

Page: 01

CQIS DETAIL REPORT

10/03/24 16:00:25

CQIS Report Number: R6JHE001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/10/2024

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

Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 72,971 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: CEL and long crank - P0087
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 06/10/2024 09:50AM GREGORY SHIMSHOCK(FS MSS - FCSD - MIDWEST REGION
Web Form Data(120502903) Description of Vehicle Concern: vehicle came
in with CEL on, long crank, and P0087 fuel pressure too low. Ran oasis
and performed 22N18. after replacing the 3 high pressure fuel
injectors, the concern is still present. Please list any diagnostics
already performed: Tested circuits for the fuel metering valve at high
pressure fuel pump. only 4.98volts are available at the valve. load
tested wires and checked for shorts to power and ground, no concerns
present. pin fitment at valve and pcm is good. Parts Replaced: high
pressure fuel injectors. Do you have a module programming concern? No
Your Question: Is this supposed to be a 12 volt circuit? Unable to
find a spec for voltage for the fuel metering valve. If this is
supposed to be a 12 volt circuit and only 5 volts is available at the

RECOMM

circuit, meaning that the 5 volts you are seeing is likely a
diagnostic voltage meaning that this is what the PCM is putting out
to determine if a circuit fault is present (short to power, short to
ground, or open). When operating, this is likely a 12 volt circuit,
but you would need to back probe the valve itself (not recommended).
Perform pinpoint test HP from 303-04A of the workshop manual if you
have not done so already. Since HP fuel injector replacement has not
resolved the P0087, the fuel pump would be more likely than a PCM
fault.

CONCER

06/11/2024 09:11AM T-SZNAI1
Dealership changed the status changed from Diagnostics/Repair
Suggested to Further Assistance Needed, Cleared dtcs and Back probed
the fuel metering valve. voltage remained at about 5 volts KOEO.
started vehicle and power braked and voltage still remained at 5
volts. Should PCM be replaced based on this reading or would further

RECOM

Timo, These diagnostics alone would not condemn a PCM as it would be

extremely unlikely that a 12 volt power source was damaged to produce
 extremely unlikely that a 12 volt power source was damaged to produce
 only 5 volts exactly. Follow pinpoint test HP from 303-04A of the
 workshop manual to rule out the HP pump and even the replacement
 injectors as a cause. Based on the voltage reading alone, the PCM
 would be the least possible cause. If further assistance is needed,
 please provide the detailed results of each step of pinpoint test HP
 including what pressure readings you have.

CONCERN

06/13/2024 03:25PM T-SZNA11
 Dealership changed the status changed from Diagnostics/Repair
 Suggested to Fix Verified, Replacement of high pressure fuel pump
 resolved concern Dealership selected No Reply Required when submitting
 these comments.

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

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

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
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:	02/24/2021	Warranty Start Date:	04/17/2021
Date of Sale:	04/17/2021	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 09313
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 6GA CA
 Bld Dt: Calb:

Serial #:
 4133A21008130203LX6G 6007 ACA

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

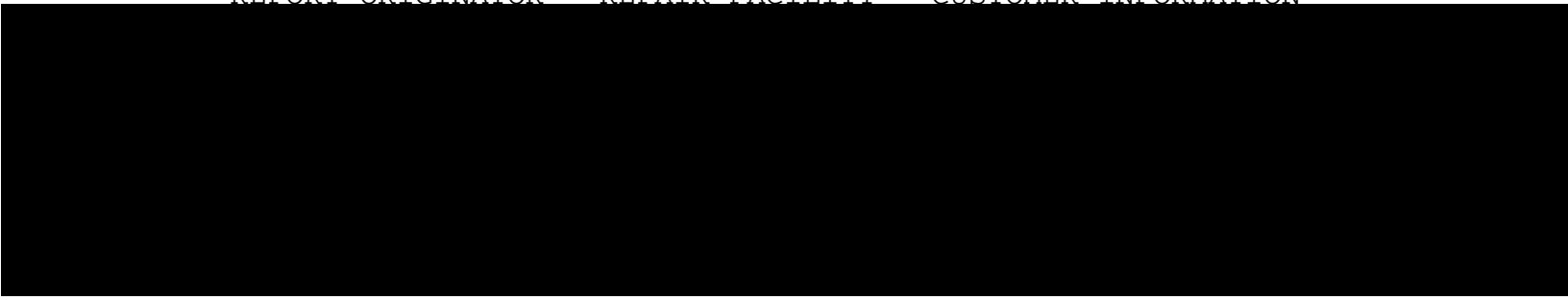
Bld Dt:
 Serial #:
 TC04A21005120947 LX6P 7000 DB Shft:
 Model:

----- A D D I T I O N A L -----
 Tire : 225/65 R17 102H A/S BSW Brand :
 Radio : A/C : AC C-?????????????????????????????
 Paint : PN4-?????????????????????????????????????----- ALTO BLUE TC/EMPIRE BLUE

CQIS Report Number: R6JHE001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/10/2024

----- 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 -----



----- 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

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Contains 5 rows of repair history data.

CQIS Report Number: PZ1HF002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2023

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

Additional Symptom: Low FRP DSD and ACT
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 12/27/2023 05:32PM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120296988) Description of Vehicle Concern: wrench light
on. check engine light on. engine not making power Please list any
diagnostics already performed: verified concern. checked for codes.
P0087 present. referred to 22N18 no fuel smell present but code is
present. was instructed to replace fuel injectors as per 22N18.
replaced injectors, cleared codes and reset KAM. concern still
present. referred to pinpoint test HP. HP1 yes, HP2 checked low and
high side fuel rail pressures. low side 94psi high side 35psi and FRP
DES 35psi. referred to reference charts. at high idle the FRP-DES
should be 499psi but currently 35psi. checked low side fuel pressure
with gage. gage reads 92psi. HP3 yes. HP4 yes. HP5 YES fuel pump
resistance 1.6 ohms HP6 yes .4 ohms present from fuel pump to PCM.
Hp10 no concerns with any PCM pins or fuel pump pins. pinpoint leads
to pinpoint test Z that is intermittent diagnosis? Parts Replaced: HP
fuel injectors and fuel line as instructed in 22N18 Do you have a
module programming concern? No Your Question: after seeing the
pinpoint test stops at HP10 for this code and wants me to do pinpoint
test z i went ahead and checked circuits for low side fuel pressure
sensor to PCM. .4 ohms present and HP fuel rail .4 ohms present.
circuits ok. one thing that bothers me is FRP-DES is 35 psi at idle. i
can not adjust, a warning stating parameter out of test range. well

REC causing the FRP desired to read 35 PSI. Since the injectors and fuel
rail did not resolve the concern, replace the high-pressure fuel pump
or swap from a known good one and reevaluate. Clint E Field Service

AD
CONCER 12/28/2023 08:43AM GTCGCQIS
ok i thought so. fuel pump has been ordered. but please help me

CQIS Report Number: PZ1HF002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
understand this a little better please. just for curiosity s sake i
understand this a little better please. just for curiosity s sake i
monitored low side fuel pressure actual and desired, High side fuel
pressure actual and desired with engine running and was not able to
adjust high side desired, is this because the PCM has found a fault
and is preventing higher pressure in case of a possible injector
failure leaking externally? also i monitored same pids with engine off
to see if a bleed back condition would arise. no issue both high and
low side held pressure after 20 min. if the PCM is commanding 35 psi
high side fuel pressure to ensure no external fuel leak then what does
the PCM use to determine this? time taken to build high side fuel
pressure? all other tests in HP prove out the high side fuel pump
being the fault.

RECOMM 12/28/2023 11:19AM CALE GARRETT(FSE) MSS - FCSD - CENTRAL REGION
Jordan, When a DTC is present, some module controlled components that
you can active command through the PID become inoperative due to a
fault being present in the system. Believe this is why you cannot
control the HPFP because it is seeing a low high-side FP and setting
the DTC. This may be due to the Fuel Metering Valve (FMV)/Fuel Valve
Regulator (FVR) inside the HPFP. For testing, unplug the HPFP and see
if FRP is within 40psi of FLP which would indicate the FRP is not
biased. If it is within 40psi, continue with HPFP replacement. Cale
FSE

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

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

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: 05/29/2020 Warranty Start Date: 06/23/2021
Date of Sale: 06/23/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08016
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: LX 6G TA
Bld Dt: Calb:
Serial #:
4133A20065131264 LX6G 6007 TA

CQIS Report Number: PZ1HF002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/27/2023

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 08198	10/04/23	740401	37399	5	1Q	LJ6	7821597	E	
USA 08198	10/04/23	740401	37399	5	1Q		7820124		
USA 08198	12/13/23	743245	39939	1	01	HX7	9F593	E	22N18B
USA 08198	12/13/23	743245	39939	1	01	HX7	9J323	A	
USA 08198	12/13/23	743245	39939	1	01		9F593		
USA 08198	12/13/23	743245	39939	2	82		RENTAL		
USA 08198	12/13/23	743245	39939	3	42	HX7	9350	C	12650D
USA 08198	12/13/23	743245	39939	3	42		W718083	S437	12650DX1
USA 08198	12/13/23	743245	39939	3	42				12650D45
USA 08198	12/13/23	743245	39939	3	42				9543A
USA 08198	12/13/23	743245	39939	3	42				MTHOTLINE

SYMPTOM: 5 50 A 12 DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES COLD
Additional Symptom: leaking injector 22S73
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 6
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 01/11/2023 06:48PM NLEE39
Web Form Data(119802678) Description of Vehicle Concern: Vehicle hard to start and runs rough until about 40 MPH. Also, vehicle has smoke coming out of tail pipe when idle and a lot of smoke on heavy acceleration. Also has check engine light P0299 and U0100 Please list any diagnostics already performed: Found vacuum leak on turbocharger on waste gate actuator line repaired line no longer has under boost code cleared. Noticed fluid around high pressure fuel injector valley. Yellowish fluid puddling on top of transmission and wetness from valley drain. Ran a Relative compression test passed. Ran a misfire test misfire on all three cylinders mostly cylinder 3. Ran Power Balance test when shutting down cylinder 3 injector vehicle stopped smoking out of the tail pipe and then when reactivating cylinder 3 smoke came out heavily aging. This testing has led me to believe that its a faulty/ leaking fuel injector causing the smoking issue Running Rich. Parts Replaced: N/A Your Question: Since I have found a faulty high pressure fuel injector and I also have fluid from high pressure injectors and in valley. I have referenced to recall 22s73 which is line 6 on the RO. Step one asks for smell of fuel it has slight smell of fuel around valley and wetness on injectors. Recall states to contact SSSC when contacting SSSC it states that not to submit since there is no update or parts available for this vehicle. I was wondering what my next step should be. should I replace high pressure fuel injectors or wait till parts are available for recall or is this issue even related to the Recall 22s21. Thank you

RECOMM 01/11/2023 06:48PM NLEE39
Hey Angel, With this FSA 22S73, the overall parts for the general FSA repair do not appear to be available as per the Dealer Bulletin page when clicking this FSA on the Vehicle ID page in PTS. With that being said, the direction in step 1 for the presence of a fuel smell, does not seem to correlate directly to parts replacement, rather to inform SSSC that this vehicle is exhibiting more of a serious concern compared to vehicles that have yet to exhibit this leak. If possible, please still see if SSSC can be reached for this issue as per the link

CQIS Report Number: P1KEJ014 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/11/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
found at the bottom of the Vehicle ID tab in PTS for this VIN. You may
found at the bottom of the Vehicle ID tab in PTS for this VIN. You may
be able to reach SSSC at 1-800-998-1717 as well. Do not proceed with
component replacement at this time. Thanks, Nathan L. Ford Technical
Assistance Center 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 to book a SWIS call
with the TAC. After booking an appointment a TAC representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

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

<A target=blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup
ADD-ON 01/11/2023 06:48PM NLEE39
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact
CONCER 03/21/2023 12:04PM GTCGCQIS
Contacted SSSC on the issue and they approved three new injectors.
Completed Recall 22s73 and replaced all three Direct Injectors on the
fuel rail. Injector three was leaking/blown. Installed three new
Injectors performed KAM reset and Tested HPFT all three new injectors
are relative. Ran vehicle cold start runs good until it stabilizes it
runs rich and burns smoke out the exhaust. Read Historical codes found
P00c6 Fuel Rail Pressure Too Low - Engine Cranking (Bank 1) code has
not come back on. But lead me to check into fuel rims and pressure
sensors. On Data Loger after warm up the FRP and the FRP DSD is not
relative at all over a 10000KPA difference DSD is lower and the actual
is higher. With the high pressure pump valve unplugged the FRP and FRP
DSD are relative like FLP and FLP DSD the FRP matches line pressure
when the pump is unplugged. I believe that since the high-pressure
pump is building to high of pressure causing the Direct Injectors to
blow/leak relative to the Recall. Unfortunately I cannot reproduce DTC
to continue the pin point test for P00c6. PCM is updated to the
correct software battery is good. I suspect a bad high pressure fuel
pump due to the live data. 1st pdf cold start, 2nd pdf stabilizes, 3rd
pdf warmed up, 4th pdf when fuel trim tries to reduce up -%30 5th pdf
is high pressure fuel pump unplugged and 6th pdf shows fuel level

CQIS Report Number: P1KEJ014 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/11/2023

COMMENTS

--TYPE-- COMMENT TEXT
above %15. What would be my next step?

RECOMM 03/22/2023 01:09PM TMARSH86
above %15. What would be my next step?
Angel, As this this vehicle is PFDI, it may be normal for the FRP
actual to be higher than FRP desired as when the port fuel system is
being used, the pressure will not bleed off from the high-pressure
system. If the high-pressure system was being too high, the PCM may
set a P0088 DTC. As the vehicle is not currently setting any DTC s but
the fuel trims are incorrect, then at this time it may be recommended
to follow PPT H in the WSM section 303-04A Diagnosis and Testing
Air/Fuel Ratio, which will help to further isolate possible causes of

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0299
ACM#U010057,P061B,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/25/2020 Warranty Start Date: 09/29/2020
Date of Sale: 09/29/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05085
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb: LCTCY1N A
Serial #:
4133A20209130117 LX6G 6007 ACA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20230121081 LX6P 7000 DB
Model: Shft:

CQIS Report Number: P1KEJ014 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/11/2023

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



NLEE39 -????????????????????????????????

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

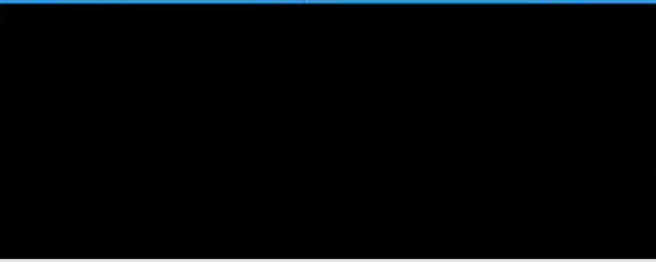
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- 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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Module/System	Param
File Manager	
CYL_DEAC_PRIVT02	PCM
FALSE	

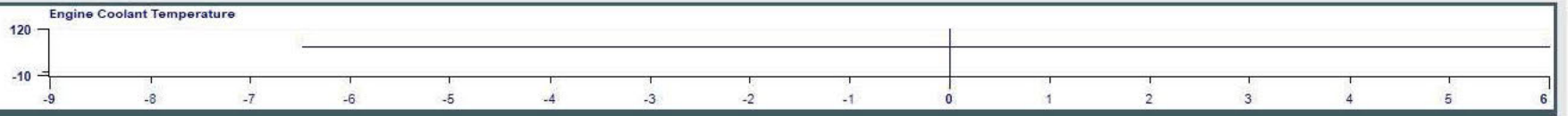


Settings | Plot Controls | Recording

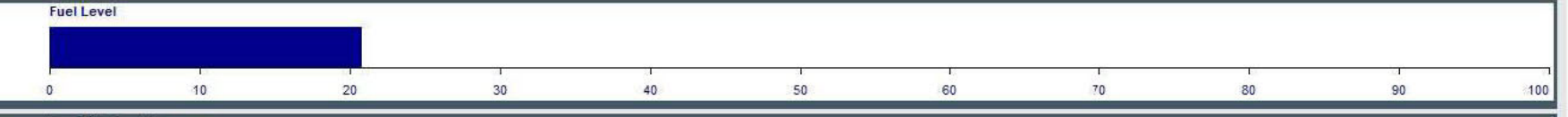
Settings: [Gear icon] | Plot Controls: [-, +, [Square], [Down Arrow], [Left Arrow], [Right Arrow], [Play]] | Recording: [Bar Chart], [Play]

PC_STAT	PCM	F_VCV_F	PCM
NO (FALSE)		NO (FALSE)	

ECT - PCM
69 (°C)



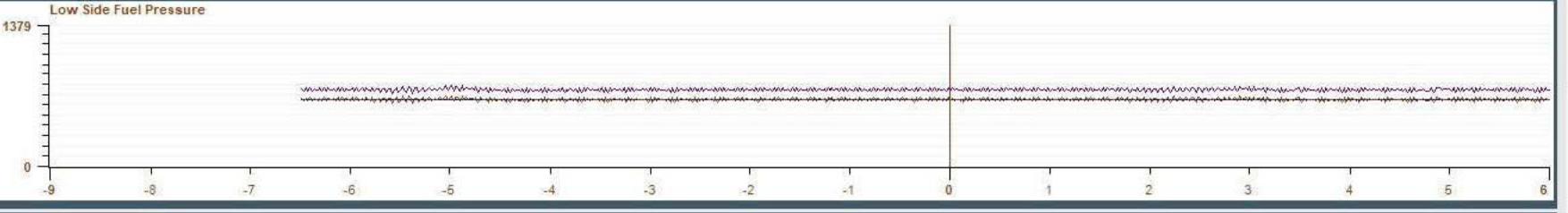
FLI - PCM
21 (%)



FLP_DSD - PCM
651 (kPa)

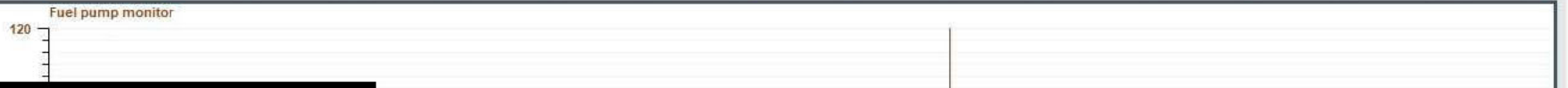
FLP_V - PCM
2.65 (V)

FLP - PCM
636 (kPa)



FP# - PCM
29 (%)

F_VCV_CMD - PCM



FDRS 35.5.4

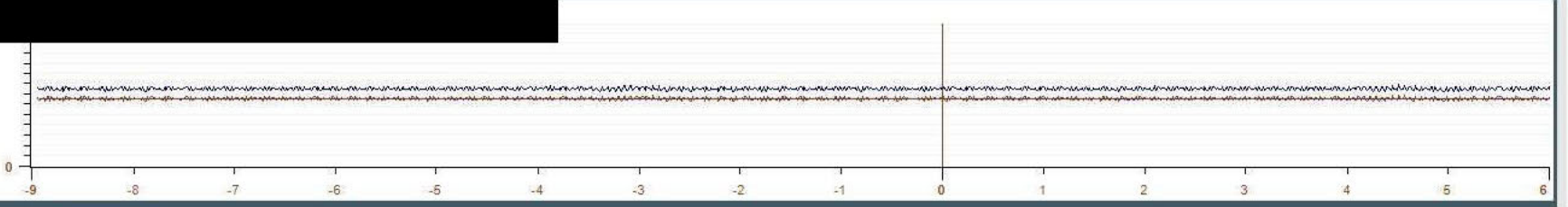
Not Connected: Click the icon to connect. [Icons: Signal, Bar Chart, Refresh, Menu]

Plot Controls:         

FLP_V
2.4

FLP_DSD - PCM
651 (kPa)

FLP - PCM
635 (kPa)



F_VCV_CMD - PCM
0 (%)

FP# - PCM
29 (%)

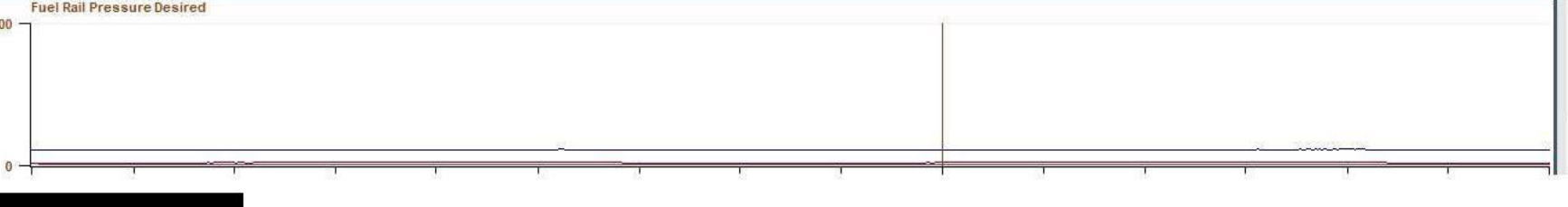
FPM - PCM
39 (%)



FRP_V - PCM
0.56 (V)

FRP - PCM
590 (kPa)

FRP_DSD# - PCM
240 (kPa)

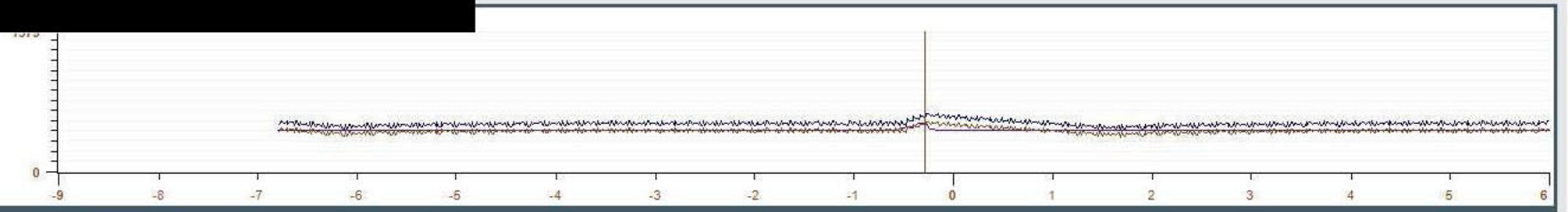


FDRS 35.5.4

Not Connected: Click the icon to connect.    

Triggers and Settings [Gear] Plot Controls [Zoom In] [Zoom Out] [Reset] [Full Screen] [Play] [Pause] [Stop] Recording [List] [Play] [Stop]

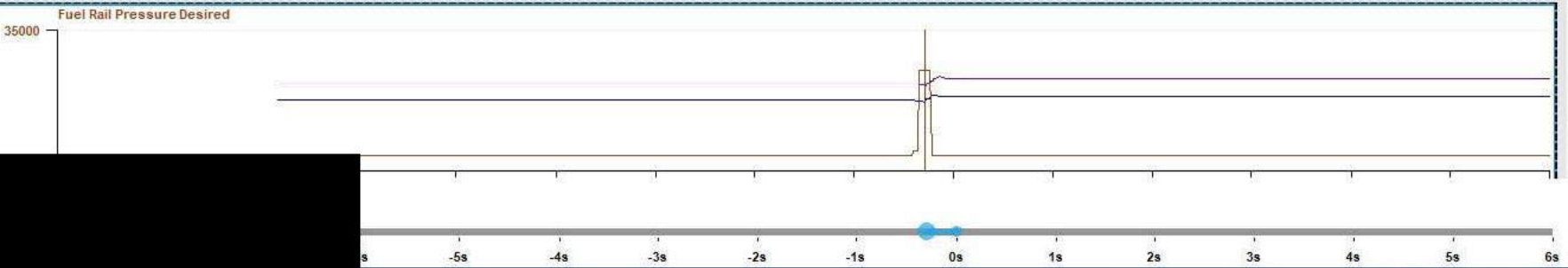
FLP_V	1.91 (V)
FLP_DSD	471 (kPa) - PCM
FLP	452 (kPa) - PCM



F_VCV_CMD	52 (%) - PCM
FP #	24 (%) - PCM
FPM	39 (%) - PCM



FRP_V	2.41 (V) - PCM
FRP	16910 (kPa) - PCM
FRP_DSD #	25000 (kPa) - PCM



Module/System | Param

File Manager

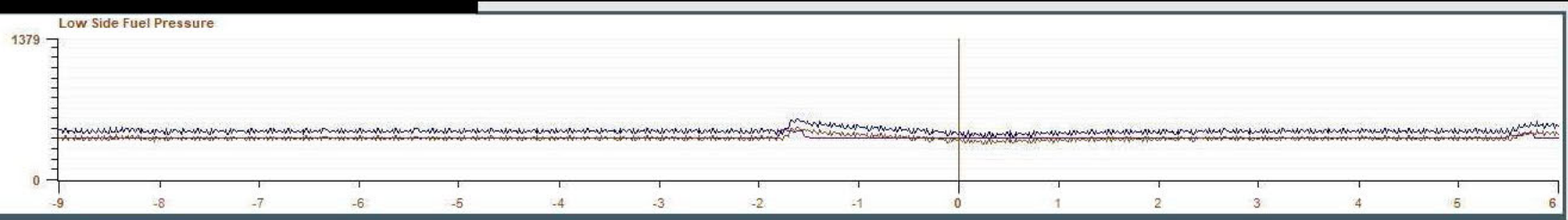
FRPC_STAT PCM
NO (FALSE)

Loggers and Settings | Plot Controls | Recording

FLP_V - PCM
1.67 (V)

FLP_DSD - PCM
402 (kPa)

FLP - PCM
393 (kPa)



F_VCV_CMD - PCM
0 (%)

FP# - PCM
17 (%)

FPM - PCM
39 (%)



FRP_V - PCM
2.61 (V)

FRP - PCM
18440 (kPa)

FRP_DSD# - PCM
3440 (kPa)



FDRS 35.5.4

Not Connected: Click the icon to connect.

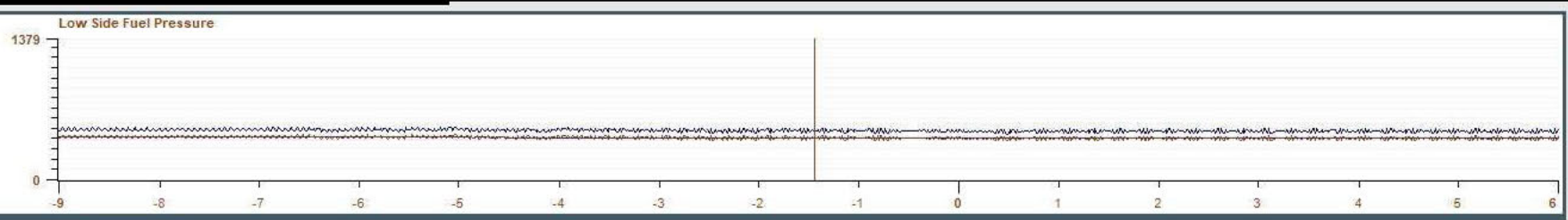
Module/System | Parameter Select | Live Display | Playback

File Manager

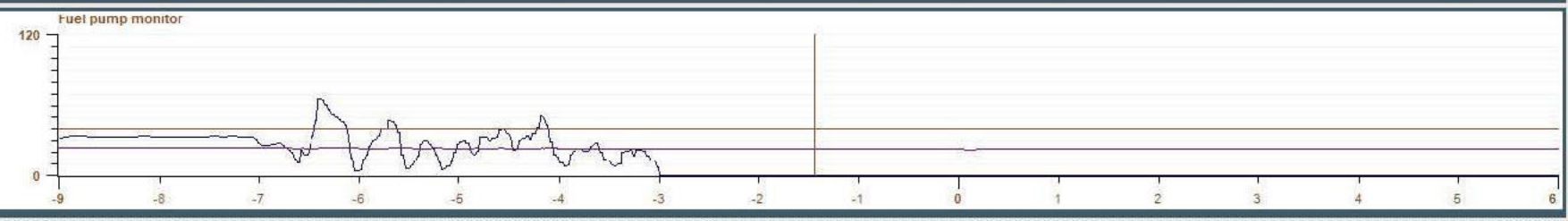
FRPC_STAT PCM
NO (FALSE)

Triggers and Settings | Plot Controls | Recording

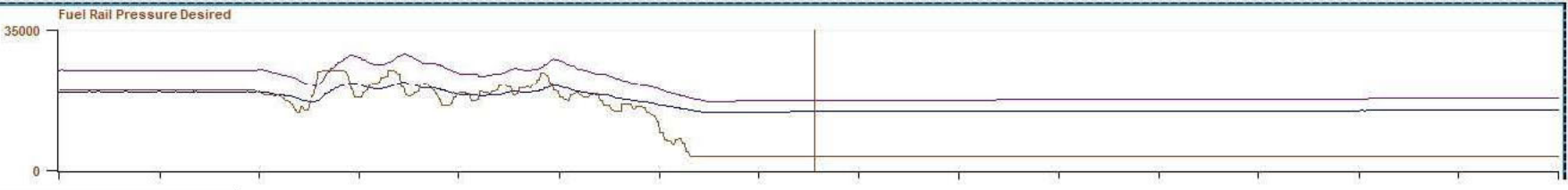
FLP_V	-PCM	1.73 (V)
FLP_DSD	-PCM	408 (kPa)
FLP	-PCM	406 (kPa)



F_VCV_CMD	-PCM	0 (%)
FP #	-PCM	19 (%)
FPM	-PCM	40 (%)



FRP_V	-PCM	2.08 (V)
FRP	-PCM	13860 (kPa)
FRP_DSD #	-PCM	3440 (kPa)



FDRS 35.5.4

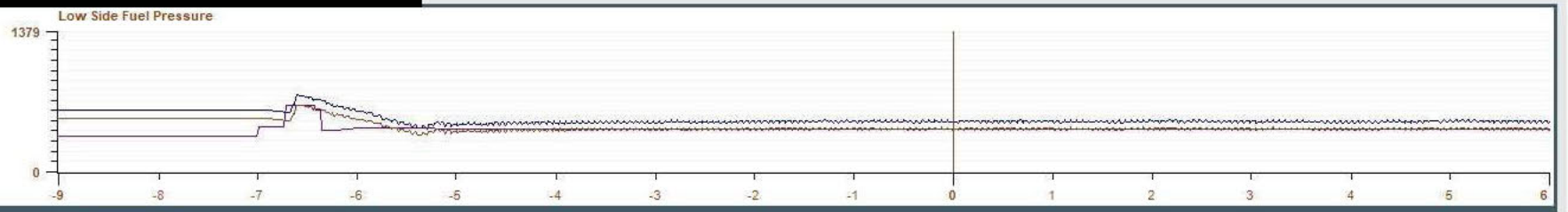
Not Connected: Click the icon to connect. [Icons: Connect, Signal, Data, Menu]

Triggers and Settings |
 Plot Controls |
 Recording

FLP_V - PCM
 1.82 (V)

FLP_DSD - PCM
 420 (kPa)

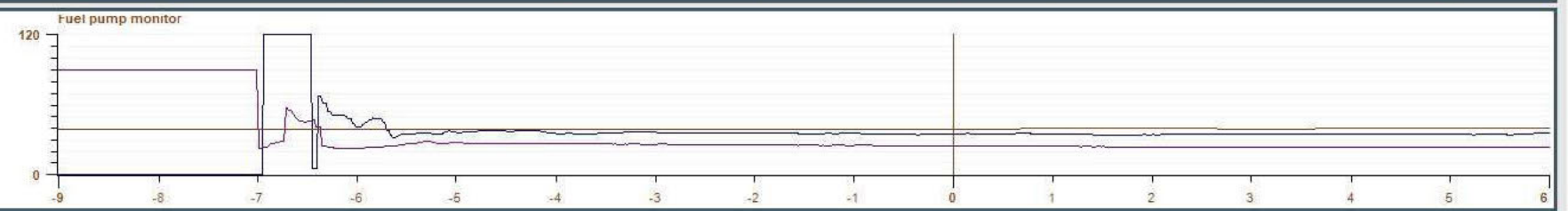
FLP - PCM
 430 (kPa)



F_VCV_CMD - PCM
 30 (%)

FP # - PCM
 21 (%)

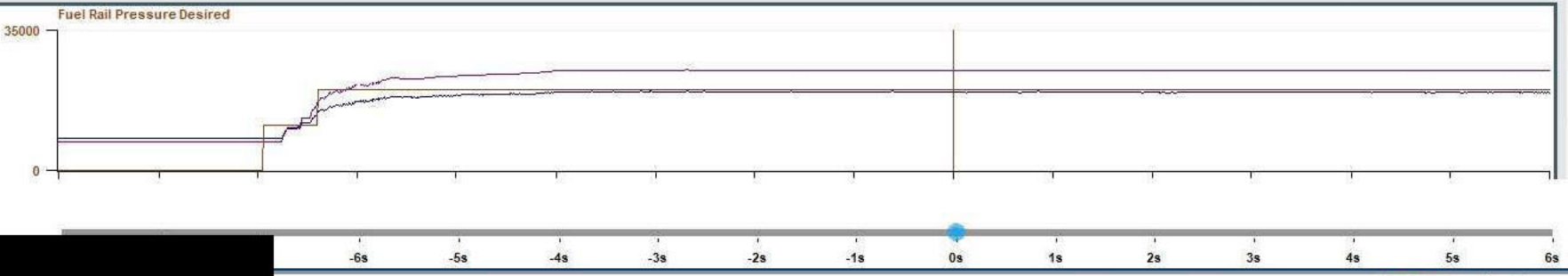
FPM - PCM
 40 (%)



FRP_V - PCM
 2.78 (V)

FRP - PCM
 19990 (kPa)

FRP_DSD # - PCM
 19990 (kPa)



FDRS 35.5.4

Not Connected: Click the icon to connect.

CQIS Report Number: R3DHG001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/04/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 33
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 42 Z 00 START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: p0087
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 (%):

T S -----
TEXT -----

MSS - FCSD - MID ATLANTIC REG
n of Vehicle Concern: first concern
was the smell of gas and found 22n18 verified this fit the concern
removed and replaced all 3 high pressure injectors and cleared dtcs
road tested and no concerns present after removing the ids and
allowing the car to run cel came back on with codes p0087 again and
now i have a hard start i clear the codes road test and it runs fine
and watch pids all fuel pressures are within range once i pull back
into the shop and put the car in park and allow to idle fuel pressure
drops and code returns Please list any diagnostics already performed:
preformed 22n18 to replace fuel injectors then found that the rail
pressure sensor was cutting in and out no reading properly replaced
sensor now is reading correct and not cutting out but still throwing
p0087 after a road tested and allowing to idle Parts Replaced: high
pressure fuel injectors and furl rail pressure sensor Do you have a
module programming concern? No Your Question: would like to know next
steps or suggested repair

RECOMM 03/04/2024 09:29AM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG
Austin, What are the results of the PPT that s associated with this
DTC, with the concern still present and setting the p0087? Please
ensure that there are no further PCM updates and that the PCM is
UpToDate with the latest software. Please load test the circuits to
the High Pressure Fuel Pump and also the FRP sensor and please verify
pin fit and pin drag. If nothing conclusive is found with the PPT and
e the fuel rails and reevaluate.

MSS - FCSD - MID ATLANTIC REG

----- 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? :

CQIS Report Number: R3DHG001 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/04/2024

--- 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 05726	05/28/24	557616	48276	1					24S24B
USA 08073	02/20/24	092557	43343	1	01	HX7	9F593	E	22N18B
USA 08073	02/20/24	092557	43343	1	01	HX7	9J323	A	
USA 08073	02/20/24	092557	43343	1	01		9F593		
USA 08073	02/20/24	092557	43343	2	42	H6B	9F972	A	12650D
USA 08073	02/20/24	092557	43343	2	42	HX7	9D280	E	12650D45
USA 08073	02/20/24	092557	43343	2	42	HX7	9F593	E	12650DX1
USA 08073	02/20/24	092557	43343	2	42				9350B
USA 08073	02/20/24	092557	43343	2	42				12650D51
USA 08073	02/20/24	092557	43343	2	42				12650D53
USA 08073	02/20/24	092557	43343	2	42				MT9280C
USA 08073	04/08/24	093366	45834	1	28		9F972		12650D
USA 08073	04/08/24	093366	45834	1	28				12650D45
USA 08073	04/08/24	093366	45834	1	28				12650D81
USA 08073	04/08/24	093366	45834	1	28				12650DX1

CQIS Report Number: P6ECB010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 37
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 02 START/RUN/MOVE STARTING
HARD START/LONG CRANK ALWAYS

Additional Symptom: P00C6
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 06/05/2023 04:08PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120018592) Description of Vehicle Concern: FUEL
INJECTORS LEAKING. REPLACED FUEL INJECTORS AND ALSO PERFORMED RECALL
22S73. AFTER INSTALLING INJECTORS, DRIAN TUBE AND UPDATING PCM FOUND
DTC P00C6 COMES ON AFTER EACH KEY CYCLE AND WRENCH LIGHT COMES ON WITH
MIL RIGHT AFTER. VEHICLE DID NOT COME IN WITH THIS CONCERN AND NO DTCS
WERE PRESENT PRIOR TO REPAIRS. Please list any diagnostics already
performed: FOUND SSM 51537 BUT HARD TO BELIEVE IT CAN BE THAT AFTER
VEHICLE NOT HAVING CONCERN PRIOR TO REPAIR AND UPDATE. Parts Replaced:
REPLACED ALL 3 INJECTORS AND ONE TIME USE FUEL RAIL FROM HIGH PRESS
PUMP TO RAIL. ALSO PERFORMED RECALL 22S73. Your Question: ANY COMMON
CONCERNS WITH PROGRAMMING ISSUE CAUSING CONCERN?

RECOMM 06/05/2023 04:08PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Levi, With no other reports found indicating a concern with the PCM
reprogramming per the FSA, it is not suspected the programming is the
root cause of the concern and there is likely another failed
component. It would be recommended you start by performing the
inspections outlined in SSM 51537 and make any necessary repairs. If
no faults are found, perform PPT HP found in WSM Section 303-04A,
Diagnosis and Testing, High-Pressure Fuel System. If any faults are
found, make the recommended repairs and reevaluate the concern. Ford
Technical Assistance Center Conrad <div style=>Because your dealership is
equipped with the See What I See (SWIS) headset, if more technical
assistance is needed and a SWIS session would be beneficial (live
video or picture would help), use the link at the bottom of the page,
to book a SWIS call with the TAC. After booking an appointment a TAC
representative will reach out to you at the appropriate time. Verify
the following prior to your appointment:</div><div style=>Your
See What I See (SWIS) headset is charged, the headset is turned on,
and is updated with the latest software level.Ensure
TeamViewer login card is ready to scan (Contains unique dealer code
& amp dealership name)The vehicle you are working on is in a
bay with good Wi-Fi connectivity</div><div style=>If the

CQIS Report Number: P6ECB010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
bullet points above are met a SWIS call can be scheduled between the
bullet points above are met a SWIS call can be scheduled between the
hours of 9am to 6pm ET.
[Click here to schedule your SWIS call](https://outlook.office365.com/owa/calendar/swisscheduler@ford.com/bookings/s/5imEz-vymUu3N4THp6tynA2)
[Headset software/hardware concerns](https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfaq.faces?LANG=EN-US&GEO=USA&pdswid=-520)
[Initial headset setup](http://site-307934.bcvportal.com/detail/videos/tools-equipment/video/6290958058001/swis-initial-setup)

ADD-ON 06/05/2023 04:08PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st contact

CONCERN 06/07/2023 11:40AM GTCGCQIS
PERFORMED PPT HP1 TO HP5, REPLACED PUMP DUE TO RESISTANCE AR 11.9 OHMS
(HIGH BUT DIDNT THINK THAT WAS THE ISSUE), AND FOUND SAME CONCERN.
CHECKED DATALOGGER FUEL RAIL SENSOR PIDS WITH DESIRED PIDS AND FOUND
HIGH SIDE DESRIED AT 35 PSI. (SHOULD BE HIGHER) SUSPECTED SENSOR,
REPLACED SENSOR AND FOUND SAME CONCERN. ALL HAPPENED AFTER UPDATING
PCM FOR DRAIN TUBE RECALL. THROUGH MORE DIAGNOSIS, CAME TO CONCLUSION
THAT DURING PROGRAMMING SOMETHING HAPPENED AND WHEN WE PERFROMED
RELEARN OF VEHICLE DATA ON FDRS ISSUE RESOLVED. Dealership selected No
Reply Required when submitting these comments.

CONCERN 06/07/2023 11:42AM GTCGCQIS
AFTER PROGRAMMING ISSUE OCCURED. PERFORMED PPT HP AND REPLACED HIGH
PRESS FUEL PUMP AND HIGH PRESS FUEL SENSOR. SAME CONCERN. PERFORMED
VEHICLE RELEARN DATA AND RESEOLVED ISSUE. WHICH RECALL NEVER MENTIONED
TO POSSIBLY DUE. IT SHOULD BE STATED. THANKS.

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#P00C6:00-20010057,P061B,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: P6ECB010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2023

VEHICLE DETAIL S
Vehicle Build Date: 03/24/2021 Warranty Start Date: 06/19/2021
Date of Sale: 06/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #: 4133A21077130908LX6G 6007 ACA

TRANSMISSION
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #: TC04A21061120624 LX6P 7000 DB
Model: Shft:

ADDITIONAL
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : PN4-?? CACTUS GRAY

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

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : LEVI TOLEDO Title: TECHNICIAN
Phone :
LEVI TOLEDO
Rpr Dlr:USA 09019 - Steven's Jersey City Ford Ph#:201-432-7272
City: Jersey City State : New Jersey
Country: United States Region : New York

Claim #/Date : 451368 06/01/2023

Specialist's Name : CONRAD RUGE

CQIS VIN HISTORY table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id

SUPPLEMENTAL SURVEY: 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 Caus Nr, Service Cond, Part Pfx, Number Base Sfx, Labor Operation

CQIS Report Number: P6ECB010 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/05/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 09019	11/13/23	456083	45064	1	42	LX6	9H307 A		12650D
USA 09019	11/13/23	456083	45064	1	42	4L3	9276 AA		12650D45
USA 09019	11/13/23	456083	45064	1	42	LX6	5A215 A		9002A
USA 09019	11/13/23	456083	45064	1	42				9002A6
USA 09084	01/08/24	243582	45590	1	01	HX7	9J323 AA		22N18B
USA 09084	01/08/24	243582	45590	1	01	HX7	9F593 BC		
USA 09084	01/08/24	243582	45590	1	01		9F593		
USA 09084	01/08/24	243582	45590	2	42	HX7	9D376 AC		12650D
USA 09084	01/08/24	243582	45590	2	42				12650D45
USA 09084	01/08/24	243582	45590	2	42				9543A
USA 09084	01/08/24	243582	45590	2	42				12650DX1

CQIS Report Number: P8PDW001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 A 02 DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES ALWAYS

Additional Symptom: P0087, P0088
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 (%):

S -----
T -----

MSS - FCSD - MID ATLANTIC REG
Vehicle Concern: Runs rough
and CEL Please list any diagnostics already performed: I performed
customer satisfaction program 22N18, due to code P0087 being present
and car running rough and having a fuel odor. After replacement of the
3 high-pressure fuel injectors I cleared KAM and test drove, after
only 1 mile the CEL came back on and codes P0087 and P0088 were
present. Parts Replaced: High-pressure fuel injectors. Your Question:
rs be service parted? What is my

MSS - FCSD - MID ATLANTIC REG
Lauren, No, dont replace the high pressure fuel injectors again.
Follow the normal diagnostic path for the DTCs and get with someone in
the shop about this (following the internal escalation process as
attached)- I would suggest either Dylan, Travis, or Stephen. - Hailee
Field Service Engineer

----- 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#P0008:00-AF,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: P8PDW001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

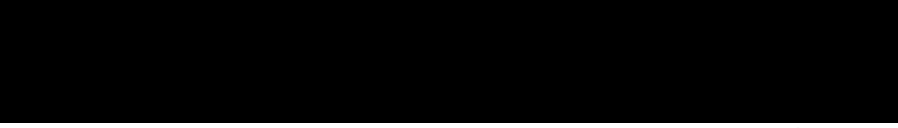
VEHICLE DETAIL S
Vehicle Build Date: 11/08/2021 Warranty Start Date: 12/14/2021
Date of Sale: 12/14/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #: 4133A21298130877LX6G 6007 ACA

TRANSMISSION
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #: TC04A21274131875 LX6P 7000 DB
Model: Shft:

ADDITIONAL
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????
Paint : PN4-?? ALTO BLUE TC/EMPIRE BLUE

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



CUSTOMER INFORMATION
Title: TECHNICIAN

Rpr Dlr:USA 00960 - LaFayette Ford Lincoln Ph#:910-424-9421
City: Fayetteville State : North Carolina
Country: United States Region : Charlotte

Claim #/Date : 408333 07/17/2023

Specialist's Name : HAILEE PAUL (FSE)

CQIS VIN HISTORY
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

SUPPLEMENTAL SURVEY: 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 Caus Nr, Service Cond, Part Pfx, Number Base Sfx, Labor Operation

CQIS Report Number: P8PDW001 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2023

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 00960	07/17/23	408333	20217	2	42	H6B	9F972 A		12650DX1
USA 00960	07/17/23	408333	20217	2	42	HX7	9350 B		12650D45
USA 00960	07/17/23	408333	20217	2	42	DS7	9E583 A		9002A6
USA 00960	10/17/23	416630	20223	1	01		9F593		22N18B
USA 00960	10/17/23	416630	20223	1	01	HX7	9F593 E		
USA 00960	10/17/23	416630	20223	1	01	HX7	9J323 A		

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
Operating Environ: WCC : 2
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: FSA 22S73 lack of power
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 9F593 INJECTOR ASSY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

N T S -----
TEXT -----

MSS - FCSD - CENTRAL REGION
Web Form Data(119964909) Description of Vehicle Concern: VEHICLE CAME
IN FOR THE 22S73 RECALL. PERFORMED RECALL PER FSA AND WORKSHOP MANUAL.
VEHICLE WILL NOT PULL ITSEF AND HAS NO POWER. IT SEEMS THAT THE TURBO
IS NOT BUILDING ANY BOOST PRESSURE. THE VEHICLE WAS DRIVEN IN BY THE
CUSTOMER WITH NO CONCERNS PRESENT. THIS CONCERN STARTED AFTER THE
SOFTWARE UPDATE WAS PERFORMED IN THE 22S73 RECALL Please list any
diagnostics already performed: CHECKED FOR TSBS. NONE FOUND REMOVED
THE AIR BOX AND BATTERY BOX AGAIN AS DESCRIBED IN THE FSA TO SEE IF
ANYTHING MAY HAVE BEEN ALTERED DURING RECALL. PERFORMED SOFTWARE
UPDATE A SECOND TIME TO VERIFY UPDATE TAKEN BY PCM Parts Replaced:
NONE Your Question: THERE ARE NO TROBLE CODES SET AND THE VEHICLE WILL
NOT PULL ITSELF WELL ENOUGH TO BE DRIVEN ON THE HIWAY. I CHECKED THE
PC/ED SYMPTOM CHART. I CHECKED THE THROTTLE BODY FOR RESTRICTIONS AND
THE PIDS FOR THE MAP SENSORS SEEM TO BE READING CORRECTLY. THE PID FOR
THE DESIRED FUEL RAIL PRESSURE AT IDLE IS 499 PSI. THE ACTUAL FRP PSI
IS 1280 AT IDLE. THE SOLENOID ON THE HIGH PRESSURE FUEL PUMP IS ALSO
INOP. IVE NEVER SEEN THIS BEFORE AFTER DOING A SOFTWARE UPDATE. ANY

MSS - FCSD - CENTRAL REGION
Gregory, With this concern occurring after FSA 22S73, it may be that
there was part of the software update that did not go correctly during
the initial update. It is understood that the update was reperformed.
However, this usually does not clear out the previous data and at
times may cause additional errors. Begin by verifying that the battery
has a good SOC by monitor the battery SOC PID as determined by the BCM
and that there are no aftermarket accessories. For successful
programming, the battery SOC must be above 80%. If it is not, the
vehicle will go into a load shed mode which limits the functionality
of several systems and will prevent/disrupt programing. If the SOC is
below 80%, attach a battery charger. The negative cable of the charger
must be installed on chassis ground, not the negative post of the
battery so that the current will flow through the BMS sensor. If it is
connected directly to the negative battery post, it will bypass the

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT

BMS sensor and the battery SOC will be unaffected or decrees. If the BMS sensor and the battery SOC will be unaffected or decrees. If the battery SOC is found to be above 80%, proceed to recover the PCM by performing the following: Uninstall are reinstall FDRS so that FDRS does not have the files from the previous vehicle sessions or use another FDRS that has not yet been connected to the vehicle so that any possibly corrupted data will not affect the recovery and reprograming. Then go to 418-01 general procedures, module programing, scroll down to recovery at the bottom of the page. Then reattempt the software update for the PCM. Be sure that the battery SOC is above 80%

recovery and high pressure fuel pump replacement. Additionally, it was noticed in the vehicle history that during the PCM update in cell 9 of April 27th that the error message Procedure Unsuccessful - GetFilesFromGivis Unable to download software files for this module. Was given. In referring to a similar case in the Module Programing open concerns document, it is recommended to consult with an SME to resolve the concern. However, every other update did not give this error. This may need to be transferred to modprog if it comes back after the recommendations are completed. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER

05/03/2023 01:04PM GTCGCQIS I ATTEMPTED THE SOFTWARE UPDATE AGAIN WITH A DIFFERENT FDRS THAT WAS UPDATED TO THE CURRENT SOFTWARE LEVEL. THE SOFTWARE UPDAT ON THE VEHICLE WAS UNSUCCESSFUL. I PERFORMED THE RECOVERY PROCEDURE IN 418-01 OF THE WORKSHOP MANUAL. THERE IS NO CHANGE IN THE PERFORMANCE OF THE VEHICLE. THE CONCERN STILL PERSISTS. I AM ORDERING A HIGH PRESSURE FUEL PUMP. I WILL UPDATE THE CASE AFTER INSTALLING THE NEW PUMP.

Greg, Thanks for the update. Please continue to keep us updated after [redacted] MSS - FCSD - CENTRAL REGION Technical Assistance Center [redacted] E) MSS - FCSD - CENTRAL REGION [redacted] necessary, SWIS Session Sub Status : [redacted] al needed

CONCER

05/15/2023 09:41AM GTCGCQIS GOOD MORNING. I REPLACED THE HIGH PRESSURE FUEL PUMP. THERE IS NO CHANGE IN THE WAY THE VEHICLE RUNS. IT ONLY BUILDS 10 PSI OF BOOST AT WOT. HOW WOULD THE CORUPT SOFTWARE UPDATE CAUSE THAT?

[redacted] MSS - FCSD - CENTRAL REGION Transferring due to concern not being present prior to module programming for FSA 22s73. Before any further repair attempts are made, wanted to double check no data concerns/programming issues are present. Also, when performing a software update, there is an unable to download software message coming on. Unsure if this is due to no software updates being

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
available or due to another concern.

MSS - FCSD - TECH ASSIT CENTER
pected at this time, it would be
suggested to perform normal diagnostics for low power as outlined in
WSM section 303-00 for low power. Erik Ford Technical Assistance
Center

MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER Technical, SWIS Comments : Provided technical direction.
05/15/2023 04:59PM GTCGCQIS
OK. I FOLLOWED PPT C IN THE PC/ED FOR NO POWER SINCE THERE ARE NO DTC
S OF ANY KIND SET. IT LED ME TO REPLACE THE TURBO AND WASTEGATE
ACTUATOR. I WANTED TO WAIT ON YOUR RESPONSE / SUGGESTION BEFORE

MSS - FCSD - TECH ASSIT CENTER
Transferred from MODPROG to 34GAS - Update completed correctly. Error
message Procedure Unsuccessful - GetFilesFromGivis Unable to download
software files for this module. is shown due to update already being
completed and attempting to update the PCM. Other reports did not
confirm a programming concern is present. Concern is not noted in the
open concern doc.

MSS - FCSD - CENTRAL REGION
Gregory, It is understood that PPT C in 303-04D, diagnosis and
testing, turbocharger, for LOSS OF POWER was performed which led to
turbocharger and wastegate actuator replacement. It is not clear if
these parts have already been replaced and it did not resolve the
concern or if the question is should these parts be replaced. If the
parts have already been replaced and if not already done so, go to
303-00, diagnosis and testing, engine PPT D for LOSS OF POWER, POOR
IDLING, RUNS ROUGH . If the parts have not been replaced, PPT C for
the turbocharger only instructs to replace these parts if there were
obvious signs of damage. If there are obvious signs of damage, replace
the parts. If there are not, refer to 303-00, diagnosis and testing,
engine PPT D for LOSS OF POWER, POOR IDLING, RUNS ROUGH as directed
by PPT C for the turbocharger. If PPT D has already been performed,
with the drastic difference in the fuel pressure desired PID and the
actual fuel rail pressure as noted in the original contact, go to
310-01A diagnosis and testing, fuel tank and lines, PPT HC. This will
help to diagnose the fuel pressure readings. If the concern is not
resolved or all of these have already been done, please update this
contact with all steps performed of each PPT and the results of each
test performed. Curtis, Ford Technical Assistance Center.

MSS - FCSD - CENTRAL REGION
ary, SWIS Session Sub Status :
CONCER Technical, SWIS Comments : Diagnostics can be explained effectively
over web.
05/16/2023 03:37PM GTCGCQIS
NO REPAIRS HAVE BEEN DONE AS OF YET. I ONLY READ THROUGH PPT C DUE TO
THE LOSS OF POWER CONCERN. THE ONLY PART THAT HAS BEEN REPLACED IS THE

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

COMMENTS

--TYPE-- COMMENT TEXT
HIGH PRESSURE FUEL PUMP THAT YOU INSTRUCTED US TO CHANGE.

[REDACTED] CTED US TO CHANGE.
MSS - FCSD - CENTRAL REGION

fuel pump has been replaced. Since no further repair attempts have
been made, it is recommended to inspect the turbocharger and wastegate
actuator for signs of damage and replace if any concerns are found. If
there are no signs of damage, please proceed with perform PPT D as
directed to continue diagnostics. Ricton Ford Technical Assistance
Center

ADD-ON 05/17/2023 01:57PM RICTON LARSEN(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER 06/01/2023 04:25PM GTCGCQIS
Technical, SWIS Comments : Clear direction via web

I FOLLOWED PPT D AS SUGGESTED. NO PROBLEMS FOUND. I MONITORED THE PIDS
FOR THE TURBO AND WASTEGATE ACTUATOR. I FOUND AN INTERNAL FAULT IN THE
WATEGATE ACTUATOR. I REPLACED IT AND IT NO SEEMS TO FUNCTION AS
DESIGNED. I WAS ABLE TO ROAD TEST THE VEHICLE. DURING THE ROAD TEST
THE WRENCH LIGHT CAME ON. I SCANNED THE VEHICLE AND FOUND DTC P0068
MAP / MAF - Throttle Position Correlation FAULT SET. I FOLLOWED PPT DV
PER THE PC/ED. WENT TO DV3. I VISUALLY INSPECTED ALL COMPONENTS. NO
DAMAGE FOUND. WENT TO DV4. MEASURED VOLTAGE BETWEEN PINS 1 AND PIN 3
OF THE ETBTPS CONNECTOR. VOLTAGE AT 5.03V. WENT TO DV5. MEASURED
RESISTANCE BETWEEN PIN 5 OF THE ETBTPS CONNECTOR AND PIN 54 OF THE
PCM. RESISTANCE AT 0.00 OHMS. WENT TO DV6. MEASURED RESISTANCE BETWEEN
PIN 5 OF THE ETBTPS CONNECTOR AND GROUND. VERIFIED NO SHORT TO GROUND.
WENT TO DV7. MEASURED RESISTANCE BETWEEN PINS 1, PIN 3, AND PIN 5 OF
THE ETBTPS CONNECTOR. VERIFIED NO SHORT CIRCUITS BETWEEN THE WIRES.
WENT TO DV8. MEASURED VOLTAGE BETWEEN PIN 5 OF THE ETBTPS CONNECOR AND
GROUND. VERIFIED 5.03V ON PIN 5 OF THE ETBTPS CONNECTOR. I INSPECTED
THE CIRCUIT FOR A SHORT TO POWER. NO SHORTS WERE FOUND. COULD THE
5.03V BE COMING FROM AN INTERNAL SHORT IN THE PCM? I OHMED THE WIRES
AND THE WIRES ALL TESTED GOOD

RECOMM 06/01/2023 05:56PM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION
Gregory, While reviewing pinpoint test DV for DTC P0068 it was noted
that the PCM is disconnected during step DV5 to test for high
resistance between the ETB/TPS connector and the PCM. Because the
pinpoint test never directs you to reconnect the PCM connector it
should be left disconnected when measuring for a short to voltage at
the ETBTPS connector. It is likely that the PCM is outputting 5V onto
this circuit while connected in order to determine if the circuit is
open or shorted to ground. If no voltage is found at C1449 pin 5 with
the PCM disconnected, continue to step DV14. It is suspected based on
the concern present and the DTC retrieved that a leak in the intake
system is present, if you have not already, use a smoke machine to
check the intake system for leaks. If you have a pressurized smoke
machine capable of pressure greater than 10 psi it will be helpful to
use in order to identify small leaks in CAC piping since it is
exhibited to 10-20 psi during normal vehicle operation. If no intake
leaks are identified, a biased or faulty MAP sensor may also cause the

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT

PCM to detect an abnormality between the actual MAP value, and the

PCM to detect an abnormality between the actual MAP value, and the calibrated load expected values. Monitor the MAP and BARO PIDs at KOEO, they should be within 1 psi of each other and should be comparable to a like unit. If the MAP PID is biased, diagnose the MAP sensor by following pinpoint test DM in workshop manual section 303-12A. 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 06/01/2023 05:56PM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION Note to FSE: Opening TAR due to 30+ days down and lack of technical progress resolving the lack of power concern. Vehicle came in for FSA 22S73 and exhibited a severe lack of power with no DTCs after completing the drain tube installation and PCM updates. Reviewing FDRS vehicle history, PCM Software Update failed with unable to obtain files from GIVIS error, but technician was able to successfully complete PCM PMI. Since the programming completed and there are no DTCs for incorrect configuration a module programming concern is not suspected. Most recently P0068 set in the PCM indicating a difference in MAP sensor readings compared to expected load. ,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : Technical, SWIS Comments :

AUDIT 06/01/2023 05:56PM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON 06/05/2023 02:34PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION SPOKE TO TECH ON 6/2. CLARIFIED PT DV5 FOR TECH RELATIVE TO PCM CONNECTED, VS DISCONNECTED. ADVISED TECH ON ADDL CHECKS INCLUDING SMOKE CHECKING THE AIR INTAKE SYSTEM AS PREVIOUSLY SUGGESTED IN PREVIOUS CONTACT. IF NO LEAKS WERE FOUND TECH WAS PLANNING TO SWAP KNOWN GOOD MAP SENSORS AND RETEST FOR THE ISSUE. ADVISED TECH WILL FOLLOW UP FIRST PART OF WEEK OF 6/5. LEARNED TODAY THAT THIS IS NOW A TARVOR.

ADD-ON 06/08/2023 04:38PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION TECH FOUND NO AIR INTAKE LEAKS AND SUBSTITUTED BOTH MAP AND BOOST PRESSURE SENSORS WITH NO CHANGE. FSE VISITED DEALERSHIP. CLEARED DTCS ROAD TESTED AND RETESTED. AT ONE POINT THE WRENCH LIGHT CAME ON. FOUND DTCS AS PER SSM 49157. FOLLOWED SSM AND PROGRAMMED THE GSM. ROAD TESTED AGAIN AND THERE WAS NO CHANGE TO THE CONCERN AND DTCS AS PER SSM 49157 RETURNED. RESEARCHED OTHER VEHICLES WITH THESE DTCS PER THE SSM AND THE TWO ISSUES DO NOT SEEM RELATED. ROAD TESTED VEHICLE AND MONITORED MANY PIDS AS PER PPT Z. FOUND WHAT LOOKS TO BE A TURBO ISSUE WITH NO BOOST BUILDING, WHEN DESIRED BOOST WAS AT APPROX 20 PSI, NO BOOST INCREASE OCCURRED. CHECKED FRP AND DSD FRP AT THE TIME WHEN BOOST WAS REQUESTED. FRP AND FRP DSD MATCHED IN THE UPPER 2K PSI RANGE. ADDITIONALLY, A P0068 WOULD STILL SET AND ALSO A P0299 SET AT ONE POINT. SUSPECT A POSSIBLE TURBO ISSUE WITH BYPASS POSSIBLY STUCK

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
OPEN, OR TURBINE, OR COMPRESSOR WHEELS DAMAGED. ADVISED TECH TO CLEAR

OPEN, OR TURBINE, OR COMPRESSOR WHEELS DAMAGED. ADVISED TECH TO CLEAR
KAM AND RETEST BEFORE FURTHER DIAGNOSIS. ALSO ADVISED TECH TO
COMPLETE THE PCM RELEARN VEHICLE DATA AS FSE FOUND ANOTHER REPORT
WHERE THIS PROCEDURE APPEARED TO CORRECT A SIMILAR ISSUE AFTER THE
FSE PCM REPROGRAMMING WAS COMPLETED. ADVISED TECH TO CHECK TURBO AND
POSSIBLY REPLACE. PRIOR TO INSPECTING AND CONDEMNING THE TURBO, FSE
ALSO ADVISED TO CHECK THE DI INJECTORS FOR POSSIBLE ISSUE. DURING PID
DATA MONITORING, FSE ALSO NOTICED THE IDLE MOMENTARILY DROPPING AND
GETTING ROUGH. WHEN THIS WAS OCCURRING, THE FRP DSD PID INCREASED
FROM A FIXED 499 PSI TO APPROX 3600 PSI MATCHING THE FRP. THIS
OCCURRED APPROX EVERY 7 SECONDS AND LASTED FOR ONLY 1 SEC.
ADDITIONALLY, THE O2S11 PID CURRENT WAS DROPPING WHEN THE FRP DSD
JUMPED FROM 499 PSI TO 3600 PSI INDICATING THE SYSTEM WAS RUNNING
MOMENTARILY ON THE RICH SIDE. AGAIN, SUSPECT A POSSIBLE DI INJECTOR
ISSUE. ADVISED TECH TO USE DATALOGGER AND TOGGLE BETWEEN DI AND PORT
INJECTION TO DETERMINE IF THE ENGINE IS RUNNING POORLY WHEN RUNNING
ON DI ONLY. IF ENGINE IS RUNNING POORLY ON DI, FSE ADVISED TO RENEW
INJECTORS. FSE DAVE MARTIN ADVISED TECH THAT HE WOULD BE OUT ON
VACATION STARTING 6/9. ADVISED TECH TO FOLLOW UP WITH TOM MESSERLY,
OR ANOTHER FSE WILL FILL UP WITH HIM.

ADD-ON 06/08/2023 04:46PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
Initial Contact Date : 02-Jun-2023

Person Contacted : Kurt Salecker and Gregory Caldwell
Dealership Visit Planned on : 07-Jun-2023

ADD-ON 06/12/2023 09:32AM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION
THE FACING FSE, DAVE MARTIN IS ON VACATION, THE FSE COVERING, TOM
MESSERLY, WILL FOLLOW UP WITH THE TECHNICIAN TODAY TO CHECK ON HIS
PROGRESS.

ADD-ON 06/15/2023 04:13PM TOM MESSERLY(FSE) MSS - FCSD - CENTRAL REGION
THE TECHNICIAN FINALLY GOT AROUND TO TESTING THE DI INJECTORS ON THIS
VEHICLE. THE TECHNICIAN SAID THAT WHEN HE PULLED THE VEHICLE INTO THE
SHOP HE COULD SMELL RAW FUEL FROM THE EXHAUST. THE VEHICLE WAS SURGING
AT IDLE AND WHEN HE DISABLED THE DI INJECTORS, THE SURGE SEEMED TO
ALMOST DISAPPEAR. HE THEN LOOKED AT POWER BALANCE AND FOUND NUMBER 2 &
3 CYLINDERS FLUCTUATING A LOT. THE FSE ADVISED THE TECHNICIAN TO
REPLACE ALL THREE DI INJECTORS. THE FACING FSE, DAVE MARTIN, WILL BE
RETURNING FROM VACATION ON MONDAY SO, THE TECHNICIAN WILL FOLLOW UP
WITH DAVE ONCE THE DI INJECTORS ARE INSTALLED IN THE VEHICLE.

ADD-ON 06/19/2023 12:55PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
SPOKE TO THE TECH TODAY AND HE REITERATED WHAT HE TOLD THE PREVIOUS
FSE ON 6/15 AT 4:13PM BEFORE GOING ON VACATION. AS PER THE TECH, THE
FUEL INJECTORS WERE LIKELY ARRIVING TODAY, BUT STILL WAITING ON THE
PARTS DEPARTMENT WITH AN UPDATE. ONCE INSTALLED, THE TECH ADVISED HE
WOULD CONTACT THE FSE WITH RESULTS.

ADD-ON 06/20/2023 04:36PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
TECH HAS INSTALLED THE NEW DIS AND THE ENGINE IS RUNNING BETTER AND
OT HAVING AN INTERMITTENT ROLLING IDLE CONCERN WHEN DI WAS
CTIVATED. TECH NOTED THE INJECTORS WERE DRIPPING FUEL FROM THE TIPS
HEN REMOVING THEM. TECH NOTED VEHICLE WOULD NOW GET UP TO APPROX. 35 M

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
PH, BUT WAS STILL VERY LOW ON POWER. TECH SUSPECTED A POSSIBLE
PH, BUT WAS STILL VERY LOW ON POWER. TECH SUSPECTED A POSSIBLE
ESTRICTED EXHAUST AND RAN A MANIFOLD VACUUM AS PER STEP 15 WSM
03-00 ENGINE SYSTEM - GENERAL INFORMATION DIAGNOSIS AND TESTING AND
FOUND MANIFOLD VACUUM TO INCREASE TO ALMOST 0 DURING A NEUTRAL RUN UP O
F THE ENGINE IN THE BAY. DUE TO THE RAW FUEL THAT HAS BEEN GOING D
OWN THE EXHAUST FROM THE DRIPPING DIS, CATALYST DAMAGE IS GREATLY SU
SPECT AT THIS TIME. TECH WAS ORDERING A NEW CATALYST AND INSPECTED TH
E REST OF THE EXHAUST SYSTEM FOR ANY DEBRIS FROM THE DAMAGED CA
TALYST.
ADD-ON 07/05/2023 12:46PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
ON THURSDAY THE 29TH, THE NEW EXHAUST PARTS HAVE NOT BEEN INSTALLED
YET AS PER THE SM. SM ADVISED THE JOB WAS NEXT UP FOR THE TECH.
NEITHER TECH OR THE SM HAVE INDICATED ANY FURTHER PROGRESS ON THE
REPAIR AT THIS TIME AND FSE IS WAITING ON TECH, OR SM FEEDBACK ON
STATUS.
ADD-ON 07/11/2023 03:53PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
TECH INSTALLED THE NEW EX PARTS WHICH CLEARLY REVEALED RESTRICTION
WHEN INSPECTED. TECH CALLED AND NOTED THAT HE VEHICLE WOULD STILL NOT
ACCELERATE NORMALLY BUT WAS RUNNING A LITTLE BIT BETTER. FSE ADVISED
TO RECHECK VACUUM LEVELS AT IDLE AND DURING NEUTRAL RUNUP TO BE SURE
THERE ARE NOT FURTHER RESTRICTIONS. IF VACUUM NOW SEEMS NORMAL
SUSPECT TURBO FAILURE ALSO. TECH NOTED OIL WAS VERY OVERFULL AND
DILUTED WITH FUEL AND SUSPECTS IT MAY HAVE DAMAGED THE TURBO
BUSHING/SHAFT. TECH ALSO NOTED HE CANNOT HEAR TURBO SPOOLING UP. TECH
NOTED HE WOULD FOLLOW UP WITH FSE ONCE ADDL CHECKS ARE COMPLETED.
ADD-ON 07/14/2023 04:02PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
VACUUM LEVELS NOW ARE NORMAL WITH APPROX. 18 IN-HG AT IDLE AND
RECOVERS TO APPROX 20 IN-HG AT HIGHER RPM NO LOAD. TECH PROCEEDING
WITH ORDERING TURBO TODAY
ADD-ON 07/24/2023 04:04PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
TURBO ASSY ON BO HOLDING UP REPAIR
ADD-ON 07/27/2023 03:53PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
SPOKE TO SM ON 7/25 AND LEARNED THAT ALL PARTS INCLUDING THE TURBO
ASSY HAS STILL NOT BEEN RECEIVED. VOR CPOIS CASE ACTIVE
CAS-44099136-B0Q3S1 WITH COPIIS RESPONSE: OFF BACKORDER DATE UNKNOWN
AT THIS TIME, CONTRACTUAL ISSUES, FCSD PURCHASING IS WORKING WITH
SUPPLIER TO RESOLVE.
ADD-ON 08/09/2023 09:47AM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
STILL AS OF 8/5 GCCT COMMENTS FOR BO PART: CONTRACTUAL ISSUES, OFF
BACKORDER DATE UNKNOWN AT THIS TIME, FCSD PURCHASING IS WORKING WITH
SUPPLIER TO RESOLVE...SPOKE TO DEALER ON 8/8, STILL WAITING ON PARTS
TO ARRIVE COMPLETE TURBO REPLACEMENT.
ADD-ON 08/11/2023 02:27PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
8/10 COMMENTS IN GCCT FOR PART BO STATUS ON TURBO ASSY: OFF BACKORDER
DATE UNKNOWN AT THIS TIME, CONTRACTUAL ISSUES, FCSD PURCHASING IS
WORKING WITH SUPPLIER TO RESOLVE
ADD-ON 08/15/2023 04:02PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
VISITED THE DEALERSHIP TODAY TO RETEST THE VEHICLE AND REVIEW
PREVIOUS REPAIRS. THE VEHICLE IS RUNNING CONSIDERABLY BETTER THAN IT

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
WAS ON THE LAST FSE VISIT BACK IN JUNE. TESTED TURBO CONTROL
WAS ON THE LAST FSE VISIT BACK IN JUNE. TESTED TURBO CONTROL
COMPONENTS BY VACUUM LINES AND THE WASTEGATE ACTUATOR. THE ACTUATOR
AND LINE HOLD VACUUM AND THE ROD ON THE WASTEGATE MOVES WHEN VACUUM
IS APPLIED. THERE IS GOOD VACUUM TO THE WASTEGATE CONTROL SOL FROM
THE VACUUM PUMP OF UP TO 25IN. VACUUM TO THE WASTEGATE CYCLES ON AND
OFF DURING KOER TEST SHOWING PCM CONTROL OF THE SOL. MONITORED THE
VACUUM TO THE WASTEGATE WITH A TEE IN DURING A ROAD TEST AND FOUND
15IN VACUUM APPLIED AT IDLE IN GEAR AND IMMEDIATELY JUMPS TO 25 IN ON
ACCELERATION. HOWEVER, THERE IS STILL LITTLE POWER, AND NO TURBO
BOOST IS BEING BUILT. FSE ADVISED UNTIL THE NEW TURBO ARRIVES NOT TO
REMOVE THE OLD ONE AS THIS WILL DOWN THE VEHICLE TO WHERE IT CANNOT
BE STARTED AND MOVED. AT THIS POINT, THERE IS LITTLE CONCERN THAT A
NEW TURBO WOULD NOT REPAIR THE REMAINING CONCERN OF NOW POWER ON
ACCELERATIN.
ADD-ON 08/28/2023 05:34PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
8/22 COMMENTS IN GCCT FOR PART BO STATUS ON TURBO ASSY: OFF BACKORDER
DATE UNKNOWN AT THIS TIME, CONTRACTUAL ISSUES, FCSD PURCHASING IS
WORKING WITH SUPPLIER TO RESOLVE
ADD-ON 09/11/2023 11:37AM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
9/6 COMMENTS IN GCCT: OFF BACKORDER DATE UNKNOWN AT THIS TIME,
CONTRACTUAL ISSUES, PARTS IN THE PURCHASE ORDER PROCESS, FCSD
PURCHASING IS WORKING WITH SUPPLIER TO RESOLVE
ADD-ON 09/15/2023 05:34PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
9/13 GCCT COMMENTS: PARTS IN THE PURCHASE ORDER PROCESS, FCSD
PURCHASING IS WORKING WITH SUPPLIER TO RESOLVE, CONTRACTUAL ISSUES,
OFF BACKORDER DATE UNKNOWN AT THIS TIME
ADD-ON 10/02/2023 05:19PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
THE LAST UPDATE IN GCCT PER THE PARTS BO STATUS, THE MESSAGE WAS THE
SAME AS PREVIOUS UPDATE. FSE REQUESTED THAT THE DEALERSHIP ATTEMPT TO
LOCATE OUTSIDE PARTS FOR THE TURBO ASSEMBLY. THE DEALER LOCATED A
TURBO CHARGER ASSEMBLY, INSTALLED IT AND THE VEHICLE IS REPAIRED.
AUDIT 10/02/2023 05:19PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
TECH ASSIST REFERRAL HAS BEEN CLOSED

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 Number Causal

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

----- 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 09193	04/27/23	800448	38215	1	69	HX7	9350	B	12650D
USA 09193	04/27/23	800448	38215	1	69	DS7	9E583	A	12650DX1
USA 09193	04/27/23	800448	38215	1	69	HX7	9J323	A	12650D45
USA 09193	04/27/23	800448	38215	1	69	F2G	9E882	A	9543A
USA 09193	04/27/23	800448	38215	1	69	KX7	9F479	A	9280C
USA 09193	04/27/23	800448	38215	1	69	GV2	9F479	D	5212B
USA 09193	04/27/23	800448	38215	1	69	HX7	9F593	E	5230AT
USA 09193	04/27/23	800448	38215	1	69	LX6	5230	W	9438A
USA 09193	04/27/23	800448	38215	1	69	LX6	5E212	KZ	
USA 09193	04/27/23	800448	38215	1	69	LX6	5E212	D	
USA 09193	04/27/23	800448	38215	1	69	PZ1	5A289	A	
USA 09193	04/27/23	800448	38215	1	69	JX6	5A215	C	
USA 09193	04/27/23	800448	38215	1	69	LX6	5A215	D	
USA 09193	04/27/23	800448	38215	1	69	GU2	5K256	A	
USA 09193	04/27/23	800448	38215	1	69	EU2	5K256	D	
USA 09193	04/27/23	800448	38215	1	69	LX6	9F472	H	
USA 09193	04/27/23	800448	38215	1	69	LX6	9G444	P	
USA 09193	04/27/23	800448	38215	1	69	LX6	4B496	A	
USA 09193	04/27/23	800448	38215	1	69		W500566	S439	
USA 09193	04/27/23	800448	38215	1	69		W500721	S439	
USA 09193	04/27/23	800448	38215	1	69		W500727	S439	
USA 09193	04/27/23	800448	38215	1	69		W713199	S442	
USA 09193	04/27/23	800448	38215	1	69		W718843	S439	
USA 09193	04/27/23	800448	38215	1	69		W719192	S439	
USA 09193	04/27/23	800448	38215	1	69		W719569	S450	
USA 09193	04/27/23	800448	38215	1	69		W719767	S439	
USA 09193	04/27/23	800448	38215	1	69		W719924	S439	
USA 09193	04/27/23	800448	38215	1	69		W720388	S439	
USA 09193	04/27/23	800448	38215	1	69	JX6	5A215	D	
USA 09193	04/27/23	800448	38215	1	69		W520103	S442	
USA 09193	04/27/23	800448	38215	1	69	FT4	6N652	B	
USA 09193	04/27/23	800448	38215	1	69	JA6	9450	A	
USA 09193	04/27/23	800448	38215	1	69	JX6	6L092	B	
USA 09193	04/27/23	800448	38215	1	69	JX6	6758	B	
USA 09193	04/27/23	800448	38215	1	69	LX6	7275	A	
USA 09193	04/27/23	800448	38215	1	69		W520203	S440	
USA 09193	04/27/23	800448	38215	1	69		W520515	S442	
USA 09193	04/27/23	800448	38215	1	69		W716271	S437	
USA 09193	04/27/23	800448	38215	1	69		W712503	S440	
USA 09193	04/27/23	800448	38215	1	69	JX6	6K679	B	
USA 09193	04/27/23	800448	38215	1	69	CCP	3B477	G	
USA 09193	04/27/23	800448	38215	1	69		W500233	S442	
USA 09193	04/27/23	800448	38215	1	69		W720371	S437	
USA 09193	04/27/23	800448	38215	1	69	JX6	3D677	C	
USA 09193	04/27/23	800448	38215	1	69	K2G	7H469	D	
USA 09193	04/27/23	800448	38215	1	69	K2G	7086	A	
USA 09193	04/27/23	800448	38215	1	69		W719190	S900	
USA 09193	04/27/23	800448	38215	1	69	JA6	9V471	B	
USA 09193	04/27/23	800448	38215	1	69	JX6	9V472	B	
USA 09193	04/27/23	800448	38215	1	69		OSP		

CQIS Report Number: P42AK008 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/28/2023

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 09193	04/27/23	800448	38215	1	69	DG9	8100	A	
USA 09193	04/27/23	800448	38215	1	69	HX7	6K682	E	
USA 09193	10/06/23	988940	38247	1	91	LB5	14A268	AB	22N17B
USA 09193	10/06/23	988940	38247	1	91		14529		
USA 09193	10/06/23	988940	38247	2	01	HX7	9F593	E	22N18B
USA 09193	10/06/23	988940	38247	2	01		9F593		
USA 09193	10/06/23	988940							

CQIS Report Number: P4XBU010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2023

Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 35,619 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 02 START/RUN/MOVE STARTING
HARD START/LONG CRANK ALWAYS

Additional Symptom: long crank
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 04/24/2023 03:09PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Web Form Data(119958786) Description of Vehicle Concern: HARD LONG
CRANK, WRENCH LIGHT AND CHECK ENGINE LIGHT. LACK OF POWER/ LIMP MODE
Please list any diagnostics already performed: PERFORMED FSA 22N18,
PERFORMED MECHANICAL FUEL PRESSURE TEST, PERFORMED PP TEST HP,
DATALOGGER/ MONITERED PIDS ON FUEL SYSTEM. Parts Replaced: HIGH
PRESSURE FUEL INJECTORS, Your Question: NEED DIRECTION FOR FURTHER
DIAG AND HOW TO PROCEED. UPON DIAGNOSING VEHICLE, PERFORMED FSA 22N18,
REPLACED INJECTORS, CHECKED FOR PCM UPDATE NONE PRESENT, WHEN WATCHING
FLP AND FRP. WHILE PERFORMING PP TEST HP 3, FOUND MECHANICAL GAUGE
READING 79PSI WHILE PID SHOWED 106, REPLACED FRP SENSOR PER TEST,
CLEARED CODES RETESTED CONCERN STILL PRESENT. FOUND FRP DESIRED WHEN
FIRST CRANKING VEHICLE OVER TO BE 500PSI, THEN DROPPED TO 35PSI. WHILE
ACTUALL PRESSURE PID REMAINED AROUND 250-300, WHEN INCREASING RPMS
RAIL PRESSURE WOULD DECREASE. UPON INPSECTION NO NOTICABLE CLICKING
FROM THE SOLENOID IN THE HIGH PRESSURE FUEL PUMP IS PRESENT, OHMD OUT
FUEL PUMP COMPONENT AND CONNECTOR TO PCM, ALL WITHIN SPEC, THE PP TEST
END RESULT FOR P0087 SAYS TO INSPECT INJECTORS AND REPAIR AS NECCASRY,
BEING THE INJECTORS ARE BRAND NEW AND THERE ARE NO OTHER FAULT CODES,
WHAT IS THE NEXT STEP, DO I REPLACE THE HIGH PRESSURE PUMP?
RECOMM 04/24/2023 03:09PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Matthew, An issue with the low pressure fuel system may affect the
high pressure fuel system. Therefore, the low side fuel pressure
system should be tested before testing the high side fuel pressure
system. Recommend connecting a manual fuel pressure gauge to the low
side fuel pressure system and monitor the manual fuel pressure gauge,
FLP, FLP_DSD, FRP, FRP_DSD and F_VCV. The manual fuel pressure gauge,
FLP and FLP_DSD should mirror each other at 50.8-87.7 psi. If the
manual fuel pressure gauge is reading in specification and the FLP_DSD
is reading low and the FLP is reading high, the FLP sensor has failed
bias high and should be replaced. If the manual fuel pressure gauge
and FLP are reading low and the FLP_DSD is reading high, the low side
fuel pump is failing and should be replaced. If the low side fuel
pressure is reading in specification and the FRP is reading high and

CQIS Report Number: P4XBU010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2023

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

--TYPE-- COMMENT TEXT
the FRP_DSD is reading low, the FRP sensor has failed and will need to
the FRP_DSD is reading low, the FRP sensor has failed and will need to
be replaced. If the FRP is reading low and the FRP_DSD and F_VCV are
reading high, the high pressure fuel pump has failed and should be
replaced. You are correct that it is not likely that the fuel
injectors are faulty. Thank you, Kevin TSA
ADD-ON 04/24/2023 03:09PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

----- 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#P0087,P0088,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: 04/07/2021 Warranty Start Date: 04/22/2021
Date of Sale: 04/22/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06456
Dealer Special Order: Gross Vehicle Weight: 436 LBS
LH/RH Drive:
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: MX 6G GA
Bld Dt: Calb: MCTCY1N A
Serial #:
4133A21060131518 MX6G 6007 GA
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21089131892 LX6P 7000 AVA
Model: Shft:
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-??
Paint : PN4-?? DESERT GOLD/LUMINARY GOLD

----- 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: P4XBU010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2023

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : MATTHEW SCHULTZ Title: TECHNICIAN
Phone :

MATTHEW SCHULTZ
Rpr Dlr:USA 04120 - Coconut Point Ford Ph#:239-498-3673
City: Estero State : Florida
Country: United States Region : Orlando

Claim #/Date : 443758 04/05/2023

Specialist's
Name : KEVIN SANDERS (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

VEHICLE'S WARRANTY HISTORY (365 days only)

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: R7KOZ117 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/11/2024

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

Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 5 50 3 39 DRIVING PERFORMANCE RUNS ROUGH
CRUISE/ STEADY SPEED INTERMITTENT
Additional Symptom: Intermittent P0087 w/limp mode
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 07/11/2024 03:09PM MATTHEW MANCINI(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120544781) Description of Vehicle Concern: vehicle came
in with the concern of long crank and not able to go above 25 MPH.
Vehicle is stuck in limp mode and once you clear codes the vehicle
operates normally, but after more than one hour of driving the vehicle
goes back into limp mode and wont accelerate past 25 mph and take at
least three seconds to start up. Please list any diagnostics already
performed: performed the replacment of high pressure fuel injectors
recall, and replaced the high pressure fuel pump. Each time the
condition was fixed but eventually came back into limp mode. Parts
Replaced: Fuel injectors for the recall and the high pressure fuel
pump. Do you have a module programming concern? No Your Question: What
would be my next step following pinpoint test HP leads me to a fuel
rail pressure sensor replacment but no matter what I do if I replace a
part the concern is fixed for a while then will randomly go back into
limp mode. Wondering what my next diagnostic steps should be.
RECOMM 07/11/2024 03:09PM MATTHEW MANCINI(FSE) MSS - FCSD - NORTHEAST REGION
Hi Dale, To recap our conversation, I noticed in vehicle history that
P0087 and P0089 both showed in the self-test done on July 3rd. Both
have individual freeze frame data from different times. After checking
the data, the FRP reading was very low when both those DTCs set. FRP
was reading approximately between 60-75psi. As we discussed, hook up
mechanical gauge to the rail and make sure that the readings are
accurate to rule out a biased sensor. I have found reports of this
concern where the new HPFPs were faulted shortly after installation.
This may be the case if no other concerns are found. If so, please
proceed with HPFP replacement but make sure to closely inspect the
pump before installing for any concerns. Thanks! -Matt M, FSE
ADD-ON 07/11/2024 03:09PM MATTHEW MANCINI(FSE) MSS - FCSD - NORTHEAST REGION
Multiple reports found in GCQIS of this where multiple HPFP
replacements resolved the concern,Contact Type : Phone
CONCER 09/03/2024 03:29PM D-WHI560
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, After replacing the high pressure fuel pump

CQIS Report Number: R7KOZ117 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/11/2024

COMMENTS

--TYPE-- COMMENT TEXT
again, the vehicle never came back and issue was resolved. We must
again, the vehicle never came back and issue was resolved. We must
have gotten another bad High pressure fuel pump but upon the second
one that I had installed vehicle was fixed

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 01/13/2022 Warranty Start Date: 02/07/2022
Date of Sale: 02/07/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08990
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22005130768LX6G 6007 AFA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21347132263 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : PN4-?? CACTUS GRAY

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

Orig/Caller : DALE WHITE Title: TECHNICIAN
Phone :

Country: United States Region : Boston

Claim #/Date : 736547 07/10/2024

Specialist's Name : MATTHEW MANCINI (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 09296	06/18/24	735677	48061	1					24S24B
USA 09296	06/18/24	735677	48061	2	42	4L3	9276	AA	12650D
USA 09296	06/18/24	735677	48061	2	42		W711806	S450B	12650DX1
USA 09296	06/18/24	735677	48061	2	42	JX6	5A215	C	12650D45
USA 09296	06/18/24	735677	48061	2	42	LX6	4B496	A	9350B
USA 09296	06/18/24	735677	48061	2	42	HX7	9J323	A	9350E
USA 09296	06/18/24	735677	48061	2	42	LX6	9L291	E	
USA 09296	06/18/24	735677	48061	2	42	HX7	9350	C	
USA 09296	07/02/24	736242	48522	1	01		9F593		22N18B
USA 09296	07/02/24	736242	48522	1	01	HX7	9F593	A	
USA 09296	07/02/24	736242	48522	1	01	HX7	9J323	A	
USA 09296	07/10/24	736547	48572	1	42	HX7	9350	C	12650D
USA 09296	07/10/24	736547	48572	1	42	LX6	9L291	E	12650DX1
USA 09296	07/10/24	736547	48572	1	42	HX7	9J323	A	12650D45
USA 09296	07/10/24	736547	48572	1	42				9350B
USA 09296	07/10/24	736547	48572	1	42				AD

CQIS Report Number: PQFEB002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2023

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

VEHICLE: 2020 ESCAPE 4X2 (2020 -),SEL,4X2,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 54,137 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 2 02 DRIVING PERFORMANCE RUNS ROUGH
ACCELERATION ALWAYS

Additional Symptom: p0087
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 1
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 10/06/2023 11:40AM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(120195841) Description of Vehicle Concern: VEHICLE HAS
LONG CRANK & HESISTATING & RUNNING ROUGH ON ACCELERATION. WILL NOT GO
MORE THAN 7 MPH Please list any diagnostics already performed: FSA
22N18. PPT HP. HP1: Y, HP2: Y, HP3: Y, HP4: Y, HP5: Y, HP6: Y, HP10: Y
INSTRUED TO FOLLOW PPT Z. INSTALLED NEW INJECTION PUMP DUE TO CONCERN
STILL PRESENT & PERSISTANT. Parts Replaced: INJECTORS & FUEL TUBE PER
FSA, HIGH PRESSURE FUEL PUMP & FUEL TUBE PER PPT Your Question: COULD
IT BE POSSIBLE THAT WE RECIEVED SOME BAD FUEL INJECTORS?

RECOMM 10/06/2023 11:40AM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG
Dustin, Thank you for indicating the steps on the PPT that got to step
10. Since we are dealing with the vehicle in limp mode and are trying
to determine if it is with the fuel system, can you please provide me
with the actual gauge and/or PID readings from the vehicle for each
step of the PPT? I know that may seem redundant, but I want to make
sure the readings that the tech is seeing on the vehicle do match
within the specifications. I am not saying they are not, just saying
Yes and No for each step is helpful, but having the actual readings is
even better. In addition to that looking at the connected vehicle tab
on PTS, I am seeing DTC P06B8- which will advise to update the PCM
calibration due to the PCM inability to store DTCs. Seeing how the
P0087 and P0088 DTCs set when the PCM no longer is capable of
maintaining the fuel pressure within the calibrated parameters, Im
curious if there is a fault with PCM not functioning correctly. I
looked on FDRS and it does show that there is a PCM update, so try
updating the PCM and see if that has any effect on the concern. FSE

CONCER 10/10/2023 03:10PM GTCGCQIS
ATTEMPTED TO UPDATE PCM BUT NO LATER CALIBRATION IS AVAILIBLE OR THE
FILE IS UNABLE TO DOWNLOAD. WILL GET BACK TO YOU ON THE PRESSURE SPECS
REQUESTED.

CONCER 10/10/2023 03:12PM GTCGCQIS
ATTACHED IS THE IMAGE OF THE ERROR MESSAGE I M RECIEVING UPON UPDATE
ATTEMPT.

RECOMM 10/12/2023 09:07AM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG

CQIS Report Number: PQFEB002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2023

C O M M E N T S

--TYPE-- COMMENT TEXT

Mark, Thank you for the update on the PCM. I was trying to see if

Mark, Thank you for the update on the PCM. I was trying to see if there was a correlation between the PCM and its functionality. Once the fuel pressures have been received, then please let me know. FSE. 10/12/2023 09:28AM GTCGCQIS

CONCER

HP1: YES. FLI= 15%. IC CORELATES WITH PID. HP2: YES. 71 PSI. GREATER THAN 45 PSI. HP3: YES. FLP 82 PSI, FLP_DSD 64 PSI, MANUAL GAUGE 72 PSI. DIFFERENCE OF 18 PSI. HP4: YES. RELIEVED FUEL PRESSURE. NECESSARY TO CYCLE KEY 10 TIMES TO BUILD PRESSURE UP TO 65 PSI. WOULD NOT BUILD UP GREATER. KOEO FOR 15 MIN. MECANICAL GAUGE @ 62 PSI. GREATER THAN 45 PSI. MEASURED FLP = 77 PSI, FLP_DSD = 50 PSI. DIFFERENCE OF 15 PSI FROM FLP AND GAUGE. WITHING 22 PSI LIKE HP3. HP5: YES. MEASURED RESISTANCE OF HIGH PRESSURE FUEL PUMP COPONENT SIDE. 1.4 OHMS. HP6: YES. .26 OHMS EACH CIRCUIT.

RECOMM

10/12/2023 12:44PM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG Mark, Lets go back to the HP 2 when testing base pressure. With the gauge still attached, try driving the vehicle, and seeing if the base pressure stays the same or if it drops when the vehicle hesitates and stumbles. The reason, I want you to test that is that in order for this vehicle to have high pressure fuel, we need to have base low-pressure fuel. You have already replaced the entire high side pressure system at this point, So im wondering if the base pressure drops when driving, that maybe we are dealing with a weak fuel pump that cannot carry the load or demand from the vehicle when driving. It is odd though that typically if there is an issue with base low fuel pressure that the system will usually set a DTC, but more often than not we are seeing other systems, including the fuel system not set any DTCs when they probably should. If the base pressure does drop when driving when the vehicle hesitates and stumbles, then we are dealing with a base issue that will need to be diagnosed. If the base pressure does not drop, then the only thing left would be to test the circuits on the high-pressure system. Go to wire diagram cell 25 page 3 and load test the Fuel Metering Valve circuits with a 3157 bulb. There should be no more than 0.5v difference from source voltage and if there is more, then there is excessive resistance in the affected circuit. Next do some voltage drop tests for each fuel injector circuit. These circuits do not carry much load, so you do not need to load test these. And then do the same for the Fuel Rail Pressure sensor on cell 25 page 4 and reevaluate. FSE

ADD-ON

10/12/2023 12:44PM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG Consulted with Timothy Rowlands Deisel SME

CONCER

10/12/2023 01:25PM GTCGCQIS TEST DROVE VEHICLE WITH MANUAL GAUGE INSTALLED. LOW SIDE PRESSURE MAINTAINING @ 81 PSI WHILE VEHICLE HESITATING/STUMBLING. LOW SIDE FUEL SYSTEM RULED OUT. WILL CONTINUE WITH TESTING OF THE HIGHPRESSURE SYSTEM CIRCUITS & WILL GET BACK TO YOU ASAP. THANKS

RECOMM

10/12/2023 01:37PM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG Mark, Thank you for the update. If the after-circuit testing nothing is found, the only thing at this point we having changed is the Fuel Rail Pressure Sensor. I know you originally asked about if this issue

CQIS Report Number: PQFEB002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
can be from bad fuel injectors and Im hesitant to say yes. Can you
can be from bad fuel injectors and Im hesitant to say yes. Can you
perform a fuel injector flow test and see if they fuel is coming from
them? This test isnt the most accurate test as it does not tell us how
well the fuel is atomized when being spraying into the combustion
chamber, but rather if fuel is flowing from it or not. This may help
us in determining if we need new injectors or not. FSE.
CONCER 10/13/2023 09:37AM GTCGCQIS
PERFORMED THE ABOVE RECOMMENDED & FOUND ALL CIRCUITS GOOD. PULLED
FUEL MASS_DI, FRP, FRP_DSD & TEST DROVE VEHICLE. FUEL MASS DI PID
WOULD COMMAND 100% FOR A FEW SECONDS & DROP BACK TO 0% WHILE FRP WOULD
SLOWLY RAISE UP TO 270 PSI & FRP_DSD STAYED AT @ 32 PSI NO MATTER THE
PEDAL POSITION I.E (1/4, 1/2, 3/4 OR WOT.) PULLED REFRECE CHART UP AND
COMPARED VEHICLE PIDS TO CHART. FOUND VEHICLE FRP WAS NOT AT SPEC &
WOULD SLOWLY CREEP UP TO 270 PSI AT WOT & FRP_DSD WAS A 32 PSI NO
MATTER PEDAL POSISTION WHILE REFERENCE CHART STATED FRP @ 4303.27
KOE0, 4,092.97 HOT IDLE, 3,288.01 30 MPH & 3,082.05 55 & FRP_DSD @
44.96 KOE0, 498.93 HOT IDLE, 30 MPH & 55 MPH. DOUBLE CHECKED FRP
CONNECTION & PINS FOUND NO CONCERNS. SUSPECTED FAULTY PCM BUT
PERFORMED PCM PMI BEFORE REPLACING IT & ISSUE WAS RESOLVED. CLEARED
ALL FAULT CODES, TEST DROVE & CONCERN NO LONGER PRESENT. COULD IT BE
POSSIBLE VEHICLE HAD A CORRUPTED PCM REPROGRAM FILE DURING THE 22S73?
ARCHIVED A RECORDING OF THE PID DATALOGGER IF YOU D LIKE TO REVIEW IT.
THANKS FOR HELP
CONCER 10/13/2023 09:49AM GTCGCQIS
SINCE THE PCM WAS NOT REPLACE & IT SEEMS THAT IT WAS A SOFTWARE ISSUE
THAT CAUSED THE CONCERN WHAT FORD SERVICE BASE PART CAN I USE TO FOR
THIS CLAIM?
RECOMM 10/13/2023 12:33PM JASON THOMAS(FSE) MSS - FCSD - MID ATLANTIC REG
Mark, Are you asking for a base part number for a warranty claim? If
so, you will likely need to contact your dealerships WAT for that as I
am not sure. I am glad to hear that the vehicle is no longer having
that concern after PMI on the PCM has been completed. 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
PCM#P0087:00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: PQFEB002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2023

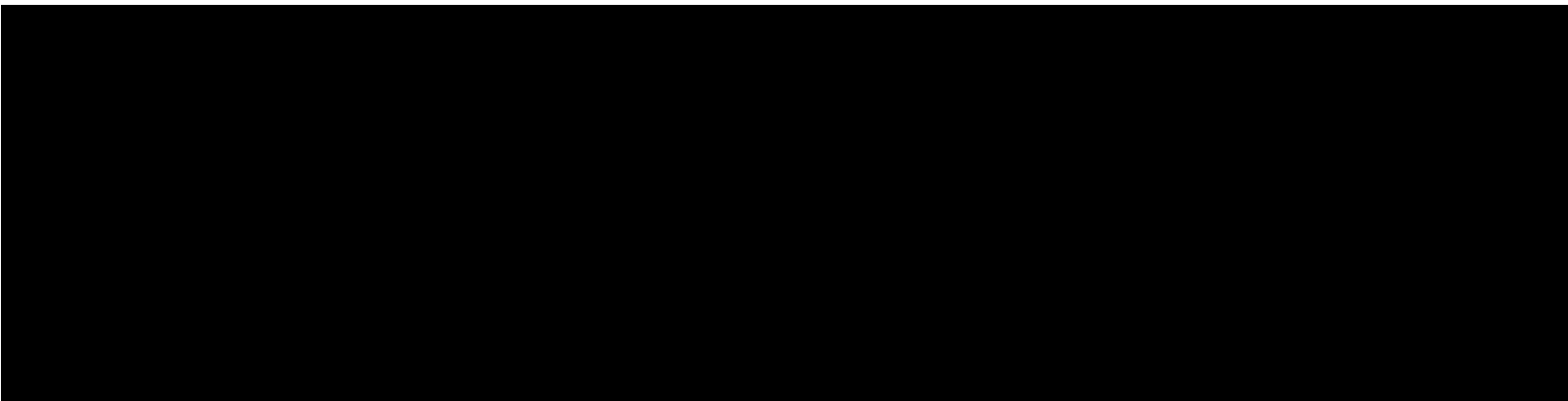
----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 10/22/2019 Warranty Start Date: 01/20/2020
Date of Sale: 01/20/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 00976
Dealer Special Order: Gross Vehicle Weight: 436 LBS
LH/RH Drive:

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G TA
Bld Dt: Calb:
Serial #:
4133A19276130101 LX6G 6007 TA

----- T R A N S M I S S I O N -----
Trans: 8 SPEED AUTO 8F24 Part #:
Bld Dt:
Serial #:
4125A19240130042 LX6P 7000 ACA

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 C-????????????????????????????????
Paint : PN4-?? STAR WHITE 3C/PRISTINE WHITE 3

----- 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



NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

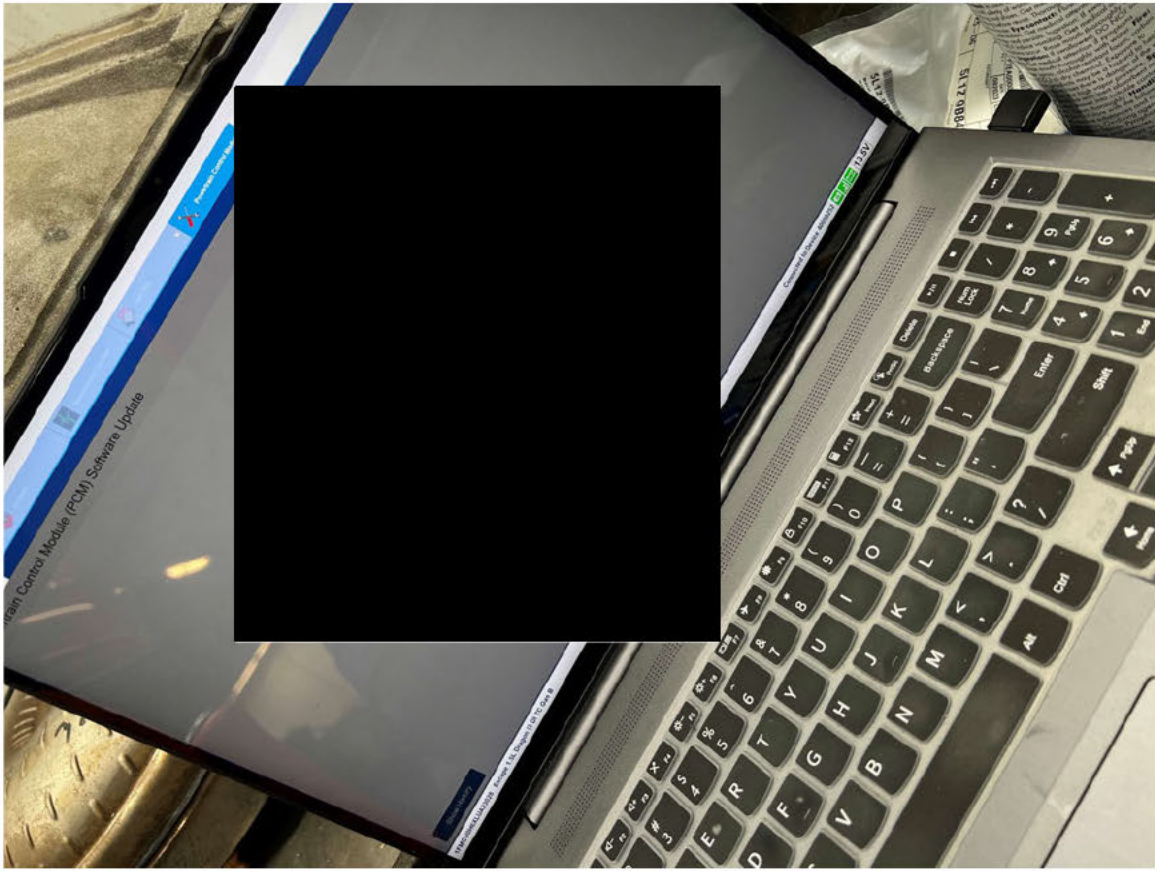
--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

----- 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.
Rows: USA 00976 08/28/23 412678 54137 1 82 RENTAL; USA 00976 08/28/23 412678 54137 2 04 RECAL 12650D

CQIS Report Number: PQFEB002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/06/2023

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 00976	08/28/23	412678	54137	2	04	HX7	9350 B		12650D45
USA 00976	08/28/23	412678	54137	2	04	HX7	9J323 A		12650DX1
USA 00976	08/28/23	412678	54137	2	04				12650D81
USA 00976	08/28/23	412678	54137	2	04				9350B
USA 00976	08/28/23	412678	54137	2	04				MTDIAG
USA 00976	08/28/23	412678	54137	2	04				9543A
USA 00976	08/28/23	412678	54137	2	04				MTPMI



CQIS Report Number: R4AF7010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2024

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

VEHICLE: 2020 ESCAPE 4X2 (2020 -),SE,4X2,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 85,116 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 3 02 DRIVING PERFORMANCE STALLS/QUITS
CRUISE/ STEADY SPEED ALWAYS

Additional Symptom: mil on
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 04/01/2024 10:12PM TODD HAUG MSS - FCSD - CALIFORNIA REGION
Web Form Data(120414834) Description of Vehicle Concern: VEHICLE TOWED
IN WITH A LACK OF POWER, EXTENDED CRANK, AND CHECK ENGINE LIGHT ON.
Please list any diagnostics already performed: EEC TEST, POWER
BALANCE, LOW PRESURE FUEL, AND HIGH-PRESSURE FUEL TESTS. PID DATA. PPT
HP. HP1 Y, HP2 Y, HP3 Y, HP4 Y, HP5 Y, HP6 Y, HP10 Y. THE 1137 CAME UP
AFTER HIGH PRESSURE F/I REPLACEMENT WHILE IDLING IN THE WORK AREA.
CLEARED DTC. ROAD TESTED AFTER THE INJECTOR REPLACEMENT AND THE
VEHICLE LOST POWER AND THE MIL ILLUMINATED. THE H/P FUEL TEST WILL NOT
INITIATE WITH THE SCAN TOOL. STARTS CRANKING THEN TIMES OUT AND ENGINE
WON T START. I CHECKED REFERENCE VALUES AND FOUND PCM SHOULD BE
COMMANDING 4300 PSI FRP IT WAS 33 PSI WHEN FAILING. CLEARED DTC THEN
GOES TO NORMAL. ROAD TEST CONCERN RETURNS. Parts Replaced: HIGH
PRESSURE FUEL INJECTORS UNDER FSA 22N18 Do you have a module
programming concern? No Your Question: I THINK THE H/P FUEL PUMP IS
THE CONCERN. AFTER PPT HP10 IT STATES TO PERFORM PPT Z FOR P0087. I
NEED HELP WITH THE DIAGNOSIS. MAYBE YOU CAN ALL ME. I CAN EXPLAIN
BETTER OVER THE PHONE. THANKS. DON

RECOMM 04/01/2024 10:12PM TODD HAUG MSS - FCSD - CALIFORNIA REGION
Hi Don, Thank you for writing in. As discussed in our call, the
concern appears to be intermittent and was not likely present when PPT
HP was performed. Please attempt to replicate the concern, and while
doing so, record related low and high pressure PIDs. If no concern is
identified by the datalog, but the concern is present, PPT HP should
be performed again. Thank you, Todd H, Field Service Engineer San
Francisco Region

CONCER 04/24/2024 06:04PM D-TROT25
Dealership changed the status changed from General Info to Fix
Verified, Hey Todd, Sorry for the late reply. I road tested again
monitoring high and low pressure PIDS. There was no concern on the low
side, only the high side. I replaced the high pressure fuel pump and
that resolved the concern. The pump was leaking from the lower housing
where the spring and plunger are located. There was a strong fuel odor
coming from there as well. Thanks again, Don Dealership selected No

CQIS Report Number: R4AF7010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/01/2024

COMMENTS

--TYPE-- COMMENT TEXT
Reply Required when submitting these comments.
Reply Required when submitting these comments.

CONCERN DETAILS

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 10/10/2019 Warranty Start Date: 04/08/2020
Date of Sale: 04/08/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 436 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G TA
Bld Dt: Calb:
Serial #: 4133A19262130590 LX6G 6007 TA

TRANSMISSION

Trans: 8 SPEED AUTO 8F24 Part #:
Bld Dt:
Serial #: 4125A19219110526 LX6P 7000 ACA
Model:

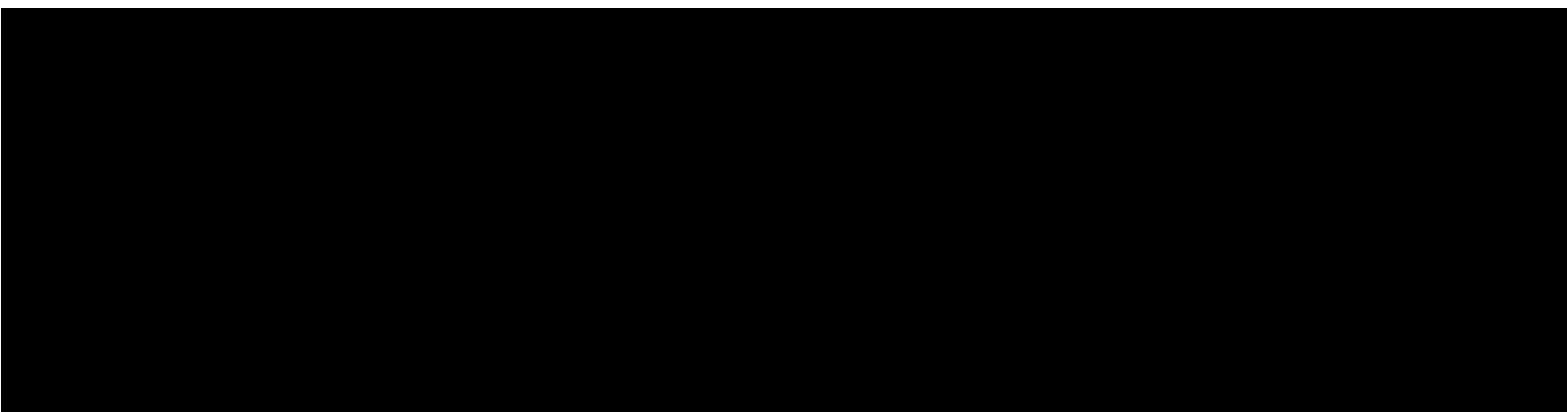
Shft:

ADDITIONAL

Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE



Date	CQIS	Prog	Symp Cat	Causal Part Description	Dealer Id
09/28/2020	Report # L92CP016	Type NHL	ST/RN/MV		USA 07713

--- 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 05968	03/25/24	604318	85116	1		HX7	9F593	E	22N18B
USA 05968	03/25/24	604318	85116	1		HX7	9J323	A	
USA 05968	03/25/24	604318	85116	1			9F593		

CQIS Report Number: R4XQ0001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 4
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 47 Z 00 START/RUN/MOVE ODOR
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Odor into vehicle with A/C on
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 04/24/2024 09:29AM CARLENS MURAT(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120444754) Description of Vehicle Concern: c/s odor
coming into vehicle while driving with a/c on and cel is on Please
list any diagnostics already performed: confirmed concern noticed
exhaust like smell under hood removed rear half of exhaust and smoke
tested exhaust to test for leaks none found checked for cracked
injector could not determine if injector is cracked Parts Replaced:
exhaust clamp due to removal for testing Do you have a module
programming concern? No Your Question: Is it possible that the vehicle
does have a high pressure fuel injector that is cracked and is just
leaking vapors causing smell while the vehicle is running? and is
there any other procedures that i need to perform to try and isolate
the concern to a system

RECOMM 04/24/2024 09:29AM CARLENS MURAT(FSE) MSS - FCSD - CENTRAL REGION
Good morning, Michael, It is understood that the exhaust is noticeable
when the A/C is ON and the exhaust smell has been identified under the
hood. It is possible to have an issue with the injector causing this
smell issue. Since the exhaust has been identified under the hood I
would continue to inspect for signs of a leak around the exhaust,
injectors, and spark plugs. Inspect these components for signs of
dust/dirt buildup or black soot that could support a leak in that
area. Furthermore, ensure all the spark plugs are not damaged and are
torqued correctly. If the plugs appear to be okay to help check for an
exhaust leak place the air filter in a plastic bag and then apply 7
PSI of air pressure to the exhaust. Use soapy water to help isolate
any leaks. I would also suggest checking whether the smell goes away
when placing the HVAC into RECIRC. With 7 PSI of air pressure applied
to the exhaust use a smoke machine around the exhaust and manifold to
see if a leak is found. I would also inspect the welds around the
catalytic converter and ensure that they are not leaking anywhere. If
you cannot find any issues, I would double-check and ensure the
injectors are sealed properly. Thank you, Carlens M FSE

CONCER 04/30/2024 09:19AM M-CHAM62
Dealership changed the status changed from Diagnostics/Repair

CQIS Report Number: R4XQ0001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

C O M M E N T S

--TYPE-- Suggested to Fix Verified, performed pressure smoke test still did not
Suggested to Fix Verified, performed pressure smoke test still did not
see leakage from exhaust i suspect the turbo to cylinder head gasket
leaking slightly the smell is not present in the vehicle with the hvac
recirc on explained to customer there is further diag needed to
isolate problem customer declined further diag and picked vehicle up
at this time Dealership selected No Reply Required when submitting
these comments.
CONCER 04/30/2024 09:20AM M-CHAM62
Dealership changed the status changed from Fix Verified to Customer
Took Vehicle

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

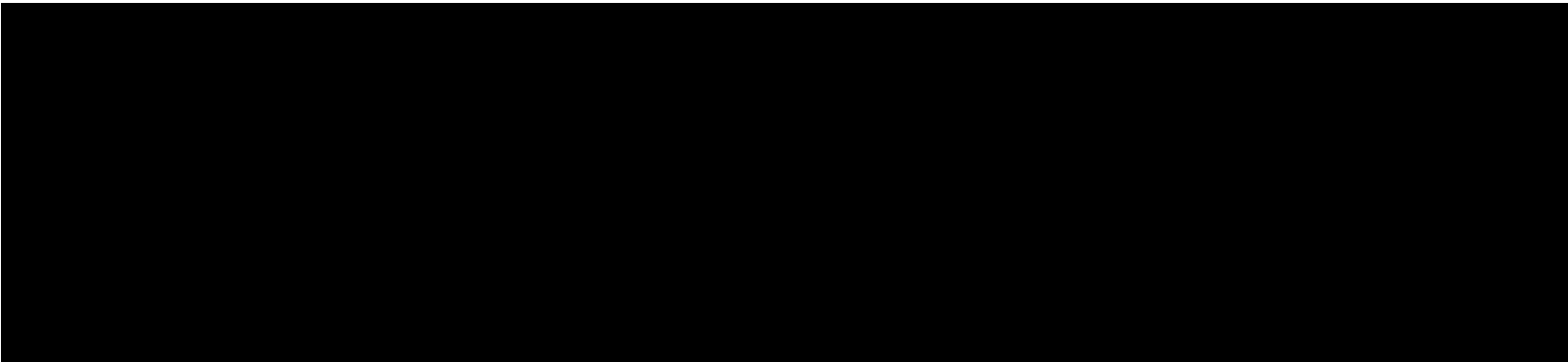
NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/08/2021 Warranty Start Date: 02/05/2022
Date of Sale: 02/05/2022 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 6GA CA
Bld Dt: Calb:
Serial #:
4133A21298130039LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21272132394 LX6P 7000 DB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-????????????????????????????????
Paint : PN4-?? CARBONIZED GRAY/ASHER GRAY

CQIS Report Number: R4XQ0001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2024

----- 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



----- 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 6 rows of repair data for USA 05759.

CQIS Report Number: PQCCW004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2023

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

VEHICLE: 2021 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 42,990 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 2 02 DRIVING PERFORMANCE RUNS ROUGH
ACCELERATION ALWAYS

Additional Symptom: P0087
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 10/03/2023 01:57PM BRADLEY MILLER(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120191724) Description of Vehicle Concern: VEHICLE
RUNNING ROUGH AS STATED BY CUSTOMER CONCERN WAS VERIFIED,HAS CODE
P0087 FOR FUEL PRESSURE LOW BANK 1. HAD FUEL INJECTORS REPLACED UNDER
22N18 RECALL FOR CODE P0087 PREVIOUSLY AT ANOTHER LOCATION,VEHICLE IS
NOW IN FOR SAME CONCERN AND CODES AS BEFORE WITH PREVIOUS REPAIR.
Please list any diagnostics already performed: CHECKED OVER FOR LEAKS
AND MECHANICAL ISSUES. CHECKED OVER FOR WIRING ISSUES.RAN PINPOINT
TEST FOR P0087 DTC. WENT THROUGH 22N18 DESCRIPTION TO VERIFY/CHECK.
Parts Replaced: FUEL INJECTORS WERE REPLACED PREVIOUSLY AT ANOTHER
DEALERSHIP ACCORDING TO 22N18 SERVICE PROCEDURE. Your Question: HOW
SHOULD I PROCEED FROM HERE,FOLLOWED PINPOINT TEST , PINPOINT TEST SAYS
REPLACE INJECTORS AS WAS ALREADY DONE IN PREVIOUS REPAIR. SHOULD
INJECTORS BE REPLACED A SECOND TIME AND RECHECKED OR WHAT STEPS SHOULD
BE TAKEN MOVING FORWARD
RECOMM 10/03/2023 01:57PM BRADLEY MILLER(FSE) MSS - FCSD - KEYSTONE REGION
Hi Gary, Since the injectors were replaced on a prior repair,
replacement of the injectors would not be recommended unless you can
determine that they are leaking fuel. If they are not leaking fuel, it
would be recommended to replace the High Pressure Fuel Pump as the
next step in the P0087.

----- 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#P0087-00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: PQCCW004 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2023

----- 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 01307	07/12/24	470794	67304	1	61	LJ6	78235A62	A	23B56J
USA 01307	07/12/24	470794	67304	1	61		W721069	S300	
USA 01307	07/12/24	470794	67304	1	61		7820125		
USA 03569	10/02/23	024353	42990	1	28	HX7	9350	B	12650D
USA 03569	10/02/23	024353	42990	1	28	HX7	9J323	A	12650D45
USA 03569	10/02/23	024353	42990	1	28				12650D55
USA 03569	10/02/23	024353	42990	1	28				12650D80
USA 03569	10/02/23	024353	42990	1	28				AD
USA 03569	10/02/23	024353	42990	1	28				9543A
USA 03569	10/02/23	024353	42990	1	28				12650DX1

CQIS Report Number: P3VC2007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2023

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

VEHICLE: 2020 ESCAPE 4X2 (2020 -),SE,4X2,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 125,534 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 39 START/RUN/MOVE STARTING
HARD START/LONG CRANK INTERMITTENT

Additional Symptom: fuel smell, P0087
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 1
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 03/22/2023 02:38PM AROSS87
Web Form Data(119909173) Description of Vehicle Concern: customer came
in with the concern of smelling fuel after vehicle is warmed up and
the check engine light was on. hooked fdrs to vehicle and ran self
test on pcm. codes P0496 and P2196 were the only codes present.
further testing lead to leaking cpv valve. no fuel smell was noticed
when vehicle was first looked at. oasis showed that vehicle has recall
22s73 open. when vehicle was pulled back into shop to have purge valve
and drain tube installed, found that vehicle had a fuel smell coming
from under the hood. went ahead and installed purge valve, drain tube
and updated pcm software per 22s73. immediately after pcm update,
vehicle started exhibiting long crank and throwing wrench/check engine
light. contacted sssc about fuel smell under the hood and not being
able to find where smell was coming from, was directed to installed
new fuel injectors. installed new fuel injectors and vehicle is still
exhibiting long crank. fdrs is showing that a pcm software update is
available but when attempting to update it says that i have to get
files from givis. Please list any diagnostics already performed:
monitored pids. attempted to update pcm with 2 different fdrss Parts
Replaced: 3 injectors due to fuel smell per sssc for 22s73 Your
Question: this issue started immediately after updating pcm, vehicle
did not exhibit concern or set code P0087 until pcm was updated.
beings that fdrs is still showing that a pcm update is still available
and after attempting to update using multiple fdrss, both which say
get files from givis, could an error have ocured during programming?

RECOMM 03/22/2023 02:38PM AROSS87
Cameron, It is possible there was a fault with the PCM update that
could result in the DTCs set. At this time we recommend reprograming
the PCM using the As-built data located under the diagnostics tab in
PTS. This will ensure the PCM is updated with the correct and most
current information. If the concern is still present after
reprograming the PCM we recommend following normal diagnostics. If the
concern is still present begin by ensuring the new injectors are not
leaking and searching for any other fuel leaks that may be present. As

CQIS Report Number: P3VC2007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
your dealership is equipped with the See What I See (SWIS) headset, if
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/8ZmxznmFQ0G7h_5tRgo87w2>Schedule to book a SWIS call
with the TAC. After booking an appointment a TAC representative will
reach out to you at the appropriate time. Verify the following prior
to your appointment:Your See What I See (SWIS) headset is
charged, the headset is turned on, and is updated with the latest
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

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

<A target=_blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup
Technical Assistance Center Team Member- AJ
03/22/2023 02:38PM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st Contact
03/24/2023 10:14AM GTCGCQIS
have attempted to update pcm in several different ways such as
performing pmi with hopes that it might would either fix the update or
pull as built or trying to configure module. there are no options in
fdrs to enter as-built data that i can find. no external fuel leaks
are found on the vehicle. it is possible that high pressure fuel pump
is either not bringing up the fuel pressure fast enough when the
volume control valve commands it to so strategy thinks there is a leak
and shuts off the pump then setting code P0087. no one in the shop has
a high-pressure fuel gauge that is rated to go high enough to do a
manual check, but pids show pressures reaching 2800psi. I believe that
issue is in the programming, Beins this code and issue was not present
until vehicle has update for recall. even the 60 day connected vehicle
data does not show this code occurring until after it arrived. what
options are there to program the as-built data in fdrs with info on
the diagnostic tab?
03/24/2023 03:13PM DREW KENYON MSS - FCSD - SOUTHEAST REGION
Hi Cameron, Performing as-build data on a module with the FDRS is a
little different on the FDRS. All you need to do is: FDRS > VIN Entry
> Tool Box > under HS1 click PCM > On the right-hand side click All
(Above the blue apps) > PCM - Powertrain Control Module (PCM)
Configuration. (Also see photo) Running this configuration app will
run as-built on the PCM and correct any software concerns. This will

CQIS Report Number: P3VC2007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
pull the as-built data from the server (cloud) and install it on the
pull the as-built data from the server (cloud) and install it on the
PCM. If this does not work, install a new PCM as the one in the
vehicle is likely failed internally. Thanks, Drew Ford GTAC
ADD-ON 03/24/2023 03:13PM DREW KENYON MSS - FCSD - SOUTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : FDRS question. Web Response.
ADD-ON 03/31/2023 11:23AM AMCNAY1
FSE WAS AT A DEALER MEETING AND DEALER SM MENTIONED THIS VEHICLE
CONCERN. P0087 DTC AND LOW POWER DRIVABILITY ISSUE (ENGINE WON'T REV
PAST 2K RPMS) OCCURRED DIRECTLY AFTER PERFORMING THE PCM UPDATE FOR
22S73. PCM IS NOT COMMANDING HPFP ON AND FRP DESIRED READS 35 PSI. IF
YOU RESET THE PCM KAM, THE PCM WILL OPERATE THE HPFP FOR A SHORT
PERIOD OF TIME AND FRP WILL READ 1000+ PSI AS IT SHOULD. AFTER THE PCM
QUITS COMMANDING THE HPFP AND SETS DTC/WARNING LIGHT, THE FRP READS
NEAR WHAT FLP IS AND THE ENGINE WILL NOT REV OVER 2K RPMS. FSE ADVISED
DEALER TO PERFORM PPT HP FOR HP FUEL SYSTEM AND P0087. THIS EXACT DTC
AND ISSUE HAVE OCCURRED FOUR OTHER TIMES AFTER PERFORMING A PCM SW
UPDATE OR PROGRAMMING. (P32EK004, P31CO002, P3WCB006, P2XEW001).
ADD-ON 03/31/2023 11:34AM AMCNAY1
FSE FOLLOWED UP WITH DEALER SM. TECH PERFORMED PPT HP, NO ISSUES FOUND
WITH HP SYSTEM EVEN THOUGH HP SYSTEM IS INOPERATIVE. BASED OFF ANOTHER
SIMILAR REPORT (P2XEW001) AND PCM DISABLING HPFP AFTER RESETTING KAM,
FSE SUSPECTS FAULTY HPFP. FSE RECOMMENDED DEALER REPLACE HPFP AND
RETEST FOR THE CONCERN.
CONCER 04/03/2023 11:07AM GTCGCQIS
attempted to program as built data by configuring module as described,
concern still present. performed pmi and installed new pcm. concern
still present. FSE happened to stop by and talk to manager about
unrelated things the day after pcm replacement. while FSE was here he
looked at vehicle. after FSE left, was directed to perform ppt HP,
vehicle passed ppt HP. FSE then directed us to install new high
pressure fuel pump. installed new hpfp and concern is no longer
present.
RECOMM 04/04/2023 09:30AM JOSEPH HAWKINS(FSE) MSS - FCSD - SOUTHEAST REGION
Cameron, Thank you for updating the form letting us know you were
directed to perform PPT HP and then replace the high-pressure fuel
pump by the FSE. As you stated the concern is no longer present after
replacement of the HPFP, please take the time to fill out the online
survey so other technicians can benefit from your findings. Joseph
Ford Technical Assistance Center
ADD-ON 04/04/2023 09:30AM JOSEPH HAWKINS(FSE) MSS - FCSD - SOUTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Concern no longer present.

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? :

CQIS Report Number: P3VC2007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/22/2023

--- 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) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



			Download
★		PCM - Powertrain Control Module (PCM) Configuration	Download



CQIS Report Number: P7GCF004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 2
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 Z 00 DRIVING PERFORMANCE LACK/LOSS OF POWER
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Loss of power P0087
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 07/07/2023 12:28PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Web Form Data(120068213) Description of Vehicle Concern: Customer
Stated Vehicle lost power, and check engine and wrench light
illuminated. Vehicle in limp mode. Vehicle towed to dealership No
obvious fuel leaks or odors Please list any diagnostics already
performed: FDRS scan revealed a P0087 Code Followed 22n18 for High
pressure injector replacement. After Replacement of Injectors per
22n18. P0087 continues to trigger and cause vehicle to limit vehicle
operation. Followed instructions to Run PMI for the PCM, using a typed
VIN. and selection of non original PCM. Swapped the High Pressure Fuel
pressure sensor with a known good part. Issue remained. Parts
Replaced: 3 Fuel Injectors HX7Z-9F593-E High pressure Fuel Tube. Fuel
Pressure sensor for the Direct Injection. Your Question: What is the
next step on diagnosing the vehicles issue after 22N18 did not resolve
it.

RECOMM 07/07/2023 12:28PM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION
Jay, We have seen this issue resolved by performing PPT HP. Other
reports followed the PPT to HP Pump replacement. At this time, we
recommend performing the PPT for the code P0087. Refer to WSM section
303-04A - Diagnosis and Testing. Thank you, Tyler B. Ford Motor
Company

----- 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#P0087-00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: P7GCF004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2023

----- 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: 09/16/2020 Warranty Start Date: 02/18/2021
Date of Sale: 02/18/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 04331
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

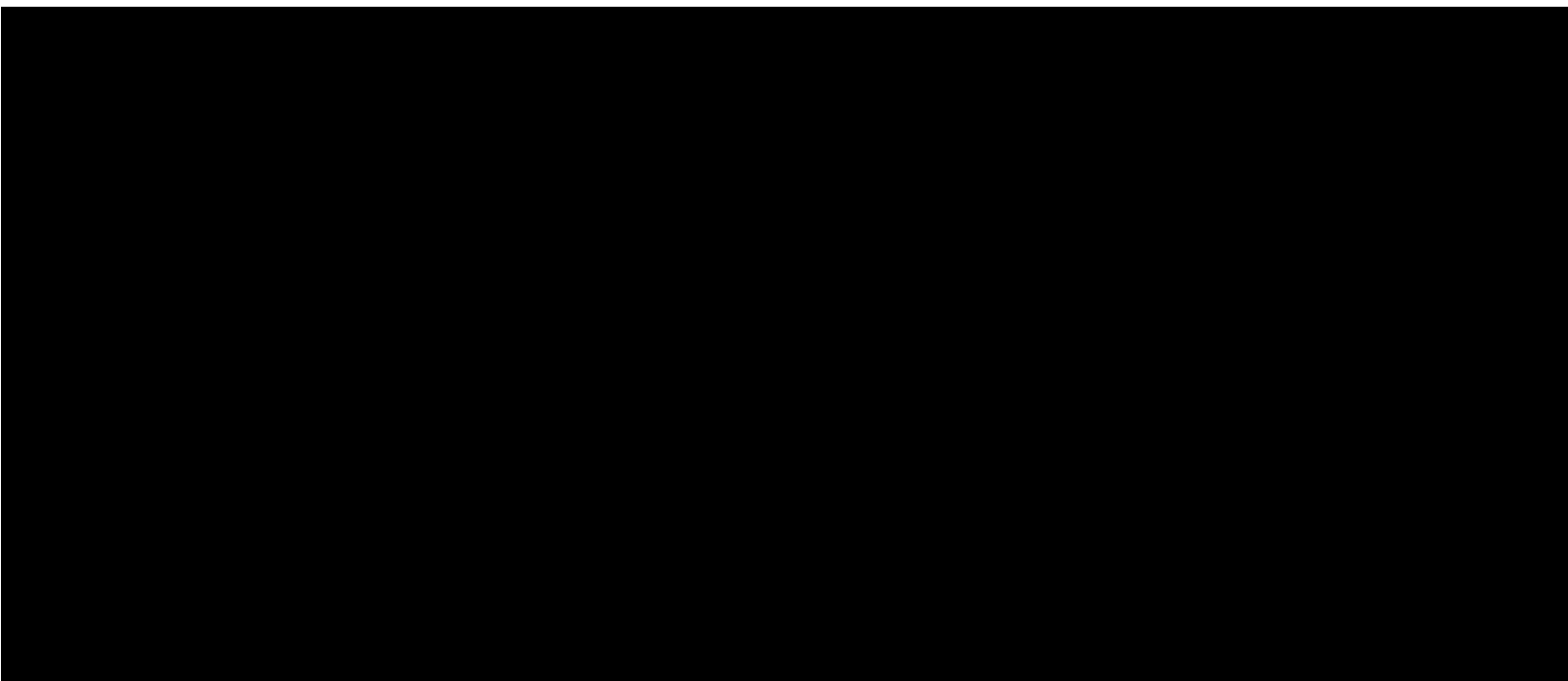
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb: LCTCY1N A
Serial #: 4133A20246130048 LX6G 6007 ACA

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20233120452 LX6P 7000 DB
Model: Shft:

Tire : 225/65 R17 102H A/S BSW 2 Brand :
Radio : A/C : AC C-????????????????????????????????
Paint : PN4-?? LUCID RED TC/RED CARPET TC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE



CQIS Report Number: P7GCF004 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/07/2023

----- 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 02860	12/15/23	094709	25550	1	91		14529		22N17B
USA 02860	12/15/23	094709	25550	1	91	LB5	14A268	AB	
USA 02860	12/15/23	094709	25550	2	42		14F642		22N15D

CQIS Report Number: R2FOZ002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/06/2024

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 70,976 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 Z 00 DRIVING PERFORMANCE LACK/LOSS OF POWER
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Wrench and CEL
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 02/06/2024 04:39PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120346236) Description of Vehicle Concern: C/S WRENCH
LIGHT AND CK ENGINE LIGHT COME ON, VEHICLE HAS NO POWER WHEN THIS
OCCURS, VERIFIED CUSTOMER CONCERN, P0087 STORED, CLEARED CODE AND
ROADTESTED SEVERAL TIMES, NO ISSUES FOR AN ENTIRE DAY. AFTER LETTING
SIT 20 MINUTES AFTER A ROADTEST WRENCH LIGHT AND CK ENGINE LIGHT CAME
ON AS I WAS LEAVING A PARKING SPOT I WAS IN, SAME CODE RETURNED. ISSUE
WILL REOCCUR IF VEHICLE SITS OFF FOR 15-20 MINUTES AND IS THEN RAPIDLY
REVED A DOZEN TIMES OR SO IN PARK. VEHICLE ALSO HAD A P0088 STORED
WHEN IT FIRST CAME IN, BUT THAT HAS NEVER COME BACK. Please list any
diagnostics already performed: PERFORMED DATA RECORDING Parts
Replaced: FUEL INJECTORS BECAUSE 22N18 STATED IF P0087 IN PRESENT Do
you have a module programming concern? No Your Question: I HAVE
RECORDINGS OF THE CONCERN HAPPENING THAT I WOULD LIKE TO SEND. I CAN T
TELL WHAT THE PROBLEM IS BASED ON THE RECORDINGS SO I WOULD LIKE YOUR
INPUT.

RECOMM 02/06/2024 04:39PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Philip, For this concern of the P0087 setting after the vehicle sits
for 20 minutes and the HP fuel injectors having been replaced, noting
this vehicle has bot Direct and port injectors, if only the direct
injectors were replaced it is possible a concern with the port
injectors can cause this concern, if has also been seen that the HP
fuel pump has seen to resolve this DTC setting. In order to further
diagnose this concern, it would be recommended to follow PPT HP in WSM
303-04A and to determine what is occurring with the fuel pressure when
the concern occurs using both the PIDs and a manual gauge and then
update this form with the results along with your recordings. Thank
you, Jacob S

CONCER 02/15/2024 12:14PM GTCGCQIS
DID NOT HAVE A LOW PRESSURE FUEL GAUGE THAT WOULD WORK WITH THIS
ENGINE SETUP, DECIDED TO REPLACE THE HIGH PRESSURE PUMP AND GO FROM
THERE. WITH OLD PUMP THE HIGH FUEL PRESSURE READING WOULD GO UP TO
DESIRED WHEN ACCELERATING, BUT AFTER LETTING VEHICLE IDLE FOR A COUPLE
MINUTES PRESSURE ON HIGH SIDE WOULD BLEED OFF TO BETWEEN 600-800PSI.

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 03603	02/01/24	426922	70900	1	01	HX7	9F593	E	22N18B
USA 03603	02/01/24	426922	70900	1	01	HX7	9J323	A	
USA 03603	02/01/24	426922	70900	1	01		9F593		

CQIS Report Number: P4SD5011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/19/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 47,046 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: loss of power, long crank
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 04/19/2023 11:26AM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
Web Form Data(119950648) Description of Vehicle Concern: VEHICLE HAS
LACK OF POWER AFTER ABOUT 1700 RPM AND LONG CRANK Please list any
diagnostics already performed: P0087 PERFORMED 22N18 3 INJECTORS
REPLACEMENT, VEHICLE WENT 15 MILES AND STARTED DOING SAME SYMTOMS
AGAIN, PINPOINT TEST NOW LEADS TO HIGH PRESSURE PUMP REPLACEMENT, LOW
PRESSURE MECHANICAL PRESSURE 80-95 AND HOLDS Parts Replaced: 3 FUEL
INJECTORS Your Question: FRP (HIGH PRESSURE) ABOUT 350-450 AT IDLE,
FOR SOME REASON FRP DESIRED SAYS 35 PSI EVEN WHEN RUNNING AT TIMES,
FOUND OTHER LIKE VEHICLE AND FRP DESIRED ONLY AT 35 BEFORE CRANKING OR
WHEN KEY ON. THEN OTHER LIKE VEHICLE HAS 550 PSI AT NORMAL IDLE SPEED
AND AT DESIRED.. ANYTHING CAUSING PUMP COMAND TO BE DEFAULTED OR
STRANGE READINGS. NO OTHER CODES. COULD THIS BE A BIASED FRP HIGH OR
LOW FLP SENSOR AT RAILS CAUSING THESE STRANGE READINGS OR PROBABLY
JUST NEEDS NEW HIGH PRESSURE PUMP, ALL CONNECTIONS AND PINFIT NORMAL

RECOMM 04/19/2023 11:26AM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hello Robert, With the PPT results leading to high pressure pump
replacement, if all steps of the test have been accurately followed,
the high pressure pump should be replaced. If PPT HP in 303-04A was
followed, then step 3 would rule out an FLP sensor concern. When
updating this contact if further assistance is needed, please ensure
that the specific PPT performed is listed, and the results organized
by step. This will help ensure that we can give the most accurate high
quality assistance in resolving this concern without making
assumptions. Initial concerns regarding PPT results should be
internally escalated following the Service Repair Process, Then the
TSR form submitted if concerns are still present and if you have any
specific technical questions or concerns. Thank you, Jason L,

ADD-ON 04/19/2023 11:26AM JASON LEHNARDT(FSE) MSS - FCSD - MOUNTAIN WEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CQIS Report Number: P4SD5011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/19/2023

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P0087EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/12/2019 Warranty Start Date: 12/31/2019
Date of Sale: 12/31/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 47750
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G SA
Bld Dt: Calb: LCTCY1N A
Serial #:
4133A19324130540 LX6G 6007 SA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A19338120631 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????

[REDACTED]

CQIS Report Number: P4SD5011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/19/2023

----- 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. Rows include USA 08559 with dates 12/08/23 and various repair order numbers and odometer readings.

CQIS Report Number: R1DRC003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2024

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 6
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 57 3 02 DRIVING PERFORMANCE HESITATES/STUMBLE
CRUISE/ STEADY SPEED ALWAYS

Additional Symptom: stumble hesitation 22S73
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 01/04/2024 06:05PM RYAN MOORE(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120303651) Description of Vehicle Concern: customer
states when pulling out vehicle hesitates and feels like a miss
happened after recall 22s73 was done Please list any diagnostics
already performed: check for codes no codes both fuel pressure test
pass compression test pass tried doing pcm update for recall but will
not go through Parts Replaced: replaced coils and spark plugs and high
pressure fuel injectors due to fuel smell Do you have a module
programming concern? No Your Question: could this be a concern if the
recall program was done wrong

RECOMM 01/04/2024 06:05PM RYAN MOORE(FSE) MSS - FCSD - KEYSTONE REGION
Good afternoon Joe, Thank you for reaching out on this 2020 Escape,
and to better answer your question please see below. Based on the
supplemental 2 for recall 22S73 and the PCM updates I see in the FDRS
history, the pcm is currently up to date with no programming
available/required. I do however see DTC U0100 in the self test that
is associated with SSM 49157 2020 Escape - Illuminated MIL With DTCs
U0100, U0401, P166B, P1753, P0929, And/Or P0919. Please review and
follow the SSM for module updates required. Just to be sure, are all
the pcm connectors tight and latched properly with no water, corrosion
or damage occurring to the pcm itself or the connectors? Please also
review the torque converter pids to compare torque converter slip
desired to actual slip to verify if by chance there s a converter
issue causing the concern. Also, due to a number of other ignition
related components that were replaced do we happen to have a coil
connector that has pin damage or does not fit properly, a cracked
coil, or possibly a bad spark plug? If additional assistance is
needed, please update this form. If you do repair the vehicle, please
complete the online survey on the PTS Website. The information will be
used to populate the self-Service tool and help other technicians with
the same concern. Ryan Keystone FSE

CONCER 02/22/2024 07:28AM GTCGCQIS
torque converter fixed concern
RECOMM 02/23/2024 10:35AM RYAN MOORE(FSE) MSS - FCSD - KEYSTONE REGION

CQIS Report Number: R1DRC003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2024

COMMENTS

--TYPE-- COMMENT TEXT
Good morning Joe, Thank you so much for letting me know that the
Good morning Joe, Thank you so much for letting me know that the
convertor fixed the concern, I really appreciate it and great job!
With the vehicle being fixed, if you could please complete the online
survey on the PTS Website. The information will be used to populate
the self-Service tool and help other technicians with the same
concern. Thanks so much and have a great day, Ryan Keystone FSE

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 11/11/2019 Warranty Start Date: 02/19/2020
Date of Sale: 02/19/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05138
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G SA
Bld Dt: Calb: LCTCY1N A
Serial #:
4133A19289130122 LX6G 6007 SA

TRANSMISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A19302132135 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: R1DRC003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/04/2024

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION
Orig/Caller : JOSEPH WANEK Title: TECHNICIAN

Phone :
JOSEPH WANEK
Rpr Dlr:USA 04682 - Shults Ford South Ph#:412-892-2300
City: Pittsburgh State : Pennsylvania
Country: United States Region : Pittsburgh

Claim #/Date : 356292 12/20/2023

Specialist's
Name : RYAN MOORE (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS NOT BEEN SENT

VEHICLE'S WARRANTY HISTORY (365 days only)

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Nr, Caus Cond, Service Pfx, Part Base, Number Sfx, Labor Operation. Contains 3 rows of repair history data.

CQIS Report Number: PQRDR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 30,528 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: CEL P0087
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 10/18/2023 10:22AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120211387) Description of Vehicle Concern: customer
states after getting gas they drove 5 mins down the road and service
lights were popping on and vehicle wouldnt go past 20 mph Please list
any diagnostics already performed: scanned for codes p0087 present/
checked for tsb ssm and gsb found recall 22n18. step 1 yes, step 2 no,
step 3 yes p0087 present , step 4 states replaced all 3 high pressure
fuel injectors / i then performed pp test hp since the recall did not
fix issue/ hp1 yes 75%, hp2 yes 75psi, hp3 yes manual guage 75 psi and
pid 90 psi, hp4 yes 80 psi, hp5 yes component tested fuel injection
pump and got 2.2 ohms, hp6 yes accessed pcm connector measure
resistance from pin e79 to injection pump connector pin 2 and got 0.6
ohms and measured pcm connector pin e84 to injection pump connector
pin 1 and got 0.6 ohms, hp10 reconnected every thing and erased codes.
waited 15 sec started car and re tested and yes p0087 still present
states CHECK the direct injection fuel injectors for external fuel
leaks or damage. REPAIR as necessary but i have done the recall which
replaced all the high pressure injectors Parts Replaced: 3 high
pressure injectors and fuel hardline as per 22n18 Your Question: this
all happened after recall 22s73 was performed, it came here after
22s73 was performed and i replaced the injection pump and drove fine
for 3000 miles or so . i seen on the tech help multiple issues like
this has happened after recall 22s73 was performed / i tried to pmi
pcm and reconfigure it and performed kam reset and misfire neutral
correlation and none of them seem to fix the problem . what next ?

RECOMM 10/18/2023 10:22AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Jeff, As you stated the customer noted the concern happening after
they got fuel, I would advise pulling a fuel sample and inspecting it
for contamination. Look for debris, varnish smell or signs of water in
the fuel system. If contamination is found in the fuel, the tank will
need to be drained and all fuel components flushed. It may also be
likely that the high-pressure pump will need to be replaced again. If
no fuel contamination is present, drain the fuel pressure from the
system and monitor the FRP PID compared to the FLP PID after cycling

CQIS Report Number: PQRDR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
the key. They should be near the same. You can also monitor them with
the key. They should be near the same. You can also monitor them with
the engine running and the connector disconnected at the High Pressure
fuel pump. If you find FRP is drastically different from FLP. It may
indicate that a bias sensor or circuit fault is present. To determine
which, I would recommend performing PPT DD in 303-04A Fuel Charging
and Controls - 1.5L EcoBoost (132kW/180PS) I3 (Y1). Start at DD8
Brad Shick FSE
CONCER 10/30/2023 11:19AM GTCGCQIS
Good morning..so i took a fuel sample and found no water or any debris
in the fuel .. so i connected the manual fuel gauge to the low fuel
side and disconnected the high pressure fuel pump and started vehicle
and monitored the frp and flp pid along with the manual gauge .. the
flp pid was 93 psi my manual gauge was 85 psi and the frp pid was 102
psi.. i followed pp test dd.. d1 yes p0087/ dd8 5v/ dd9 0.6 ohms/ dd10
0.1/ dd11 no voltage present for no and code p0087 states follow pp
test z/ zlyes dtc cleared/ z2 selected fuel pressure and voltage pids/
z3 yes concern is present/ z10 yes/ z11 no/ z12 no/ z13 no / z14 no/
z15 no/ z16 no/ z17 no / z18 no / z19 no... when issue isnt present
the readings are frp 1500 psi at 1.70v the flp pid reads 58 psi and
the manual gauge reads 50 psi at 0.95v and the fuel temp is at 69
degrees f at 2.73v.. when the issue happens the frp pid is at 102 psi
at 0.59v the flp pid is at 93 psi and manual fuel gauge is at 85 psi
at 0.59v and the fuel temp reads 79 degrees f at 2.68v/ wiggle testing
dont change any readings . what would the next step to be ?
RECOMM 10/30/2023 02:12PM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Jeff, Based on the readings you provided, the vehicle fuel pressures
are acting like the fuel metering valve on the high-pressure pump is
either sticking closed or there is an open on the circuitry to it.
Inspect the pigtail on the high-pressure pump. Look for signs of
damage, corrosion, or other concerns. Also verify the pin fit at the
connector using the appropriate flex probe. If no concerns are found,
load test circuits CE256 and RE256 while wiggle testing the harness to
look for a drop in voltage. Repair any circuits as necessary. Refer to
diagram 22-3. If you dont find any faults present, replace the
high-pressure pump. I would also recommend draining the tank and
inspecting it internally for any signs of debris that could be
entering the fuel system. Based on your original comment of this
happening after fueling, it is possible something in the tank was
stirred when fueling. Also be sure to flush the low side fuel lines.
Brad Shick FSE
CONCER 03/25/2024 10:56AM J-LUGO40
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, hey brad good morning. so i have
this bronco we had worked together with where it had the pcm update
and drain tube recall and ever since the pcm update they had the p0087
code. i had replaced the high-pressure pump 2 times . well the
customer traded it in and it got bought but when the new customer
drove vehicle the p0087 came back on and no power. the customers took
it to PACIFICO MARPLE FORD where they have stated they replaced ENGINE

CQIS Report Number: PQRDR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2023

COMMENTS

--TYPE-- COMMENT TEXT
HARNES PCM AND ECT SENSOR and the high-pressure fuel pump again 200
HARNES PCM AND ECT SENSOR and the high-pressure fuel pump again 200
miles ago.. what would be the next step? i noticed when monitoring the
low pressure and high-pressure fuel pids, that when the issue is not
present the low side reads 94 psi and the desired reads the same and
the high-pressure side will read around 800 and the desired with be
499 psi. when the issue happens the low side readings never change but
the high side the desired goes to 33 psi and the frp pid reads 80 psi
and vehicle wont go over 2000 rpm or or drive over 20 mph
RECOMM 03/25/2024 04:05PM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION
Jeff, The spec for low side fuel pressure is 50.8 87.7 psi. If the
pressure is reading around 94 PSI like you noted, it is likely that
the sensor is biased high and the PCM is ramping down low side
pressure resulting in the low fuel pressure at the rail. To confirm
this, monitor FLP while a manual guage is connected. If FLP remains
high while the actual fuel pressure drops out, replace the sensor and
re-evaluate. Brad Shick FSE

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P0087EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 02/24/2021 Warranty Start Date: 05/28/2021
Date of Sale: 05/28/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 20651
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - ENGINE - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21053130261LX6G 6007 ACA
- - - TRANSMISSION - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21005120944 LX6P 7000 DB
Model: Shft:

CQIS Report Number: PQRDR002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/18/2023

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----									
Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 07298	12/08/23	536487	31432	2	42	JX6	6758	E	9350B
USA 07298	12/08/23	536487	31432	2	42				AD
USA 07298	12/08/23	536487	31432	2	42				9002A
USA 07298	12/08/23	536487	31432	2	42				9002A6
USA 07298	12/08/23	536487	31432	2	42				12650D6
USA 07298	12/08/23	536487	31432	2	42				12650D10
USA 07298	12/08/23	536487	31432	2	42				12650D45WR
USA 07298	12/08/23	536487	31432	2	42				MT12A581
USA 07298	12/08/23	536487	31432	2	42				MT6758
USA 07298	12/08/23	536487	31432	2	42				12650DX1
USA 20651	10/09/23	209581	30528	1	42	H6B	9F972	A	12650D
USA 20651	10/09/23	209581	30528	1	42				12650DX1
USA 20651	10/09/23	209581	30528	1	42				12650D45WR
USA 20651	10/09/23	209581	30528	1	42				12650D51
USA 20651	10/09/23	209581	30528	1	42				12650D80
USA 20651	10/09/23	209581	30528	1	42				MTTRACE
USA 20651	10/09/23	209581	30528	1	42				MTTEST
USA 20651	10/09/23	209581	30528	1	42				MTACCESS
USA 20651	10/09/23	209581	30528	2	01	HX7	9F593	E	22N18B
USA 20651	10/09/23	209581	30528	2	01	HX7	9J323	A	
USA 20651	10/09/23	209581	30528	2	01		9F593		
USA 20651	10/09/23	209581	30528	3	42	HX7	9350	B	9543A
USA 20651	10/09/23	209581	30528	3	42	HX7	9J323	A	
USA 20651	10/09/23	209581	30528	3	42	LX6	4B496	A	
USA 20651	10/09/23	209581	30528	3	42		W711806	S450B	
USA 20651	10/09/23	209581	30528	3	42	4L3	9276	AA	
USA 20651	10/09/23	209581	30528	3	42	LX6	5A215	A	
USA 20651	03/20/24	214520	31064	1	42	LX6	5A215	A	12650D
USA 20651	03/20/24	214520	31064	1	42		W711806	S450B	12650D45
USA 20651	03/20/24	214520	31064	1	42	LX6	4B496	A	9002A
USA 20651	03/20/24	214520	31064	1	42	4L3	9276	AA	9002A6
USA 20651	03/20/24	214520	31064	1	42	LX6	9H307	A	
USA 20651	03/20/24	214520	31064	1	42	HX7	9G756	A	
USA 20651	04/05/24	215056	31640	1	42	DS7	9E583	A	9350E
USA 20651	04/05/24	215056	31640	1	42	HX7	9350	C	12650D
USA 20651	04/05/24	215056	31640	1	42		W718083	S437	12650DX1
USA 20651	04/05/24	215056	31640	1	42	HX7	9J323	A	12650D45
USA 20651	04/05/24	215056	31640	1	42	LX6	9D289	SJ	
USA 20651	04/05/24	215056	31640	1	42	CYF	12Y	PCTX	

CQIS Report Number: P5WFH001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 35,854 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 3 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
CRUISE/ STEADY SPEED ALWAYS

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 05/23/2023 09:13AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(119998816) Description of Vehicle Concern: vehicle has
cel on and wrench light, does not go above 2,000 rpm Please list any
diagnostics already performed: performed recall 22s73, took multiple
attempts to reprogram pcm. After leaving, customer returned with cel
on wrench light on and vehicle not going over 2k rpm, ran for codes
found dtc p0087, checked oasis/tsbs/ssms/gsbs, no postage, found and
performed pinpoint test hp, led to replacing fuel pressure sensor,
test drove after repairs no problem found, returned again with same
concern and dtc, after returning found new customer satisfaction
program 22n18. Performed 22n18 replaced injectors and supply tube.
test drove vehicle for 5 miles same concern reappeared with same dtc>
Parts Replaced: fuel pressure sensor, high-pressure fuel injectors,
supply tube. Your Question: how do i resolve this issue

RECOMM 05/23/2023 09:13AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Kyle, As the concern is still present, it is recommended to inspect
the FRP and PCM connectors for proper pin fitment using the
appropriate size flex probes, pin/connector deformation/damage,
terminal fretting, fluid and debris intrusion, corrosion, verify that
all pins are secured within their proper cavities on the hardshell,
and that each connector is fully seated. Ensure to inspect both sides
of the connector. Replace damaged pins or hardshells if possible and
re-evaluate the concern. If the concern is still present, replace the
fuel volume regulator and re-evaluate the concern. Matt J Ford Motor
Company

ADD-ON 05/23/2023 09:13AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CONCER 06/01/2023 11:49AM GTCGCQIS
hey matt, just reaching out to see if the fuel volume regulator goes
by a different name or if you can describe where its located. Cannot
find it in the catalog or the workshop

RECOMM 06/01/2023 03:23PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Kyle, We apologize for any confusion. The fuel volume regulator is a

CQIS Report Number: P5WFH001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
part of the fuel injection pump (also known as the High Pressure Fuel
part of the fuel injection pump (also known as the High Pressure Fuel
Pump). This information is found in WSM Section 303-04A, Description
and Operation, Fuel Charging and Controls System Operation and
Component Description, Fuel Injection Pump. In order to replace the
fuel volume regulator, it will be necessary to replace the high
pressure fuel pump assembly per WSM Section 303-04A, Removal and
Installation. Ford Technical Assistance Center Conrad
Because your dealership is equipped with the See What I See
(SWIS) headset, if more technical assistance is needed and a SWIS
session would be beneficial (live video or picture would help), use
the link at the bottom of the page, to book a SWIS call with the TAC.
After booking an appointment a TAC representative will reach out to
you at the appropriate time. Verify the following prior to your
appointment:
Your See What I See (SWIS)
headset is charged, the headset is turned on, and is updated with the
latest software level.
Ensure TeamViewer login card is ready
to scan (Contains unique dealer code & dealership name)
The
vehicle you are working on is in a bay with good Wi-Fi
connectivity
If the bullet points above are
met a SWIS call can be scheduled between the hours of 9am to 6pm
ET.
target=_blank
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com
/bookings/s/5imEz-vymUu3N4THp6tynA2>Click here to schedule your SWIS
call
target=_blank
href=https://www.gtac.dealerconnection.com/GTACUiWeb/pages/reviewTISfa
q.faces?LANG=EN-US&GEO=USA&pdswid=-520>Headset software/hardware
concerns
target=_blank
href=http://site-307934.bcvp0rtal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset
setup
ADD-ON 06/01/2023 03:23PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : NA

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#P00870087EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

CQIS Report Number: P5WFH001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb: LCTCY1N A
Serial #: 4133A20335130172 LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20343132548 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 C-????????????????????????????????
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

CQIS Report Number: P5WFH001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/23/2023

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: P6NEW007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 38,128 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 02 START/RUN/MOVE STARTING
HARD START/LONG CRANK ALWAYS

Additional Symptom: hard start
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 06/14/2023 03:55PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120033315) Description of Vehicle Concern: WRENCH LIGHT
AND CHECK ENGINE LIGHT ON. LONG CRANK PRESENT AND LACK OF POWER.
Please list any diagnostics already performed: EEC TESTED AND
PERFORMED PPT HP. Parts Replaced: PREVIOUSLY REPLACED FUEL INJECTORS,
FUEL RAIL PRESSURE SENSOR ON DIRECT FUEL RAIL, HIGH PRESSURE PUMP,
FUEL LINE FROM PUMP TO RAIL. Your Question: VEHICLE KEEPS COMING BACK
WITH ONLY THESE DTCS. HAVE REPLACED COMPONENTS AS PER PPT HP. VEHICLE
WHEN RUNNING DOES SMELL LIKE FUEL RIGHT IN MIDDLE OF ENGINE. INJECTORS
NEW. IS IT POSSIBLE THAT FUEL INJECTORS LEAKING/FAULTED ALONG WITH
FUEL RAIL? PPT HP 10 STATES INJECTORS EXTERNAL LEAK CAN CAUSE DTC
P0088 VEHICLE HAS COME BACK TWICE SINCE RECALL AND INJECTORS WHERE
REPLACED. VEHICLE ORIGINALLY CAME FOR FUEL SMELL AND RECALL. WITH NO
DRIVEABILITY AND STARTING CONCERN AND NO DTCS PRESENT. AFTER REPLACED
INJECTORS AND DRAIN TUBE VEHICLE WAS STARTED AND RAN FINE. UPDATED
AFTER THOSE REPAIRS AND ONLY AFTER THAT IS WHEN VEHICLE STARTED
PRESENTING THE WRNECH AND MIL LIGHT BEING ON ALONG WITH LONG CRANK.
RECOMM 06/14/2023 03:55PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
Jimmy, If P0088 is still setting suspect a bias FRP input or a concern
with the high pressure fuel pump. Continue to use a manual fuel
pressure gauge when testing to help isolate any concerns. The FLP, FP
should read with 22 PSI of the manual gauge. If not it is a concern.
The manual pressure should be within 50-87 PSI all the time. If the
low side is always reading correct and within specs continue to
inspect for a bias FRP input. Also monitor the fuel trims as the
concern occurs to see if any injectors are leaking or if the fault is
lack of power. If a fuel odor is noted suspect a leaking injector,
leaking spark plug or a spark plug concern.
ADD-ON 06/14/2023 03:55PM BRADLEY RAMM MSS - FCSD - TECH ASSIT CENTER
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

CQIS Report Number: P6NEW007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2023

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P0087,P008888:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----

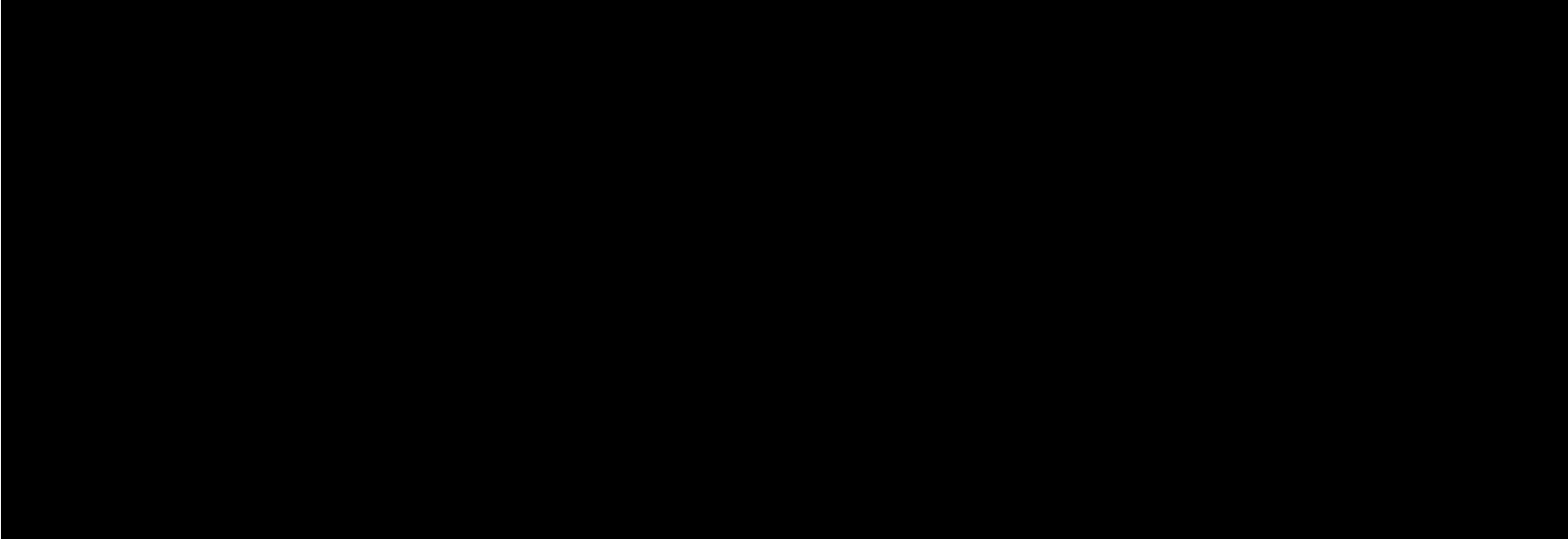
Vehicle Build Date: 03/24/2021 Warranty Start Date: 06/19/2021
Date of Sale: 06/19/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

----- ENGINE -----
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21077130908LX6G 6007 ACA

----- TRANSMISSION -----
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21061120624 LX6P 7000 DB
Model: Shft:

----- ADDITIONAL -----
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : PN4-?? CACTUS GRAY

----- AFTER MARKET MODIFICATIONS -----



CQIS Report Number: P6NEW007 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2023

----- 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
06/20/2022	N6TE9369	CACVOC	ST/RN/MV			USA 09019
06/05/2023	P6ECB010	NHL	ST/RN/MV			USA 09019

--- 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 Base	Part Number Sfx	Labor Operation
USA 03676	05/30/24	070795	49478	1					24S24B
USA 09019	11/13/23	456083	45064	1	42	LX6	9H307 A		12650D
USA 09019	11/13/23	456083	45064	1	42	4L3	9276 AA		12650D45
USA 09019	11/13/23	456083	45064	1	42	LX6	5A215 A		9002A
USA 09019	11/13/23	456083	45064	1	42				9002A6
USA 09084	01/08/24	243582	45590	1	01	HX7	9J323 AA		22N18B
USA 09084	01/08/24	243582	45590	1	01	HX7	9F593 BC		
USA 09084	01/08/24	243582	45590	1	01		9F593		
USA 09084	01/08/24	243582	45590	2	42	HX7	9D376 AC		12650D
USA 09084	01/08/24	243582	45590	2	42				12650D45
USA 09084	01/08/24	243582	45590	2	42				9543A
USA 09084	01/08/24	243582	45590	2	42				12650DX1

CQIS Report Number: PXMA4006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 34,366 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 4 40 7 39 START/RUN/MOVE STARTING
HARD START/LONG CRANK INTERMITTENT
Additional Symptom: Loss of power/hard start
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 11/13/2023 09:46AM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120243427) Description of Vehicle Concern: Vehicle
losses power and can not go over 2k rpm. starts hard at times. Please
list any diagnostics already performed: checked for codes p0087.
followed pinpoint test h, low fuel pressure system ok. can not perform
high fuel pressure test with frds kicks. out. checked high pressure
fuel pump resistance and is with specs Parts Replaced: none Your
Question: this problem has seemed to happen after recall 22s73 was
performed. not sure if 22n18 applies as recall has not been closed
yet. i saw a similiar report where the high pressure fuel pump was
replaced on two vehicles and fixed this concern, but my high fuel
pressure pump is around 1.5 ohms within spec.should i continue with
replacing the high pressure fuel injectors.
RECOMM 11/13/2023 09:46AM JUSTIN MANNING(FSE) MSS - FCSD - NORTHEAST REGION
Matthew, Looking at past reports, the code sets due to tighter
tolerances in the PCM after doing the recall. I am looking at vehicle
history, you have gone through PPT H and the code is still present
after HP10 so I would recommend replacement of the fuel injector pump
at this time. It may be testing out properly electronically but this
does not rule out a mechanical concern with it. Replacement of the
injectors would not be warranted at this time. Justin M Field Service
Engineer
CONCER 11/17/2023 04:08PM GTCGCQIS
Replaced high pressure fuel pump

----- 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#P00870087,P008888:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921

CQIS Report Number: PXMA4006 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2023

--- 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 08927	11/06/23	087477	34366	1		LJ6	19G490	H	20C19H
USA 08927	11/06/23	087477	34366	2					20E03C
USA 08927	11/06/23	087477	34366	3	91	LB5	14A268	AB	22N17B
USA 08927	11/06/23	087477	34366	3	91		14529		
USA 08927	11/06/23	087477	34366	4					22S21A
USA 08927	11/06/23	087477	34366	5		NX6	8A507	A	22S73B
USA 08927	11/06/23	087477	34366	6	42	HX7	9350	B	12650D
USA 08927	11/06/23	087477	34366	6	42	HX7	9J323	A	12650D45
USA 08927	11/06/23	087477	34366	6	42				9350B
USA 08927	11/06/23	087477	34366	6	42				9543A
USA 08927	11/06/23	087477	34366	7	42	LX6	7P238	AANP	7453D
USA 08927	11/06/23	087477	34366	7	42		W719675	S451	7453D1

CQIS Report Number: R7RNNH002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/18/2024

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

VEHICLE: 2020 ESCAPE 4X2 (2020 -),SEL,4X2,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 45
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 02 START/RUN/MOVE STARTING
HARD START/LONG CRANK ALWAYS

Additional Symptom: P0087
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 07/18/2024 04:13PM COLTON ATTEBERRY(FSE MSS - FCSD - MID ATLANTIC REG
Web Form Data(120556764) Description of Vehicle Concern: Customer
states vehicle hard to start and wrench light is on Please list any
diagnostics already performed: Verified concern, self test, cleared
dtcs and dtc p0087 will return after running app. 15 seconds and will
enter limp mode, performed pinpoint test hp Parts Replaced: Fuel rail
and fuel temp sensor Do you have a module programming concern? No Your
Question: After performed pinpoint test and replacing the fuel rail
sensor for being biased the concern is still present. I have performed
the pinpoint test again and it leads to pinpoint test Z or a dead end.
All 3 fuel injectors have been replaced previously on this vehicle. I
did see another request for the same concern that ended up being the
high pressure fuel pump although the pinpoint test does not lead to
that. Do you think this could be the direction I should go as I have
checked everything else?

RECOMM 07/18/2024 04:13PM COLTON ATTEBERRY(FSE MSS - FCSD - MID ATLANTIC REG
Thomas, It seems to be the remaining likely cause for the concern,
move forward with replacing the high pressure pump and retest. -Colton
Field Service Engineer

CONCER 09/13/2024 04:00PM T-JONE39
, replaced hp fuel pump

----- 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: R7RNH002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/18/2024

----- 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 00944	07/15/24	221195	42569	1	42	H6B	9F972	A	12650D
USA 00944	07/15/24	221195	42569	1	42				12650D45
USA 00944	07/15/24	221195	42569	1	42				9350B
USA 00944	07/15/24	221195	42569	1	42				12650D80
USA 00944	07/15/24	221195	42569	1	42				12650D51RP
USA 00944	07/15/24	221195	42569	2	61		7820125		23B56J
USA 00944	07/15/24	221195	42569	2	61	LJ6	78235A62	A	
USA 00944	07/15/24	221195	42569	2	61		W721069	S300	
USA 00944	07/15/24	221195	42569	3	42	HX7	9350	C	12650D
USA 00944	07/15/24	221195	42569	3	42	DS7	9E583	A	12650D45
USA 00944	07/15/24	221195	42569	3	42	HX7	9J323	A	9002A
USA 00944	07/15/24	221195	42569	3	42				9002A6
USA 00944	07/15/24	221195	42569	3	42				12650DX1
USA 00944	07/15/24	221195	42569	3	42				ADD

CQIS Report Number: PQEE7003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 58,885 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: Loss of power under a load CEL
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 10/05/2023 02:29PM JOHN LEARNING MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120193969) Description of Vehicle Concern: CEL on Loss
of power under a load. Vehicle is in LIMP mode. Please list any
diagnostics already performed: Recall 22N18 was performed by separate
technician installing new high-pressure fuel injectors and has a new
fuel rail pressure sensor installed by separate technician. I got
ticket and found pinpoint test HP: High pressure fuel delivery system.
HP1, Yes. HP2, Yes (80 PSI). HP3, Yes (94 PSI). HP4, Yes (70 PSI).
HP5, Yes(.726 ohms). HP6, Yes 1-79(.330 ohms and 2-84 .308 ohms. HP10,
Yes, For P0087 go to pinpoint test Z and all pins are good and no
corrosion. This concern is not intermittent. Checked fuel rail
pressure at idle and had 900 PSI but the desire for fuel rail pressure
said 35 PSI and that doesnt make sense. Parts Replaced: High pressure
fuel injectors per recall 22N18 and fuel rail pressure sensor. Your
Question: I have worked through the pinpoint test and have gotten
nowhere. What steps need to be taken next because Im suspecting a
possible bad PCM. All components and wiring including pins test good.
What would you suggest be done next?

RECOMM 10/05/2023 02:29PM JOHN LEARNING MSS - FCSD - TECH ASSIT CENTER
Chance, It is unlikely the PCM is the cause for the P0087:00 DTC set
in the PCM after performing FSA 22N18. It is more likely that the
high-pressure fuel pump is the cause since the injectors were already
replaced. Replace the high-pressure fuel pump following the procedures
outlined in Section 303-04A of the WSM> Removal and Installation,
clear the DTC and reevaluate engine performance to verify your repair.
Ford Technical Assistance Center Team Member Chris L.

ADD-ON 10/05/2023 02:29PM JOHN LEARNING MSS - FCSD - TECH ASSIT CENTER
I consulted SME Timothy Rowlands regarding recommended repair for this
issue.

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

CQIS Report Number: PQEE7003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/05/2023

----- 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 13 rows of repair records for dealer USA 03413.

CQIS Report Number: R3GPJ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/07/2024

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 66,759 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 34 START/RUN/MOVE STARTING
HARD START/LONG CRANK HOT

Additional Symptom: Long crank after hot soak sit
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 03/07/2024 12:29PM CARSON VOTH(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120383856) Description of Vehicle Concern: customer
complaint was hard to start after setting all the time check engine
light came on. P0087 followed pin point test hp found fault HP
replaced pump retest good. customer brought back a month later say
long cranks after drove and setting run self test P0087 followed pin
point test replaced FLP sensor due to not matching mechanical gauge
reading. concern still present. now it sets no DTC had a slight fuel
smell so replaced HP fuel injector per recall 22N18, retest concern
still present. when you drive for 10 to 15 minutes shut off for a hour
it will long crank 5 to 10 seconds then starts if you shut off it
starts right back up. when you open door mechanical gauge goes to
45-50 psi even during long crank. if it sets a couple hours it start
right up. Please list any diagnostics already performed: mechanical
fuel pressure good. no visible leaks hold pressure. unhooked purge
valve and capped off to rule out fuel vapor. Parts Replaced: has had
HP injector and pump replaced and low pressure switch replaced. Do you
have a module programming concern? No Your Question: sounds like a hot
soak issue but not sure what else would cause this.

RECOMM 03/07/2024 12:29PM CARSON VOTH(FSE) MSS - FCSD - CENTRAL REGION
Jason, I ve seen low side fuel pumps aerrate fuel and still measure
normal gauge fuel pressure. We got a video once from another
technician that installed a clear fuel line on the low side of the
system and you could see bubbles passing. If you ve already verified
that FRP is OK and not biased when previously doing PPT HP, I would
replace the low side fuel pump. -Carson V, FSE

CONCER 03/14/2024 04:53PM GTCGCQIS
replaced low pressure pump and frp sensor retest still long cranks

RECOMM 03/15/2024 11:00AM CARSON VOTH(FSE) MSS - FCSD - CENTRAL REGION
One thing I don t like about the updated PPT HP is that it doesn t
call out a good specification for fuel pressure leak down. The fuel
pressure shouldn t drop more than 5 PSI in a minute, however there isn
t a spec for 50 minutes to an hour. You said you didn t measure any
leaks with the mechanical fuel gauge, but I would like to know what

CQIS Report Number: R3GPJ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/07/2024

COMMENTS

--TYPE-- COMMENT TEXT
the fuel gauge reads right before you experience a hard start vs. what
the fuel gauge reads right before you experience a hard start vs. what
it reads when you don t. It s still acting like a fuel issue to me,
because if you had timing/ignition issues I would suspect those to be
all the time. With the HPFP replaced, direct injectors, low side fuel
pump, and FLP/FRP, then that only leaves the port injectors. If you
can find that the fuel pressure is lower right before you experience
the long crank, then I d replace the port injectors for releasing
pressure and causing a hard start. -Carson V, FSE
CONCER 05/10/2024 05:11PM J-ELL110
Dealership changed the status changed from Diagnostics/Repair
Suggested to Customer Took Vehicle
CONCER 05/10/2024 05:12PM J-ELL110
, replaced part vehicle still long cranks about 5 second on start up
after a short hot soak

CONCERN DETAILS

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/16/2020 Warranty Start Date: 09/30/2020
Date of Sale: 09/30/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05206
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

ENGINE

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G SA
Bld Dt: Calb: LCTCY1N A
Serial #:
4133A20163130455 LX6G 6007 SA

TRANS MISSION

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20149120269 LX6P 7000 DB
Model: Shft:

ADDITIONAL

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????????

CQIS Report Number: PXOBZ002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/15/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: P0087
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 11/15/2023 09:34AM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(120246846) Description of Vehicle Concern: wrench light
check engine light limited power Please list any diagnostics already
performed: tsb 21-2120 Yfor other dtcs" ssms for reprogramming pscm
and gsm Yfor other dtcs" 22n18 for p0087 Parts Replaced: high pressure
fuel injectors Your Question: Engine will not exceed 2200 rpm range
performed low side fuel pressure test and test passed attempted high
side test and ends in error state. when cranking engine in first step
of HPFT countdown timer will go from 15 seconds to 10 seconds and jump
back to 15 seconds and end in error state. FLP pids are matching
desired pids. FRP pids are reading 90-100 psi and FRP desired pids are
reading 35 psi. if not mistaken frp should be reading in the
thousands/well above 100psi. vehicle will long crank and
intermittently be able to rev passed 2000rpm. removed high pressure
fuel pump inspected tappet cam lobe and high pressure fuel pump spring
and nothing visually looks to be wrong. Is there any chance that my
high pressure fuel pump is internally leaking fuel back into itself
and not to the high side rail?

RECOMM 11/15/2023 09:34AM RACHEL GARNER(FSE) MSS - FCSD - MID ATLANTIC REG
Cody, In the future, ensure that the Internal Escalation Process is
followed within the dealership prior to submitting a Technical Support
Request. Please consult Lee, Chase or Michael the Service Manager for
additional information on the Internal Escalation Process as needed.
At this time, it would be recommended to perform PPT HP located in
WSM>Section 303-04>Diagnosis and Testing when the concern is present.
*Ensure that low side fuel pressure is checked when the concern is
present using a mechanical gauge to determine if low side fuel
pressure is within specification. Additionally, it would be
recommended to check for a biased FRP sensor. To do so, insert a
mechanical gauge on the low-pressure side of the fuel system and start
the vehicle. With the vehicle running, electronically disconnect the
electrical connector for the high-pressure fuel pump. The vehicle will
continue to run on the fuel pressure provided by the low-pressure
system. Monitor the FRP PID until the reading stabilizes. Once steady,

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

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

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 05322	11/10/23	874573	32951	1	01	HX7	9F593	E	22N18B
USA 05322	11/10/23	874573	32951	1	01	HX7	9J323	A	
USA 05322	11/10/23	874573	32951	1	01		9F593		
USA 05322	11/10/23	874573	32951	2	42	JX6	6758	E	9543A
USA 05322	11/10/23	874573	32951	2	42	HX7	9350	B	
USA 05322	11/10/23	874573	32951	2	42	AA5	9C587	A	
USA 05322	11/10/23	874573	32951	2	42	DS7	9E583	A	
USA 05322	11/10/23	874573	32951	2	42		W718083	S437	

CQIS Report Number: P8VDP002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/22/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SEL,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 9,056 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: Cannot program PCM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 08/22/2023 01:20PM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120134279) Description of Vehicle Concern: CHECK ENGINE
LIGHT AND WRENCH LIGHT COME ON Please list any diagnostics already
performed: COMPLETED RECALL 22N18 CODE P0087 AND P0088 WHERE ORIGINALLY
PRESENT, AFTER RECALL CLEARING CODES AND ENGINE RUNNING FOR JUST A FEW
MINUTES P0087 AND WRENCH LIGHT RETURN, UNABLE TO UPLOAD AND REPROGRAM
PCM TO LATEST CALIBRATION Parts Replaced: FUEL INJECTORS Your
Question: IS THERE SOMEHTIN ELSE I SHOULD BE LOOKING AT NOW AND WHY
CANT I UPDATE PCM SINCE FDRS SHOWS ONE AVAILABLE

RECOMM 08/22/2023 01:20PM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION
Hi Wayne, Since the PCM is not programming and setting the Procedure
Unsuccesful - GetFilesFromGivis Unable to download software files for
this module. If the module was recently updated, it is already at the
latest software level message, please determine if TSB 21-2120 has
already been performed. If so, then it is important that you answer
NO to the question that states FAILURE TO ANSWER THE QUESTION
CORRECTLY CAN RESULT IN THE VEHICLE BEING SUPPLIED THE INCORRECT
SOFTWARE. Is the vehicle equipped with a Crankcase Pressure Sensor
CKCP? If the data entered during PCM programming was correct, then
proceed by checking for module updates in other modules before
reattempting PCM programming. If the programming is still
unsuccessful, then perform the module recovery procedure as outlined
in WSM 418-01, Module Configuration > General Procedures > Module
programming > Recovery. Thanks, Shannon K. Field Service Engineer

CONCER 08/22/2023 01:25PM GTCGCQIS
TSB 21-2120 HAS NEVER BEEN DONE AND VEHICLE IS CURRENTLY EQUIPPED WITH
A CRANKCASE PRESSURE SENSOR

RECOMM 08/22/2023 01:29PM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION
Thanks for the update. Run the module recovery procedure and update if
youre still seeing the same failure message.

CONCER 08/22/2023 01:48PM GTCGCQIS
I LOOKED IN FDRS UNDER PCM AND THERE IS NO MODULE RECOVERY OPTION
THERE

RECOMM 08/23/2023 08:59AM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION

CQIS Report Number: P8VDP002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/22/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
Good morning Wayne, The module recovery is not an FDRS app function.
Good morning Wayne, The module recovery is not an FDRS app function.
As stated above, the directions for performing a module recovery can
be found in WSM 418-01 > Module Configuration > General Procedures >
Module Programming. Read the directions under Recovery towards the
bottom of the page. In addition to the module recovery, verify that
the battery state of charge (SOC) PID in the BCM is reading greater
than 70% and try the programming using a different scan tool that has
not been used on this vehicle. Thanks, Shannon K. Field Service
Engineer
CONCER 08/23/2023 10:35AM GTCGCQIS
I PERFORMED THE MODULE RECOVERY AND STILL GETTING THE SAME MESSAGE AS
WELL AS NOT BEING ABLE TO UPDATE PCM
CONCER 08/24/2023 07:04AM GTCGCQIS
i also used a different computer and it allows me to do the module
recovery and perform a pmi on the pcm but it wont let me perform the
pcm update which still shows in FDRS
RECOMM 08/24/2023 05:25PM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION
Wayne, We confirmed that the PCM is at the latest software level. The
update on June 29th while performing FSA 22S73 was successful. The
error message populating states If the module was recently updated, it
is already at the latest software level is a generic error message
that displays when the module is already at the latest software leve.
Ignore the update and perform normal diagnosis for P0087 by performing
PPT HP in WSM 303-04A, Diagnosis and Testing. Thanks, Shannon K. Field
Service Engineer
ADD-ON 08/24/2023 05:25PM SHANNON KLEIN(FSE) MSS - FCSD - KEYSTONE REGION
Consulted John Phaneuf to confirm that PCM is at latest software
level. Message populating is a workaround for modules that are at the
latest level update is likely displaying that it is available to allow
technicians to correct errors when selecting whether CKCP is equipped.

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#P0087:00-EC008888:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: R23PD001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/29/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 11,424 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 47 2 02 START/RUN/MOVE ODOR
FUEL ALWAYS

Additional Symptom: precat exhaust leak
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 02/29/2024 04:05PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120374076) Description of Vehicle Concern: C/S VEHICLE
HAS A BAD FUEL ODOR Please list any diagnostics already performed:
CONFIRMED ISSUE. REPALCED FUEL INJECTORS PER FSA, REPALCED PRE AND
POST TURBO GASKETS Parts Replaced: CONFIRMED ISSUE. REPALCED FUEL
INJECTORS PER FSA, REPALCED PRE AND POST TURBO GASKETS Do you have a
module programming concern? No Your Question: it smells like pre cat
exhaust and we are having trouble pinpoint this issue where it is
coming from. it is a bad fuel odor

RECOMM 02/29/2024 04:05PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Sal, I have reviewed the case and I understand that you cannot find
the source of a pre-cat exhaust leak after changing the gaskets. As we
spoke about on the phone, I would recommend using a smoke machine and
pressure testing the exhaust to ensure that the repairs are confirmed
to not be leaking. If you are sure there are no exhaust leaks, I would
begin to suspect an issue with the EVAP system. I would be by
inspecting the EVAP canister to ensure that it is not excessively
soaked in fuel, such as liquid sloshing or debris in the EVAP lines.
If there is fuel contamination of the canister, replace the EVAP
canister, purge valve, and clean the associated EVAP lines with shop
air. If you do not find any EVAP concerns, perform an EVAP system test
to ensure there are no leaks present. Lastly, ensure that the drain
tube or other areas of the engine compartment are not holding residual
fuel that maybe responsible for the odor after repairs. Respectfully,
Anthony G Field Service Engineer

ADD-ON 02/29/2024 04:05PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
P22CB012 - TAR for fuel odor - precat exhaust leak at catalytic
converter. most GCQIS cases were leaking fuel injectors

CONCER 03/01/2024 10:45AM GTCGCQIS
upon further investigation, smoke testing exhaust revealed the cat is
the culprit. not from o2 sensor bungs. i spit the heat shield at the
seam that was open on the top side of the cat, and can see it leaking
from the body, NOT the flanges on either side. looking from the top of
the engine bay, it appears to be coming from the forward facing,

CQIS Report Number: R23PD001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/29/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
middle of the cat location. cannot see leak from the bottom, only from
middle of the cat location. cannot see leak from the bottom, only from
the top due to the heatshield. suggest replacing cat as well as v-band
and gasket during removal, unless you recommend re-using the v-band
with a new cat converter.
RECOMM 03/01/2024 12:03PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Richard, Thank you for the update. It is agreed that the catalytic
converter and flange/gasket v-band hardware should be replaced to
ensure a sufficient repair as this is already a second attempt to
resolve the concern. Glad to hear the smoke testing was successful.
Respectfully, Anthony G Field Service Engineer
CONCER 03/13/2024 07:50AM GTCGCQIS
after replacin the cat converter, and vband and gasket, still getting
the same smell, but not on start up, only after vehicle is driven a
few miles, with the heat on. smell mostly occurs after driving the
vehicle then coming to a stop, during the stop is when you smell it.
RECOMM 03/13/2024 10:24AM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
Richard, If the smell is still present, then you may still have an
exhaust leak. You should smoke test the exhaust system with the HVAC
system on to see if any exhaust leaks may be making their way into the
cabin air inlet. It would be best to start your search near the cabin
air intake since that is how fumes would be entering the HVAC system.
If no leaks are found, ensure that you are not dealing with residual
smells from replacement of the catalytic converter as the first few
heat cycles after catalytic converter replacement usually come with
unpleasant odors. Respectfully, Anthony G Field Service Engineer
ADD-ON 03/13/2024 10:24AM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
If pre-cat odor is present, there is likely still an exhaust leak,
possible from installation.
RECOMM 03/19/2024 04:51PM ANTHONY GOBLE(FSE) MSS - FCSD - NORTHEAST REGION
FSE visit to the dealership. Sal, The last component left of the
pre-cat exhaust system is the turbo. Since the exhaust system was
smoke tested and smoke still was found at the cat/turbo junction, then
replacement of the turbo, mounting hardware, and gaskets is
recommended. Respectfully, Anthony G Field Service Engineer
CONCER 04/25/2024 07:43AM S-CAS101
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, repalced cat, turbo and gaskrets

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: R23PD001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/29/2024

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: 10/27/2021 Warranty Start Date: 02/10/2022
Date of Sale: 02/10/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 03688
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 6GA CA
Bld Dt: Calb:
Serial #: 4133A21287131552LX6G 6007 ACA

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

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #: TC04A21280132050 LX6P 7000 DB
Model:

Shft:

A D D I T 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



Claim #/Date : 178902 02/06/2024

Specialist's Name : ANTHONY GOBLE (FSE)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number: R23PD001 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/29/2024

----- 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 03688	11/21/23	178000	53444	1	07	T		2 B	232335C
USA 03688	11/21/23	178000	53444	1	07	K2G	4022	M	
USA 03688	11/21/23	178000	53444	1	07		W718014	S450	
USA 03688	11/21/23	178000	53444	1	07	6C2	4N282	AA	
USA 03688	11/21/23	178000	53444	1	07	X	75W	QL	
USA 03688	11/21/23	178000	53444	1	07		4022		
USA 03688	11/21/23	178000	53444	2	01	HX7	9F593	E	22N18B
USA 03688	11/21/23	178000	53444	2	01	HX7	9J323	A	
USA 03688	11/21/23	178000	53444	2	01		9F593		
USA 03688	11/21/23	178000	53444	3	82		RENTAL		
USA 03688	02/06/24	178902	54236	1	42	JX6	6758	E	AD
USA 03688	02/06/24	178902	54236	1	42	JX6	5A215	C	9438A
USA 03688	02/06/24	178902	54236	1	42	JA6	9450	A	MT5E212
USA 03688	02/06/24	178902	54236	1	42	LX6	5A215	A	
USA 03688	02/06/24	178902	54236	1	42	LX6	5E212	KZ	
USA 03688	02/06/24	178902	54236	1	42	HX7	6K682	E	
USA 03688	02/06/24	178902	54236	1	42		W719924	S439	
USA 03688	02/06/24	178902	54236	1	42	LX6	4B496	A	
USA 03688	02/06/24	178902	54236	1	42		W709601	S442	
USA 03688	02/06/24	178902	54236	1	42		W719767	S439	
USA 03688	02/06/24	178902	54236	1	42		W719766	S439	
USA 03688	02/06/24	178902	54236	1	42		W719569	S450	
USA 03688	02/06/24	178902	54236	1	42	K2G	7275	B	
USA 03688	02/06/24	178902	54236	1	42		W520515	S442	
USA 03688	02/06/24	178902	54236	1	42		W520103	S442	
USA 03688	02/06/24	178902	54236	1	42		W520203	S440	
USA 03688	02/06/24	178902	54236	1	42		W716271	S437	
USA 03688	02/06/24	178902	54236	1	42	CCP	3B477	G	
USA 03688	02/06/24	178902	54236	1	42	FT4	6N652	B	
USA 03688	02/06/24	178902	54236	1	42	6C2	4N282	AA	
USA 03688	02/06/24	178902	54236	1	42	K2G	7086	A	
USA 03688	02/06/24	178902	54236	1	42	K2G	7H469	D	
USA 03688	02/06/24	178902	54236	1	42	JX6	6L092	B	
USA 03688	02/06/24	178902	54236	1	42	JX6	6K679	B	
USA 03688	02/06/24	178902	54236	1	42	JA6	9V471	B	
USA 03688	02/06/24	178902	54236	1	42	JX6	9V472	B	
USA 03688	02/06/24	178902	54236	1	42		W719190	S900	
USA 03688	02/06/24	178902	54236	1	42	V	13	G	
USA 03688	02/06/24	178902	54236	2	82		RENTAL		
USA 03688	02/06/24	178902	54236	3	42	DG9	2C150	C	232308A
USA 03688	02/06/24	178902	54236	3	42	DG9	2B486	B	
USA 03688	02/06/24	178902	54236	3	42	P	4	A	
USA 03688	02/06/24	178902	54236	3	42	X	3	A	

CQIS Report Number: P5KB2001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 11,504 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: P0087
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 05/11/2023 09:54AM HAILEE PAUL(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(119982389) Description of Vehicle Concern: P0087 code
after performing 22s73 recall, in the self help section I seen someone
had the exact same concern after performing recall Please list any
diagnostics already performed: Ran PPT:HP Parts Replaced: none Your
Question: This has to be a concern with the programming as it was not
a concern before the recall was done.

RECOMM 05/11/2023 09:54AM HAILEE PAUL(FSE) MSS - FCSD - MID ATLANTIC REG
Justin, When performing the PCM programming in 22S73, changing the
parameters likely identified a mechanical fault with the high pressure
fuel system. Continue to perform PPT HP in 303-04A, Diagnosis and
Testing. - Hailee Ford Motor Company

ADD-ON 05/11/2023 09:54AM HAILEE PAUL(FSE) MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st contact

CONCER 05/12/2023 10:40AM GTCGCQIS
At 12,000 miles i dont think there is anything wrong with the HPFP,
the vehicle was running normally until the PCM programming was
updated. I am thinking this is programming related

RECOMM 05/12/2023 01:49PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Justin, We have reviewed the self help tool case that you referenced
as well as other reports related to the 22S73 FSA being performed and
then having a P0087 DTC that was not setting prior to the FSA being
completed. Out of all of the vehicles that this recall applies to and
have been completed successfully, there is only a very small number of
instances that this DTC starts setting after. Because of the much
higher percentage of recalls completing successfully compared to those
that are setting this DTC afterward, it is unlikely that a software
fault is present with the programming at this time and is more likely
with the new parameters programmed into the PCM. In many of those
cases the Technicians attempted the PCM Configuration and KAM resets
multiple times in an attempt resolve the concern and then ended up
replacing the HPFP which resolved the concern, however there is
actually a customer satisfaction bulletin 22N18 which is meant to

CQIS Report Number: P5KB2001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
address this exact concern of the DTC you are getting after this FSA
address this exact concern of the DTC you are getting after this FSA
was performed. Looking at this 22N18, this vehicle does fall within
the build date range so it is recommended to follow this document and
replace all 3 high pressure fuel injectors at this time. For
additional questions and assistance, we would recommend contacting
SSSC for this concern. Tate B Field Service Engineer
ADD-ON 05/12/2023 01:49PM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER 05/12/2023 02:05PM GTCGCQIS
I have ran PPT:hp and i have also tried to PMI PCM, I have tried to
Reconfigure PCM and cleared KAM and the code continues to come back. I
was going to go by the PPT:HP to replace HPFP but if it is your
recommendation to replace all 3 direct injection injectors then that
is what I will do.
RECOMM 05/15/2023 10:14AM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
Justin, Based on the concern and the messages previously mentioned, it
is recommended to replace the HP fuel injectors and then re-evaluate.
If this resolves your concern, please take a minute and complete the
Survey for this assistance request so that others who encounter
similar concerns can find it in the Technician Self Help Tool of known
fixes. Tate B Field Service Engineer
ADD-ON 05/15/2023 10:14AM TATE BUNDERSON(FSE) MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER 05/18/2023 09:54AM GTCGCQIS
Replaced all 3 direct injection fuel injectors, cleared codes and
reset KAM. Road test vehicle and concern returned in less than 1 mile,
Wrench light and CEL on P0087. Do I need to replace the HPFP now?
RECOMM 05/18/2023 10:45AM COLTON ATTEBERRY(FSE MSS - FCSD - MID ATLANTIC REG
Justin, With the fuel injectors ruled out yes the correct next step is
to replace the HPFP and retest. -Colton Field Service Engineer
ADD-ON 05/18/2023 10:45AM COLTON ATTEBERRY(FSE MSS - FCSD - MID ATLANTIC REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
CONCER 05/19/2023 01:26PM GTCGCQIS
Replaced HPFP, cleared KAM and road test, concern is now gone.
Dealership selected No Reply Required when submitting these comments.

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

D I A G N O S T I C I N F O R M A T I O N

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0087:00-EC008888:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921

CQIS Report Number: P5KB2001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

--- 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

Table with 8 columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Cond, Part Pfx Base, Labor Sfx Operation. Row 1: USA 00892, 06/12/24, 446540, 16229, 1, 24S24B

CQIS Report Number: P5KE7003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

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

VEHICLE: 2020 ESCAPE 4X2 (2020 -),SEL,4X2,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 39,479 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 Z 00 DRIVING PERFORMANCE LACK/LOSS OF POWER
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 05/11/2023 01:24PM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(119982413) Description of Vehicle Concern: LOSS OF POWER
CHECK ENGINE LIGHT AND WRENCH LIGHT ON ALL STARTED AFTER RECALL 00S73
WAS PERFORMED WITH IN 200 MILES OF RECALL BEING DONE, ALSO HAS LONG
CRANK TIME Please list any diagnostics already performed: TEST FUEL
SYSTEM, HIGH PRESSURE FUEL SYSTEM GOES INTO SME KIND OF FAILURE MODE,
IF YOU KAM HIGH PRESSURE SYSTEM WILL WORK AGAIN Parts Replaced: BEORE
LOW PRESSURE FUEL PUMP IN TANK WAS REPLACED Your Question: ACT LIKE
THE NEW PCM CAL. IS NOT WORKING CORRECTLY ,OR HIGH PRESSURE PUMP AND
FRP SENSOR ARE NOT WORKING CORRECTLY

RECOMM 05/11/2023 01:24PM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
Kevin, While the problem is present be sure the low-pressure fuel
system is maintaining at least 45 PSI as the low-pressure fuel system
can affect the high-pressure fuel system. If no problems are present
then focus can be made on the high-pressure fuel system. Check for any
circuit or pin fitment issues at the circuits for the high-pressure
fuel pump and FRP sensor using the appropriate flex probe. If no
issues are found you can test the FRP sensor by electronically
disconnecting the high-pressure fuel pump so that it cannot actuate.
Then, with the engine running, proceed to use a mechanical pressure
gauge to measure the fuel rail pressure against the high fuel pressure
PID. If the mechanical fuel gauge reads within 40 PSI of the PID,
replace the high-pressure fuel pump as it is either not producing
enough pressure in the first place or the VCV (integral to the
high-pressure fuel pump) is faulted as you suspected. If the
mechanical gauge does not read within 40 PSI, replace the high fuel
pressure sensor. Clint E Ford Technical Assistance Center

ADD-ON 05/11/2023 01:24PM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : no visual needed

CONCER 05/11/2023 02:46PM GTCGCQIS
per recall 22n18 under tech info states if code p0087 is coming on you
need to replace high pressure fuel injectors. seems like to me crazy
fix but ?

CQIS Report Number: P5KE7003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
RECOMM 05/12/2023 09:39AM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION
RECOMM 05/12/2023 09:39AM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION
Kevin, Its agreed that based on DTC P0087 setting in the PCM, the
technical information of FSA 22N18 states to replace the fuel
injectors. Proceed to replace the fuel injectors and reevaluate the
concern. If the concern returns after replacement of all 3 injectors
per the FSA, refer to pinpoint test HP in Workshop Manual Diagnosis
and Testing section 303-04A, Fuel Charging and Controls.
ADD-ON 05/12/2023 09:39AM VINCENT VIGIL(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : referred to directed repair
CONCER 05/13/2023 08:31AM GTCGCQIS
PERFORMED RECALL 22N18 AND REPLACED FUEL INJECTORS PER RECALL, ROAD
TEST , CONCERN CAME BACK WITH NO HIGH PRESSURE FUEL AT INJECTORS AFTER
SHORT TEST DRIVE WATCHING PIDS FRP, WILL PEEFORM PIN HP NOW
RECOMM 05/13/2023 08:37AM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
Kevin, Thank you please keep us updated with your results Clint E Ford
Technical Assistance Center
ADD-ON 05/13/2023 08:37AM CLINTON EGAN(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : no visual needed

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

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
PCM#P0087:00-AF,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/10/2019 Warranty Start Date: 02/17/2020
Date of Sale: 02/17/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 00402
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: LX 6G TA
Bld Dt: Calb:
Serial #:
4133A19227130335 LX6G 6007 TA

CQIS Report Number: P5KE7003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

Trans: 8 SPEED AUTO 8F24 Part #:
Bld Dt:

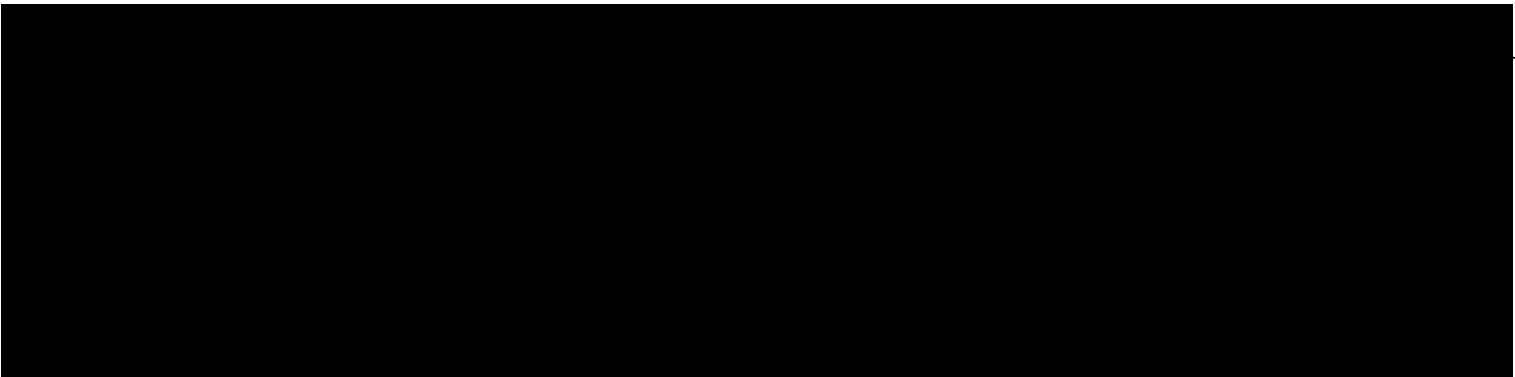
Serial #:
4125A19219110663 LX6P 7000 ACA
Model:

Shft:

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC C-????????????????????????????????
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



----- 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. Row 1: 04/25/2023, P4YBY009, NHL, DRV PERF, USA 03332

--- 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 Caus, Service Part, Number, Labor Operation. Rows for USA 00416 on 11/09/23.

CQIS Report Number: P82DG005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/28/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 7
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 7 02 START/RUN/MOVE STARTING
HARD START/LONG CRANK ALWAYS

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

Causal Component: COMMENT TECH COMMENTS
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 08/28/2023 01:16PM CARLOSRAF TORICES MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120139912) Description of Vehicle Concern: PERFORMED
RECALL 22S73 AND VEHICLE PRODUCED CODE P0087 WITH A LONG CRANCK Please
list any diagnostics already performed: 22N18 PPT - HP MONITORED FRP
PID VECHILE REQUESTINNG 240KPA AND PRODUDING 690 KPA FOR HIGH PRESSURE
INJECTORS. PERFORMED FSA 22N18 AND REPLACE ALL 3 INJECTORS, CLEARED
CODE AND NO CHANGE, P0087 RETURNED, PERFORMED PPT HP AND REPLACED BOTH
FRP AND FRTP SENSORS VEHICILE OPPERATING NORMALY AND ROAD-TESTED
VEHICLE TWO TIMES AND SECOND ROAD TEST P0087 WAS SET AGAIN, PERFORMED
HP AGAIN AND CHECKED FUEL PRESSURE TO HIGH PRESSURE PUMP AND PRESSURE
IS IRRATIC GOING FROM 70-92 PSI VEHICLE REQUESTING 95 PSI, CONCULSION
IS TO REPLACE FLP SENSOR AND VEHICLE IS NOT EQUIPED WITH FLP Parts
Replaced: HIGH PRESSURE INJECTORS FRP SENOR FRTP SENSOR Your Question:
VEHICLE IS NOT EQUIPED WITH FLP SENSOR, ONLY THE 2.0L VEHICLE HAVE
THIS SENSOR. WHAT STEP SHOULD BE PERFORMED NEXT AND IS IT POSSIBLE
THAT IT IS A SOFTWARE ISSSUE AS THIS STARTED AFTER PCM UPDATE FOR
22S73

RECOMM 08/28/2023 01:16PM CARLOSRAF TORICES MSS - FCSD - TECH ASSIT CENTER
Adrian, Before any other repair attempt, please perform a PMI using
As-built data to the PCM, this would help to correctly program the PCM
for this specific vehicle. Please ensure the following before
attempting PCM PMI. * Battery SOC above 80%. * Ensure a battery
charger was connected during programming. * Strong consistent IE
provider source. * Try another Scan tool at the latest SW version.
(Using a different scan tool would avoid any corrupted data stored in
the previous one used) If further technical assistance is needed,
don t hesitate on reaching the CTAC. Thank you, Carlos Torices. Ford's
Centralized Technical Assistance Center.

CONCER 08/28/2023 03:00PM GTCGCQIS
PERFORMED PMI, VEHICLE WAS REQUESTING CORRECT FRP AND DROVE FINE FOR
1-2KM THEN WENT BACK INTO LIMP MODE AND SET P0087 AGAIN

RECOMM 08/29/2023 01:49PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Adrian, Thank you for the update. A software concern is not suspected
at this time. When the PCM was updated per FSA 22S73, it is suspected

CQIS Report Number: P82DG005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
it tightened the threshold for the P0087 DTC to set. Which indicates
it tightened the threshold for the P0087 DTC to set. Which indicates
there was likely already a fuel system concern present that wasn't bad
enough to set the DTC until the updated calibration was installed. It
will be necessary to continue performing normal diagnostics for this
DTC to isolate the root cause. Next, please note that the Fuel Rail
Pressure and Temperature (FRPT) sensor is the fuel pressure sensor for
the low side fuel rail or the FLP reading. Please connect a mechanical
fuel pressure gauge to the low side fuel system. Start the vehicle and
monitor the FLP (FRPT) sensor PID. If the FLP PID reading is within 22
psi of the gauge, then the FRPT is reading accurately. If the FLP is
reading accurately, then you should next start the vehicle, command
the direct injectors to 100% using the Fuel_Mass_DI PID, then
disconnect the high-pressure fuel pump connector and allow the vehicle
to idle on the low side pressure. Once the fuel pressure stabilizes
compare the FRP PID to the mechanical fuel pressure gauge reading. If
the FRP is reading within 40 psi of the gauge, then the FRP sensor is
also reading accurately. If the fuel pressure sensors are reading
accurately, reference PPT HC found in WSM Section 310-01A, Diagnosis
and Testing, Fuel tank and lines and make sure to confirm the low side
fuel pressure is within specifications with a mechanical gauge. If the
low side fuel pressure is within specifications, the Fuel pressure
sensors are reading accurately and you have already replaced the
direct injectors, then a fault with the high-pressure fuel pump would
be suspected next and it will need to be replaced. Ford Technical
Assistance Center Conrad
CONCER 09/11/2023 02:50PM GTCGCQIS
PERFORMED DAIG AND REPLACED LOW PRESSURE FUEL PUMP AND DRIVER MODLUE,
NO CHANGE IN VEHICLE OPERATION, CAN ONLY DRIVE 1 KM AND LIMP MODE IS
ACCTIVATED.
AUDIT 09/12/2023 08:56AM FCANTO
TECH ASSIST REFERRAL HAS BEEN OPENED
RECOMM 09/12/2023 08:57AM FCANTO
Good morning Adrian, Thanks for performing the last recommendations
suggested. The cal update for the FSAs tightened the parameters for
P0087 and now its setting for something that was always present but
not bad enough to set the DTC. Before performing further intrusive
diag, lets check the FRTP and FRP sensors circuits (Cell 25 pages 4
and 6) performing a resistance test from the sensors connectors to the
PCM connector. The resistance should be less than 3 ohms. 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. Fernando C.
ADD-ON 09/12/2023 08:57AM FCANTO
Note to FSE: We are requesting tech help on site due to the lack of
technical progress, Most of the components in the fuel delivery system

CQIS Report Number: P82DG005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/28/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
have been replaced but the DTC is still setting and the long crank is
have been replaced but the DTC is still setting and the long crank is
still present. It would be suspected that something was overlooked
during the first diag and we recommend checking the fuel injectors
carefully. Thanks in advance for all your work.
ADD-ON 09/12/2023 03:27PM GRAYDON ELLIOT(FSE) MSS - FOC - CAN FIELD OPERAT
OBC TO MIKE STEUERNOL (SF) AND ADVISED HIM THAT I WILL BE WORKING WITH
THEM ON THIS CONCERN GOING FORWARD, AND CAN BE REACHED DIRECTLY AT
289-838-2310. I'VE ADVISED HIM THAT, IF THE CIRCUITS FOR THE FRTP AND
FRP CHECK OUT, TO REPLACE THE HP FUEL INJECTION PUMP AND RETEST, BASED
ON SEVERAL SIMILAR REPORTS OF P0087 SETTING AFTER FSA 22S73 WAS
PERFORMED. I REMINDED HIM THAT THEY WILL NEED TO VERIFY PART COVERAGE
AND/OR CONTACT THE SSSC FOR APPROVAL AS NEEDED.
ADD-ON 09/27/2023 09:38AM GRAYDON ELLIOT(FSE) MSS - FOC - CAN FIELD OPERAT
SPOKE WITH THE SF, MIKE, WHO STATED THEY ARE STILL WAITING FOR THE HP
FUEL PUMP.
ADD-ON 10/06/2023 03:48PM GRAYDON ELLIOT(FSE) MSS - FOC - CAN FIELD OPERAT
MIKE ADVISED THEY ARE STILL WAITING ON THE HP PUMP. I'VE PROVIDED HIM
AN ALTERNATE FSE TO CONTACT WHILE I'M ON VACATION, IF ANY HELP IS
NEEDED, OTHERWISE I WILL FOLLOW-UP ON 10-16.
ADD-ON 10/23/2023 04:41PM GRAYDON ELLIOT(FSE) MSS - FOC - CAN FIELD OPERAT
SPOKE WITH THE SF, MIKE, AND CONFIRMED THAT THE HP PUMP WAS REPLACED
AND THE CONCERN FIXED.
AUDIT 10/23/2023 04:41PM GRAYDON ELLIOT(FSE) MSS - FOC - CAN FIELD OPERAT
TECH ASSIST REFERRAL HAS BEEN CLOSED

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#P0087:00-AF,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

Repair Number Causal
Type Component Number Type Description Comp.
OTH COMMENT SERVICE TECH COMMENTS YES

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

Vehicle Build Date: 03/09/2020 Warranty Start Date: 05/07/2020
Date of Sale: 05/07/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

CQIS Report Number: P82DG005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/28/2023

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G SA
Bld Dt: Calb: LCTCY1N A

Serial #:
4133A20049130375 LX6G 6007 SA

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:

TC04A20052120358 LX6P 7000 DB
Model:

Shft:

Tire : 225/65 R17 102H A/S BSW 2 Brand :
Radio : A/C : AC C-????????????????????????????????

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

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

Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Cond, Part Pfx Base, Number Sfx, Labor Operation. Rows include CAN B8333 with repair dates 08/23/23 and 09/01/23.

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 43,171 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: high fuel pressure fault
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 10
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 03/08/2024 05:07PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120385291) Description of Vehicle Concern: Reduced
power, ck eng light on, High PSI fuel pump just replaced at another
dealer Please list any diagnostics already performed: Verified
concern, retrieved fault codes P0087, P0088. (also had evap fault code
repaired with Vapor Canister replace due to leak, unrelated to fuel
PSI faults) Low PSI fuel system is working well, as soon as vehicle
commands use of HP fuel system, it goes into fault codes and generates
the P0087. Using FDRS to attempt High Pressure Fuel system test will
not start, it tries then sees a condition that ends the test in an
error state. (Guessing low HP fuel or inability to dump PSI by
actuating Injector) The PPT steps are coming up with Replacing HPP.
Self Help tool has MANY hits on High Psi Pump. Parts Replaced: Another
dealer installed a new HPP, ran okay for less than 100 miles, then
same fault. We have replaced High Pressure Fuel System Pressure
sensor. (this changed nothing) Do you have a module programming
concern? No Your Question: Is it recommended to replace the HPP again?
Do we replace injectors for fear of contamination from HPP faulure?
RECOMM 03/08/2024 05:07PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As the high-pressure pump was previously replaced and the
concern is now present again, there may be some debris in the
high-pressure fuel system that may be causing a restriction in the
high pressure fuel flow, a fault with the fuel volume regulator, which
regulates the low pressure fuel volume flow into the high pressure
fuel pump, or a fault with the high pressure fuel pump tappet/cam
lobe. To begin, use brake cleaner and compressed air to blow out the
fuel supply line between the high-pressure fuel pump and the fuel
rails. If the concern is still present, it is recommended to inspect
the fuel volume regulator (fuel metering valve in the WD) for faults
and contamination. Inspect the circuits between the PCM and the fuel
volume regulator valve for shorts to power, ground, opens, and
excessive resistance. There should be less than 3 ohms on each
circuit, more than 10,000 ohms between each circuit and all other
circuits and ground, as well as 0V present on both circuits when

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
isolated from all components. If there are shorts to ground, power, or
isolated from all components. If there are shorts to ground, power, or
opens, repair the suspected circuit with a temporary overlay using new
pins and re-evaluate the concern. If the concern is no longer present,
make the overlay permanent. If the concern is still present, replace
the fuel volume regulator and re-evaluate the concern. If there are no
faults with the fuel volume regulator or its circuits, remove the
high-pressure fuel pump and tappet. Carefully inspect the tappet and
lobe for any signs of damage, replacing any damaged components as
necessary. In addition, replace the high-pressure fuel pump at this
time. Matt J Ford Motor Company
CONCER 03/19/2024 02:13PM GTCGCQIS
HOSES WERE CLEARED AND SYSTEM STILL HAS SAME CONCERN. LOBE AND TAPPET
WERE INSPECTED AND ARE OK. CIRCUITS FOR VOLUME REGULATOR WERE TESTED
AND ARE OK.THE HIGH PRESSURE FUEL PUMP (WITH VOLUME REGULATOR) WAS
REPLACED AGAIN AND CONCERN WAS NO LONGER PRESENT. VEHICLE WAS DRIVEN
50 OR SO MILES AND WAS FINE. THEN WHEN CUSTOMER PICKED UP VEHICLE,
LIGHTS CAME BACK ON AND VEHICLE WENT INTO LIMP MODE AGAIN. IT WAS
DETERMINED THAT SAME TWO FAULTS HAVE RESET. P0087 AND P0088. PPT HP
WAS PERFORMED AND LEAD TO SYSTEM IS OPERATING CORRECTLY WHICH IT IS
NOT. CIRCUITS FOR REGULATOR WERE TESTED FOR OPENS OR SHORTS, NO
PROBLEMS FOUND. WHAT SHOULD BE NEXT STEP IN DIAGNOSIS PROCEDURE?
RECOMM 03/20/2024 02:04PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As the concern is still present, there may be a fault with the
FLP (FRPT) sensor. The PCM needs both the FRP and FLP to know how long
and how often to fire the injectors. If the PCM thinks the
high-pressure fuel pump is not receiving enough low pressure fuel, it
can cause erratic concerns like this. As you state to have replaced
the FRP and have had no change, it is recommended to replace the FLP.
On this vehicle, the FLP is also called the FRPT. The FRP is the one
in the round fuel rail and the FRPT is the one in the square fuel
rail. If you replaced the FRP, replace the FRPT. If you replaced the
FRPT, replace the FRP and re-evaluate the concern. Matt J Ford Motor
Company
CONCER 03/25/2024 02:39PM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, HIGH SIDE FUEL PRESSURE SENSOR WAS
REPLACED SO REPLACED LOW SIDE PRESSURE SENSOR AS RECOMMENDED. THEN
CLEARED ALL DTC S AND RESET KAM. VEHICLE WAS OPERATING NORMALLY WITH
NO FAULTS PRESENT. ROAD TESTED VEHICLE AND WENT FINE FOR FEW MILES AND
THEN EXACT SAME CONCERN HAPPENED AGAIN AND VEHICLE HAD TO BE TOWED
BACK TO SHOP. WHAT IS NEXT RECOMMENDATION TO CONTINUE WITH DIAG OR
ATTEMPT REPAIR?
RECOMM 03/26/2024 10:17AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave/Morgan. As the concern is still present, and has worsened
slightly, and will not complete the FDRS High Pressure fuel system
test, it is recommended to inspect the sensor circuits for the FRP and
FRPT sensors. Inspect circuit RE238 on WD Cell 022-4 and circuit VE727
on WD cell 022-7 intermittent shorts to power, ground, opens, and
excessive resistance. Ensure to perform this while wiggle-testing the

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- harness. There should be less than 3 ohms on each circuit, more than
harness. There should be less than 3 ohms on each circuit, more than
10,000 ohms between each circuit and all other circuits and ground, as
well as 0V present on both circuits when isolated from all components.
If there are shorts to ground, power, or opens, repair the suspected
circuit with a temporary overlay using new pins and re-evaluate the
concern. If the concern is no longer present, make the overlay
permanent. Matt J Ford Motor Company
CONCER 03/27/2024 07:54AM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, CIRCUITS RE405, RE238 AND LE458
FROM FRP TO PCM AND CIRCUITS LE238, VE727, VE728 AND RE717 FROM FRPT
TO PCM HAVE TESTED OK NO SHORTS, OPENS, HIGH RESISTANCE OR SHORTS
TOGETHER. ALSO CIRCUITS VE727 FOR FRPT AND RE238 FOR FRP WERE
OVERLAYED. DTC S WERE CLEARED AND KAM RESET. VEHICLE OPERATED NORMALLY
UNTIL WAS DRIVEN AND THEN SAME CONCERN PRESENT. FAULT P0087 HAS RESET
AND ALSO NOW HAS FAULT P06B8 PRESENT. NEXT RECOMMENDATIONS TO CONTINUE
DIAG?
RECOMM 03/28/2024 10:15AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, As the concern is still present, it is recommended to install
a manual fuel pressure gauge on the vehicle and compare it to the
spec, with is 50-87 PSI. If so, ensure that the FLP PID is reading
within 22 PSI of the manual gauge. If it is not, then the FLP/FRPT
sensor is likely faulted and should be replaced, even though it is
new. If the FLP is within 22 PSI of the manual gauge, disconnect the
high-pressure fuel pump connector when the engine is running and use
the FUEL MASS PID to command the DI injectors on to drain the
high-pressure fuel system. When this is done, the FRP PID should be
within 40 PSI of the manual gauge reading. If it is not, it should be
replaced as it is faulted, even though it is new. If the FRP and FLP
PIDs read within their respective specs on the manual gauge, it is
recommended to inspect both the DI and PF fuel rails for restrictions,
replacing as necessary. In addition, replace the PF injectors at this
time and re-evaluate the concern. If the concern is still present,
perform PPT B in section 303-14A > Diagnosis and Testing > PCM Input
and Output Controls to diagnose the P06B8. Matt J Ford Motor Company
CONCER 04/09/2024 09:48AM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, MANUAL FUEL GAUGE WAS INSTALLED
AND FUEL PESSURE IS WITHIN SPECS. FLP PID READS WITHIN 18 PSI OF
MANUAL GAUGE. AFTER DRAINING DIRECT INJECTORS AS OUTLINED, FRP PID IS
WITHIN 40 PSI OF MANUAL GAUGE READING. IT WAS ALSO FOUND THAT
MANIPULATING PCM (TAPPING ON CASE) SEEMED TO CAUSE ISSUE TO HAPPEN
QUICKLY WHEN CODES WERE CLEARED. PCM WAS REPLACED AND ENGINE RAN
NORMALLY UNTIL REACHED OPERATING TEMP AND THEN SAME CONCERN WITH
P0087. (P06B8 IS NO LONGER PRESENT) PORT FUEL INJECTORS WERE REPLACED
AS OUTLINED. AGAIN ENGINE RAN NORMALLY UNTIL REACHED OPERATING TEMP
AND THEN SAME CONCERN. HIGH PRESSURE FUEL PUMP, LINE, FUEL RAIL AND
DIRECT INJECTORS WERE REMOVED AND INSPECTED FOR RESTRICTIOINS OR
CONTAMINATION, NOTHING WAS FOUND EXCEPT CARBON DEPOSITS ON INJECTORS.

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
SHOULD DIRECT INJECTORS ALSO BE REPLACED OR RECOMMENDATIONS FOR
SHOULD DIRECT INJECTORS ALSO BE REPLACED OR RECOMMENDATIONS FOR
FURTHER DIAGNOSIS?
RECOMM 04/09/2024 03:15PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan/Dave, Before trying another other components or procedures, try
the PCM - Relearn Vehicle Data procedure in FDRS and re-evaluate the
concern. Matt J Ford Motor Company
CONCER 04/10/2024 10:05AM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, AS WRITTEN IN LAST UPDATE PCM WAS
ALREADY REPLACED.
RECOMM 04/11/2024 08:20AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, It is understood that the PCM was replaced. However, it could
have inhaled corrupt engine configuration data from programming, and
this data could be causing the concern. Perform the PCM Relearn
Vehicle Data procedure and re-evaluate the concern. In addition, be
advised that engineering is working on this concern. Please update the
form if the Relearn Vehicle Data procedure has any effect on the
concern or not. Matt J Ford Motor Company
CONCER 04/16/2024 07:37AM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, COMPLETED VEHICLE DATA RELEARN
PROCEDURE, RESET KAM AND CLEARED ALL DTC S. RAN OK FOR FEW MINUTES
THEN SAME CONCERN APPEARED AND HAS P0087 PRESENT AGAIN.
RECOMM 04/17/2024 09:11AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, Thank you for the update. I will inform engineering that this
procedure was unsuccessful and will update you with recommended
direction when I receive it. Matt J Ford Motor Company
RECOMM 04/19/2024 09:42AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, Engineering recommends replacing all DI injectors and
re-evaluating the concern, as they have seen success with this
previously. Matt J Ford Motor Company
CONCER 04/24/2024 04:12PM M-KNEELA
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, HIGH PRESSURE (DI) INJECOTRS WERE
REPLACED AND SAME CONCERN IS STILL PRESENT DID NOT REPAIR CONCERN.
WHATS NEXT?
RECOMM 04/25/2024 09:25AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, Thank you for the update. Additional research is being
completed for this concern. I will update this form when there is more
diagnostic direction to give. Matt J Ford Motor Company
ADD-ON 04/25/2024 09:25AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
email chain from engineering (John Martz) recommended replacement of
DI injectors, which did not resolve concern. informed engineering of
results, awaiting response
CONCER 04/30/2024 01:42PM B-CLA185
Dealership changed the status changed from General Info to No Problem
Found, good afternoon. I just wanted to reach out to see if I can get
an update for this customer. thank you
RECOMM 05/01/2024 01:00PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
Blaine, As stated above, I am working with engineering on this
Blaine, As stated above, I am working with engineering on this
concern. I will update the form with additional diagnostic information
once engineering determines a diagnostic path to perform. For further
information, please call or email me. Matt J Ford Motor Company
CONCER 05/08/2024 03:49PM M-KNEELA
Dealership changed the status changed from General Info to Diagnose
not complete, PER PHONE CALL WITH DAVE KORD, ALL WE HAVE REPLACED ARE
HIGH PRESSURE FUEL PUMP, HFP SENSOR, LFP SENSOR, MAPT SENSOR, PCM,
RECOMM 05/09/2024 12:49PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, Thank you for the update. As discussed over the phone with
Dave, I will be onsite on 5/14 to inspect this vehicle and develop a
diagnostic path. Please ensure the vehicle is ready by then. Matt J
Ford Motor Company
RECOMM 05/15/2024 09:26AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Morgan, As discussed yesterday during my visit to the dealer, we
suspect a MAP sensor or circuit fault, causing the engine load to be
calculated incorrectly, causing it to cut fuel pressure to the direct
injectors. The MAP sensor PID read about 5.5 PSI constantly, engine
off and engine running. When the engine is off, this PID should match
the BARO PID and the TCBP PID. This was confirmed in a known good
vehicle. Inspect the MAP sensor circuits for shorts to power, ground,
opens, and excessive resistance. As the PID reads but does not set a
DTC, there is most likely excessive resistance in the circuit. As no
other sensors appear to be affected, it is not suspected that there is
a VREF or SIGRTN circuit fault present, but this is still a possible
cause. There should be less than 3 ohms on each circuit, more than
10,000 ohms between each circuit and all other circuits and ground, as
well as 0V present on the circuits when isolated from all components.
If there are shorts to ground, power, or opens, repair the suspected
circuit with a temporary overlay using new pins and re-evaluate the
concern. If the concern is no longer present, make the overlay
permanent. Matt J Ford Motor Company
CONCER 05/31/2024 01:26PM D-KORD
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, Dave K. here, Thank you, per our
phone call a couple days ago, we found the MAP value is related to the
odd Fault Mode this car has and substituted numbers. We did find
evidence to put in tank fuel pump int question as discussed. Since our
call, we installed pump and made no gain. Spending multiple hours more
has revealed more oddities about this vehicle s behavior. It has a
fault mode where it is a long crank time, no warnings on, substituted
sensor numbers, no High Psi fuel to speak of with no fault codes,
warnings, or even fault code KOER. Then one key cycle it will run okay
with good power for a bit, once under load where High PSI fuel system
is required, it faults out again, sometimes with code P0087 sometimes
with no code or warnings in dash. I have tons of data, a few
recordings of long crank time etc... The parts tally on repairs is
very high and we have no clear direction. Other food for thought, in

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
this faux Fault Mode and real Fault Mode the evap purge valve samples
this faux Fault Mode and real Fault Mode the evap purge valve samples
so much of fuel tank evap system it causes a lobe in the idle and
short fuel trim cycles from 0% to -25% every 10 seconds. Also, long
crank time to fire shows during either of these fault modes. Seeking
any directive at this point or one on one quality time to proceed.
RECOMM 05/31/2024 04:05PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, According to WSM section 303-14A > Description and Operation, it
appears that this vehicle may be operating in Failure Mode Effects
Management (FMEM). When the PCM sees an invalid input or sensor
reading, it substitutes a fixed value for the erroneous sensor while
continuing to monitor the sensor input. When the sensor begins
operating normally, the PCM is no longer operating in FMEM mode. Since
the MAP sensor reading appears erroneous, it is possible that the PCM
is substituting a fixed value for the MAP sensor in FMEM mode. Please
ensure that there are no faults on MAP sensor circuits. In addition, I
will be at the dealer on Wednesday June 5 at 11 AM to further look
into this vehicle. Matt J Ford Motor Company
ADD-ON 05/31/2024 04:06PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dealership visit planned - 05-JUN-2024
RECOMM 06/05/2024 03:28PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As discussed today during my visit to the dealership, it is
recommended to replace the HPP, tappet, and high-pressure fuel rail.
This concern is likely being caused by a tighter tolerance for the
P0087 set parameters. This was done via a PCM update for an FSA.
Before installing the new HPP, measure the fuel pump cam lobe lift
using a dial indicator. Ensure that all the fuel pump lobes lift the
same amount. Report the lobe lift specs here so we can reach out to
engineering to determine if they are within specification. After lobe
lift measurement, install the new HPP, tappet, and high-pressure fuel
rail and re-evaluate the concern. Matt J Ford Motor Company
ADD-ON 06/05/2024 03:28PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dealership visit completed - 05-JUN-2024
CONCER 06/18/2024 02:08PM D-KORD
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, After replacing the High PSI pump and new
fuel rail, the concern is repaired. Only conclusion to be drawn from
this dramatic repair is the High PSI pumps previously installed were
poor quality. Thank you for the assistance. The 3 month diag/repair is
complete. Dealership selected No Reply Required when submitting these
comments.
RECOMM 06/18/2024 02:31PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, We are pleased to hear that you were able to repair the concern
successfully. If time allows, please complete the survey for the
request. When the survey is completed, it will populate in the
self-help tool where other technicians can view the repair to assist
with similar concerns. Matt J Ford Motor Company
CONCER 06/24/2024 01:59PM H-WHIT29
Dealership changed the status changed from Fix Verified to Further
Assistance Needed, Please advise if new HAR need be started. 6/24/24

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
Cust returned,43,440 miles, now RO 289920 , Wrench lamp, check eng
Cust returned,43,440 miles, now RO 289920 , Wrench lamp, check eng
light on. Engine in derate/FMEM, Long crank time when starting, Using
VCM lite, found no faults in PCM even though MIL and Wrench lamp are
on and eng. is derated. Using Veh history you can see my attempts at
getting codes. Using Connected data, you can see no faults show. In
attempt to get fault code to trigger, drove in lot, cleared faults,
wrench lamp came back on immediately, no power from engine, still no
fault code. Next, cleared faults again, now all is good, car is acting
repaired so far. Looking for directive on how Fo Mo Co would like
diagnosis to proceed. Cust. does not trust this vehicle s reliability.
Thinking back on this lengthy diag debacle, there were times when
fault lights were on, engine in derate and no fault codes would show.
RECOMM 06/25/2024 12:23PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As the concern has returned, please let me know what the results
of measuring the cam lobe lift for the high-pressure fuel pump. In
addition, it is recommended to manually vent the fuel tank by placing
the filler spout in the filler neck. This will help us determine if
there is an FTP or fuel tank vent valve fault. Matt J Ford Motor
Company
ADD-ON 06/25/2024 12:23PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
awaiting response from engineering on what else could cause concern
and why fault lights are present with no DTCs
CONCER 06/25/2024 03:01PM D-KORD
Dealership changed the status changed from Diagnostics/Repair
Suggested to Further Assistance Needed, Thanks for reaching out. Cam
lobe lift from tech notes: EACH LOBE HAS LIFT OF .137 (There was less
than a .002 variance from highest to lowest lobe) I put a capless
filler funnel in filler, drove in lot, Wrench lamp and MIL came on,
derate mode. Pulled fault codes with VCM lite, P0087 this time.
Cleared faults, Derate mode and check eng light went away, wrench lamp
would not clear, no fault codes. Drove in lot again, MIL came back on
and went into derate. P0087 did return this time. Long story short,
with current findings, fuel tank PSI is not related.
RECOMM 06/26/2024 12:40PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, At this time, it is recommended to replace the engine harness,
as it could be a circuit concern that we did not locate during
testing. Due to the nature of the concern, engine harness replacement
is recommended to completely and confidently rule out wiring as a
cause. Matt J Ford Motor Company
ADD-ON 06/26/2024 12:40PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
waiting for engineering response
RECOMM 07/09/2024 04:32PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As discussed today during my visit to the dealer, since we were
able to get the vehicle to produce a different fault, it is
recommended to perform a capacitive discharge of the vehicle once more
and to recheck for the P0505 DTC during an on demand self-test. Should
the DTC return, perform the appropriate diagnosis and re-evaluate the
concern. Matt J Ford Motor Company
ADD-ON 07/09/2024 04:32PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
FSE onsite for technical assistance Duplicated fault and attempted
diagnosis to no avail. Performed capacitive discharge and began
inspecting sensors due to a suspected VREF fault (CAM_SYNC PID reads
FALSE constantly) Disconnected INT CMP and had no change in PIDs or
concern Disconnected FRP, had crank no start concern. concern was
eliminated when FRP was reconnected. Disconnected TCBP, had no effect
on concern until vehicle was restarted Began setting ODDTC P0505 for
ETC fault. Recommended diagnosis of P0505 ,Dealership visit completed
- 09-JUL-2024
CONCER 07/10/2024 11:35AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
OBC to Dave States vehicle runs fine now, not sure of cause of current
fix Previously inspected fuel lines from tank to engine, no damage
noted, fuel flows well
RECOMM 07/10/2024 11:35AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As discussed over the phone, since I had checked the intake CMP,
TCBP, and FRP sensors when the engine is running and does not
currently exhibit the fault, it is recommended to inspect the CMP
sensors for faults and damage, as well as the tone wheels. Ensure to
inspect the complete tone wheel. In addition, inspect the CMP sensor
connectors for proper pin fitment using the appropriate size flex
probes, pin/connector deformation/damage, terminal fretting, fluid and
debris intrusion, corrosion, verify that all pins are secured within
their proper cavities on the hardshell, and that each connector is
fully seated. Ensure to inspect both sides of the connector. Replace
damaged pins or hardshells if possible and re-evaluate the concern. In
addition, inspect the TCBP sensor for faults and debris, as well as
inspecting the connector for the faults listed above. Matt J Ford
Motor Company
ADD-ON 07/10/2024 11:35AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Contact Type : Phone, SWIS Session Status : SWIS Not Necessary,

SWIS Session Sub Status : Technical,
 SWIS Comments : web,

CONCER 07/11/2024 03:34PM D-KORD
Dealership changed the status changed from Diagnostics/Repair
Suggested to Further Assistance Needed, Update since phone call on
7/10. I idled vehicle for 5 min, revved engine a few times, idled a
few more min (as I cooled the cabin on a hot day) revved engine and
fault returned. (P0087 back, failure mode/derate. In shop, performed
inspections requested of tone rings on both camshafts, both cam
sensors, wiring pin fit to cam sensors, inspection of TCBP sensor,
wiring/pin fit to TCBP all inspects as flawless. I pulled vehicle back
out will wait for next directive.
RECOMM 07/12/2024 01:01PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, Per the request of engineering, please make a few recordings of
at least 30 seconds in length using the FDRS configuration file below.
When selecting the modules for the PIDs to review, in the top bar
there should be 2 save icons one of them is to save any selected PIDs
and the other is import select PIDs. Import this file and it will
automatically populate the PIDs necessary to record. Before making the
recording, ensure that the length is at least 30 seconds. When

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

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

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

complete, upload the recording to the form. After the recording,
 complete, upload the recording to the form. After the recording,
 please inspect all PCM power and ground circuits by performing a
 loaded voltage drop test. A circuit with excessive resistance could
 cause the sensors to not be getting enough voltage or getting a proper
 ground to operate properly. While we have seen that VREF appears to be
 good, a bad SIGRTN could cause biased sensors, resulting in a concern
 like this. Inspect the grounds to ensure that they are clean, secure,
 and free from damage, debris, and corrosion. Ensure that there is less
 than 0.5V present on the power circuit when the key is OFF, unless it
 is hot at all times. Repair any circuit that fails the loaded voltage
 drop test and re-evaluate the concern. For more information on how to
 perform this test, reference PTS > Home > Technical Assistance >
 Technical Support Videos. In addition, if a like unit is available,
 please measure the cam lobe lift on the like unit to see if it is
 different than the one measured on this unit. Since we measured .137
 lift with a less than .002 variance between lobes, if the like unit is
 more than .005 to .010 different, then this may be an indication of a
 worn camshaft. Lastly, please provide the part numbers of the high
 pressure pumps installed, as there have been several supersessions of
 the high pressure pump part number. Matt J Ford Motor Company

ADD-ON 07/12/2024 01:01PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
 Dealership visit completed - 09-JUL-2024

CONCER 07/15/2024 02:13PM D-KORD
 Dealership changed the status changed from Diagnostics/Repair
 Suggested to Diagnose not complete, No like unit that we can take
 apart. Limited time, have done load tests on last harness before PCM
 replace, all was good with 55 watt fog lamp, Will need to do over
 again not that it has new engine harness and PCM installed. Attached
 recordings, 1st is in fault mode, fired up, 15 sec before/after.
 Second recording, batt cap discharge for 20 min, fired up (long crank)
 in fault mode immediately this time. made recording 15 sec
 before/after of that event. When scheduling fits to jam this task
 into, will prove out powers/grounds to pcm, for now please find
 recordings.

RECOMM 07/16/2024 08:40AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
 Dave, Please upload the recordings to the form, as the previous method
 of simply hitting the Send to Ford button is no longer in use.
 Thanks. Matt J Ford Motor Company

CONCER 07/18/2024 02:24PM D-KORD
 Dealership changed the status changed from Files Requested to Further
 Assistance Needed, I have loaded them again into this HAR. I am
 feeling confident i am doing it correctly as I did last time....Please
 let me know, may need another way to transfer...

RECOMM 07/19/2024 11:06AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
 Dave, As discussed over the phone, I will be at the dealership on
 Monday July 22 at 10 am to look at this vehicle. Please ensure the
 vehicle is ready for me when I arrive. Matt J Ford Motor Company

RECOMM 07/22/2024 01:12PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
 Dave, I have made more recordings and sent them to engineering. I will

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- update you with my findings. In the meantime, follow the direction

update you with my findings. In the meantime, follow the direction below and please update the form with the results of the testing. As the concern is still present, it is recommended to ensure that all connectors on the engine harness are in the correct location. Some of these connectors are common and the same for several sensors on this engine. As the first dealer replaced the first high pressure fuel pump, they may have misplaced a connector, causing you to do the same when the harness was replaced. Ensure all connectors are in their proper location. If the harness is properly installed and connected, then it is recommended to inspect the cam lobe on the cam to ensure it is not rotating on the camshaft. This can be done by removing the high pressure pump, marking the cam lobe on the camshaft with either a paint pen or lightly scoring it, reassembling and running the engine until the fault occurs again, and then removing the high pressure pump and inspecting the mark you had previously placed. If the marks no longer line up, then the cam lobe is spinning on the camshaft, and the camshaft needs to be replaced. I have made more recordings and sent them to engineering. I will update you with my findings. In the meantime, follow the direction below and please update the form with the results of the testing. Matt J Ford Motor Company

CONCER 08/01/2024 02:21PM S-BEN2 Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, Tech Ben Schaller continuing with diag. All the engine connectors were rechecked and verified to be properly connected and in the correct locations. The high pressure fuel pump was removed and the camshaft lobe was inspected with no concerns found, and no obvious looseness. The cam lobe was marked to the camshaft, HP fuel pump reinstalled, and vehicle retested. The vehicle threw the fault fairly quickly, within a mile of driving. The HP pump was removed again and the camshaft lobe was inspected with no concerns, the lobe was still in the same position on the camshaft. I currently have a like-unit that I ve been using for comparison and monitoring different sensors and actuators with a DVOM and an oscilloscope between the two vehicles to determine what the normal operation of each components should look like, and to try to determine any abnormalities between the two.

RECOMM 08/02/2024 09:16AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION Ben, As no faults with the high pressure pump have been noted, it is recommended to remove the high pressure fuel rail and all DI injectors, as the recordings show a suspected fuel leak. Carefully inspect the seals on the injectors and rail for any tearing or improper installation. Should any damage be noted, inspect the injectors and rail for any manufacturing or install defects, such as sharp burrs that could have torn an O ring. If any damage is noted, replace the damaged components and re-evaluate the concern. If no damage is noted, replace all 3 DI injectors, as one of them could be intermittent not fully closing, causing a slight fuel leak into the cylinder. In addition, please update the form if you find anything of note in your testing with a like unit. Matt J Ford Motor Company

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
CONCER 08/05/2024 11:57AM S-BEN2

CONCER 08/05/2024 11:57AM S-BEN2
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, Over the phone we discussed some further tests to perform. I removed the HP fuel pump from a like-unit vehicle and measured the depth of the fuel pump lobes on the camshaft in relation to the HP fuel pump mounting hole on the aluminum valve cover, and compared these measurements with the customer s vehicle. The wear pattern on both camshafts appears similar. Both of the HP fuel pump roller tappets measure exactly the same at 0.830 in. The average depth of the like-unit s camshaft at base circle was 2.0895 in, and the average depth at TDC of the three cam lobes was 1.9583 in, resulting in the average lobe lift of 0.1312 in. The customer s vehicle had an average depth at base circle of 2.0864 in, and the average depth at TDC of the three cam lobes was 1.9616, average lobe lift of 0.1248 in. The like-unit s camshaft is and average of 0.0033 in higher at TDC of the lobes, but the customer s vehicle is 0.0031 higher at base circle. So we are talking a difference of less than a sheet of paper, but this could be from machining tolerance differences between the camshafts, cylinder heads, and valve covers, along with less than perfect measurements on my part. I don t suspect that these measurements are enough to cause the fuel pump to not operate correctly or cause the HP fuel pressure to bleed off. I took a fuel sample and inspected it. The ethanol percentage is 10%. The smell, feel, and visual appearance of the fuel does not lead me to believe it is anything but regular gasoline. Our history of the vehicle only shows at least one oil change was performed at around 38k miles, but the current oil life remaining is reading around 60% and the oil filter appears newer than the last time we would have changed it. The oil does appear dark and is slightly overfull, but it does not smell like it is contaminated with gas, so its hard to say why it s overfull. You also recommended to swap out the HP fuel pump from the like-unit and install it into the customer s vehicle. I have not done this yet, as we are worried of potentially causing damage to the like-unit s fuel pump, since the customer s vehicle seems to keep damaging pumps. If you still want me to swap the HP pumps I can do that, but I do have a new HP pump that I ordered for this vehicle just in case that we could use instead.

RECOMM 08/06/2024 08:06AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Ben, As discussed over the phone, as a camshaft replacement is intrusive, and your bench testing has shown that the high pressure pump has failed and is causing fuel pressure to bleed back onto the low pressure side, it is recommended to install the new high pressure pump on the good stock unit. If the pump s quality is in question, it will fail regardless of the engine it is installed on. If the pump does not fail on the good stock unit, then fails on this vehicle, then this vehicle is causing the pumps to fail. If this vehicle is suspected of causing the pumps to fail, the pump is likely failing due to either fuel contamination or overwork. While there is no suspicion of fuel contamination, you can back flush the line between the fuel

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

C O M M E N T S

--TYPE-- tank and engine bay to ensure that there is nothing stuck in the line
tank and engine bay to ensure that there is nothing stuck in the line causing contamination in the system. If there is no contamination, it is possible that the pump is getting overworked. As your measurements above state, the base circle is larger on this vehicle than the stock unit, and the TDC lobe measurement is lower than the stock unit. This means the pump isn t reaching its full stroke and likely is causing a drop in fuel volume. Due to this, the fuel volume regulator solenoid now has to cycle more often to make up for the loss in fuel volume by the pump not reaching its full stroke. As all other components have been replaced, camshaft replacement is recommended, even with no visible signs of excessive wear or damage. Matt J Ford Motor Company
ADD-ON 08/09/2024 11:29AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
NOTE TO ASSESSOR: AS THIS IS A DIFFICULT TO DIAGNOSE/INTERMITTENT CONCERN AND IS BEING HANDLED BY THE FIELD SERVICE ENGINEER (FSE), I HAVE AUTHORIZED THE USE OF VORLABOR LABOR OP TO CLAIM M-TIME FOR ADDITIONAL DIAGNOSTIC STEPS BEYOND CURRENT SLTS PROCEDURES. ...
CONCER 08/28/2024 10:14AM M-MADD38
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, Matt, per conversation with Ben camshafts and a new high pressure pump have been replaced and after the test drive of approximately 170 miles, the P0087 code has returned. What are your thoughts on our steps moving forward?
RECOMM 08/28/2024 02:59PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Mike, I spoke on the phone with Dave earlier today and I requested that he confirm if a fuel filter is installed inline between the fuel tank and engine or if there is no fuel filter. This information is being requested by engineering. In addition, please have the high pressure fuel pump removed and have it tested the way Ben tested the previous one. in addition, please upload images and/or videos of the high pressure pump testing so that they can be provided to engineering as well. Matt J Ford Motor Company
CONCER 08/28/2024 04:03PM S-BEN2
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, I inspected the entire fuel system for an in-line filter, and have confirmed that this vehicle does not have an in-line serviceable fuel filter. I also inspected the vehicle for any signs of external fuel leaks before disassembling the HP fuel system, and no leaks were found nor was there a fuel odor present. The HP fuel pump has been removed and I did three air pressure tests on the good pump that came out of the stock unit (part number HX7G 9D376 AB), on the pump that was just replaced with the camshafts (part number HX7G 9D376 AC), and on one of the previously installed new pumps (part number HX7G 9D376 AC). The pump from the stock unit does not leak into the LP side when pressurized on the HP side, but both of the new pumps leak. So far the new pump (also part number HX7G 9D376 AC) that we installed onto the stock unit has not failed. Feel free to give me a call tomorrow if you need to.
RECOMM 08/29/2024 01:54PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Ben, At the request of engineering, please obtain a clean fuel sample

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

COMMENTS

--TYPE-- COMMENT TEXT
and allow it to sit overnight to see if any contaminants settle to the
and allow it to sit overnight to see if any contaminants settle to the
bottom of the container. Ensure that the container is completely clean
so that there is no confusion on if any dirt is in the container or in
the fuel. After it is allowed to sit, please update the form or
email/text me the images of the fuel sample so that they can be
analyzed by engineering. Matt J Ford Motor Company
CONCER 09/03/2024 08:36AM S-BEN2
Dealership changed the status changed from Diagnostics/Repair
Suggested to Further Assistance Needed, I have uploaded four pictures
of the fuel sample. Two are from the day that I obtained the sample
(8/29/2024) and two are from after the sample sat for the weekend, and
no obvious signs of contamination was found.
RECOMM 09/03/2024 09:48AM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Ben, Thank you for the update. I will forward this information and
will update you with the next steps. Matt J Ford Motor Company
CONCER 09/17/2024 02:26PM D-KORD
Dealership changed the status changed from Escalated to PCE (PD/PVT)
to Further Assistance Needed, Good afternoon. FoMoCo has purchased
vehicle from customer. What are our next steps?
RECOMM 09/17/2024 04:07PM MATTHEW JOHNSON(FSE) MSS - FCSD - NORTHEAST REGION
Dave, As the vehicle has been bought back, there has been no further
update from engineering on the next steps. They may want the vehicle
back in Dearborn for testing to determine the root cause. I will
update you when I have the next instruction. Matt J Ford Motor Company
FSE

CONCERN DETAILS

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/27/2021 Warranty Start Date: 06/07/2021
Date of Sale: 06/07/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 09044
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 6GA CA
Bld Dt: Calb:

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

Serial #: 4133A21109130954LX6G 6007 ACA
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:

Bld Dt:
Serial #: TC04A21105120499 LX6P 7000 DB
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 C-????????????????????????????????
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



Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Rows include dates 03/25/2024 and 07/03/2024.

--- 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

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

CQIS Report Number: R3HL3002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/08/2024

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 09044	03/05/24	283778	43171	1	42	HX7	9350	C	9350B
USA 09044	03/05/24	283778	43171	1	42				12650D
USA 09044	03/05/24	283778	43171	1	42				12650D80
USA 09044	03/05/24	283778	43171	1	42				12650D45
USA 09044	03/05/24	283778	43171	1	42				AD
USA 09044	03/18/24	284429	43245	1	82		RENTAL		
USA 09044	03/18/24	284429	43245	2	42	HX7	9G756	A	9543A
USA 09044	03/18/24	284429	43245	2	42	PV4	9F479	A	9280C
USA 09044	03/18/24	284429	43245	2	42	KK1	12A650	JANP	12650D6
USA 09044	03/18/24	284429	43245	2	42	HX7	9F593	B	12650D51
USA 09044	03/18/24	284429	43245	2	42	HX7	9J323	A	12650D13
USA 09044	03/18/24	284429	43245	2	42	H6B	9229	A	12650D50
USA 09044	03/18/24	284429	43245	2	42	HX7	9F593	E	9002A
USA 09044	03/18/24	284429	43245	2	42	FU5	9D370	G	9002A6
USA 09044	03/18/24	284429	43245	2	42	LX6	9H307	A	12650D
USA 09044	03/18/24	284429	43245	2	42	4L3	9276	AA	12650D80
USA 09044	03/18/24	284429	43245	2	42		W711806	S450B	9350B
USA 09044	03/18/24	284429	43245	2	42	LX6	5A215	A	12651DX1
USA 09044	03/18/24	284429	43245	2	42	LX6	4B496	A	AD
USA 09044	03/18/24	284429	43245	2	42	HX7	9350	C	
USA 09044	03/18/24	284429	43245	2	42		W718083	S437	
USA 09044	03/18/24	284429	43245	2	42	AA5	9C587	A	
USA 09044	03/18/24	284429	43245	2	42	HX7	9D280	E	



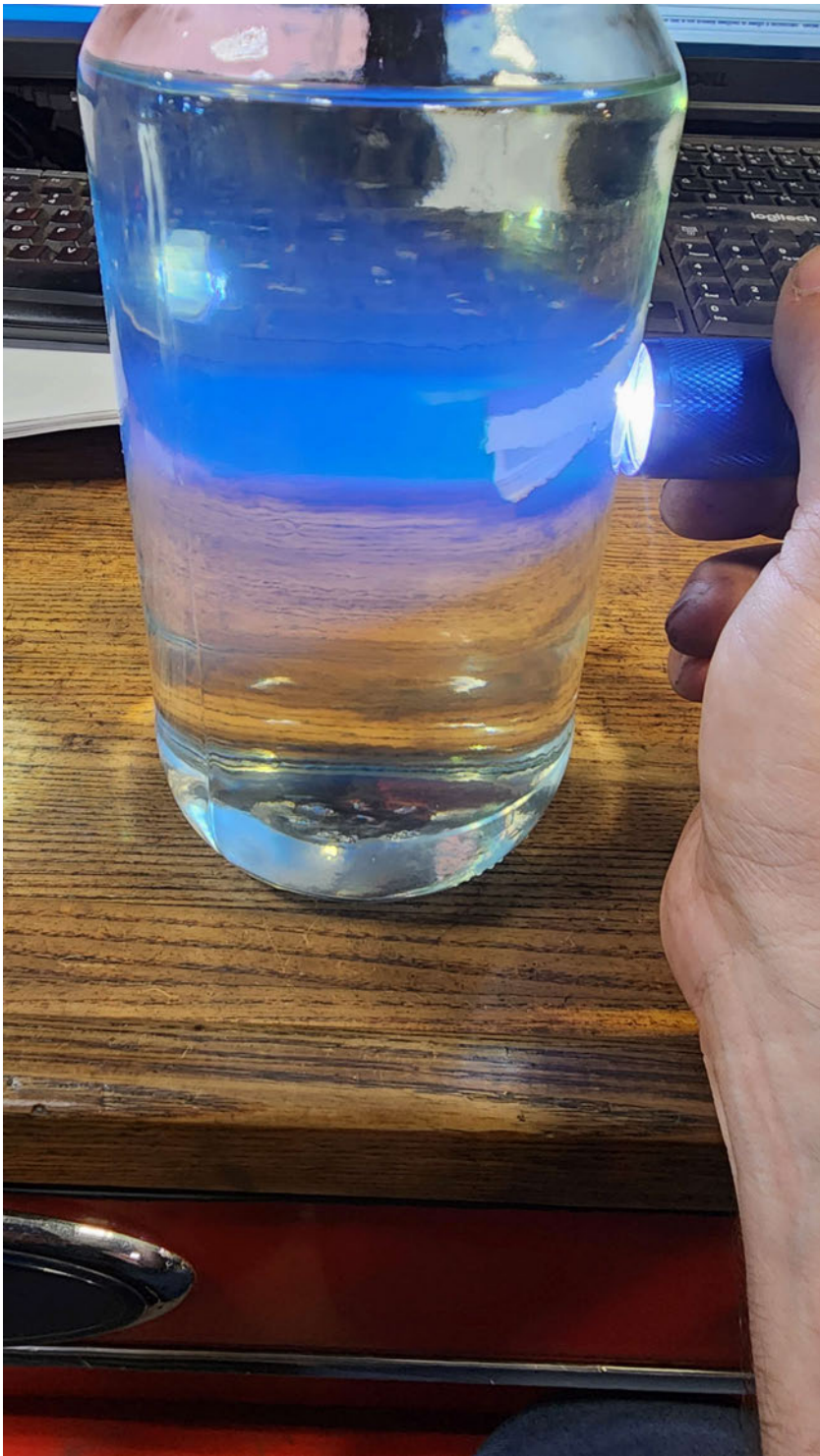
Attachment 08 (0001107)



© Attachment 08 (02/01/01)



© Attachment 08 (02/21/17)



© Attachment 08 (1/20/19)

CQIS Report Number: R3EJ1001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VI
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 75,637 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 34 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION HOT

Additional Symptom: Speed Limited under 20mph
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 03/05/2024 09:54AM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120378658) Description of Vehicle Concern: customer had
vehicle towed in for wrench light illuminated and will not accelerate
over 20 mph. Please list any diagnostics already performed: performed
service funtion test for both high and low pressure fuel systems both
pass. performed SSM 51537 found no issues with wiring harness or any
connectors listed in SSM. isntalled inline fuel gauge with low side
holds 80 psi constantly. performed pin tension test on volume adjsuter
for high side fuel system and no issues found for test. performed
relative compression test with 0%. passes test. Parts Replaced: high
side fuel pressure test. fuel volume adjsuter. high side fuel pressure
injectors, low side fuel pressure sensor. fuel line from high side
injector to adjuster and hose from adjsuter to low side fuel rail. Do
you have a module programming concern? No Your Question: where to
proceed?? codes insists high side fuel injectors are leaking however
no fuel smell evident in drain tube or around motor. vehicle only acts
up at slow acceleration and only when vehicle is at operating
temperature. i can even make it duplicate the concern when hot just by
power braking vehicle. i believe pcm is causing issue but as this is
not warranty i do not want to replace the module without exploring all
avenues.

RECOMM 03/05/2024 09:54AM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Corey, I d like to do additional research into your P0087, as that
relates most directly and can help me determine whether to agree on
PCM or give you alternative direction. Please update this form with
the specific results from PPT HP in 303-04A to allow me to complete
this research.

CONCER 03/05/2024 11:12AM GTCGCQIS
hp pinpoint test results: hp1. yes code is p0087. hp2: yes low fuel
pressure system is above 45 psi. hp3: yes mechanical gauge maintains
within 22 psi of FLP pid. hp4: yes , vehicle maintains 45 psi in low
pressure system for more than 15 minutes after key off. hp5: yes fuel
injection pump ohms are 1.50hms within specification hp6: both
circuits specified are 1 ohms within specification. hp10: yes code is

CQIS Report Number: R3EJ1001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2024

C O M M E N T S

--TYPE-- COMMENT TEXT
still active. fuel injectors have already been replaced.1
still active. fuel injectors have already been replaced.1
RECOMM 03/06/2024 10:53AM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Hey Corey, Thank you for providing those. Having this P0087 set so
soon after the FSA for the injectors was completed indicates that a
pre-existing issue was present, which the FSA helped cause the PCM to
be able to better identify. Please make sure your FDRS is at the
latest update and no further PCM software updates are showing as
available. Afterwards, lets shift diagnostics away from the injectors
and more towards some of the control components. Please verify you
have load tested the circuits CE256 and RE256 in diagram 22-3 and the
FRP sensor circuits in 22-7 beyond an ohm test. Should these pass, we
recommend replacement of the High Pressure Fuel Pump based on fix
verified self-assistance tool entries on similar build units.
CONCER 03/06/2024 10:58AM GTCGCQIS
i will load test the circuits as described however the high pressure
fuel pump was replaced on a previous R0 as well. when replaced the
fuel rail pressure sensor was replaced as well. the vehicle then drove
300 miles and returned with same codes.
RECOMM 03/06/2024 11:35AM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
In that case, it looks like the HPFP replacement after load testing
would likely be a Service Part Warranty replacement unless there are
signs of fuel contamination that would cause accelerated failure of
the part after only 300 miles.
CONCER 03/06/2024 11:46AM GTCGCQIS
when i removed the original fuel tube on the first R0 i saw a small
amount of oil in the pump. i assumed with it being direct injected
this was normal.. should i also replace fuel rail just in case?
CONCER 03/06/2024 11:48AM GTCGCQIS
circuits passed load testing perfectly.
RECOMM 03/06/2024 03:34PM CHARLES BOVARD(FSE) MSS - FCSD - CENTRAL REGION
Yes, from what I can find a HPFP with a Fuel Rail would be the best
repair direction to take it when you cannot find another cause within
the wiring and have stable low side pressure like you do.

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: R3EJ1001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2024

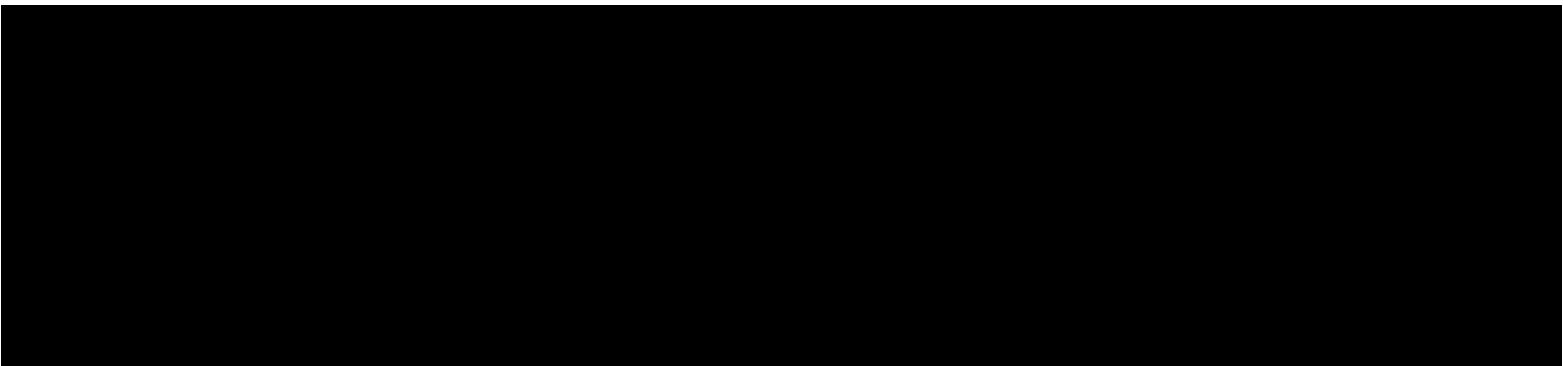
----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 11/27/2020 Warranty Start Date: 12/21/2020
Date of Sale: 12/21/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06422
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A20329130530LX6G 6007 ACA

----- T R A N S M I S S I O N -----
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20318120993 LX6P 7000 DB
Model: Shft:

----- A D D I T I O N A L -----
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC S-????????????????????????????????
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



----- 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: 10/28/2022 NQ2DQ001 NHL SP/ST/RD USA 01769; 11/03/2022 NXCEU628 CACVOC SP/ST/RD USA 01769

--- 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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Cond, Part Pfx Base, Number Sfx, Labor Operation.
Row: USA 01769, 01/08/24, 175828, 74511, 1, NX6, 8A507 A, 22S73B

CQIS Report Number: R3EJ1001 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/05/2024

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

Dealer ID	Date	Order	(Miles)	Nr	Cond	Pfx	Base	Sfx	Operation
USA 01769	01/08/24	175828	74511	2					22S21A
USA 01769	01/26/24	176284	75190	1	01		9F593		22N18B
USA 01769	01/26/24	176284	75190	1	01	HX7	9F593	E	
USA 01769	01/26/24	176284	75190	1	01	HX7	9J323	A	
USA 01769	02/26/24	176792	75598	1	42	HX7	9F593	E	12650D53
USA 01769	02/26/24	176792	75598	2	42	HX7	9350	C	9002A
USA 01769	02/26/24	176792	75598	2	42		W718083	S437	9002A6
USA 01769	02/26/24	176792	75598	2	42				12650D
USA 01769	02/26/24	176792	75598	2	42				12650D45

CQIS Report Number: P8WDS088 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/23/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,XLT,2DR,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 37,126 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: wrench light, lack of power
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 08/23/2023 01:11PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Web Form Data(120136214) Description of Vehicle Concern: Wrench light
illuminated, MIL light illuminated, lack of power Please list any
diagnostics already performed: FSA 22S73 and FSA 22N18 Parts Replaced:
3x high-pressure fuel injectors and fuel rail supply tube Your
Question: To Whom It May Concern, Another tech performed FSA 22S73
(drain tube + PCM update). Before performing 22s73 the vehicle had no
issues. The customer was exiting the dealership parking lot when all
of a sudden a lack of power, the wrench light, and the MIL light
illuminated. We scanned the vehicle, finding P0087 - fuel rail/system
pressure too low fuel and observed an extended crank. Since FSA 22s73
was done FSA 22N18 became activated. FSA 22N18 states if 22S73 is
done, the wrench light is illuminated, and P0087 is stored in PCM the
replacement of all the high-pressure fuel injectors is required. After
completing 22N18 the vehicle started up and drove normally until about
a mile done the road. The wrench light came back on, DTC P0087 came
back, and the vehicle has lack of power. Since FSA 22N18 was completed
and this concern was not experienced before FSA 22S73 else can be done
as per DIAG? Thank You, Christopher Gangi

RECOMM 08/23/2023 01:11PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Christopher, For this concern of the P0087 returning after performing
both recalls, it would at this point be recommended to proceed with
normal diag, following PPT HP in WSM 303-04A and if inconclusive the
proceed with replacement of the HP fuel pump. Thank you, Jacob S

ADD-ON 08/23/2023 01:11PM JACOB SHIPLEY(FSE) MSS - FCSD - NORTHEAST REGION
Consulted with SME Timothy Rowlands who recommended normal diag and
the fuel pump if inconclusive.

CONCER 08/28/2023 11:56AM GTCGCQIS
Dear Jacob S, I performed PPT: HP and it concluded to check for leaks
or damage and repair as necessary the already replaced direct
injection fuel injectors. In your previous reply, you stated if
inconclusive the proceed with replacement of the HP fuel pump. My
question is, HP5 had me check the resistance of the high-pressure
pump, which passed, resulting in 1.5 ohms. I compared the resistance

CQIS Report Number: P8WDS088 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/23/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
of the old HP pump, 1.5 ohms, to a new HP pump, which was 1.4 ohms.

of the old HP pump, 1.5 ohms, to a new HP pump, which was 1.4 ohms. Should I still proceed with the replacement of the HP pump? Thank you, Chris Gangi

RECOMM 08/28/2023 04:36PM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION Chris, Prior to replacing the pump, Im going to have you perform a couple of additional checks. First after a cold soak so there is not pressure on the high-pressure fuel system, disconnect the connector at the high-pressure pump, and cycle the key on. Once that is done monitor FRP and FLP for a biased signal. They should be close to the same pressure. Also take a manual fuel pressure reading and compare the sensors to that. If you find a sensor is biased, replace it. If youre unsure if a sensor is biased, monitor fuel pressure with a manual gauge and FLP while driving. If FLP is stuck high, the fuel pump driver module will ramp down fuel pressure to try and compensate, this can then result in the P0087. With past experience, when this happens the FLP sensor is usually stuck around 85 PSI. If you do not find any concerns with the sensors or low side fuel pressure, perform a fuel system leak down test to ensure that a leak is not present. If a leak is present but the vehicle still builds high side fuel pressure at idle, perform an injector flow test to verify we dont have a repeat injector failure. If an injector has failed, SPW it. If the leak test passes but the system does not build fuel pressure on the high side, continue with High Pressure Pump replacement per Jacobs instructions. Bradley Shick FSE

CONCER 08/29/2023 05:44PM GTCGCQIS Bradley and Jacob, Upon a cold soak, I disconnected the connector on the high-pressure pump. I monitored PCM PIDs FLP, FRP, and cycled the ignition multiple times. KOEO: FLP was 99psi. FRP was 90 psi. FP=75%. Then I started the vehicle (KOER) and let the PIDS stabilize to FLP=95psi. FRP=75psi. FP=28%. I reconnected the HP pump connector and performed the FDRS Fuel Pressure and Leaksown test for 25 minutes, passing with a drop of 2.5psi. I performed the FDRS Relative Ignitecor Flow Times test, passing with IGN1=140ms, IGN2=138ms, and IGN3=140ms. I disconnected the HP pump connector and connected my fuel pressure gauge to the vehicle. While in KOEO, I used the release button on the gauge to purge the system down to 0 psi and kept the button pressed until no fuel was purging from the gauge drain line. My gauge read 0psi, but the PIDS read FLP=15psi. FRP=33psi. FP=75%. I then started the vehicle and purged any air from my fuel gauge. Fuel Gauge=83psi. FLP=93psi. FRP=99psi. FP=26%. I let the vehicle idle for about 15 minutes and came back to, Fuel Gauge=83psi. FLP=93psi. FRP= 128psi. FP=26%. After about another 10 minutes the PIDS changed to, Fuel Gauge=83psi. FLP=93psi. FRP=252psi. FP=-26%. After about another 15 minutes the PIDS changed again to, Fuel Gauge=83psi. FLP=93psi. FRP=518psi. FP=26%. 1) With my manual fuel gauge reading 0 psi, how come FLP was 15psi and FRP was 33psi? 2) With the high-pressure fuel pump disconnected, why did FRP increase from 90psi to 518psi in less than 40 minutes of idle? 3) This all resulted after performing 22S73. And performing 22N18 did not fix it. All 22s73 has us do is install a

CQIS Report Number: P8WDS088 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/23/2023

C O M M E N T S

--TYPE-- drain tube and perform a PCM update. It s highly unlikely that

RECOMM drain tube and perform a PCM update. It s highly unlikely that installing a rubber tube into the cylinder head could have caused this. Is it possible that during the software update something, such as the PCM, could have become corrupted? Thank you, Chris Gangi 08/30/2023 08:48AM BRADLEY SHICK(FSE) MSS - FCSD - NORTHEAST REGION Christopher, Its unlikely that the software is corrupted and causing the concern. If you suspect that it is, you can perform a PMI on the PCM.As for the difference in your fuel gauge reading, I would suspect is was due to the air not being purged. With out the vehicle started, it can take multiple key cycles to provide enough fuel to purge the gauge line. As the gauge was reading within 10 psi of FLP and was within the specification provided by the WSM, I do not suspect a low side concern is present. With the rail pressure increasing overtime however, it may indicate a faulty Volume control valve on the high-pressure pump. Continue with replacement of the high-pressure pump and re-evaluate the concern. Brad Shick FSE

CONCER 09/05/2023 09:09AM GTCGCQIS Replaced High-Pressure fuel pump and road-tested vehicle multiple times. P0087 or the wrench light did not come back and the vehicle is no longer experiencing any concerns. Thank you Brad and Jacob for your help with this. - Chris Gangi Dealership selected No Reply Required when submitting these comments.

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

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
PCM#P0087:00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: 08/11/2022 Warranty Start Date: 09/07/2022
Date of Sale: 09/07/2022 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
Serial #:
4133A22209130715LX6G 6007 BDA

CQIS Report Number: P63CQ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/29/2023

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN:
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 12,381 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 56 Z 00 DRIVING PERFORMANCE POOR FUEL ECONOMY
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Repeat P2096 w/ new HO2S
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 06/29/2023 01:27PM NATHANIEL LITWACK(FS MSS - FCSD - MOUNTAIN WEST REG
Web Form Data(120056825) Description of Vehicle Concern: CEL LIGHT
KEEPS COMING ON. CUSTOMER BRINGS IN FOR DIAG SAME CODE KEEPS COMING
ON. PIN POINT DZ IS RAN AND H02 SENSOR IS RECOMMENDED FOR REPLACEMENT
(REPLACED TWICE). COUPLE MONTHS GOES BY AND THE VEHICLE RETURNS WITH
SAME CODE. Please list any diagnostics already performed: PIN POINT
TEST DZ IN SECTION 303-04A Parts Replaced: HEATED OXYGEN SENSOR Your
Question: WHAT KEEPS CAUSING THIS CODE TO RETURN?

RECOMM 06/29/2023 01:27PM NATHANIEL LITWACK(FS MSS - FCSD - MOUNTAIN WEST REG
Tyler, In order to provide any useful assistance for this concern well
need more information about what diagnostic work has been done. Please
list the steps in PPT DZ that were followed, any measurements taken,
and the result of each step. If you have any snapshot data from when
the DTC sets please upload a screenshot so we can review that
information. Ive attached a PDF with instructions on how to attach
images to the request form. Dont forget to select the upload button
after choosing the file, as this is a commonly missed step. If you
dont have any snapshot data then check the STFT and LTFT PIDs and
provide us with the PIDs and numbers when you monitor them with the
DTC currently set. Though its unlikely to be a factor, you may
consider checking with the customer to see if theyve ever filled up
with E85 gasoline. Since this vehicle calls for 87 octane or higher,
using E85 may cause a fuel trim DTC like this to set. There is some
logic to this being a factor though, as the concern has happened every
couple of months, and as gas prices go up, many people will seek out
less expensive fuel options. Thanks, Nate L Mt West Field Team

ADD-ON 06/29/2023 01:27PM NATHANIEL LITWACK(FS MSS - FCSD - MOUNTAIN WEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :

CONCER 06/29/2023 03:13PM GTCGCQIS
PREVIOUS REPAIRS FOR THE SAME ISSUE STARTED IN MID MARCH AND ROUGHLY
600 MILES AGO AT ANOTHER DEALER. THAT VISIT THE TECH NOTATED VERIFIED
THAT CEL ACTIVE ON START UP. CONNECTED CHARGER AND VCM. DTC`S P0136
MISFIRE FIRST 1000, P0301 MISFIRE CYL 1, AND P2096 POST CAT FUEL TRIM

CQIS Report Number: P63CQ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/29/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
TOO LEAN FOUND. PERFORMED MISFIRE AND BALANCE TEST. NO ISSUES.

TOO LEAN FOUND. PERFORMED MISFIRE AND BALANCE TEST. NO ISSUES.
INSPECTED CYL 1 SPARK PLUG AND COIL. NORMAL CONDITION. PERFORMED TEST
DRIVE WITH 3 CYCLES, NO ISSUES FOUND. RETURNED END OF MARCH ROUGHLY
130 MILES LATER TO SAME DEALER TECH NOTATED CONNECTED CHARGER AND VCM,
DTC P2096 POST CAT TOO LEAN ACTIVE WITH CEL. CONDUCTED PINPOINT TEST
DZ. DZ19:CHECKED FOR LOOSE CONNECTION, NO ISSUE FOUND. DZ20: CHECKED
FOR EXHAUST LEAK, NO LEAK DETECTED. DZ21: CHECKED FOR CONTAMINATION,
NO ISSUES FOUND. PINPOINT DZ STATED TO REPLACED POST CAT HO2 SENSOR.
REPLACED POST CAT HO2 SENSOR, CLEARED DTC`S AND RESET KAM. RE-TESTED,
NO DTC`S AT THIS TIME. FIRST CAME TO OUR DEALER IN MID MAY ROUGHLY 300
MILES LATER TECH NOTATED CONFIRMED CUSTOMER CONCERN THAT THE CHECK
ENGINE LIGHT WAS ON. SCANNED FOR VEHICLE CODES IN SYSTEM AND FOUND
CODE P2096 FOR SYSTEM TO LEAN IN BANK 1. CHECKED FREEZE FRAME DATA AND
FOUND SEVERAL DISCREPANCIES ABOUT THE SYSTEM DATA COLLECTED WHEN CODE
ENTERED THE SYSTEM. WITH THE VEHICLE YEAR AND LOW MILEAGE A BATTERY
CHARGE AND TEST WAS DECIDED TO BE PERFORMED. DID FIND THAT THE VOLTAGE
IN THE BATTERY WOULD BE ENOUGH TO START THE VEHICLE WITH NO HESITATION
BUT THE RESERVE CAPACITY WAS EXTREMELY LOW. AFTER CHARGE WAS COMPLETE
THE SYSTEM WAS WIPED OF CODES AND RETESTED FOR LEAN CONDITIONS IN BANK
ONE AND RESCANED FOR CODES. SYSTEM WAS NOT RUNNING LEAN AND NO LEAN
CODES RETURNED. CODE U0100 WAS IN SYSTEM EVEN AFTER BATTERY WAS
CHARGED. SSM 49157 WAS PERFORMED TO UPDATE THE GEAR SHIFT MODULE
(CAUSUAL PART 7P155). END OF MAY, OUR DEALER, 40 MILES TECH VERIFIED
CUSTOMER CONCERN, CHECK ENGINE LIGHT ON, PULLED CODES P2096 AND C1034,
FOLLOWED PIN POINT TEST DZ FOR P2096, DZ1-YES, DZ18-NO, DZ19-NO, DZ20-
NO, DZ21- NO, REPLACE HO2S, REPLACED BANK 1 SENSOR 1 HO2S, TORQUE TO
35 LB-FT. FOLLOWED PINPOINT TEST B FOR C1034, B1-NO, INSTALL NEW PARK
BRAKE SWITCH, REPLACED PARK BRAKE SWITCH, CLEARED CODES, VERIFIED
REPAIR, REPAIR FIXED CONCERN. VISUALLY I VE INSPECTED THE SPARK PLUGS
(GOOD AMOUNT OF BUILD UP CONSIDERING MILAGE BUT NOT UNACCEPTABLE FOR
GDI MOTOR), OIL IS LEAKING FROM JUST BELOW INTAKE MANIFOLD, DIRECT
INJECTION FUEL INJECTOR HARNESS PLUGS WERE VISUALLY MOIST BUT NOT WET/
ACTIVELY LEAKING/ SMELLING OF FUEL. RECALL 22S73 HAS NOT YET BEEN
PERFORMED HOWEVER I DID NOT WANT TO PERFORM THIS RECALL IF IT WAS
GOING TO MASK THE CONCERN FOR THE CUSTOMER WHILE THE SYSTEM MONITORS
GET READY D. COOLANT APPEARS TO BE ROUGHLY 1/4 INCH BELLOW MIN OF
DEGAS TANK. OIL LOOKS VERY CLEAN AND FULL (BELIVE TO BE CHANGED WHEN
2ND O2 SENSOR WAS INSTALLED.

RECOMM 06/29/2023 04:50PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hello Tyler, Thank you for the detailed information. When looking in
the Freeze frame data it appears that a lean condition is occurring
causing this DTC to set. It would be recommended to proceed with
duplicating the Lean condition to understand what conditions have to
be present in order for it to set and then using that information
perform Lean condition Diagnostics in order to resolve by checking
sources such as fuel systems, air leaks in exhaust, etc. during these
conditions shown in the freeze frame data. If help is required during
diagnostics for a lean condition refer to your team leader or another
senior master technician for assistance in diagnosing this lean fault.

CQIS Report Number: P63CQ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/29/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
Once you have found the source of the lean condition make repairs and
Once you have found the source of the lean condition make repairs and
retest for this DTC driving under these same conditions. Dax Peterson
Field Service Engineer
ADD-ON 06/29/2023 04:50PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact
CONCER 07/08/2023 03:23PM GTCGCQIS
PRINTED A COPY OF REFERENCE VALUES AND STARTED CROSSING PIDS OFF THE
LIST THAT WOULDN T HAVE ANYTHING TO DUE WITH LEAN CONDITION. STARTED
PUTTING PIDS INTO DATA LOGGER THAT WERE RELATED TO SOME OF THE PIDS
CHECKED IN PPT S RELATED TO LEAN CONDITIONS. FOUND FRP TO BE BETWEEN
500-1000PSI BELOW REFERENCE VALUE AT ALL TIMES. CHECKED FUEL INJECTORS
AND FOUND THAT THEY HAVE WHAT COULD BE EITHER O RING SWEAT OR AT SOME
POINT SOMEONE SPILLED SOME OIL WHILE PERFORMING AN OIL CHANGE (KEEPING
THIS IN MIND IN CASE THE INJECTOR RECALL MAY BE NEEDED). UNPLUGGED THE
FRP SENSOR TO SEE HOW THE VEHICLE WOULD PERFORM IF IT WAS ATTEMPTING
TO RUN IN TYPICAL CONDITIONS AND FOUND THAT IDLE WAS EVEN SMOOTHER
THAN BEFORE. REPLACED FRP SENSOR AND RESET CODES AND KAM. HAD A LOT
ATTENDANT PERFORM TEST DRIVE (30 MINUTES OF FREEWAY, OFF GAS AS OFTEN
AS POSSIBLE) VEHICLE CAME BACK IN AND I CHECKED IT FOR I/M READINESS
O2 IS NOT YET READY, SAME CODE AS BEFORE IS SHOWING IN PENDING. WILL
HAVE MORE TEST DRIVES PERFORMED TO ATTEMPT TO CLEAR OR SET THE CODE TO
EITHER CONFIRM REPAIR OR RETRIVE NEW FREEZE FRAME DATA.
RECOMM 07/10/2023 12:58PM BRADLEY TUPA(FSE) MSS - FCSD - MOUNTAIN WEST REG
Tyler, It is agreed to continue testing to determine if the fault is
still present and gathering additional data and freeze frames if it
is. If the concern is still present the downstream HO2 sensor may
require replacement if not done so already. Bradley T. Mt. West Field
Service Engineer
CONCER 07/12/2023 09:20AM GTCGCQIS
ATTACHED IS THE NEW FREEZE FRAME DATA. I WAS NOTIFIED AT THE START OF
MY SHIFT TODAY THAT THE CEL LIGHT RETURNED LATE SATURDAY ON A QC
DRIVE. I BELEIVE THAT THE DOWNSTREAM O2 WOULD BE A VERY GOOD IDEA FOR
CHASING THIS LEAN. IS THIS THE AGREED NEXT STEP?
RECOMM 07/12/2023 11:06AM BRADLEY TUPA(FSE) MSS - FCSD - MOUNTAIN WEST REG
Tyler, Yes, since the concern returned proceed with downstream O2
replacement. Bradley T. Mt. West Field Service Engineer
CONCER 07/20/2023 12:31PM GTCGCQIS
REPLACED THE DOWN STREAM O2, CLEARED CODES, RESET KAM, TEST DROVE,
CHECKED FOR CODES (NONE CURRENT OR PENDING), CHECKED I/M READY (O2 AND
CAT WERE NOT YET SET), TEST DROVE AGAIN, SCANNED VEHICLE (EVAP WAS THE
LAST I/M NOT YET SET (NEVER GAVE ANY INDICATION OF ANY ISSUES
PREVIOUSLY)), RETURNED VEHICLE TO CUSTOMER.
RECOMM 07/20/2023 06:08PM DAX PETERSON(FSE) MSS - FCSD - MOUNTAIN WEST REG
Hello Tyler, Thanks for the update that the vehicle has been fixed. In
the future if no response is needed please ensure that the no reply
box is checked for it will help FSEs be able to have more time to
answer contacts that require more research. However congrats on
getting the vehicle fixed! If time allows please fill out the survey

CQIS Report Number: P63CQ003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/29/2023

C O M M E N T S

--TYPE-- COMMENT TEXT
for this contact to populate the self help tool to be able to provide
for this contact to populate the self help tool to be able to provide
fixes for other technicians to reference. Dax Peterson Field Service
Engineer

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#P2096:00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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: 02/10/2020 Warranty Start Date: 06/17/2020
Date of Sale: 06/17/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 08525
Dealer Special Order: Gross Vehicle Weight: 450 LBS
LH/RH Drive:

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

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6G SA
Bld Dt: Calb: LCTCY1N A
Serial #:
4133A20020130535 LX6G 6007 SA

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

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A20028132004 LX6P 7000 DB
Model: Shft:

----- 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

Test could not be completed Historical DTCs Search DTC Column Clear &... Retest Last Updated: June 29 - 10:25 AM
 Pass On Demand DTC Information Hide Pass Hide Permanent DTCs
 Responded Negatively Continuous (CMDTC) TSB/SSM/GSB

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since Set
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PCM - P2096 : 00 : EC [+ Freeze Frame / Snapshot](#)
 P2096 = Post Catalyst Fuel Trim System Too Lean Bank 1 [DZ:UNIVERSAL HEATED OX...](#)
 FT : 00 = No Sub Type Information
 ST : EC = Pending DTC - Warning Lamp On Fault has failed in the current or previous key/drive cycl...
 This module uses GGDS Format 00 DTC descriptions.

Snapshot-Last Event

Name	Value	unit
RealTime Current	1777711.61	min
REALTIME	1770593.45	min
Time Since Set	4 days 22:38:00	hh:mm:ss
DIST_TOT_VEH	12445	mi
FUELSYS_CL_F	No	
FUELSYS_OL_F	No	
FUELSYS_OL_DRV	No	
FUELSYS_CL	Yes	
FUELSYS_OL	No	
FUEL_SYS_2_CL_F	No	
FUEL_SYS_2_OL_F	No	
FUEL_SYS_2_OL_DRV	No	
FUEL_SYS_2_CL	Yes	
FUEL_SYS_2_OL	No	
LOAD	15	%
ECT	199	°F
SHRTFT1	-4.69	%
LONGFT1	14.06	%
MAP	7.0	psi
RPM	1909	Rpm
VSS	66	mph
SPARKADV	21.50	Deg
IAT	73	°F
RUNTM	00:07:29	hh:mm:ss
FRP	2708	psi
EVAPPCT	1	%

1FMCU9G63LUB06936

FLI	67	%
BARO	14.50	psi
VPWR	14.44	V
TP_REL	6.7	%
ETC_[TAC_PCT]	8	%
RPM_DSD	950	Rpm
O2S12	0.12	V
TQ_CNTRL	TORQUE CONTROLLED FOR TORQUE BASED DECELERATION	
ENGOFF_TIMER	18:12:15	hh:mm:ss
CHTIL	FALSE	
ECT_F	FALSE	
MP_LRN	TRUE	
MISFIRE	FALSE	
IAT_F	FALSE	
TP_F	FALSE	
APP_FLT	FALSE	
IAC_MON_CMPL	FALSE	
MAP_F	FALSE	
ETC_TRIM_LRN	FALSE	
PWR_RLY_STAT	OFF	
STRT_RLY	FALSE	
PCVHC_F	FALSE	
IMTV	OPEN	
IMRC	CLOSED	
IMRC_F	FALSE	
IMTV_F	FALSE	
FF_LRND	FALSE	
OTS_STAT	FALSE	
SMC_MON	FALSE	
CHT_F	FALSE	
EGR_F	FALSE	
EGRMC4F	FALSE	
EGRMC3F	FALSE	
EGRMC2F	FALSE	

EGRMC1F	FALSE	
MAF_F	FALSE	
PTO_REQ_SW2	INACTIVE	
PTO_RELAY_F	FALSE	
EOT_UR	FALSE	
PTO_RELAY_CMD	INACTIVE	
APP1	0.81	V
APP2	0.41	V
GEAR_CMD	8TH GEAR COMMANDED	
TFT	121.1	°F
TR_CORRECTED	DRIVE POSITION	
PROG_FLOWTRACE1	[00,00,00,00]	
PROG_FLOWTRACE2	[00,00,00,00]	
DIST_FIRST_MFF	24	mi
DIST_LAST_MFF	9	mi
TRIPS_FIRST_MFF	2	

 Freeze Frame Data

Name	Value	unit
RealTime Current	1777711.61	min
REALTIME	1770593,45	min
MIL_OBD	On	
DTCCNT_OBD	1	
CCM_RDY	Yes	
FUEL_RDY	Yes	
MIS_RDY	Yes	
CCM_SUP	Yes	
FUEL_SUP	Yes	
MIS_SUP	Yes	
EGR/VVT_SUP	Yes	
HTR/PM_SUP	Yes	
O2/EGT_SUP	Yes	
BOOSTP_SUP	No	
EVAP_SUP	Yes	
HCAT/NOx_SUP	No	
CAT/NMHC_SUP	Yes	
EGR/VVT_EVAL	Yes	

1FMCU9G63LUB06936

HTR/PM_EVAL	Yes	
O2/EGT_EVAL	No	
BOOSTP_EVAL	Yes	
EVAP_EVAL	Yes	
HCAT/NOx_EVAL	Yes	
CAT/NMHC_EVAL	Yes	
DTZ_FF	P2096	
FUELSYS_CL_F	No	
FUELSYS_OL_F	No	
FUELSYS_OL_DRV	No	
FUELSYS_CL	Yes	
FUELSYS_OL	No	
FUEL_SYS_2_CL_F	No	
FUEL_SYS_2_OL_F	No	
FUEL_SYS_2_OL_DRV	No	
FUEL_SYS_2_CL	Yes	
FUEL_SYS_2_OL	No	
LOAD	15	%
ECT	199	°F
SHRTFT1	-4.69	%
LONGFT1	14.06	%
MAP	7.0	psi
RPM	1909	Rpm
VSS	66	mph
SPARKADV	21.50	Deg
IAT	73	°F
TP1_PER	15	%
O2_12_V	0.12	V
O2_12_SFT	99.22	%
RUNTM	00:07:29	hh:mm:ss
FRP	2708	psi
EVAPPCT	1	%
FLI	67	%
CLR_WARMUPS	1	
CLRDIST	25	mi

1FMCU9G63LUB06936

BARO	14.50	psi
EQ_RAT11	0.99	
O2S11_CUR	-0.656	mA
CATTEMP11	723	°F
CCM_CMPL	NO	
FUELCMPL	YES	
MIS_CMPL	YES	
COMPR_IGN_SUP	SPARK IGNITION MONITORS SUPPORTED	
CCM_ENA	YES	
FUEL_ENA	NO	
MIS_ENA	YES	
EGR/VVT_ENA	NO	
HTR/PM_ENA	NO	
O2/EGS_ENA	YES	
A/C_ENA	NO	
CCM_CMPL	No	
FUELCMPL	Yes	
MIS_CMPL	Yes	
COMPR_IGN_SUP	Spark ignition monitors supported	
CCM_ENA	Yes	
FUEL_ENA	No	
MIS_ENA	Yes	
EGR/VVT_ENA	No	
HTR/PM_ENA	No	
O2/EGS_ENA	Yes	
A/C_ENA	No	
BOOST_ENA	No	
EVAP_ENA	No	
HCAT/NOx_ENA	No	
CAT/NMHC_ENA	Yes	
EGR/VVT_CMPL	Yes	
HTR/PM_CMPL	Yes	
O2/EGS_CMPL	No	
BOOST_CMPL	Yes	

EVAPCMPL	No	
HCAT/NOx_CMPL	Yes	
CAT/NMHC_CMPL	No	
VPWR	14.44	V
LOAD_ABSL	24	%
EQRAT11_DSD	1.01	
TP_REL	6.7	%
AAT	73	°F
APP1_[APP_D]	16	%
APP2_[APP_E]	8	%
ETC_[TAC_PCT]	8	%
FUEL_TYPE	GASOLINE/PETROL	
EVAP_VP	0.00	psi
LGSO2FT1	10.16	%
IAT22_SUP	No	
IAT21_SUP	No	
IAT13_SUP	No	
IAT12_SUP	Yes	
IAT11_SUP	Yes	
IAT11	73.4	°F
IAT12	87.8	°F
IAT13	-40.0	°F
IAT21	-40.0	°F
IAT22	-40.0	°F
IAT23	-40.0	°F
FUELSYS_A_PCT_B1	0	%
FUELSYS_B_PCT_B1	100	%
FUELSYS_A_PCT_B2	0	%
FUELSYS_B_PCT_B2	0.00	%
EVAP_PRESWR_B_SUP	NO	
EVAP_PRES_B_SUP	NO	
EVAP_PRESWR_A_SUP	YES	
EVAP_PRES_A	0.000	psi
EVAP_PRES_B	0.000	psi
EVAP_PRESWR_B	0.000	psi

	FTP_EVAP_PRESWR_A	0.002	psi
VEH_ODO	12445.6	mi	




Uploading Images/Documents to the GTAC Request Form

Add Attachments If Required ▼

Attachment Type: + Browse ↑ Upload × Cancel

File Name:

Allowed File Types for selected Attachment Type are:
GIF|JPEG|JPG|PNG|JPE|JFIF
Limit of 50 attachments

21-Mach-E_C1445.JPG 

Select: ALL | None Remove selected File(s)

Submit Request

Step #1 – Access the Attachments section of the GTAC form

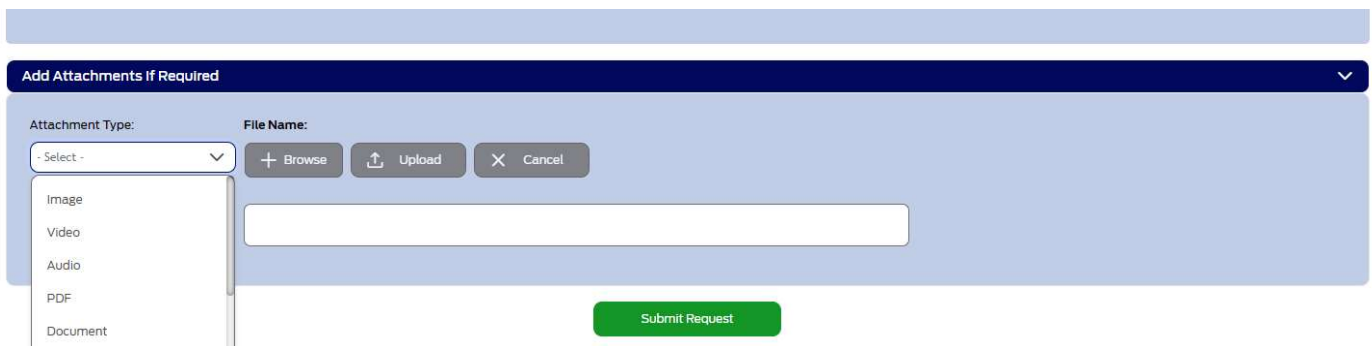
- Uploading images/documents to the GTAC form is a two-step process. First, the image(s)/document(s) must be attached. Then, the image(s)/document(s) must be uploaded.
- Failure to select 'UPLOAD' will not allow the document to attach to the form and is the most common cause for missing documents.



The screenshot shows a dark blue header bar with the text "Add Attachments if Required" and a downward arrow icon. Below the header, the form is divided into two sections: "Attachment Type:" and "File Name:". The "Attachment Type:" section contains a dropdown menu with the text "- Select -" and a downward arrow. The "File Name:" section contains three buttons: "+ Browse", "Upload" (with an upward arrow icon), and "Cancel" (with an 'X' icon). Below these buttons is a large, empty white text input field.

#2 – Select the Attachment Type from the Drop-Down Menu

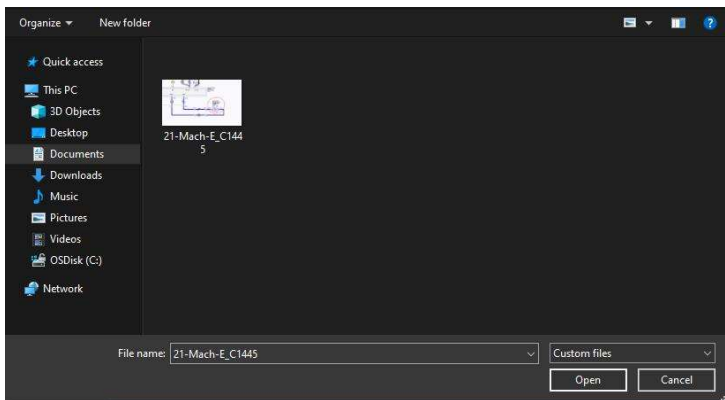
- The correct type of attachment must be selected; a .PDF file cannot be uploaded if the 'IMAGE' type is selected, and vice versa.



The screenshot shows a web form titled "Add Attachments If Required" with a dark blue header and a light blue body. The form contains the following elements:

- Attachment Type:** A dropdown menu with a white background and a downward arrow. The current selection is "- Select -". The dropdown is open, showing a list of options: "Image", "Video", "Audio", "PDF", and "Document".
- File Name:** A label above a white text input field.
- Buttons:** Three buttons are located to the right of the Attachment Type dropdown: "+ Browse" (with a plus icon), "Upload" (with an upward arrow icon), and "Cancel" (with an 'X' icon).
- Submit Request:** A green button with white text, centered below the File Name input field.

Step #3 – Select ‘BROWSE’, then Browse for the Correct File, then select ‘OPEN’



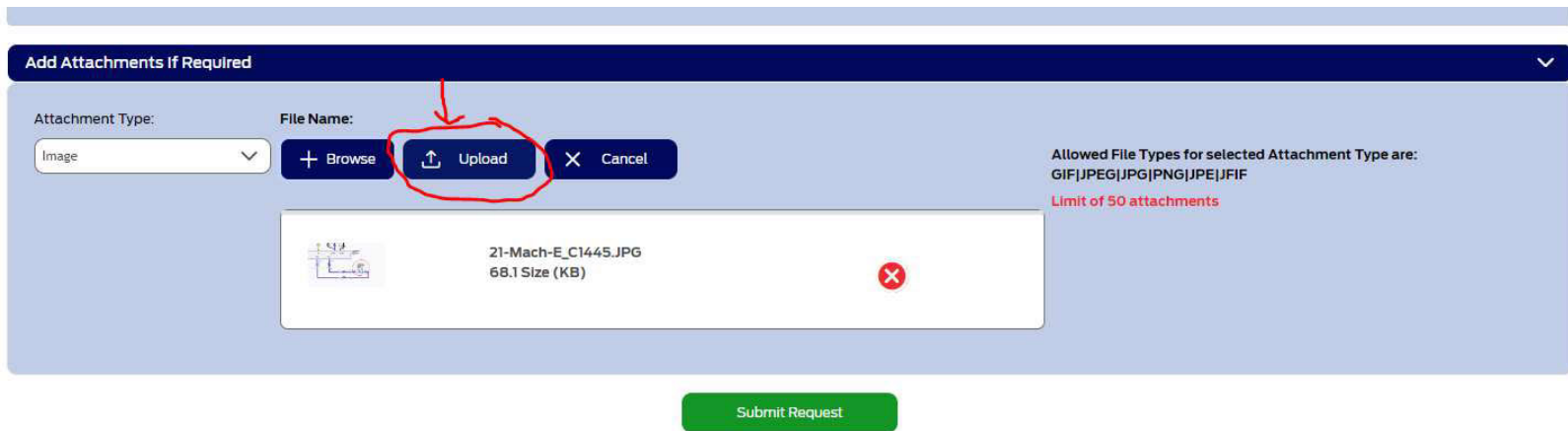
Add Attachments If Required

Attachment Type: File Name:

Allowed File Types for selected Attachment Type are:
GIF|JPEG|JPG|PNG|JPE|JFIF
Limit of 50 attachments

Step #4 – Upload the File to the GTAC Form

- Select 'UPLOAD' after the file is selected.
- This step is OFTEN overlooked but must be completed, otherwise the file(s) will not attach to the form successfully.



The screenshot displays the 'Add Attachments if Required' section of a form. It features a dark blue header with a dropdown arrow. Below the header, there are three main components: a dropdown menu for 'Attachment Type' set to 'Image', a 'File Name:' label, and three buttons: '+ Browse', 'Upload' (circled in red with an arrow pointing to it), and 'Cancel'. To the right, text specifies 'Allowed File Types for selected Attachment Type are: GIF|JPEG|JPG|PNG|JPE|JFIF' and 'Limit of 50 attachments'. Below these elements is a white box containing a file preview for '21-Mach-E_C1445.JPG' with a size of '68.1 Size (KB)' and a red 'X' icon. At the bottom center, there is a green 'Submit Request' button.

Step #5 – Ensure the File(s) Uploaded Successfully

- Once the file(s) are properly attached to the form, the form should look like this. The 'UPLOAD' button should be greyed out. If it looks like the previous slide, then a step was missed.

The screenshot shows a web form titled "Add Attachments if Required". At the top left, there is a dropdown menu for "Attachment Type" set to "Image". To its right is a "File Name:" label and a text input field. Below the input field are three buttons: "+ Browse" (dark blue), "Upload" (greyed out), and "Cancel" (greyed out). To the right of the input field, text indicates "Allowed File Types for selected Attachment Type are: GIF|JPEG|JPG|PNG|JPE|JFIF" and "Limit of 50 attachments" in red. Below the input field, a file entry is shown: a checkbox, the filename "21-Mach-E_C1445.JPG", and a small thumbnail image of a document. A red arrow points to this thumbnail. Below the file entry, there is a "Select: ALL | None" label and a dark blue button labeled "Remove selected File(s)". At the bottom center of the form is a green button labeled "Submit Request".

CQIS Report Number: P7ED4011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:

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

VEHICLE: 2020 ESCAPE 4X4 (2020 -),SE,4X4,MPV VIN
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 32,551 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: P0087

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 07/05/2023 03:27PM JASON HUGHES(FSE) MSS - FCSD - KEYSTONE REGION
Web Form Data(120061654) Description of Vehicle Concern: PERFORMED
DRAIN TUBE AND REPROGRAM RECALL, THEN RECEIVED CODE P0087, FOUND 22N18.
REPLACED ALL 3 HIGH PRESSURE FUEL INJECTORS, CLEARD CODES TEST DRIVE
CODE CAME PACK. Please list any diagnostics already performed: 22N18
Parts Replaced: HIGH PRESSURE FUEL INJECTORS AND FUEL FEED LINE. ALSO
PCM Your Question: NOT SURE WHERE TO GO. SSM DIDNT FIX, WAS INSTRCTED
TO INSTALL PCM. THAT DIDNT FIX IT. PIN POINT FOR CODE LED ME TO PIN
POINT Z WITH NO PROBLEM FOUND AS RESULT .

RECOMM 07/05/2023 03:27PM JASON HUGHES(FSE) MSS - FCSD - KEYSTONE REGION
Chris, When looking at the freeze frame data for this code, it appears
to have set because the FRP was less than 1000PSI when it should be
closer to 3000-4000PSI. It would then be advised to monitor the low
pressure and FRP to see if one or the other fluctuates at all or if
the concern can be duplicated. Also check the FRP sensor connector and
FVR connector and wiggle them while monitoring the PID to see if it
fluctuates. Also check for any signs of fuel in the oil that could
indicate the high pressure fuel pump is leaking.

----- 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#P0087:00-EC,P0088:00-64,P0706,P0707,P0710,P1702,P175A,P1783,P1921
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

