

Page: 01 CQIS DETAIL REPORT 03/20/24 16:00:23

CQIS Report Number: MQYB7008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

----- 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: 1,997 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: changing fault fault
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 10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(118476917) Description of Vehicle Concern: customer
driving home at night from work as driving all power lost IPC, info
screen and truck shutdown. Please list any diagnostics already
performed: truck towed in battery dead. charged and tested battery -
tested good. terminals tight. checked for codes had numerous U codes
for low battery and loss of communication U100,U0140,U0145 etc in
numerous modules NO codes in PCM or Bcm. cleared codes and re tested
no codes present. checked battery pids - matched battery volts checked
charging 14.6 volts under load over 20 amps + under full load. checked
bjb connections all feel snug in place no loose connections.
connections at generator good. customer nervous drives at night. Parts
Replaced: none at this time Your Question: did not see any symptom
tests that match. have there been any like issues... no tsb etc..
matching codes. we are going to test drive longer time to see if comes
back. considering new model are there any similar complaints ? where
good avenue to go next. where to go next
RECOMM 10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Michel, There is no known concern regarding this issue. To determine
the cause if the concern, perform PPT B in section 414-00 > diagnosis
and testing. This PPT will help in testing the circuit to determine if
there is PCM, or generator fault. When testing the circuit as directed
by the PPT, please check for pin fit at the connector, and with the
meter connected, wiggle the wires and tap the connectors to see if the
result will change. Koami A. Ford Technical Assistance Center

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

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

CQIS Report Number: MQYB7008 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

[illegible]

----- 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:	08/13/2021	Warranty Start Date:	09/13/2021
Date of Sale:	09/13/2021	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	463 LBS
LH/RH Drive:			

Engine: 1.5L DRAGON I3 DI TC GAS B E N G I N E Tag: LX 6GA CA
Bld Dt: Calb:

Serial #:
4133A21157130014LX6G 6007 ACA

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

Bld Dt:
Serial #:
TC04A21209132030 LX6P 7000 DB
Model:

Shift :

- - - 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-?????????????????????----- ICONIC SILVER/SILVER RADIANCE

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : [REDACTED] Title: TECHNICIAN

Rpr Dlr:USA 09017 - Macdonald Motors, Inc.
City: Center Conway State
Country: United States Region

Claim #/Date : 97907 10/25/2021

Specialist's
Name

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

NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: MQYB7008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

----- 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: 1,997 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 4 42 Z 00 START/RUN/MOVE MOVING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: changing fault fault
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 10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(118476917) Description of Vehicle Concern: customer
driving home at night from work as driving all power lost IPC, info
screen and truck shutdown. Please list any diagnostics already
performed: truck towed in battery dead. charged and tested battery -
tested good. terminals tight. checked for codes had numerous U codes
for low battery and loss of communication U100,U0140,U0145 etc in
numerous modules NO codes in PCM or Bcm. cleared codes and re tested
no codes present. checked battery pids - matched battery volts checked
charging 14.6 volts under load over 20 amps + under full load. checked
bjb connections all feel snug in place no loose connections.
connections at generator good. customer nervous drives at night. Parts
Replaced: none at this time Your Question: did not see any symptom
tests that match. have there been any like issues... no tsb etc..
matching codes. we are going to test drive longer time to see if comes
back. considering new model are there any similar complaints ? where
good avenue to go next. where to go next
RECOMM 10/25/2021 03:28PM KOAMI ADJONKO(FSE) MSS - FCSD - SOUTHWEST REG
Michel, There is no known concern regarding this issue. To determine
the cause if the concern, perform PPT B in section 414-00 > diagnosis
and testing. This PPT will help in testing the circuit to determine if
there is PCM, or generator fault. When testing the circuit as directed
by the PPT, please check for pin fit at the connector, and with the
meter connected, wiggle the wires and tap the connectors to see if the
result will change. Koami A. Ford Technical Assistance Center

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

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

CQIS Report Number: N8YCM002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

----- 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: 16,866 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT

Additional Symptom: shut off then no start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/25/2022 10:21AM TMARSH86
Web Form Data(119594267) Description of Vehicle Concern: VEHICLE DIED
WHEN LEAVING INTERSECTION, BRAKES LOCKED UP AND WOULD NOT RESTART.
STATES NORMALLY TURNS OFF AUTO STOP/START. FORGOT TO TURN OFF AUTO
STOP / START THAT DAY. LEAVING INTERSECTION VEHICLE COMPLETED SHUT
OFF. DID NOT START BACK UP. VEHICLE HAD TO GET TOWED. VEHICLE WAS JUMP
START BY TOWING COMPANY . VEHICLE NOW STARTS PROPERLY Please list any
diagnostics already performed: CHECKED DTCS, ALL DTCS WERE RELATED TO
LOW BATTERY VOLTAGE CODES, CLEARED DTCS, TEST DROVE VEHICLE SEVERAL
TIMES. CHECKED TSBS & SSMS, TESTED BATTERY WITH ROTUNA TESTER, PASSED.
CHECKED FOR PROPER OPERATION ON STOP / START, OK. TEST DROVE VEHICLE
AGAIN SEVERAL TIMES, UNABLE TO DUPLICATE.CHECKED BATTERY CONNECTIONS,
OK. CHECKED FOR LOOSE GROUNDS, OK. Parts Replaced: NONE Your Question:
WHAT ELSE DO I CHECK FOR?

RECOMM 08/25/2022 10:21AM TMARSH86
Victor, While it was mentioned that you checked the battery
connections and grounds, if not done so already, then be sure to
inspect the C102A, C1617A C1100A, C1003, the 225a mega fuse on the
generator B+ circuit, and G100 for any looseness, damage, corrosion,
or other concerns. With the vehicle not starting manually after the
event, then it is not suspected to be directly related to an auto stop
start event. While it is understood that it is difficult to reproduce,
it would be recommended to duplicate the concern in order to gather
further information. It may be helpful to discuss with the customer
about when the concern occurs such as just after beginning to drive or
after driving awhile, is it hot or cold outside, wet or dry, after a
bumpy road, etc., gather as much information as possible, then try to
duplicate the conditions in order to induce the fault. When
duplicating the concern, it would be recommended to monitor the PIDs
related to the charging system as well as normal drivability PIDs like
fuel pressure, etc., to help determine the best next steps. 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

CQIS Report Number: N8YCM002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

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

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

target=_blank

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
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.

Headset software/hardware concerns

Initial headset setup Ford Technical Assistance Team Member Tim

ADD-ON 08/25/2022 10:21AM TMARSH86
 Consulted Sean P.: Confirmed thoughts on connections again, and duplicated. Discussed how best to proceed beyond just duplication. Suggested tech monitors both charging system and drivability PIDs and re-evaluate after duplication.,SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 08/25/2022 05:14PM GTCGCQIS
 checked C102A, C1617A C1100A, C1003, the 225a mega fuse on the generator B+ circuit, and G100 for any looseness, damage, corrosion, all ok. checked the starter connections, ok. test drove vehicle several more times, all ok at this time. spoke with the customer did happen when vehicle shut off for stop / start and vehicle did not turn back on. dash lights were still on. test drove again to try and duplicate concern, is it convenient to replace the starter ? or what else do i check ?

RECOMM 08/26/2022 04:38PM JHAMI148
 Victor, Thank you for the update. While a starter fault could cause a no crank condition, it should not cause a stall or low battery votalge DTCs. Therefore, the starter would not be suspected at this time. Given the low voltage DTCs that set and the fact the vehicle could be restarted previously by jump starting it is likely that the battery has a bad cell and intermittently cannot carry a load. Therefore, it is recommended to continue with replacement of the battery and then retest. If the concern persists after battery replacement, you will need to determine a method to duplicate the fault so that further testing can be conducted. This may require additional road testing, wiggle tap testing, or working with the customer to determine the exact conditions they experience the fault under so those conditions can be replicated. Once duplicated, retrieve DTCs and diagnose using

CQIS Report Number: N8YCM002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

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

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

the appropriate workshop manual pin point test. Technical Assistance

the appropriate workshop manual pin point test. Technical Assistance
Center- Jack

ADD-ON 08/26/2022 04:38PM JHAMI148

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, 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
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: 02/22/2021 Warranty Start Date: 04/06/2021
Date of Sale: 04/06/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07822
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 #:
4133A21041130090LX6G 6007 ACA

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

Bld Dt:
Serial #:
TC04A21021120137 LX6P 7000 DB
Model:

Shift:

- - - 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-????????????????????----- CACTUS 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

CQIS Report Number: N8YCM002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/25/2022

REPORT ORIGINATOR REPAIR FACILITY CUSTOMER INFORMATION

Claim #/Date : 65636 08/22/2022

Specialist's
Name : TMARSH86 -????????????????????

----- 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 Caus Nr Cond Pfx Service Base Part Number Sfx Labor Operation
USA 04786 06/22/23 077715 26330 1 NX6 8A507 A 22S73B

CQIS Report Number: NZBCG018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4, TRAIL, 2DR, MPV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 19,228 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE

Additional Symptom: auto start stop inop
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 12/02/2022 03:42PM AROSS87
Web Form Data(119748740) Description of Vehicle Concern: customer states when she has an auto start top event the vehicle will intermittently not start until waiting for about 20 min. Please list any diagnostics already performed: self test, battery test Parts Replaced: none Your Question: on the pids for auto start stop is shows soc at 36%, and auto start stop not available. shouldnt this prevent the customer from having an event in the first place? tested battery. battery tests good just low soc. since this only happens during a start stop event. and after 20 min the vehicle starts normally. is it possibly a configuration concern?

RECOMM 12/02/2022 03:42PM AROSS87
Randall, With the state of charge being so low we would expect the vehicle to not go into AutoStart stop mode. However, the PCM looks at many different criteria before going into auto start stop mode and it is possible the alternator is keeping the battery charged enough to shut the vehicle off during an AutoStart stop event. At this time, we recommend attempting to charge the battery to bring the state of charge above 80%. Please keep in mind it can take up to 6 hours for this valve to rest in the PCM. If the battery state of charge does not increase after being charged, replace the battery, and retest the vehicle. At this time, we do not recommend attempting to update the PCM or other modules as there are no service messaged directing us to do so. 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 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

CQIS Report Number: NZBCG018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

--TYPE-- ----- COMMENT TEXT -----
(Contains unique dealer code & dealership name)The vehicle
(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.bcvp0rFal.com/detail/videos/tools-equipment/vi
deo/6290958058001/swis-initial-setup>Initial headset setup
Technical Assistance Center Team Member- AJ
12/02/2022 03:42PM AROSS87
ADD-ON SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : First contact
CONCER 12/02/2022 06:39PM GTCGCQIS
tested battery with rotunda tester. battery tests good. fully charged
battery. checked soc again. soc at 100% performed a parasitic draw
test. after 75 min (as stated in wsm) the draw had tapered down to
47-40mA, below max of 50mA stated in wsm. note the draw was between
270mA and 100mA the majority of the time until it fully powered down.
after draw test. re checked the pids. soc is now at 77% this seems
pretty low. for only sitting 75 min. i have charged the battery again
and i am going to let it sit overnight and see what the soc is at. any
recommendations?
RECOMM 12/03/2022 11:48AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
Randall, With the Estimated State of Charge for the 12V battery
depleting so quickly with no high draw, it is suspected that a concern
may be present with the Battery Monitoring Sensor (BMS). However,
prior to replacement of the BMS, it is recommended to charge the 12v
battery and reset the BMS in FDRS before testing for the Auto
Start/Stop concern again. If the Auto Start/Stop concern occurs and
the State of Charge reads less than 80%, replacement of the BMS
(possibly included in the negative battery cable) is recommended prior
to reevaluating the concern. Ensure to reset the BMS again after
replacement of the sensor. As mentioned previously, if you would like
assistance with this concern while using the See What I See (SWIS)
headset, refer to the following link to schedule a call with the
Technical Assistance Center: <A target= blank
href=https://outlook.office365.com/owa/calendar/swisscheduler@ford.com
/bookings/s/5lH0a-LjDk6WMg0nr4VE8g2>SWIS Schedule. -Brent E.
Ford Technical Assistance Center Hybrid/EV/Gas Engine Specialist
ADD-ON 12/03/2022 11:48AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : Saturday shift, unable to call dealer
CONCER 12/28/2022 04:10PM GTCGCQIS
PERFORMED BMS RESET. AND BATTERY CALIBRATION. BATTERY CALIBRATION
SEEMS TO HAVE DONE THE TRICK
RECOMM 12/30/2022 09:29AM AROSS87

CQIS Report Number: NZBCG018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

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

Randall, We are happy to help, and we are glad we could assist you

Randall, We are happy to help, and we are glad we could assist you
with this repair! If you don't mind, please take a moment to fill out
the survey for this repair. Once the survey is filled out this repair
will go into the self-help tool. The information on this repair can
then be used by other technicians to help them with similar repairs.
Thank you, Technical Assistance Center Team Member- AJ

ADD-ON 12/30/2022 09:29AM AROSS87

SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : Fix Verified

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

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

Symp. Verif?:	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	8D Number:
Prior Repair Attempts:		Repair Prior to Call: NO
UNKNOWN#U3003-16		
Equipment/Procedure Used	Effective? Equipment/Procedure Used	Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	03/15/2021	Warranty Start Date:	03/31/2021
Date of Sale:	03/31/2021	Selling Dlr(Geo/Mkt,Dlr,Sub):	USA 04483
Dealer Special Order:		Gross Vehicle Weight:	473 LBS
LH/RH Drive:			

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

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA

Bld Dt: Calb:

Serial #:

EE100 020345124838 L1PE 6007 EA

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

Trans: 8 SPEED AUTO 8F35 Part #:

Bld Dt:

Serial #:

TC04A21050121265 LX6P 7000 XB

Model:

Shift:

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

Tire	: 235/65R17 A/T	Brand	:
Radio	:	A/C	: AC G-????????????????????
Paint	: PN4-????????????????????	AREA	51

CQIS Report Number: NZBCG018 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/02/2022

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

REPORT ORIGINATOR REPAIR FACILITY CUSTOMER INFORMATION -----

Claim #/Date : 809276 11/24/2022

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

----- C Q I S V I N H I S T O R Y -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
11/30/2022 NX4E3290 CACVOC ST/RN/MV USA 04483

--- 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: NZUB7004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

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

VEHICLE: 2021 BRONCO SPORT 4X4, TRAIL, 2DR, MPV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 10,765 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 02 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY ALWAYS

Additional Symptom: battery failed

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 12/21/2022 12:38PM NLEE39

Web Form Data(119774492) Description of Vehicle Concern: CUSTOMER STATES VEH DIED, ALL ELECTRICAL DIED, EVEN HAZARDS DID NOT WORK. AUTO START BUTTON HAD BEEN DISENGAGED AT SAME TIME AS IT HAPPENED. Please list any diagnostics already performed: VERIFIED CONCERN, ATTEMPTED TO TEST BATTERY, DURING BATTERY TEST, BATTERY BEGAN TO BULGE AND VENT. DISCONTINUED BATTERY TESTING FOR SAFETY REASONS. INSTALLED NEW BATTERY AND VERIFIED CONCERN WAS NO LONGER PRESENT Parts Replaced: battery Your Question: My question is when a battery starts to vent and bulge should we continue to do the battery test? Where in the work shop manual does it say it is ok to continue the battery test when venting?

RECOMM 12/21/2022 12:38PM NLEE39

Hey Catherine, If the battery started to visually fail when completing a battery test, then you are correct in stopping the test and replacing the battery at that time. The battery should not fault during this test and should be able to complete this test with no issues. This will not be directly mentioned in the workshop manual however, you completed the right action. If no further issues are seen, you may return the vehicle to the customer at this time. If further assistance is needed, let us know at any 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 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:

CQIS Report Number: NZUB7004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

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

--TYPE-- ----- COMMENT TEXT -----
italic>If the bullet points above are met the TAC can be reached at
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 12/21/2022 12:38PM NLEE39
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
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 07/16/2021 Warranty Start Date: 08/06/2021
Date of Sale: 08/06/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07967
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #: EE100 021102191408L1PE 6007 EA

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

Bld Dt:
Serial #:
TC04A21158120870 LX6P 7000 XB
Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : 225/65 R17 A/T Brand :
Radio : A/C : AC G-????????????????????
Paint : PN4-???????????????????????????????????? LUCID RED TC/RED CARPET TC

CQIS Report Number: NZUB7004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/21/2022

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Claim #/Date : 031031 10/26/2022

Specialist's
Name : 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

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: P2ICB005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 13,962 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 Z 00 START/RUN/MOVE RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: P0929

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Atchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 02/09/2023 12:39PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Web Form Data(119844819) Description of Vehicle Concern: POWERTRAIN
malfunction ICON comes on. reduced engine power warning and has
stalled out while running. Check and advise. Please list any
diagnostics already performed: perform a road test monitor pids visual
inspection follow pin point test Parts Replaced: none Your Question:
following the pin point test said if the codes come back install new
gsm, but the codes wont come back what i can do ??

RECOMM 02/09/2023 12:39PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Christian, It was noted in the form that the fault has not been
duplicated. Since this concern is intermittent it will be necessary to
focus on duplicating the concern before performing any further testing
or repairs. It would be recommended you consult with the customer to
determine if there are any specific conditions typically present when
the fault occurs. Attempt to copy these conditions to help try and
duplicate the fault. Intermittent concerns are also often times
related to connector or circuitry concerns. It would be recommended
you inspect the GSM for any signs of damage, corrosion, moisture,
loose terminals or pin fitment concerns. Verify pin fitment by
performing a pin drag test using the appropriate size flex probes.
Also wiggle test the GSM circuits and connector in attempt to
duplicate the concern. Once the fault can be duplicated, perform PPT G
once again. If any other faults are found, make the necessary repairs
and reevaluate the concern. If no other faults are found, replace the
GSM and reevaluate the concern. Ford Technical Assistance Center
Conrad

ADD-ON 02/09/2023 12:39PM CONRAD RUGE MSS - FCSD - TECH ASSIT CENTER
Transferred from 34GAS to RWDTRANS - DTCs for GSM, no faults
indicating there is any kind of engine fault with this vehicle are
listed in connected vehicle. ,SWIS Session Status : SWIS Not
Necessary, SWIS Session Sub Status : 1st Contact, SWIS Comments : 1st
contact

CQIS Report Number: P2ICB005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

----- 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#P0929:00-A8,P008A:00-AC,P008A:00-AE00-28,U0401:86-28,U0418:86-28
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/21/2021 Warranty Start Date: 12/19/2021
Date of Sale: 12/19/2021 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 #:
4133A21158130329LX6G 6007 ACA

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

Bld Dt:
Serial #:
TC04A21154131733 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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CHRISTIAN CALLEROS Title: TECHNICIAN
Phone :

Specialist's
Name : CONRAD RUGE

CQIS Report Number: P2ICB005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/09/2023

----- 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
11/03/2022	NXCCM017	NHL	ST/RN/MV			USA 05591

--- 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 05591	08/08/23	342248	21852	1	42	BE	48H6	A	10654C
USA 05591	08/08/23	342248	21852	1	42				10654C1

CQIS Report Number: P3JES004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/10/2023

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

VEHICLE: 2022 MAVERICK, FWD, SUP CRW, PICKUP VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 3,440 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT

Additional Symptom: int no crank/click noise
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 03/10/2023 09:46AM PJACOB45
Web Form Data(119889436) Description of Vehicle Concern: INTERM AUTO
STOP/START DOES NOT RESTART WHEN TURNS OFF Please list any diagnostics
already performed: PERFORMED FDRS DIAG. ALL PASS CODES AND CHECKED OUT
STARTING SYSTEM AND CHARGE AND TEST BATT. Parts Replaced: BATT.
REPLACED WOULD NOT CHARGE PROPERLY AND STARTER REPLACED JUST CLICKING
AT TIMES AND REPLACED UNERHOOD FUSE PANEL FOR POSSIBLE RELAY CONCERN
Your Question: CHECKING FOR KNOWN CONCERNS AND WHAT I SHOULD CHECK ,
WILL CRANK POSSIBLE 10 TIMES BEFORE WILL ONLY MAKE A CLICK NOISE AND
LET SET FOR AWHILE AND WILL START UP
RECOMM 03/10/2023 09:46AM PJACOB45
Good morning Douglas, No similar concerns were found when searching
the TSB/GSB/SSM tab or the technician self help tool. If not already
done, recommend to isolate the source of the clicking noise when the
concern is present. If the noise is isolated to a relay as an example,
refer to the appropriate page of the workshop manual to check for the
necessary ground and voltage signals to assist with diagnosing the
cause of the no crank concern. Additionally, relay testing diagnosis
can be found on pages 149-6, 149-7 and 149-8 of the wiring diagram.
ADD-ON 03/10/2023 09:46AM PJACOB45
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : n/a

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

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

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

Page: 02

CQIS DETAIL REPORT

12/12/24 18:00:26

CQIS Report Number: P3JES004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/10/2023

----- 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: 10/04/2022 Warranty Start Date: 11/14/2022
Date of Sale: 11/14/2022 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 508 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: MJ 6E NA
Bld Dt: Calb: NCFER9N A

Serial #:
EE100 022187152417MJ6E 6007 NA

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

Serial #:
TC04A22262132238 NZ6P 7000 AA

Model: Shift:

Axle: 3.63 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-?????????????????????
Paint : PN4-?????????????????????----- ALTO BLUE TC/EMPIRE BLUE

----- 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 : 279666 02/28/2023

Specialist's
Name : PJACOB45 -????????????????????

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: P3JES004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/10/2023

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

SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Service Part Base Number Sfx Labor Operation
USA 02406 07/19/24 51698 1900I I 24S24B

CQIS Report Number: P4FB6007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,XLT,2DR,MPV
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 21,465 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: No Start

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Atchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 04/06/2023 12:22PM JFRITTER
Web Form Data(119932978) Description of Vehicle Concern: CUSTOMER STATES VEHICLE WOULD NOT REFIRE AT A DRIVE THROUGH AND MULTIPLE WARNING LIGHTS CAME ON. VEHICLE SHIFTED TO PARK AND THEN WOULD NOT RESTART AND MULTIPLE BODY ELECTRICAL COMPONENTS CUT OUT Please list any diagnostics already performed: Verified concern found 12 volt battery discharged. Parts Replaced: Need to replace battery Your Question: No question, the battery is on back order, copis will not allow us to track it, and we can not get coverage for rentals with out a hotline contact so im just here to waste everyones time navigating a broken system. Hope you guys have a great day.

RECOMM 04/06/2023 12:22PM JFRITTER
Michael, Thank you, we re having a great day and hope you are too. Hopefully, you can get the rental needed now that we have responded. If needed, here is the Parts Backorder Escalation Process.<p>In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.</p><p>
</p><p>The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to Parts Escalation Process (Vehicle Off Road) found in FMCDealer.</p> Jon Ford Technical Assistance Center

ADD-ON 04/06/2023 12:22PM JFRITTER
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 -----

CQIS Report Number: P4FB6007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

----- 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: 05/18/2021 Warranty Start Date: 06/11/2021
Date of Sale: 06/11/2021 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 #:
4133A21118130194LX6G 6007 ACA

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

Bld Dt:
Serial #:
TC04A21105120855 LX6P 7000 DB
Model:

Shift:

- - - 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

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : MICHAEL HOLLOWELL Title: SHOP FOREMAN
Phone :

MICHAEL HOLLOWELL
Rpr Dlr:USA 04963 - Brandon Ford Ph#:813-246-3673
City: Tampa State : Florida
Country: United States Region : Orlando

Claim #/Date : 076659 04/03/2023

Specialist's
Name : JFRITTER -????????????????????

CQIS Report Number: P4FB6007 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/06/2023

----- 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) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 04963	03/24/23	075255	21371	1		NX6	8A507	A	22S73B
USA 04963	04/03/23	076659	21465	1	X2	BE	48H6	A	10654C
USA 04963	04/03/23	076659	21465	1	X2				10654C1
USA 04963	04/03/23	076659	21465	1	X2				10654C1BB
USA 04963	05/10/23	082123	22136	1	49	K2G	4000	AG	1007D
USA 04963	05/10/23	082123	22136	1	49	NZ6	3B498	A	4205A14
USA 04963	05/10/23	082123	22136	1	49		W719466	S439	MT4000
USA 04963	05/10/23	082123	22136	1	49		W720080	S439	
USA 04963	05/10/23	082123	22136	2	82		RENTAL		

CQIS Report Number: P5KCV002 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, TRAIL, 2DR, MPV VIN [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 32,340 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: bad battery
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 11:14AM AROSS87
Web Form Data(119982140) Description of Vehicle Concern: C/S battery exploded and cracked while driving Please list any diagnostics already performed: visual inspection Parts Replaced: none Your Question: the vehicle needs a battery replacement before further diag can be done. the vehicle was built with a 700CCA battery and this battery is on backorder. I am wondering if I can put different battery in it and still claim it as warranty given the circumstances.

RECOMM 05/11/2023 11:14AM AROSS87
Martin, Under the battery specifications on PTS, it says to refer to the parts catalog for the battery specifications regarding this vehicle. If the battery that is supposed to be in this vehicle is on back order you may attempt to get an aftermarket battery or consult with your parts department to find another solution. <p>In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.</p><p>
</p><p>The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to Parts Escalation Process (Vehicle Off Road) found in FMCDealer.</p> Before releasing the vehicle back to the customer, we advise attempting to find out why this battery failed. As always it is possible the battery was simply faulty, however please ensure the charging system is operating correctly and there is no possibility this battery could have been physically damaged. Technical Assistance Center Team Member- AJ

ADD-ON 05/11/2023 11:14AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st Contact

CQIS Report Number: P5KCV002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/11/2023

----- 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:	03/27/2021	Warranty Start Date:	04/20/2021
Date of Sale:	04/20/2021	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	473 LBS
LH/RH Drive:			

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

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:
Serial #:
EE100 020336020458 L1PE 6007 EA

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

Trans: 8 SPEED AUTO 8F35 Part #:

Bld Dt:

Serial #:

TC04A21049131181 LX6P 7000 XB

Model:

Shift :

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

Tire : 225/65 R17 A/T

Brand

[illegible]

Paint : PN4-?????????????????????????????----- AREA 51

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

CQIS Report Number: P5KCV002 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, TRAIL, 2DR, MPV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 32,340 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: bad battery
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 11:14AM AROSS87
Web Form Data(119982140) Description of Vehicle Concern: C/S battery exploded and cracked while driving Please list any diagnostics already performed: visual inspection Parts Replaced: none Your Question: the vehicle needs a battery replacement before further diag can be done. the vehicle was built with a 700CCA battery and this battery is on backorder. I am wondering if I can put different battery in it and still claim it as warranty given the circumstances.

RECOMM 05/11/2023 11:14AM AROSS87
Martin, Under the battery specifications on PTS, it says to refer to the parts catalog for the battery specifications regarding this vehicle. If the battery that is supposed to be in this vehicle is on back order you may attempt to get an aftermarket battery or consult with your parts department to find another solution. <p>In the event that the part needed to repair this vehicle is not available, the Parts Escalation Process (EFC08937) should be followed. In order to complete the Parts Escalation Process, the order should be flagged as VOR (Vehicle Off Road) in COPIS.</p><p>
</p><p>The Parts Escalation will allow the involvement of other Ford departments to ensure customer satisfaction with the repair process. For more information, refer to Parts Escalation Process (Vehicle Off Road) found in FMCDealer.</p> Before releasing the vehicle back to the customer, we advise attempting to find out why this battery failed. As always it is possible the battery was simply faulty, however please ensure the charging system is operating correctly and there is no possibility this battery could have been physically damaged. Technical Assistance Center Team Member- AJ

ADD-ON 05/11/2023 11:14AM AROSS87
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact, SWIS Comments : 1st Contact

CQIS Report Number: P6ICE004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

----- 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: 32,743 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 39 DRIVING PERFORMANCE STALLS/QUITS
AT IDLE INTERMITTENT

Additional Symptom: stall after 22s73
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG
Web Form Data(120024786) Description of Vehicle Concern: c/s vehicle
died while driving and brakes locked up, could not start vehicle again
multiple times. vehicle started after towed to shop Please list any
diagnostics already performed: vehicle started and could not verify
concern, eec test for codes retrieved ACIM U3003:16:08, apim
u30031608, ipc p1534:01:08, pcm p07e4:00:28, pscm u3001:68:08, rcm
b1202:14:28. vehicle had just left after performing 22S73. Vehicle
died on the way home. performed drive cycle to clear p07e4 and cleared
the bms to clear the U codes. road test 370 mile due to customer
stating they are not comfortable driving vehicle. Parts Replaced:
performed 22S73 Your Question: Have you seen a vehicles brakes lock up
and die after having this recall performed?

RECOMM 06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG
Alejandro, Any reports with a similar concern would be in the tech
self help tool which can be found before submitting this contact.
Since you havent been able to duplicate the concern, continue with
driving the vehicle and attempt to duplicate the customers concern. If
multiple network codes are setting, then this points more towards a
network circuit issue causing the codes to set. If the vehicle is
stalling, the most likely cause from a network circuit issue would be
on the HSCAN as this is where the bcm and pcm communicate on. if this
network goes down, it would likely cause the vehicle to stall.

ADD-ON 06/09/2023 10:43AM STEVEN BYRD(FSE) MSS - FCSD - SOUTHWEST REG
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : not needed

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

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

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

CQIS Report Number: P6ICE004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

PSCM#U3001:68-08
PCM#P07E4:00-28
RCM#B1202:14-28
IPC#P1534:01-08
APIM#U3003:16-086-2C

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: 02/23/2021 Warranty Start Date: 03/16/2021
Date of Sale: 03/16/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:

Serial #:
4133A21034130408LX6G 6007 ACA

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

Serial #:
TC04A20324132599 LX6P 7000 DB

Model: Shift:

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

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

Claim #/Date : 260464 05/22/2023

Specialist's
Name : STEVEN BYRD (FSE)

CQIS Report Number: P6ICE004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/09/2023

----- 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) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
USA 02479	07/18/23	814759	33723	1	42	BAG	48H6	760	10654C
USA 02479	07/18/23	814759	33723	1	42				10654C1
USA 02511	05/18/23	260397	32349	1		NX6	8A507	A	22S73B
USA 02511	02/09/24	270831	37624	1	42	HX7	8501	B	8005D
USA 02511	02/09/24	270831	37624	1	42	V	13	G	8501A

CQIS Report Number: PQZCG006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/26/2023

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 45,409 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT

Additional Symptom: dies while in start stop mode
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/26/2023 11:54AM [REDACTED] MSS - FCSD - CALIFORNIA REGION
Web Form Data(120225129) Description of Vehicle Concern: vehicle dies
while in start stop mode and does not start need to jump start engine.
it is intermittent. Please list any diagnostics already performed:
test battery ,passed . reprogramed gwm per SSM 51254 2020-2023 Various
Vehicles - No Crank/No Start And/Or Blank IPC/SYNC Touchscreen and SSM
49996 2021 Bronco Sport - 1.5L - No Crank/No Start And/Or Illuminated
MIL With Various DTCs no change in condition of vehicle . battery in
vehicle is ford factory lead acid 700 amp . found simular hot line
report . also another one in the shop Parts Replaced: none Your
Question: does the original battery in the vehicle the wrong one from
factory / lead acid 700, and should be an agm 760 battery, parts
counter pulled the agm 760 in the catalog.
RECOMM 10/26/2023 11:54AM ETHAN RIRIE(FSE) MSS - FCSD - CALIFORNIA REGION
Dennis, Yes this likely is due to the incorrect battery being
installed. Please install the correct AGM 760 and retest. Ethan 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
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: PQZCG006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/26/2023

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 09/04/2021 Warranty Start Date: 09/25/2021
Date of Sale: 09/25/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

Engine: 1.5L DRAGON I3 DI TC GAS B - - - E N G I N E - - - Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21236130740LX6G 6007 ACA

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

Serial #:
TC04A21229110351 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 G-????????????????????
Paint : PN4-????????????????????- - - CACTUS GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Specialist's
Name : ETHAN RIRIE (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 02656	10/17/23	305862	45396	1	D8	GN1	8592 B		8005D
USA 02656	10/17/23	305862	45396	1	D8	V	13 G		8575B1

CQIS Report Number: PZVET001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 36,731 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:
SYMPTOM: 4 41 Z 00 START/RUN/MOVE RUNNING
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)
Additional Symptom: vehicle stalled, low batt volt
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCER 12/22/2023 09:28AM DREW KENYON MSS - FCSD - SOUTHEAST REGION
Web Form Data(120292790) Description of Vehicle Concern: VEHICLE
STALLED WHILE DRIVING Please list any diagnostics already performed:
RAN ALL CMDTCS, MOSTLY VOLTAGE CODES. Parts Replaced: REPLACED 12V
BATTERY Do you have a module programming concern? No Your Question:
ANY COMMON ISSUE WITH THE BRONCO SPORTS JUST STALLING, MAY OR MAY BE
DRIVEABILITY OR ELECTRICAL?
RECOMM 12/22/2023 09:28AM DREW KENYON MSS - FCSD - SOUTHEAST REGION
Hey Rick! No common reports that I could find. When battery voltage
gets too low the auto start stop event may occur, but the vehicle won
t have enough battery capacity to restart the vehicle. I have seen
this happen on various vehicles. If the concern has not occurred since
replacing the battery and performing the BMS reset, then the vehicle
is likely repaired. If the concern has reoccurred (judging by the low
voltage codes in connected vehicle data it has) then there is likely a
battery draw concern present causing the battery voltage to become too
low. often these draws are caused by aftermarket devices spliced into
the vehicles network or a power/ground circuit somewhere in the
harness. Check the BCM BATT_SOC% pid in the datalogger and note where
the battery state of charge is at. Anything under 70% will cause
strange symptoms like this, and it will further support the fact that
something is draining the brand-new battery. Inspect for and remove
all aftermarket devices and return the vehicles wiring to factory
stock. then retest. If the concern remains with all wiring returned to
stock, use the instructions in wsm 414-01 general procedures to
perform a battery draw test. Use the video instructions or written.
Determine what is causing the draw and repair as necessary. Have a
great weekend, Drew 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? :

CQIS Report Number: PZVET001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/27/2022 Warranty Start Date: 03/14/2022
Date of Sale: 03/14/2022 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 FA
Bld Dt: Calb: NCHDY1N A
Serial #:
4133A22020130591LX6G 6007 AFA

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

Bld Dt:
Serial #:
TC04A22003132569 LX6P 7000 DB
Model: Shift:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Specialist's
Name : DREW KENYON

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
12/05/2023	PZEQ2244	CACVOC	DRV PERF		USA 04908

CQIS Report Number: PZVET001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/22/2023

--- 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) -----
Dealer ID Repair Date Repair Order Odometer (Miles) Rp Caus Nr Cond Pfx Service Base Part Number Labor Sfx Operation
USA 04908 10/27/23 316983 35414 1 NX6 8A507 A 22S73B

CQIS Report Number: R1CQ4002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

----- 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: 34,446 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 02 START/RUN/MOVE STARTING
NO CRANK ALWAYS

Additional Symptom: original battery part number n
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 01/03/2024 06:47PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120302147) Description of Vehicle Concern: LOAD NOISE
AND VEHICLE DIED AND NO RESTART. Please list any diagnostics already
performed: VIISUAL INSPECTION Parts Replaced: NONE Do you have a
module programming concern? No Your Question: WE NEED A CODE THE DTC
CODE OR ACES CODE TO REPLACED BATTERY, THE BATTERY EXPLODED IN
VEHICLE. THE ONLY BATTERY THATS NOT ON BACK ORDER IS AGM BATTERY. CAN
T GET BATTERY THAT GOES TO VEHICLE BY VIN NUMBER WHICH IS A STANDERD
LEAD ACID BATTERY SOULD WE PUT THE AGM BATTERY IN TO PLEASE THE
CUSTOMER AND IF SO DO WE NEED SPECIAL AUTHORIZATION TO DO THIS?
RECOMM 01/03/2024 06:47PM DAVE MARTIN(FSE) MSS - FCSD - CENTRAL REGION
Hello Randy, Both questions you are asking are more Warranty Policy
questions. When a battery is not able to be tested to generate a
failure code, refer to W&P section: 4.2.01 Dealer Self-Approval
Guidelines Introduction. Regarding installing a next level part when
1st level is not available, the criteria to move to the next level
part is covered in W&P section: 3.5.02.84 REPLACEMENT OR REPAIR POLICY
COMPONENTS. If this is NOT an issue of moving to the next level part
and is a parts backorder issue, please have your parts/service
management team follow through with the Parts Backorder escalation
process. <p>In the event that the part needed to repair this vehicle
is not available, the Parts Escalation Process (EFC08937) should be
followed. In order to complete the Parts Escalation Process, the order
should be flagged as VOR (Vehicle Off Road) in
COPIES.</p><p>
</p><p>The Parts Escalation will allow the
involvement of other Ford departments to ensure customer satisfaction
with the repair process. For more information, refer to <A
target= blank href=
https://www.fmcdealer.dealerconnection.com/content/dam/fmcdealer/docum
ents/parts_service/ptor/ptav/Pages/Backorder Escalation.pdf >Parts
Escalation Process (Vehicle Off Road) found in FMCDealer.</p>
Thanks, Dave M. FSE Mem/KC Regions

CQIS Report Number: R1CQ4002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

----- 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: 04/12/2021 Warranty Start Date: 04/29/2021
Date of Sale: 04/29/2021 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 #:
4133A21095130169LX6G 6007 ACA

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

Bld Dt:
Serial #:
TC04A21089110117 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 : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR: REPAIR FACILITY: CUSTOMER INFORMATION:

Specialist's
Name : DAVE MARTIN (FSE)

CQIS Report Number: R1CQ4002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2024

----- 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 06238	08/23/23	05496	30546	1		NX6	8A507	A	22S73B
USA 06238	08/23/23	05496	30546	2	46	9T4	13466	A	13465AB
USA 09512	12/28/23	029060	34446	1	42	BAG	48H6	760	10654C
USA 09512	12/28/23	029060	34446	1	42				10654C1
USA 09512	12/28/23	029060	34446	2	82		RENTAL		

CQIS Report Number: R2PIR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/16/2024

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 4,679 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: Intermittent no 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 02/16/2024 01:22PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG
Web Form Data(120357974) Description of Vehicle Concern: intermittent
no start Please list any diagnostics already performed: battery test,
parasitic draw test, Parts Replaced: none Do you have a module
programming concern? No Your Question: The vehicle was towed in as a
no start and has a history of intermittent no starts after an auto
stop event. The customer said it doesn't restart after letting off the
brake and they have to press the start button multiple times for it to
start. It set for 30minutes at a store when customer returned to the
vehicle, and it did not start and they ended up having it towed in due
to the no start. I started with SSM 52258 then tested the battery,
before it started and drove into the shop. I performed a parasitic
draw test, and it was within spec. The only thing I can find it the
dome light intermittently stays on with all doors latched and the dome
light switch turned off. My question is where I should go from this
point?

RECOMM 02/16/2024 01:22PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG
Hello Cody, Thank you for the details of the concern. With the vehicle
not starting during start stop events and the no start that was
experienced at the store power related concern is most likely. With it
previously taking multiple attempts to start after a star stop event,
it is recommended to inspect the BCM and the connectors of rainy signs
of corrosion or fluid intrusion. Prior to removing the connectors
sched for any connectors that may not be fully seat causing an
intermittent condition. Perform similar inspection on the High voltage
battery junction box connector C1617A, C1671B, and C16176 (cell 13
page 1) and the BJB connectors. Ensure all connectors and fasteners
are fully seated. If no concern are found, then it would be
recommended to address the dome lamp staying on intermittently. With
the concern present perform PPT D in WSM section 417-02 Interior
Lighting. While performing the PPT refer to wiring cell 89 page 3 and
inspect C212, C932, C207 and C2280F for any signs of corrosion or
fluid intrusion. if no concern is found attempt to wiggle test the
accessible section of the harness in an attempt to duplicate/resolve

CQIS Report Number: R2PIR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/16/2024

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

--TYPE-- ----- COMMENT TEXT -----
the concern. If the concern is affected by wiggle testing the harness
the concern. If the concern is affected by wiggle testing the harness
will need to be further inspected. In addition, it is recommended to
inspect the vehicle for any after market accessories connected to the
factory harness, DLC, charge ports or other areas. This includes GPS
trackers, insurance trackers and any other additional electronics or
charge cords. Have a wonderful day. Brandon B. Field Service Engineer-
Mid-Atlantic Region
CONCER 02/20/2024 05:07PM GTCGCQIS
Inspected connectors as per prior instruction with no concerns found.
inspected for aftermarket accessories none were found. I was unable to
duplicate the dome light staying on. returning vehicle to customer
until concern is more prevalent.
RECOMM 02/20/2024 07:03PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG
Hello Cody, It is understood that the vehicle has been returned to the
customer. If the vehicle returns and further assistance is needed,
please update this request. Brandon Boynton- FSE
CONCER 02/26/2024 03:06PM GTCGCQIS
The vehicle returned with the same concern but I am still unable to
duplicate. I repeated the previous process with no luck. No codes
present but dash flickers at times as if the battery is weak but
checks out good and starts just fine. What should be my next step be?
RECOMM 02/26/2024 06:48PM BRANDON BOYNTON(FSE) MSS - FCSD - MID ATLANTIC REG
Hello Cody With the concern returning and no draw present, there is
most likely a concern with the battery itself. At this time, it is
recommended to replace the battery. Have a wonderful day. Brandon B.
Field Service Engineer- Mid-Atlantic Region

----- 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: 10/10/2023 Warranty Start Date: 11/28/2023
Date of Sale: 11/28/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:

CQIS Report Number: R2PIR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/16/2024

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb:

Serial #:
4133A23270131154LX6G 6007 TAB

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

Serial #:
TC04A23275120238 PZ1P 7000 GA

Model: Shift:

Tire : 225/65 R17 102H A/S BSW Brand :

Radio : A/C : AC C-????????????????????????????

Paint : PN4-????????????????????????????????----- CACTUS GRAY

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION

----- 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 00320	01/02/24	005682	2280	I 42			10654		10654C
USA 00320	02/13/24	006169	4679	1 42		BE	48H6 A		10654C
USA 00320	02/13/24	006169	4679	1 42					12650D55
USA 00320	02/13/24	006169	4679	1 42					12651D
USA 00320	02/13/24	006169	4679	1 42					10654C1
USA 00320	02/13/24	006169	4679	1 42					12650D82
USA 00320	11/01/24	009779	19644	1					24S24B

CQIS Report Number: R2PIR002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/16/2024

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

USA 00320 11/01/24 009779 19644 2 04 14G371 24B47B

CQIS Report Number: R4ZGW004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2024

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

VEHICLE: 2022 BRONCO SPORT 4X4,LTD,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 30,259 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE

Additional Symptom: No 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 04/26/2024 09:59AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Web Form Data(120448539) Description of Vehicle Concern: Vehicle wont
restart after auto-start start event Please list any diagnostics
already performed: Performed SSM 51254, reprogrammed GWM. Vehicle had
to be jumped to get into the shop. Charged and tested the battery,
battery passes diagnostic test. SoC sits at 74% U3003 set in the WACM,
SCCM, ABS, ACM, APIM, DSP, and IPC. DTC P27B2 returns as well,
following WSM 307-01 Automatic Transmission PPT-AJ, AJ1-Yes, AJ2-Yes,
Perform guided routine for PCM replacement. Parts Replaced: none Do
you have a module programming concern? No Your Question: My question
is could a potentially faulty battery be the cause of the concern or
sense DTC P27B2 has returned the cause is PCM related?

RECOMM 04/26/2024 09:59AM DANIEL URDIALES(FSE) MSS - FCSD - CENTRAL REGION
Hello Shay, You are absolutely correct that a failed battery could
potentially contribute to a no-start condition after the auto
start-stop feature has shut off the engine. Considering the numerous
low voltage DTCs found in the recent connected vehicle data, I
recommend installing a known good battery in the vehicle and resetting
the Battery Monitoring System (BMS). Subsequently, conduct an
extensive road test to ensure that the fault does not recur. If the
fault reoccurs and the P27B2 DTC is present, it will be necessary to
proceed with completing pinpoint test AJ in the Workshop Manual
section 307-01 Automatic Transmission - 8-Speed Automatic Transmission
8F35 > Diagnosis and Testing. Feel free to reach out directly if any
additional information would be helpful. Daniel Urdiales, FSE

CONCER 04/26/2024 11:33AM SEAN SKAIFE MSS - FCSD - TECH ASSIT CENTER
RO: 6156611 RO Date: 2024/04/24 Warranty Type: FWR SPW Install
Mileage: SPW Install Date: Please describe customer s concern. Include
relevant symptoms, DTCs, and as many details as possible. Vehicle
would not restart after start-stop event, have to jump vehicle. Please
describe why the component(s) is being replaced. Include any other
causal component(s) and/or system(s) that caused component
damage/failure. Provide supporting PPT test results from PC/ED and/or
the Workshop Manual. There was no option for a battery for DDAP, I was

CQIS Report Number: R4ZGW004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2024

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

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

directed to contact you in concern to getting a battery covered.

directed to contact you in concern to getting a battery covered.
Performed SSM 51254, reprogrammed GWM. Vehicle had to be jumped to get into the shop. Charged and tested the battery, battery passes diagnostic test. SoC sits at 74% U3003 set in the WACM, SCCM, ABS, ACM, APIM, DSP, and IPC. Contacted hotline in reference to the concern (Contact ID :120448539) Come to the conclusion that the battery is cause of the fault, but unable to get it to fail on the diagnostic tester. Are there indications of Vehicle or Component Abuse, Modifications, or Lack of Maintenance?
 If so please continue to the Warranty Cancellation/Reinstatement Request Form. To get to this form proceed to www.fmcdealer.com and follow these steps: Select Parts and Service tab Select Warranty Administration & Warranty Parts Return from the left navigation menu Select Warranty Cancellation/Reinstatement Request Form (right side of the screen, near the bottom) Complete the form, including photo uploads and detail about failure and reason for warranty denial request None Provide any additional details necessary. Please include any technical information that you feel will help the Technical Assistance Center process your prior approval request.

RECOMM 04/26/2024 11:33AM SEAN SKAIFE MSS - FCSD - TECH ASSIT CENTER

Hello, Shay, We understand that this vehicle will not start and must be jumped and we see in TAC Contact 120448539 that you were recommended to replace the battery by your FSE. Based on this recommendation, our team would support the replacement of the battery under warranty. If you are unable to obtain a battery code, the claim may initially be rejected in OWS. If this is the case, then proceed by appealing the claim and ensure to reference this contact ID (120449583) when making the appeal. GCPA Prior Approval Not Necessary

ADD-ON 04/26/2024 11:33AM SEAN SKAIFE MSS - FCSD - TECH ASSIT CENTER

WARRANTY COVERAGE INFORMATION PART NUMBER: 10655 (BATTERY) REPAIR
DATE:04/24/2024 REPAIR DISTANCE:30259 Miles COUNTRY:USA STATE:LA IS
COVERED UNDER -BUMPER TO BUMPER WARRANTY

CONCER 05/15/2024 03:18PM S-CLIN26
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, AGM battery was faulty

----- 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: R4ZGW004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2024

----- 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: 12/03/2021 Warranty Start Date: 12/31/2021
Date of Sale: 12/31/2021 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 FA
Bld Dt: Calb: NCHDY1N A

Serial #:
4133A21322131909LX6G 6007 AFA

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

Bld Dt:
Serial #:
TC04A21302132045 LX6P 7000 DB
Model:

Shift:

- - - A D D I T I O N A L - - -
Tire : 225/60 R18 100H A/S BSW Brand :
Radio : A/C : AC G-????????????????????????
Paint : PN4-????????????????????????????????----- AREA 51

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

----- 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: R4ZGW004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/26/2024

----- 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 06396	04/19/24	156506	30177	1	04		14F642		12651D
USA 06396	04/19/24	156506	30177	1	04				12651D4
USA 06396	04/19/24	156506	30177	1	04				AP
USA 06396	04/24/24	156611	30259	1	42	BAG	48H6	760	10654C1
USA 06396	04/24/24	156611	30259	1	42				AD
USA 06396	08/02/24	158912	35060	1					24S24B

CQIS Report Number: R6RER001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/18/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4, TRAIL, 2DR, MPV VIN: 1C4CJHED9GL125981
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 66,070 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE

Additional Symptom: auto start stop inop

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Attchmnts: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCER 06/18/2024 08:05AM COLBY IRVIN MSS - FCSD - TECH ASSIT CENTER
Web Form Data(120512598) Description of Vehicle Concern: Customer
states came to a stop at a red light, the auto start stop turned the
engine off, once the engine was off all the console lights flickered
and the prindle stuck in the drive position, the vehicle would not
start afterwards the lights flickered for an hour before everything
shut off, this is the third time this has happend, the vehicle does
seem to reset itself after quite some timeY2-3hours. Please list any
diagnostics already performed: performed PCM and BCM updates using
FRDS 40.4.5 per FSA 24s24 on 5/31/2024. returned vehicle to customer
but vehicle returned to us on tow truck 6/14/2024 with same issue.
vehicle started up normally for us and has not given us an issue yet.
verified PCM and BCM software is at latest level. Tested battery with
rotunda battery tester but found it to test good. checked battery SOC
pid and found it to be 79%. noticed at idle vehicle only charges at
13.5 volts, went through PPT B6 yes. B7 yes. B9 yes. B10 yes, system
is operating correctly. went though WSM303-14b PPT AA, AA1 no. AA2 no.
AA3 yes, Start stop is currently inhibited by ambient air temp pid.
Parts Replaced: no parts replaced at this time. Do you have a module
programming concern? No Your Question: customer s symptoms seem to be
similar to 24s24, but software updates did not fix this issue. what
testing can i do to resolve this concern?
RECOMM 06/18/2024 08:05AM COLBY IRVIN MSS - FCSD - TECH ASSIT CENTER
Kyle, Despite the battery passing on the tester, it is recommended to
replace it based on the erratic electrical concerns being experienced
during an auto start-stop event. The DTCs you provided further
supports a low voltage concern and faulty cell within a battery can
cause numerous erratic symptoms. If further assistance is needed
following battery replacement then please have Nathan, your shop
foreman, reach out to me directly. Colby Your local FSE 810-291-0594
CONCER 12/02/2024 08:54PM K-DOBRAN
, replacing the weak battery fixed this customer s issue.

CQIS Report Number: R6RER001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/18/2024

----- 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: 03/31/2021 Warranty Start Date: 05/05/2021
Date of Sale: 05/05/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 473 LBS
LH/RH Drive:

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE EA
Bld Dt: Calb:

Serial #:
EE100 021009212328 L1PE 6007 EA

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

Serial #:
TC04A21075110281 LX6P 7000 XB
Model:

Shft:

Tire : 235/65R17 A/T Brand :
Radio : A/C : AC C-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR: REPAIR FACILITY: CUSTOMER INFORMATION:

CQIS Report Number: R6RER001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/18/2024

----- 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 02916	05/31/24	96115	65126	1					24S24B
USA 02916	06/14/24	96613	66070	1	42	BAG	48H6	760	MTBATT

CQIS Report Number: R7AM0003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/01/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,LTD,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 32,212 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT

Additional Symptom: after 24S24

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 07/01/2024 01:14PM [REDACTED] MSS - FCSD - NORTHEAST REGION
Web Form Data(120529660) Description of Vehicle Concern: CUSTOMER
STATES VEHICLE INTERMITTENTLY WONT START AND DIED WHILE IN TRAFFIC. Be
sure to review these important module programming steps, and provide
feedback below as necessary:
 -Verify that any replacement part
installed is correct using the ECAT catalog. Provide the full part
number.
 -Verify scan tool is up to date, is at the latest level
and programming is completed using a VCM3 or VCMM (try a second scan
tool if necessary)
 -Verify that the vehicle is identified
correctly in the scan tool
 -No aftermarket electronic components
installed
 -Battery passes a test using approved Rotunda tooling
and is fully charged
 -Battery is maintained at 12.6-13.6 volts

 -Battery State of Charge (SOC) is at or greater than 75%. Use
scan tool to monitor BCM BATT SOC% PID Please list any diagnostics
already performed: TESTED THE BATTERY. Parts Replaced: NONE Do you
have a module programming concern? No Your Question: CUSTOMER WAS IN A
COUPLE WEEKS AGO AND HAD RECALL 24S24 PERFOMED. SINCE THEN THE VEHICLE
HAS NOT STARTED ON ONE OCCASION AND STALLED OUT AT AN INTERSECTION.
THE FIRST TIME IT HAPPENED THE CUSTOMER CALLED AAA BUT BEOFRE THEY GOT
THERE THE CUSTOMER TRIED STARTING THE VEHICLE AGAIN AND IT STARTED.
DROVE TO THE DEALER AND WE TESTED THE BATTERY AND KEPT IT A COUPLE
DAYS AND IT STARTED EVERY TIME. THE CUSTOMER PICKED UP AND A WEEK
LATER THE VEHICLE STALLED OUT AT AN INTERSECTION AND AAA HAD TO COME
JUMP START IT. PER THE CUSTOMER BOTH TIMES THE VEHICLE HAD WARNING
INDICATORS LIT UP IN THE CLUSTER. VEHICLE WAS BROUGHT IN AND SAT OVER
THE WEEKEND, TRIED STARTING FIRST THING. THE VEHICLE DID NOT START, IT
BARELY CLICKED AND THE CLUSTER FLICKERED. TESTED THE BATTERY AND IT
TESTED 507CCA OUT OF 760CCA. AFTER TESTING THE BATTERY I TRIED
STARTING THE VEHICLE AND THE VEHICLE STARTED OK. ONE OTHER TECH IN THE
SHOP HAD SIMILAR CUSTOMER CONCERN BUT ONLY HAPPENED ONCE AND THE
VEHICLE HASN T BEEN BACK. HAS ANY CONCERNS LIKE THIS BEEN SEEN AFTER
PERFORMING RECALL 24S24?

RECOMM 07/01/2024 01:14PM BENJAMIN RICHARDSON(MSS - FCSD - NORTHEAST REGION
Hi Justin, There are no known concerns about FSA 24S24, but based on

CQIS Report Number: R7AM0003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/01/2024

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

--TYPE-- ----- COMMENT TEXT -----
the connected vehicle data battery voltage DTCs and battery testing
the connected vehicle data battery voltage DTCs and battery testing
poorly I suspect this is related to a bad battery. Based on the low
CCA tested, please replace the battery at this time. Once replaced,
attempt to duplicate the concern several more time and if the concern
occurs again, set up a parasitic drain test on the vehicle to see if
that is a contributing factor. Thank you, Ben
CONCER 07/17/2024 08:03AM J-SOLEK
Dealership changed the status changed from Diagnostics/Repair
Suggested to Customer Took Vehicle, DID REPLACE THE BATTERY AND THE
VEHICLE WAS STARTING OK. GAVE THE VEHICLE BACK TO THE CUSTOMER AND
THEY HAVE NOT RETURNED. ASSUMING THE BATTERY WAS THE SOURCE OF THE NO
START CONCERN.
RECOMM 07/17/2024 09:27AM BRYTON BETTY(FSE) MSS - FCSD - NORTHEAST REGION
Thanks for the update. A bad battery or low battery voltage could
cause that concern. The new battery should correct the concern. If you
require further technical assistance for this vehicle update the form.
Please be sure to also complete the survey for this hotline request.
Bryton B. 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
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: 02/04/2021 Warranty Start Date: 02/26/2021
Date of Sale: 02/26/2021 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02854
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 #:
4133A21004130020LX6G 6007 ACA
----- T R A N S M I S S I O N -----

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

Serial #:
TC04A20350120586 LX6P 7000 DB

CQIS Report Number: R7AM0003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/01/2024

Model: Shift:

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

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR: DEPT. OF TRANSPORTATION 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

----- 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 04081	07/02/24	411623	31986	1					24S24B
USA 04081	07/02/24	411765	31986	2	42	HX7	8501	B	ADD
USA 04081	07/02/24	411765	31986	2	42		W714914	S303	MTFLUSH
USA 04081	07/02/24	411765	31986	2	42	DL3	19B596	B	8005D
USA 04081	07/02/24	411765	31986	2	42	HL3	19B596	A	8501A
USA 04081	07/02/24	411765	31986	2	42	V		13	MT8005A
USA 04081	07/02/24	411765	31986	2	42	Y		33	8575B1
USA 04081	07/02/24	411765	31986	2	42	KX7	8620	A	
USA 04081	07/02/24	411765	31986	2	42	V		1	

CQIS Report Number: R7KQM001 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 -----

VEHICLE: 2022 BRONCO SPORT 4X4, TRAIL, 2DR, MPV VIN: [REDACTED]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 18,914 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE

Additional Symptom: software question

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--
CONCER 07/11/2024 12:02PM [REDACTED] MSS - FCSD - CALIFORNIA REGION
Web Form Data(120544879) Description of Vehicle Concern: CUSTOMER
STATES AT TIMES WITH THE START STOP FEATURE THE VEHICLE WILL NOT TURN
BACK ON AND WILL NOT LET YOU SHIFT OUT OF PARK AND HAVE TO WAIT A FEW
MINUTES TO BE ABLE TO TURN THE VEHICLE BACK ON. THIS STARTED HAPPENING
AFTER RECALL 24S24 Please list any diagnostics already performed: TEST
DROVE VEHILCE AND COULD NOT DUPLICATE CONCERN, PERFORMED SELF TEST
USING FDRS AND NO HARD FAULTS WERE PRESENT AT THIS TIME. TESTED
BATTERY USING ROTUNDA DCA-8000P, PASSED BATTERY DIAGNOSTIC TEST WITH
GOOD STATUS. USED FDRS TO CHECK BATTERY STATE OF CHARGE, WAS AT 80%.
DURING TEST DRIVE VERIFEID THAT AUTO START STOP IS FUNCTIONING AS
DESIGNED. Parts Replaced: NONE Do you have a module programming
concern? No Your Question: COULD THERE HAVE BEEN CORRUPTED DATA
UPLOADED DURING RECALL?
RECOMM 07/11/2024 12:02PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION
Hey Jon, In general, It s possible there was a software issue for any
update, but this is very rare and requires duplication to evaluate. At
this point, I m a little confused at the situation. It seems like the
car is shutting off while the vehicle is in park and the customer can
t get it out of park. This does not sound like auto start/stop as
start/stop is only active when the vehicle is in drive. Did the engine
stall on its own? Perhaps the customer is confused cycling the push
button start between modes? It can be confusing at times to remember
which mode you re in and thinking you re in KOER when you re actually
in KOEO. Let me know if there s any details I misunderstood. Sam
CONCER 07/11/2024 06:53PM J-MAREY1
Dealership changed the status changed from General Info to Diagnose
not complete, THE ISSUE IS WHEN VEHICLE DOES NOT TURN BACK ON IT
AUTOMATICALLY PUTS IT IN PARK AND WONT LET YOU SHIFT OUT OF PARK TO
EVEN PUSH CAR OUT OF THE WAY IN THE ROAD. ITS LITERALLY DOING WHAT THE
RECALL DESCRIBES AFTER PERFORMING THE RECALL UPDATE.
RECOMM 07/12/2024 04:35PM SAMUEL VEITH(FSE) MSS - FCSD - CALIFORNIA REGION
Hey Jon, Thanks for the update and clarifying my assumption. We have a
bunch of low battery voltage codes showing in connected vehicle since

CQIS Report Number: R7KQM001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/11/2024

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

--TYPE-- ----- COMMENT TEXT -----
the recall was performed. Before we point our finger at the recall,
the recall was performed. Before we point our finger at the recall,
lets resolve the SOC first. Please replace the battery, verify the
battery cables aren t damaged, corroded or loose and verify the
charging system is operating properly. Next, connect a battery charger
to the vehicle and install the APIM, DSP, TCU, and WACM updates,
refresh the vehicle files on FDRS then check for any updates that may
unlock and install any that do. If the concern is still present and no
codes are stored, we ll want to duplicate and then follow normal
symptom chart diag before we get the module programming team involved.
I know the recall seems like an easy culprit, but we ll really have to
make sure that everything is operating normally before proceeding with
the module programming team. Sam
CONCER 07/16/2024 03:20PM J-SALV39
Dealership changed the status changed from Diagnostics/Repair
Suggested to Fix Verified, PERFORMED THE STEPS AS SUGGESTED, TEST
DROVE VEHICLE AROUND CITY STREETS FOR 20 MILES. WAS NOT ABLE TO
DUPLICATE CONCERN. RELEASED VEHICLE TO CUSTOMER, IF CUSTOMER IS TO
RETURN WILL UPDATE CONTACT. 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:	05/27/2022	Warranty Start Date:	06/29/2022
Date of Sale:	06/29/2022	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	473 LBS
LH/RH Drive:			

----- E N G I N E -----
Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: L1 PE GA
Bld Dt: Calb: NCHDR9N A
Serial #:
EE100 022040040758L1PE 6007 GA

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

CQIS Report Number: R7KQM001

Program Type: H

Orig Rpt #:

Report Source: MSS - FCSD - TECH ASSIT CENTER

Report Date: 07/11/2024

TC04A22089131676 LX6P 7000 XB

Model:

Shift:

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

Tire : 225/65 R17 A/T

Brand :

Radio :

A/C : AC G-????????????????????????????

Paint : PN4-????????????????????????????----- HOT PEPPER RED 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

----- 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	Caus	Service	Part	Number	Labor
				Nr	Cond	Pfx	Base	Sfx	Operation
USA 04823	06/28/24	012873	18660	1					24S24B
USA 04823	06/28/24	012873	18660	2	42	LX6	18125	BZ	18125AT
USA 04823	07/10/24	013394	18908	1	82		NPF		NPF
USA 04823	07/12/24	013592	18960	1	82		RENTAL		
USA 04823	07/12/24	013592	18960	2	04	BAG	48H6	760	AP
USA 04823	07/12/24	013592	18960	2	04				10654C
USA 04823	07/12/24	013592	18960	2	04				10654C1
USA 04823	10/16/24	018880	21588	1	46	9T4	13466	A	13465AB

CQIS Report Number: R8UTV009 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2024

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

VEHICLE: 2021 BRONCO SPORT 4X4,2DR,MPV VIN: [REDACTED]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 17,814 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 39 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY INTERMITTENT

Additional Symptom: Battery Died

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 08/21/2024 06:52PM KEVIN ARTHURS(FSE) MSS - FCSD - CALIFORNIA REGION
Web Form Data(120605035) Description of Vehicle Concern: customer
states battery died also said vehicle did not restart after auto start
stop. Please list any diagnostics already performed: vehicle goes gone
to 2 different techs and have not found anything wrong in the engine
performance side. tested battery and it pass. Parts Replaced: none Do
you have a module programming concern? No Your Question: im looking at
the battery and this vehicle does not have an agm battery. this lead
acid battery gets change to an agm battery. customer drives about 6k
miles per year. i think the lack of driving it average miles per year
and having auto start stop with out an agm battery is causing battery
to drain and not charge fast enough . should i change the battery to
an agm battery.
RECOMM 08/21/2024 06:52PM KEVIN ARTHURS(FSE) MSS - FCSD - CALIFORNIA REGION
Marco, You are correct, the reasons you stated can cause a dead
battery and the auto start/stop system not to work. It is recommended
to install the correct 12 volt battery for the vehicle. Then retest
the auto start stop system. If the system operates as designed, no
further repairs are necessary. If the auto start stop system does not
operate properly, continue with normal WSM diagnostics. Thanks Kevin
CONCER 08/21/2024 06:57PM M-MARCO2
Dealership changed the status changed from Diagnostics/Repair
Suggested to Diagnose not complete, the battery in the vehicle is a
ford battery. if its passing ford wont pay for battery if it doesnt
fail on the rotunda. i think for put wrong battery on this vehicle.
RECOMM 08/22/2024 11:19AM KEVIN ARTHURS(FSE) MSS - FCSD - CALIFORNIA REGION
Marco, Looking in the parts catalog, the part number for the battery
that should be in this vehicle is BAGM-48H6-760. BAGM-48H6-760 is a
AGM battery. Check the part number of the battery currently installed
in the vehicle. If the battery currently installed is incorrect, it is
recommended to replace it. You are correct, that if the current
battery does not fail when tested, a battery code will not be
generated and the customer will likely have to pay for a new battery.
Having the correct battery installed is important when diagnosing the

CQIS Report Number: R8UTV009 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2024

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

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

auto start stop system. Thanks Kevin

CONCER auto start stop system. Thanks Kevin
08/22/2024 02:24PM M-MARCO2
, agm battery

----- 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:	08/02/2021	Warranty Start Date:	09/08/2021
Date of Sale:	09/08/2021	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	463 LBS
LH/RH Drive:			

Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GA CA
Bld Dt: Calb:
Serial #:
4133A21173130168LX6G 6007 ACA

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A21161132101 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 B ----- ABSOLUTE BLACK

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : MARCO MIRANDA	Title: TECHNICIAN
Phone :	

CQIS Report Number: R8UTV009 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/21/2024

Rpr Dlr:USA 05508 - Theodore Robins Ford Ph#:949-642-3017
City: Costa Mesa State : California
Country: United States Region : Los Angeles

Claim #/Date : 13797 08/19/2024

Specialist's
Name : KEVIN ARTHURS (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 05508	08/19/24	013797	17814	1	42	BAG	48H6	760	12651D
USA 05508	08/19/24	013797	17814	1	42				12651DX1
USA 05508	08/19/24	013797	17814	1	42				10654C
USA 05508	08/19/24	013797	17814	1	42				10654C1
USA 06246	08/02/24	786911	17496	1					24S24B