

NHSTA VOQ Claim – ODI: 11604215

- ODI Comment: “stopped with the red light. When the light turned green, I went to drive, and the car shut itself down...use the key fob to push the start button, and that actually worked.”
- PD Conclusion after CV data review: Failure to restart likely due to intermittent issue unrelated to the battery condition.

VIN	Incident Date	24S24	Note	Conclusion
	6/27/2024	6/17/2024	Vehicle was re-started per owner	Intermittent other issue? Battery checked good

Detailed Vehicle Specification

VIN											
Vehicle Line	C/HD	Market Derived Code	F								
Body Cab	C/UB	Ver. Series	C/CC								
Drive Type	C/E										
PLT CD	A3	TRS CD	C/GM	ENG CD	C/Y1						
Production Date	26-JUL-2021	Warranty Start Date	18-SEP-2021								
Selling Dealer	124402	Selling Country	USA								
GSAR Claim Key	Trx Code	Time In Service	Labor Hours	Dealership	DIST (Miles)	Repair Date	Prefix	Base	Suffix	Doc	
Details	12745421	S07	34	1.5	SAHSA/IA FORD	28970	27-JUN-2024	*	RECA:EM	* 12506101	
Customer Comments	C/S NO START, ENGINE SHUT OFF AT STOP LIGHT AND WOULD NOT RESTART, ATTEMPTED MULTIPLE TIMES, FINALLY CUSTOMER LOCKED AND UNLOCKED VEHICLE WITH REMOTE AND USED PHYSICAL KEY TO PRESS START BUTTON AND THE VEH STARTED, CUSTOMER DROVE STRAIGHT HERE, NOW CUSTOMER RECEIVING MESSAGE ON FORD PASS THAT THERE IS A POWERTRAIN MALFUNCTION-C/A										
Tech Comments	SCAN VEHICLE, CHECK FOR DTC, NO DTC FOUND for this concern. No TSB, SSM, GSB FOUND FOR THIS CONCERN. Check Battery condition, GOOD at this time. CHECK SOFTWARE UPDATE FOUND, PSCM, GSM software update available. Performed software update. Concern is not present at this and cannot be duplicate.										

