manual), Sticks/Binds Start/Run/Move, Moving, Shift Lever (Manual), UNKNOWN
4423**	Start/Run/Move, Moving, Paddle/SelectShift, Attachment Start/Run/Move, Moving, Paddle/SelectShift, Inoperative Start/Run/Move, Moving, Paddle/SelectShift, Loose/Attachment Start/Run/Move, Moving, Paddle/SelectShift, Sticks/Binds Start/Run/Move, Moving, Paddle/SelectShift, UNKNOWN
4424**	Start/Run/Move, Moving, Engagement Quality, Both (Fwd and Rev) Start/Run/Move, Moving, Engagement Quality, Forward Start/Run/Move, Moving, Engagement Quality, Reverse Start/Run/Move, Moving, Engagement Quality, Park Start/Run/Move, Moving, Engagement Quality, UNKNOWN
4425**	Start/Run/Move, Moving, No Engagement, Both (Fwd and Rev) Start/Run/Move, Moving, No Engagement, Forward

	Start/Run/Move, Moving, No Engagement, Reverse Start/Run/Move, Moving, No Engagement, UNKNOWN
4426**	Start/Run/Move, Moving, Shift quality steady state, Always Start/Run/Move, Moving, Shift quality steady state, Coasting Start/Run/Move, Moving, Shift quality steady state, Cold Start/Run/Move, Moving, Shift quality steady state, Hot Start/Run/Move, Moving, Shift quality steady state, Intermittent Start/Run/Move, Moving, Shift quality steady state, Uphill Start/Run/Move, Moving, Shift quality steady state, While Towing Start/Run/Move, Moving, Shift quality steady state, UNKNOWN
4427**	Start/Run/Move, Moving, Upshift Quality, Always Start/Run/Move, Moving, Upshift Quality, Coasting Start/Run/Move, Moving, Upshift Quality, Cold Start/Run/Move, Moving, Upshift Quality, Hot Start/Run/Move, Moving, Upshift Quality, Intermittent Start/Run/Move, Moving, Upshift Quality, While Towing Start/Run/Move, Moving, Upshift Quality, UNKNOWN
4428**	Start/Run/Move, Moving, Downshift Quality, Always Start/Run/Move, Moving, Downshift Quality, Coasting Start/Run/Move, Moving, Downshift Quality, Cold Start/Run/Move, Moving, Downshift Quality, Hot Start/Run/Move, Moving, Downshift Quality, Intermittent Start/Run/Move, Moving, Downshift Quality, Uphill Start/Run/Move, Moving, Downshift Quality, UNKNOWN
4429**	Start/Run/Move, Moving, 4 x 4 Function, Inoperative Start/Run/Move, Moving, 4 x 4 Function, Intermittent Start/Run/Move, Moving, 4 x 4 Function, Manual Control Start/Run/Move, Moving, 4 x 4 Function, Power Control Start/Run/Move, Moving, 4 x 4 Function, Stays On Start/Run/Move, Moving, 4 x 4 Function, UNKNOWN
442A**	Start/Run/Move, Moving, Traction Control, Inoperative Start/Run/Move, Moving, Traction Control, Intermittent Start/Run/Move, Moving, Traction Control, Stays On Start/Run/Move, Moving, Traction Control, UNKNOWN
442B**	Start/Run/Move, Moving, Transmission Control Switch, Inoperative Start/Run/Move, Moving, Transmission Control Switch, Intermittent Start/Run/Move, Moving, Transmission Control Switch, Sticks/Binds Start/Run/Move, Moving, Transmission Control Switch, UNKNOWN
442C**	Start/Run/Move, Moving, Won't Shift Out of Park, Always Start/Run/Move, Moving, Won't Shift Out of Park, Cold Start/Run/Move, Moving, Won't Shift Out of Park, Hot Start/Run/Move, Moving, Won't Shift Out of Park, Intermittent Start/Run/Move, Moving, Won't Shift Out of Park, UNKNOWN
442000	Start/Run/Move, Moving, UNKNOWN, UNKNOWN
442Z00	Start/Run/Move, Moving, Not Listed, UNKNOWN
227T**	Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Flashes Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Inoperative

	Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, Stays On Driver Aid & Information, Warning Indicators/Messages/Chimes, Transmission, UNKNOWN
227V**	Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Flashes Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Inoperative Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, Stays On Driver Aid & Information, Warning Indicators/Messages/Chimes, Upshift, UNKNOWN

The CQIS (or OASIS) database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

FIELD REVIEW COMMITTEE

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.