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----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 08/10/2023 12:40PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120117826) Description of Vehicle Concern: noted fuel
odor from engine compartment and in cabin at idle. Please list any
diagnostics already performed: road test and verified concern of fuel
odor in cabin. inspection noted strongest from engine valley. removed
ignition coils and inspect high pressure fuel injectors. noted
residual fuel present around cylinders 1 and 3 high pressure fuel
injectors. noted no tsbs or ssm relate to concen, no open recall for
drain tube installation, noted this vehicle does not have the drain
tube installed. Parts Replaced: none yet Your Question: As I suspect 2
of 3 injectors to be leaking, would you recommend replacing all 3 high
pressure fuel injectors?
RECOMM 08/10/2023 12:40PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Mike, To start, please ensure that you are correctly following the
Service Repair and Technical Assistance Process before contacting the
Technical Assistance Center. If there are no Service Articles relating
to this concern, then you should follow normal WSM diagnostics and
follow the dealerships internal escalation process to involve the shop
foreman or other experienced technicians before contacting the
Technical Assistance Center. Please reference the Service Repair and
Technical Assistance Process document that has been attached to this
form to ensure you are following proper process. Also note, it is up
to the dealership to make the final repair decision based off your
inspections and testing. If suspected all the high-pressure fuel
injectors are causing this concern, then it would be recommended you
replace all high-pressure fuel injectors and reevaluate the concern.
If there are only signs of 2 fuel injectors to be causing this
concern, then please continue with replacement of the affected fuel
injectors and reevaluate this concern. Ford Technical Assistance
Center Conrad

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



CQIS Report Number: P8JBW018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/10/2023

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

SERVICE ACTIONS
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS
Vehicle Build Date: 01/10/2023 Warranty Start Date: 04/15/2023
Date of Sale: 04/15/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):CAN B4736
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE



ADDITIONAL
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????
Paint : PN4-?? CACTUS GRAY

AFTER MARKET MODIFICATIONS
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : MIKE CLEMENTS Title: TECHNICIAN
Phone :



CQIS Report Number: P8JBW018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/10/2023

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

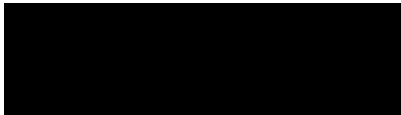
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

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

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Contains 4 rows of repair history data.



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----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----
CONCER 05/26/2023 05:44PM
        CHECK ENGINE LIGHT ON DURING PDI
TECH/C  05/26/2023 05:44PM
        verified concern. check engine light on and vehicle runs ruff. hooked
        up fdrs ran koeo and koer came back with p0301 cylinder 1 missfire.
        ran power balance. notice cylinder would drop out more under load.
        performed relative compression test. passed. swapped cylinder 1 and 2
        coil packs. no change. swapped cylinder 1 and 2 spark plugs. no
        change. swapped cylinder 1 and 2 port fuel injectors. no change. ran a
        high pressure fuel system test and found cylinder 1 direct injector
        hanging up at 230ms and cylinder 2 and 3 are 139ms. recommend
        replacing cylinder 1 direct fuel injector and reset KAM.

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----- C O N C E R N   D E T A I L S -----
Intermittent?:      Come Back?      :      Air Temp. : A      Grid Location:
Towed In?      :      Quits On Road?:      Unit Down?:      Verification :

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----- 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

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----- S E R V I C E   A C T I O N S -----
Repair      Number      Causal
Type      Component Number      Type      Description      Comp.
RPL      9F593      SERVICE      INJECTOR ASSY      YES

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Trans: 8 SPEED AUTO 8F35 - - - T R A N S M I S S I O N - - - Part #:

Bld Dt:  
Serial #:  
TC04A22284121449 LX6P 7000 DB  
Model:

Shft:

- - - A D D I T I O N A L - - -  
Tire : 225/65 R17 102H A/S BSW 2 Brand :  
Radio : A/C : AC S-????????????????????????????  
Paint : PN4-?? AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller : KRISTIN SHADE Title: SERVICE WRITER  
Phone : 9254561212

Rpr Dlr:USA 06085 - Livermore Ford Lincoln  
City: Livermore State : California  
Country: United States Region : San Francisco

----- 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: NONE ---

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 06085	05/08/23	301244	7	1		NX6	8A507	A	22S73B
USA 06085	05/08/23	301244	7	2	42	HX7	9F593	E	12650D
USA 06085	05/08/23	301244	7	2	42	HX7	9J323	A	12650DX1
USA 06085	05/08/23	301244	7	2	42	DS7	9E529	B	12650D47
USA 06085	05/08/23	301244	7	2	42				AD
USA 06085	05/08/23	301244	7	2	42				12650D53

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

Causal Component:  
Causal Factor:                                      Feature:                                      Loc:  
Causal Condition:                                      Photo:                                      Attchmnts: 7  
Component Test Status:                                      ---- Return Loc:  
Vehicle Fixed?:                                      Customer satisfied?:                                      Repair Effectiveness (%):

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

CONCER    03/09/2023 10:01AM AROSS87  
Web Form Data(119887518) Description of Vehicle Concern: This vehicle was delivered to our dealership very recently. As noted the vehicle has 13 miles (12.9 to be exact). There is a strong odor of gasoline. Upon further inspection, there are several puddles in various places on the driver side of the engine along the top of the transmission housing. Removed the coil packs for all 3 of the high pressure fuel injectors, and there is fuel in all 3 of the ports. One of the coil packs has a damaged rubber gasket,( the one furthest to the right side of the engine. Its very difficult to pin point which injector is leaking, it appears that all 3 are leaking. Please list any diagnostics already performed: Visible inspection Parts Replaced: None Your Question: Should we replace all 3 High Pressure Fuel Injectors, along with the damaged coil? Safety Recall 22s73 (PCM updating and drain tube installation) does not appear to apply to this vehicle, it is not showing up on the Oasis report. Should this procedure be performed as part of the repair process for this vehicle?

RECOMM    03/09/2023 10:01AM AROSS87  
Adam, If Recall 22S73 does not apply to this vehicle it should not be performed. Since there are no recalls active for this vehicle this means it does not have the same faults as the other vehicle. It is possible all 3 fuel injectors are leaking, at this time we recommend removing and replacing all 3 fuel injectors as well as the damaged ignition coil. Please be sure to inspect for further damage as well as anything that could have led to this failure. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click <A target=\_blank href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2>Schedule</A> to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:<ul><li>Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest

CQIS Report Number: P3IE1002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
software level.</li><li>Ensure TeamViewer login card is ready to scan
software level.</li><li>Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)</li><li>The vehicle
you are working on is in a bay with good Wi-Fi
connectivity</li></ul><br><span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.</span> <br><A target=\_blank
href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa
q.faces?LANG=EN-US&GEO=USA&dswid=-520>Headset software/hardware
concerns</A><br><br><A target=\_blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup</A>
Technical Assistance Center Team Member- AJ
ADD-ON 03/09/2023 10:01AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st Contact
CONCER 03/09/2023 10:24AM GTCGCQIS
At this time most of the parts needed for this repair are on back
order, I will get on the order list and update again when we dig back
into this one when parts arrive. Thank you
RECOMM 03/10/2023 12:45PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Adam, Thank you for the update. <p>In the event that the part needed
to repair this vehicle is not available, the Parts Escalation Process
(EFC08937) should be followed. In order to complete the Parts
Escalation Process, the order should be flagged as VOR (Vehicle Off
Road) in COPIS.</p><p><br></p><p>The Parts Escalation will allow the
involvement of other Ford departments to ensure customer satisfaction
with the repair process. For more information, refer to <A
target=\_blank
href=https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/
documents/parts\_service/ptor/ptav/Pages/Backorder\_Escalation.pdf>Parts
Escalation Process</A> (Vehicle Off Road) found in FMCDealer.</p>
Tyler B. Ford Motor Company
ADD-ON 03/10/2023 12:45PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : n/a
CONCER 05/10/2023 02:42PM GTCGCQIS
So we finally received the injectors and coil pack for this vehicle.
replaced all 3 injectors, damaged coil pack, high pressure fuel line
(one time use), torqued everything to spec. that resolved our leak
issue. thank you so much for your help. Dealership selected No Reply
Required when submitting these comments.

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:

CQIS Report Number: P3IE1002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0087:00-EC,P00C6:00-20
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/16/2022 Warranty Start Date: 05/16/2023
Date of Sale: 05/16/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GB DA
Bld Dt: Calb: NCHDY1N A

Bld Dt:
Serial #:
TC04A22294110281 PZ1P 7000 GA
Model: Shft:
----- A D D I T I O N A L -----
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ADAM WINNE Title: TECHNICIAN
Phone :

ADAM WI
Rpr Dlr:USA 06880 -
City: Niagara Falls
Country: United States

Claim #/Date : 234556

Specialist's
Name : AROSS87 -????????????????????????????????

----- 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: P3IE1002 Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/09/2023

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

SURVEY HAS NOT BEEN SENT

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 06880	03/06/23	234556	11	1	42	HX7	9F593	E	12650D
USA 06880	03/06/23	234556	11	1	42	HX7	9J323	A	12650D45
USA 06880	03/06/23	234556	11	1	42	H6B	9229	A	12650DX1
USA 06880	03/06/23	234556	11	1	42	HX7	12029	A	12650D53





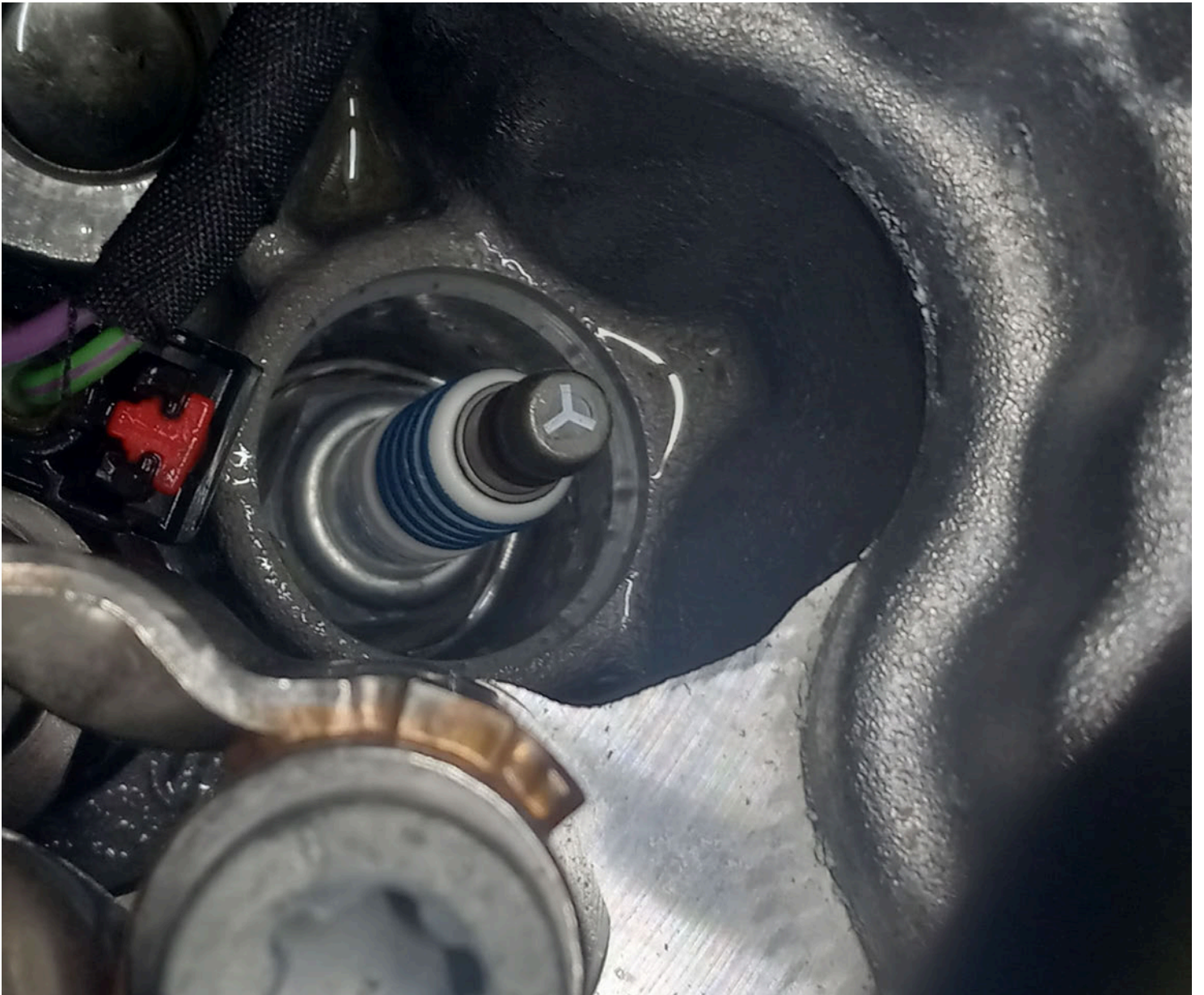
○ Attachment Id : 3088 68



○ Attachment Id :3088 267



Attachment Id : 3088 66



Attachment Id :3088 265



Attachment Id :3088 26



○ Attachment Id :3088 263

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--TYPE--
CONCER 03/31/2023 12:04PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(119926387) Description of Vehicle Concern: fuel leaking
from recall drain tube causing. fuel smell when driving vehicle.
Please list any diagnostics already performed: verified fuel leak
check for new tsb /ssm Parts Replaced: none Your Question: would
replacing. high side fuel injector fix fuel leak and should we replace
all 3?
RECOMM 03/31/2023 12:04PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Hey Ronel, If replacing the high side fuel injectors would help
resolve the concern, then replace them and re-evaluate. If only one is
affected by the fuel leak, then replace just that damaged injector and
re-evaluate. Larry P Ford Midwest TAC Team
ADD-ON 03/31/2023 12:04PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

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----- 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

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

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----- V E H I C L E   D E T A I L S -----
Vehicle Build Date:           10/20/2022           Warranty Start Date:           04/29/2023

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----- 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

--- S U P P L E M E N T A L   S U R V E Y:   N A T I O N A L   H O T L I N E   S U R V E Y   2 0 0 0 ---  
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
Dealer ID      Repair      Repair      Odometer      Rp      Caus      Service      Part      Number      Labor  
                  Date            Order      (Miles)      Nr      Cond      Pfx      Base      Sfx      Operation

USA 04011	03/30/23	407170	5715	1	D1	HX7	9F593	E	12650D53
USA 04011	03/30/23	407170	5715	1	D1	HX7	9J323	A	12650D
USA 04011	03/30/23	407170	5715	1	D1				12650D45
USA 04011	03/30/23	407170	5715	1	D1				12650DX1

CQIS Report Number: P35DT006 Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/31/2023

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 04011	03/30/23	407170	5715	1	D1				STATELBR
USA 04011	03/30/23	407170	5715	1	D1				9350B
USA 04011	05/30/23	410162	7571	1	42	GN1	12A699	A	12650D
USA 04011	05/30/23	410162	7571	1	42				12650DX1
USA 04011	05/30/23	410162	7571	1	42				12650D45
USA 04011	05/30/23	410162	7571	1	42				MT12A699
USA 04011	05/30/23	410162	7571	1	42				STATELBR

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

CONCER 06/15/2023 10:35AM  
CUST STATES WHEN DRIVING ON THE FREEWAY TURNED ON A/C. STARTED TO  
SMELL LIKE GAS. GOT OFF FREEWAY AND THEN PARKED. THE VEHICLE WAS  
SMOKING. CAUGHT ON FIRE. CHECK AND ADVISE. ... ..This vehicle caught  
fire and burnt. Was sold May 29 2023 PDI was completed in  
February. ... ..  
TECH/C 06/15/2023 10:35AM  
vehicle burnt and unrepairable

----- C O N C E R N D E T A I L S -----  
Intermittent?: Come Back? : Air Temp. : A Grid Location:  
Towed In? : Quits On Road?: Unit Down?: Verification :

----- 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: 12/05/2022 Warranty Start Date: 05/29/2023  
Date of Sale: 05/29/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 463 LBS  
LH/RH Drive:

Trans: 8 SPEED AUTO 8F35  
Bld Dt:

Part #:

Shft:

ADDITIONAL - - -  
Tire : 225/65 R17 102H A/S BSW Brand :  
Radio : A/C : AC C-?????????????????????????????  
Paint : PN4-?????????????????????????????????????----- AREA 51

----- 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

[REDACTED]

----- 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
06/15/2023	P6OBX012	NHL	ST/RN/MV			USA 03125
06/15/2023	P6OB2483	CACVOC	ST/RN/MV			USA 03125

--- S U P P L E M E N T A L S U R V E Y : NONE ---  
----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

SYMPTOM: 8 87 1 03 SAFE & SECURE (FIRE/SMOKE) BURNT/MELTED  
UNDER HOOD APPEARANCE

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

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 7  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 09/08/2023 01:09PM STORMY COURTER(FSE) MSS - FCSD - CALIFORNIA REGION  
Web Form Data(120157239) Description of Vehicle Concern: VEHICLE  
BROUGHT IN FOR UNDERHOOD FIRE ON TOP OF ENGINE Please list any  
diagnostics already performed: VISUAL INSPECTION Parts Replaced: NONE  
YET Your Question: THIS IS AN UNUSUAL INSTANCE. IT APPEARS THAT THE  
INJECTOR WAS LEAKING ONTO THE COIL. CREATING CASE FOR DOCUMENTATION.  
KNOWN ISSUES?  
RECOMM 09/08/2023 01:09PM STORMY COURTER(FSE) MSS - FCSD - CALIFORNIA REGION  
When you have a concern alleging a fire, accident, injury, property  
damage and/or burn&nbsphas occurred due to an alleged product defect,  
pursuant to the Warranty and Policy Manual, no repairs should be  
performed. See below:<BR><BR>-<B><U>U.S. Dealerships</U></B> should  
complete a <B>Dealer/Fleet Request for OGC Review</B> found on  
FMCDealer.com - Parts & Service Tab - Customer Satisfaction  
link.<BR><BR><B><U>NOTE:</U></B> The Technical Assistance Center will  
not be able to provide further assistance with this issue until after  
the OGC review.  
CONCER 09/20/2023 01:59PM GTCGCQIS  
OGC HAS GIVEN THE CLEAR TO PROCEED BUT NEED YOUR APPROVAL. THANKS  
RECOMM 09/21/2023 01:58PM STORMY COURTER(FSE) MSS - FCSD - CALIFORNIA REGION  
Hello, Thank you for providing your photos. I am not seeing any  
reports of similar issues. Please replace all the burned/heat damaged  
components including the harness assembly, intake, and any hoses/tubes  
that may have been affected by the fire. Let me know if you need any  
more assistance from me. Thank you, Stormy Courter FSE

----- 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: P9HD7005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2023

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

Trans: 8 SPEED AUTO 8F35
Bld Dt:

Part #:

Shft:

I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????
Paint : PN4-??----- CARBONIZED GRAY/ASHER GRAY

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : MIKE MAHAN Title: SERVICE DIRECTOR
Phone :

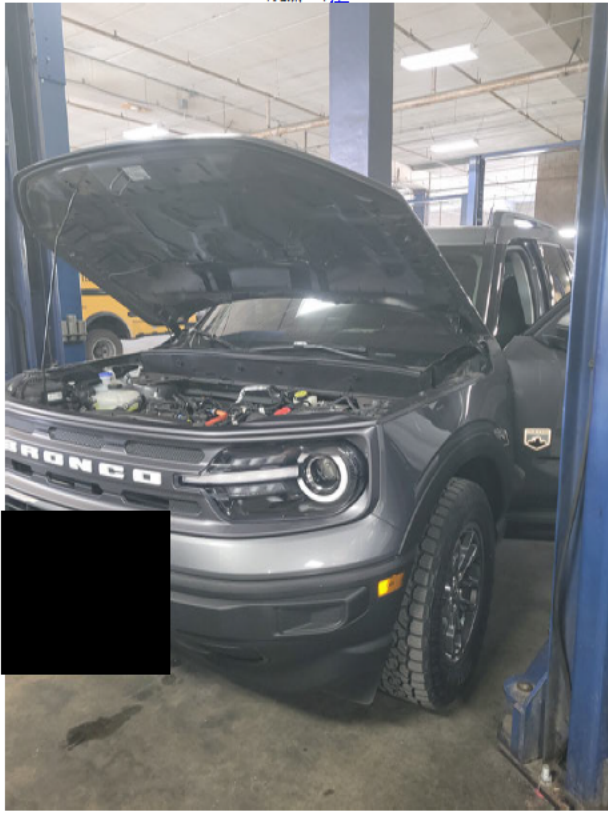
Specialist's
Name : STORMY COURTER (FSE)

----- C Q I S V I N H I S T O R Y -----
Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Rows include reports from 09/05/2023.

CQIS Report Number: P9HD7005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/08/2023

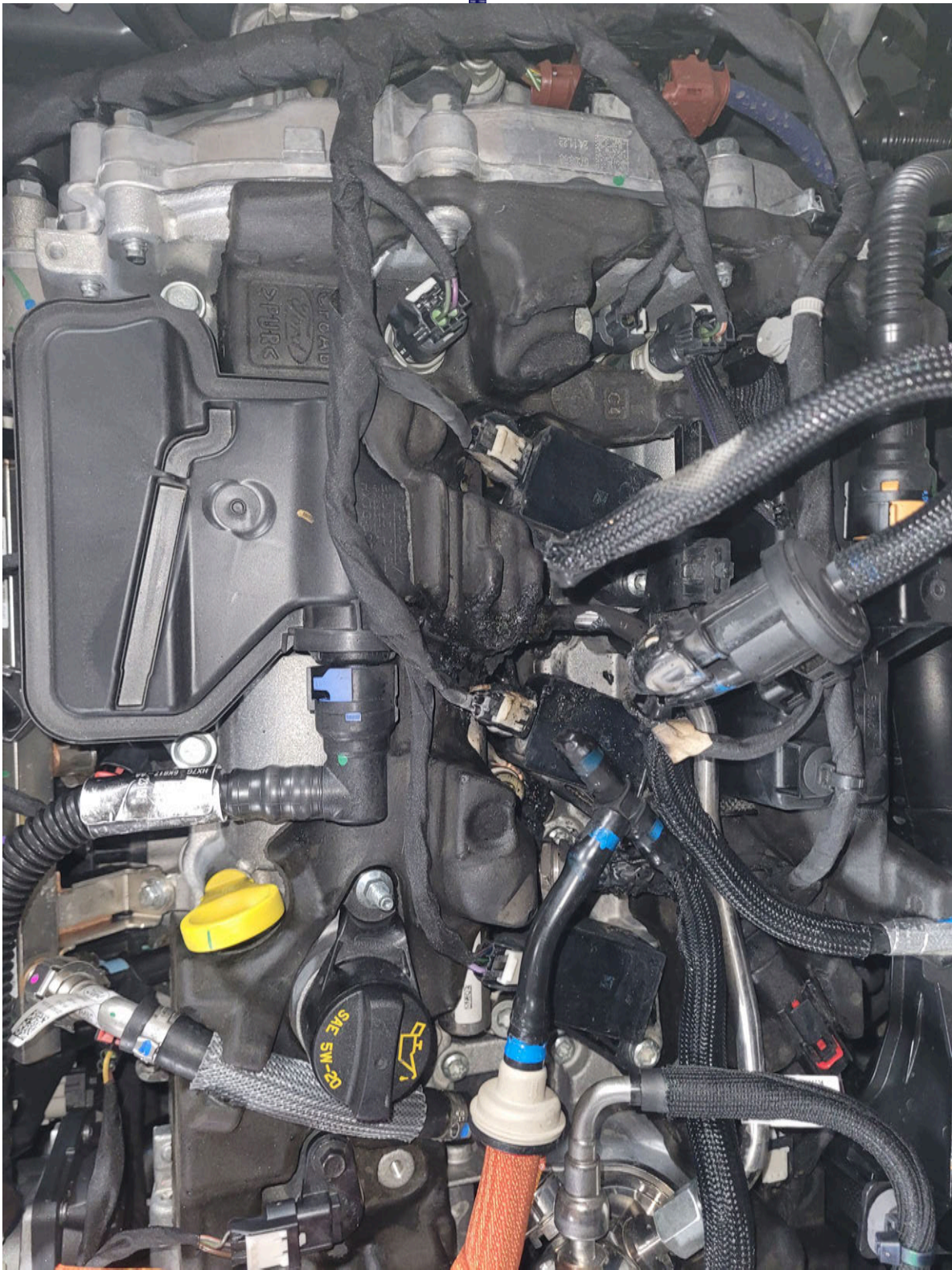
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Service Part Base Number Sfx Labor Operation
USA 07852 09/05/23 012082 5791 1 D8 9F593 MTBUYBACK











SYMPTOM: 4 40 Z 00 START/RUN/MOVE STARTING  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 8  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----  
--TYPE-- COMMENT TEXT  
CONCER 06/15/2023 03:19PM COLLIN MCCAULEY(FSE) MSS - FCSD - CALIFORNIA REGION  
Web Form Data(120035346) Description of Vehicle Concern: CUST STATES  
WHEN DRIVING ON THE FREEWAY TURNED ON A/C. STARTED TO SMELL LIKE GAS.  
GOT OFF FREEWAY AND THEN PARKED. THE VEHICLE WAS SMOKING. CAUGHT ON  
FIRE. CHECK AND ADVISE. Please list any diagnostics already performed:  
OPENED HOOD FILLED OUT VEHICLE CONCERN REPORT Parts Replaced: NONE  
Your Question: Is something happening with these vehicles? Should I  
direct the client to contact their insurance company?  
RECOMM 06/15/2023 03:19PM COLLIN MCCAULEY(FSE) MSS - FCSD - CALIFORNIA REGION  
Hey Charles, When you have a concern alleging a fire, accident,  
injury, property damage and/or burn&nbsphas occurred due to an alleged  
product defect, pursuant to the Warranty and Policy Manual, no repairs  
should be performed. See below:<BR><BR>-<B><U>U.S. Dealerships</U></B>  
should complete a <B>Dealer/Fleet Request for OGC Review</B> found on  
FMCDealer.com - Parts & Service Tab - Customer Satisfaction  
link.<BR><BR><B><U>NOTE:</U></B> The Technical Assistance Center will  
not be able to provide further assistance with this issue until after  
the OGC review. Thank you, Ford TAC  
ADD-ON 06/15/2023 03:19PM COLLIN MCCAULEY(FSE) MSS - FCSD - CALIFORNIA REGION  
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :  
1st Contact, SWIS Comments : n/a

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



CQIS Report Number: P6OBX012 Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/15/2023

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

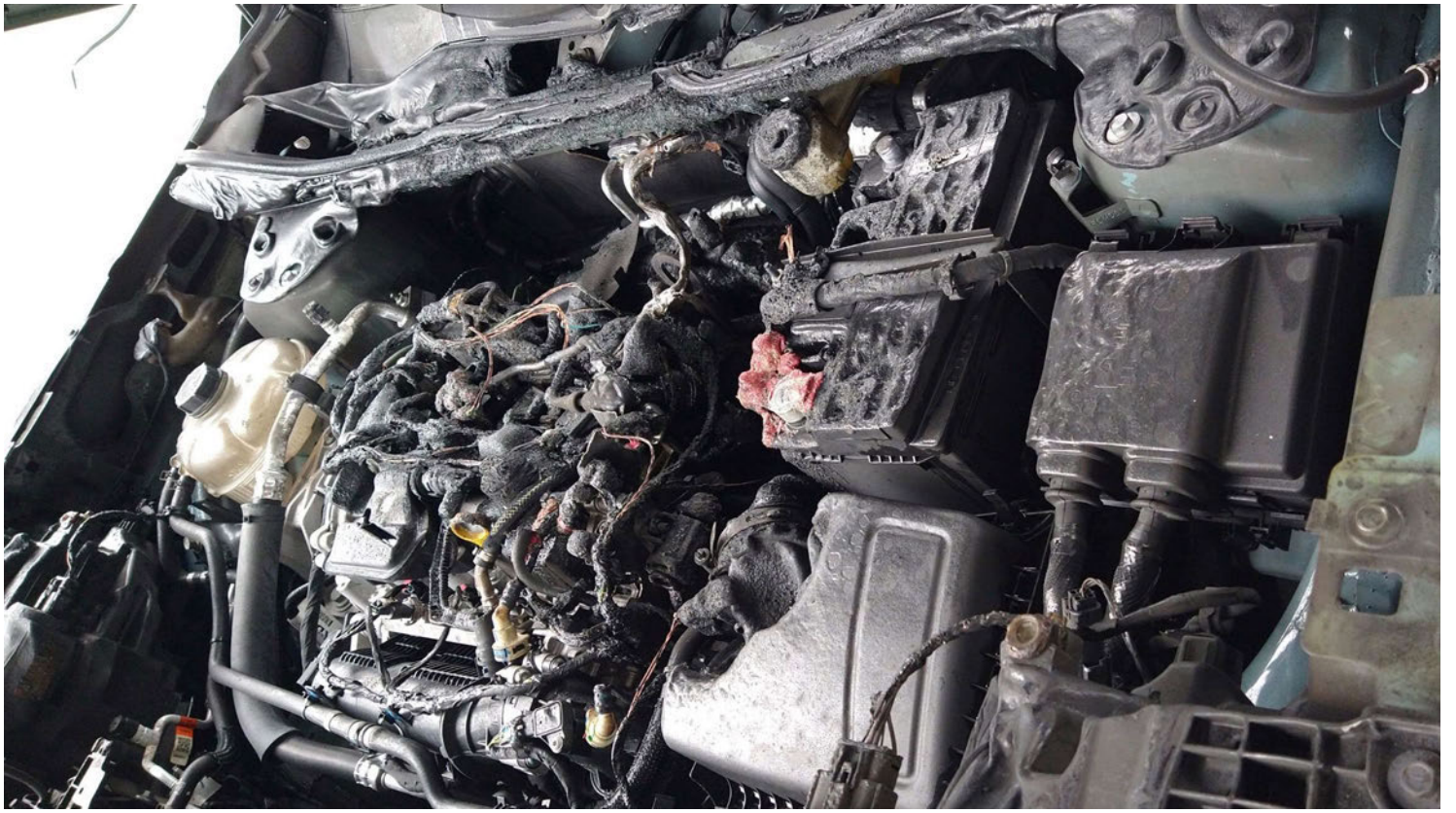
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



Attachment #0 (31548104)



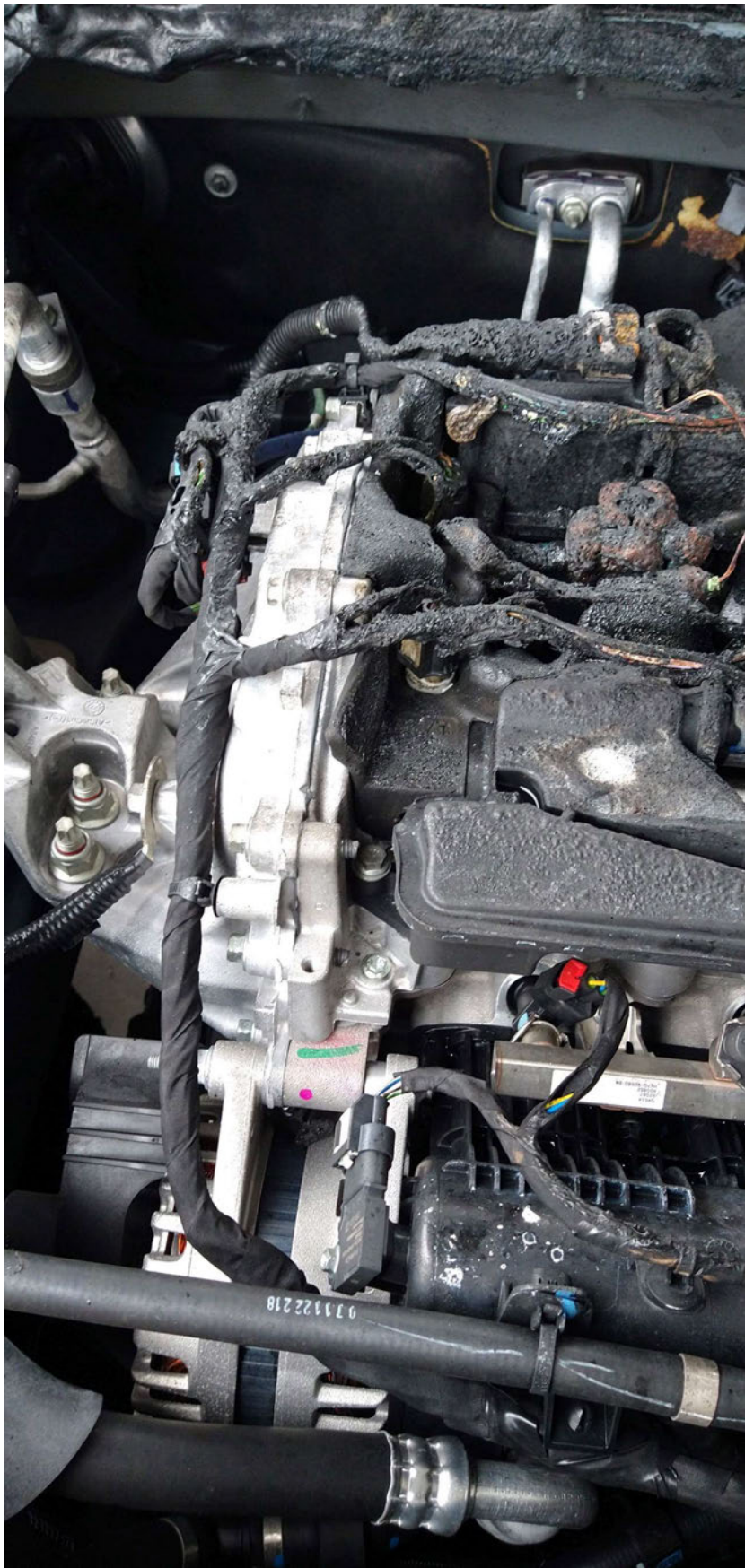
Attachment Id :11548103



© Attachment Id: 131548102



© Attachment Id : 11548101

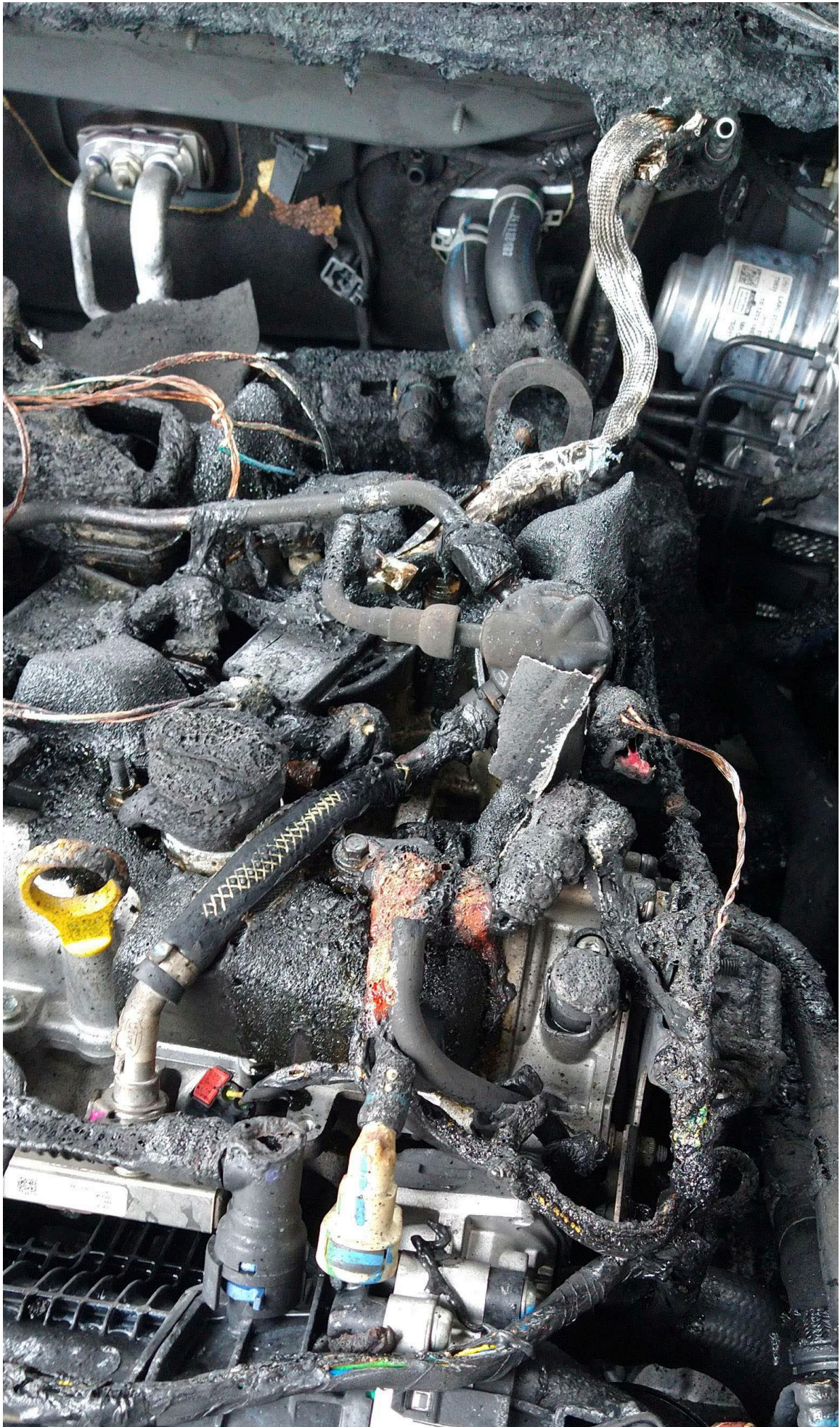


Attachment Id: 131548100

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16-May-2024  
Retention: None

RQ24-008 000037 GQQIS







-----  
--TYPE-- COMMENT TEXT -----  
CONCER 09/05/2023 02:33PM  
VEHICLE ENGINE AREA AT INJECTORS CAUGHT FIRE AND MELTED WIRES  
TECH/C 09/05/2023 02:33PM  
APPEARS # 2 INJECTOR CAUGHT FIRE. BURNED HARNESS AND INJECTOR(S) - HAS  
NOT BEEN TORN DOWN

----- CONCERN DETAILS -----  
Intermittent?: Come Back? : Air Temp. : A Grid Location:  
Towed In? : Quits On Road?: Unit Down?: Verification :

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

----- SERVICE ACTIONS -----  
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----  
Vehicle Build Date: 12/14/2022 Warranty Start Date: 01/09/2023  
Date of Sale: 01/09/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 463 LBS

NE - - -  
Tag: LX 6GT AB

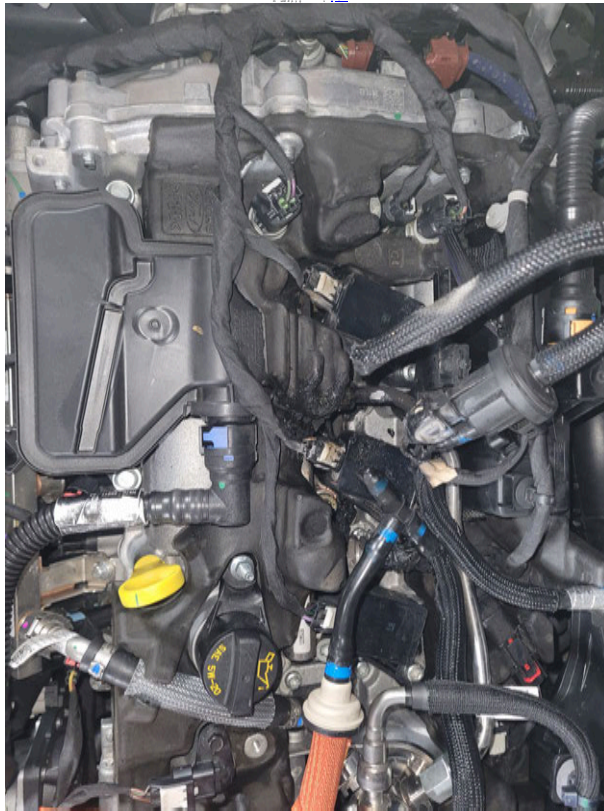
----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
 Orig/Caller : FELIPE LOPEZ Title: SERVICE MANAGER  
 Phone : 9512124064

Rpr Dlr:USA 07852 - Fairview Ford Ph#:909-884-9261  
 City: San Bernardino State : California  
 Country: United States Region : Los Angeles

----- C Q I S V I N H I S T O R Y -----  
 Date CQIS Prog Symp Cat Causal Part Description Dealer Id  
 09/05/2023 P9EBK645 CACVOC SAFE/SEC USA 07852  
 09/08/2023 P9HD7005 NHL SAFE/SEC USA 07852

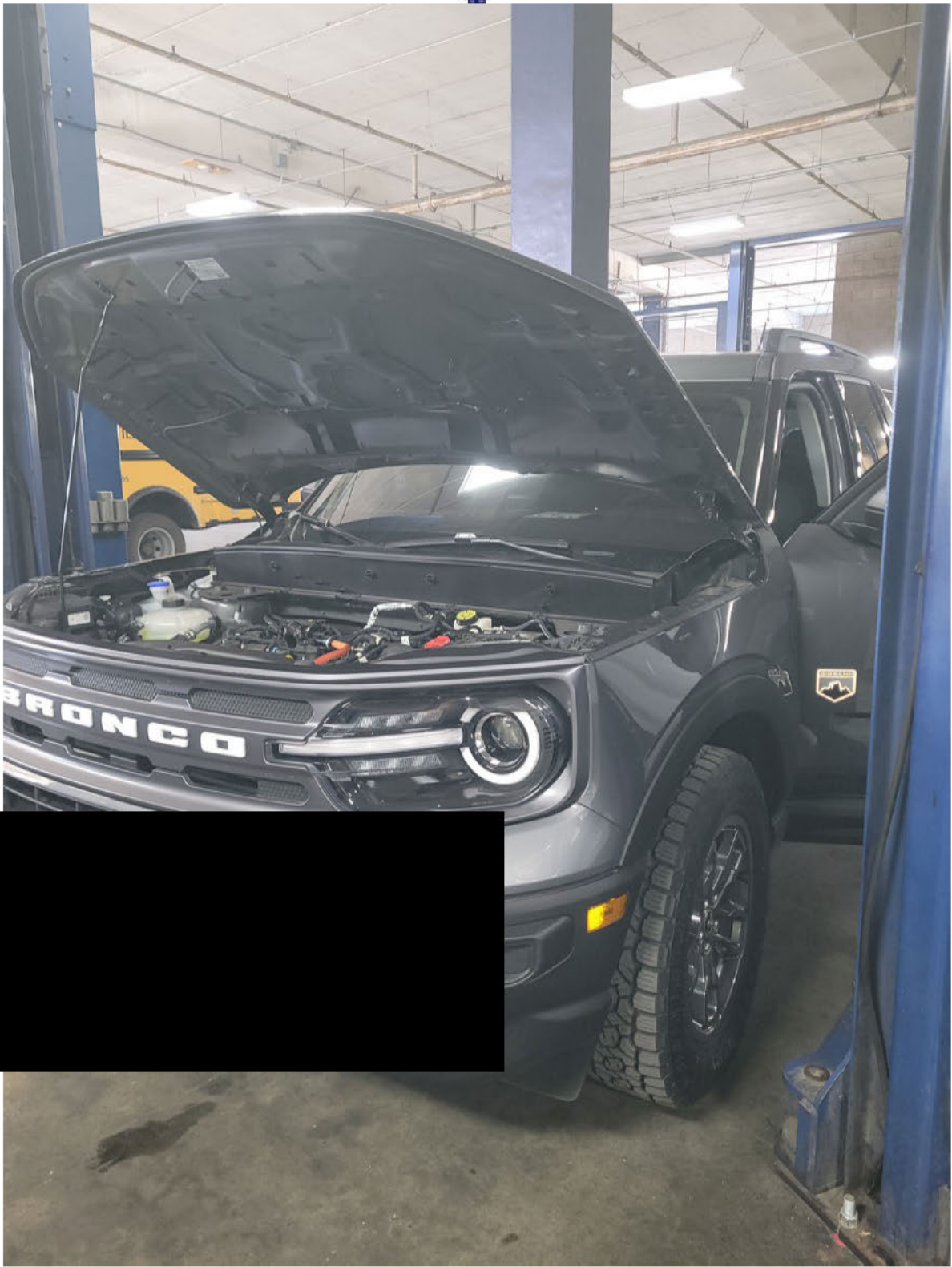
--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----  
 Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Base Service Part Number Sfx Labor Operation  
 USA 07852 09/05/23 012082 5791 1 D8 9F593 MTBUYBACK









CONCER 01/11/2023 09:45AM  
CUSTOMER STATES VEHILCE COUGHT FIRE DRIVING DOWN THE ROAD  
TECH/C 01/11/2023 09:45AM  
REPORT ONLY

----- C O N C E R N            D E T A I L S -----  
Intermittent?:            Come Back?            :            Air Temp. : 3            Grid Location:  
Towed In?            :            Quits On Road?:            Unit Down?:            Verification :

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

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

----- V E H I C L E            D E T A I L S -----  
Vehicle Build Date:            11/16/2022            Warranty Start Date:            01/05/2023  
Date of Sale:            01/05/2023            Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order:            Gross Vehicle Weight:            436 LBS  
LH/RH Drive:  
- - - E N G I N E - - -  
Engine: 1.5L DRAGON I3 DI TC GAS B            Tag: MX            6GB EA  
Bld Dt:            Calb:            NCTCY1N A  
Serial #:  
4133A22283131379 MX6G 6007 BEA

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----  
Orig/Caller : TOM KELLY Title: SERVICE DIRECTOR  
Phone : 2058542222

Rpr Dlr:USA 00230 - Hull Dobbs Ford Ph#:205-854-2222  
City: Birmingham State : Alabama  
Country: United States Region : Atlanta

----- 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: NONE ---

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