Page: 01 CQIS DETAIL REPORT 05/20/25 10:00:25

CQIS Report Number: S1VPV010 Program Type: MX Orig Rpt #:
Report Source: VO - FOM - CUST SERV TECH/QLTY Report Date: 01/22/2025

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

VEHICLE: 2023 MAVERICK,FWD,SUP CRW,PICKUP VIN [redacted]
Engine : 2.0L TIVCT GTDI T/C 240PS GAS Odometer: 12,168 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: se apago
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT [redacted]

[redacted] [redacted] VO - FOM - CUST SERV TECH/QLTY
Web Form Data(120809699) Description of Vehicle Concern: CLIENTE INDICA QUE EL VEHICULO SE LE APAGO CORRIENDO, ENCENDIO MULTIPLES LUCES, APAGO EL VEHICULO Y LUEGO DE HORA Y MEDIA LOGRO ENCENDER EL VEHICULO DE NUEVO. Please list any diagnostics already performed: SE PROCEDIO A VERIFICAR EL VEHICULO NO ENCONTRANDOSE ARTICULOS AFTERMARKET INSTALADOS, SE PROCEDIO A REALIZAR PRUEBAS DE CARRETERAS PARA REPLICAR CONDICION Y ESTA NO REPLICA. SE ESCANEO UNIDAD ENCONTRANDOSE VARIOS DTCS EN HISTORIAL LOS CUALES SE PROCEDEN A BORRAR UNIDAD PASANDO SELF TEST SATISFACTORIO. SE LLEVO UNIDAD DE NUEVO A PRUEBA DE CARRETERA Y ESTA NO REPLICA CONDCIION, SE REALIZARON VARIAS PRUEBAS DE HARNESS AL REALIZAR EL WIGGLE TEST Y ESTA NO REPLICO CONDICION. SE CONECTO DATA LOGGER Y SE LLEVGO UNIDAD A PRUEBA DE CARRETERA Y NO SE RECUPERA NINGUNA DATA CORRUPTA O QUE NOS INDIQUE ALGUN PROBLEMA EN EL SYSTEMA. EL CLIENTE APORTA VIDEOS Y FOTOS DE LA CONDICION LA CUAL DUPLICA ESPORADICAMENTE. Parts Replaced: NONE AT THE MOMENT Your Question: QUE SE PROCEDE EN ESTE CASO? COMO SE PUEDE LOGRAR DIAGNOSTICAR ESTA UNIDAD?

RECOMM 01/22/2025 04:14PM [redacted] [redacted]
Es necesario poder replicar la queja del cliente y saber bajo que condiciones se hace presente el sintoma para poder identificar hacia qué sistema nos vamos a referir durante el diagnostico. Se recomienda realizar pruebas de conducción con el cliente para que te aporte las condiciones con las cuales se genera su queja. Saludos. Angel Ledezma. Centro de Asistencia Técnica Ford

RECOMM 01/22/2025 05:36PM [redacted] VO - FOM - CUST SERV TECH/QLTY
Buena tarde. En OTA tienes DTC relacionados a la perdida de comunicación en algunos módulos. Ayudamos realizando prueba de monitore de red como podrás observar en el archivo PDF que se adjunta. Realiza prueba de sacudimiento y verifica si hay cambios en la señal. Adicional con base en el DTC P05D3 ayúdame realizando la prueba precisa AA en el manual del taller y comparte resultados obtenidos. Saludos. Angel Ledezma. Centro de Asistencia Técnica Ford

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Report Source: VO - FOM - CUST SERV TECH/QLTY Report Date: 01/22/2025

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

Equipment/Procedure Used	Effective?	Equipment/Procedure Used	Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/13/2023 Warranty Start Date: 12/07/2023
Date of Sale: 12/07/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 508 LBS
LH/RH Drive:

- - - ENGINE - - -

Engine: 2.0L TIVCT GTDI T/C 240PS GAS Tag: MJ 6E NA
Bld Dt: Calb:
Serial #:
EE100 022336105237MJ6E 6007 NA

- - - TRANSMISSION - - -

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23033120640 PZ6P 7000 AA
Model: Shft:

- - - ADDITIONAL - - -

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

AFTER MARKET MODIFICATIONS

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

REPORT ORIGINATOR - REPAIR [redacted]

[redacted] Title: TECHNICIAN
Phone :
[redacted]
Rpr Dlr: [redacted]
[redacted] Region : [redacted]
[redacted]
[redacted]

CQIS Report Number: S1VPV010 Program Type: MX Orig Rpt #:
Report Source: VO - FOM - CUST SERV TECH/QLTY Report Date: 01/22/2025

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
01/22/2025	S1VPV022	FOMHTL	AID/INFO				PRI F0R92

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

VEHICLE'S WARRANTY HISTORY (365 days only)

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Part Number Pfx	Base	Sfx	Labor Operation
PRI F0R92	05/27/24	083977	6293	1	04		10849		MTIME
PRI F0R92	05/27/24	083977	6293	2					24S27B


11218.2 mi
84°
Servicio
AdvanceTrac
OK
E
C
H
E
F
PRNDL
RPM x1000
MPH


11218.1 mi
84°
Asistencia de precolisión
no disponible
OK
E
RPM
x1000
MPH
km/h
C
H
E
F
PRNDL


MyView
84°
Asistencia de precolisión
no disponible
OK
E
RPM
x1000
MPH
C
H
E
F
P R N D L


DEPARTAMENTO
DE
PIEZAS
XLT


LIENTE
CENTRAL
Ford


ESTIMADO CLIENTE
DEPARTAMENTO SERVICIO
BRONCO
MAVERICK


MANTENIMIENTO DE A/C
40% DE DESCUENTO
SERVICIO
ESTIMADO CLIENTE

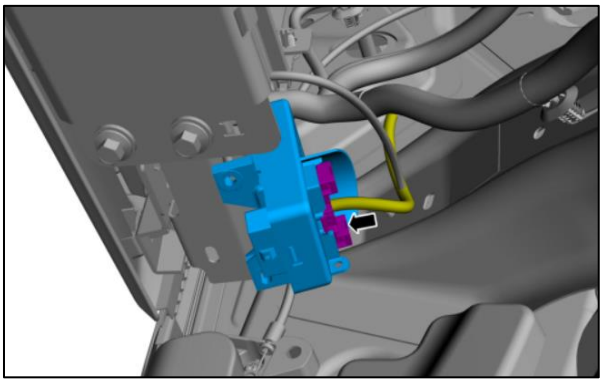
Monitoreo de Red con Osciloscopio

con Herramienta de Diagnóstico VCMM

Para la realización de este ejercicio se utilizó una unidad Bronco Sport 2021.

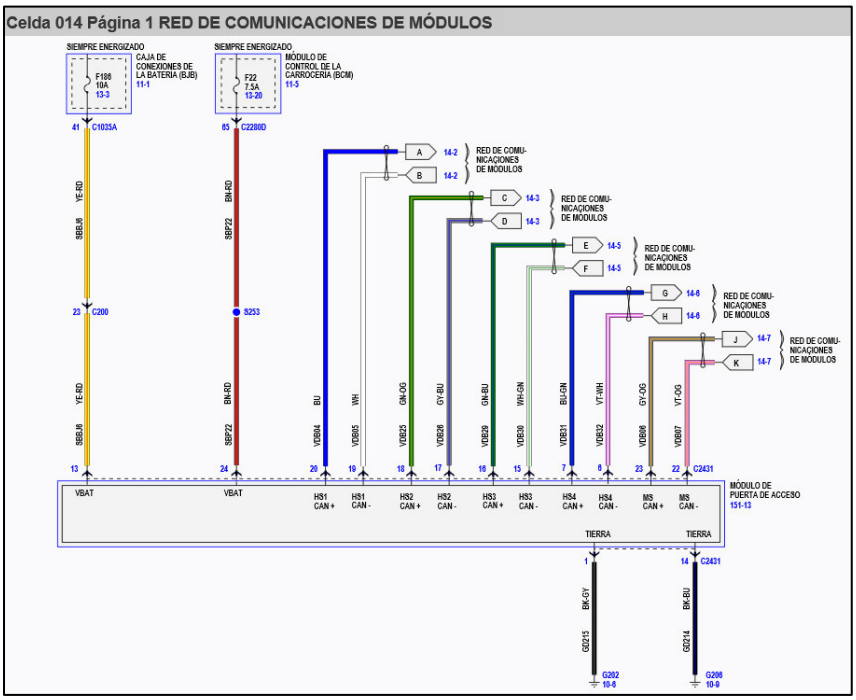
Paso 1

Apoyándose del Manual de Taller, realizar las operaciones de desmontaje pertinentes para tener acceso y poder manipular la parte trasera del conector del GWM…



Paso 2

Identificar en los diagramas de RED DE COMUNICACIONES DE MÓDULOS los redes CAN que se desean analizar…



En este ejercicio se analizaron las redes HS-CAN y MS-CAN haciendo uso de las puntas flexibles de Rotunda para no dañar los pines del conector C2431 del GWM.

Número de artículo de Rotunda: 164-R9834
Número de pieza de Bosch: 1699200321

Para analizar una red se requiere el uso de 2 canales conectados al VCMM (4 sondas, 2 por cada canal)

Accesorios a utilizar con el VCMM:

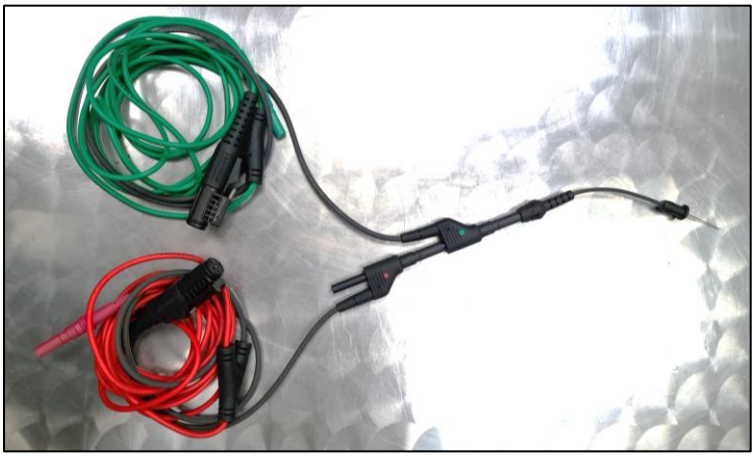
Ejemplo 1

Para analizar la red **HS-CAN1** se requiere realizar la conexión de la siguiente manera:

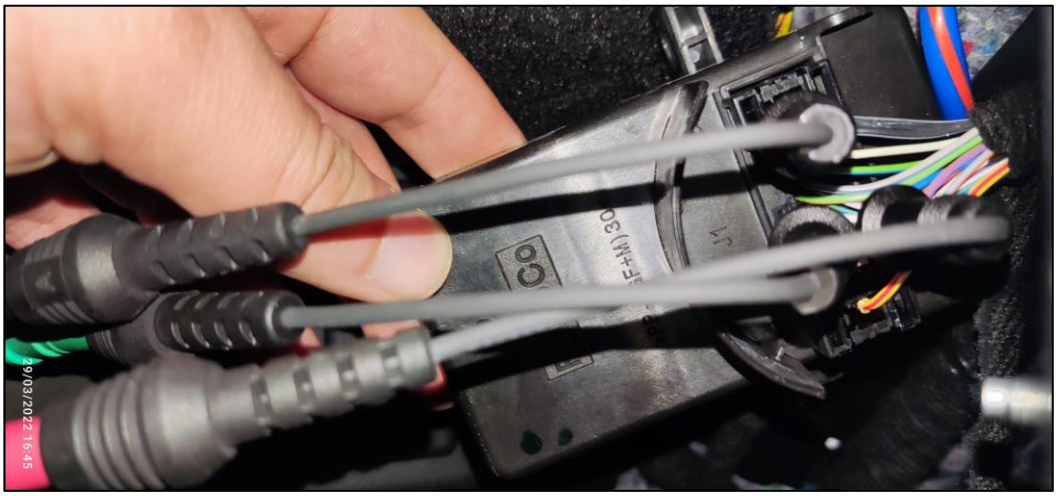
- Sonda Positiva (Canal 1) conectada al pin 20, cable azul (liso/unicolor)
- Sonda Negativa (Canal 1) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con raya gris y negro con raya azul respectivamente.

- Sonda Positiva (Canal 2) conectada al pin 19, cable color blanco (liso/unicolor)
- Sonda Negativa (Canal 2) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con raya gris y negro con raya azul respectivamente.

Otra forma de conectar los negativos de ambos canales 1 y 2, es montarlos juntos como se muestra en la imagen de abajo, para que compartan el polo negativo, de esta manera únicamente se colocarían 3 sondas en el conector C2431 del GWM quedando de la siguiente manera:



- Sonda Positiva (Canal 1) conectada al pin 20, cable color azul (liso/unicolor).
- Sonda Positiva (Canal 2) conectada al pin 19, cable color blanco (liso/unicolor).
- Sonda Negativa (Canal 1 y 2) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con línea gris y negro con línea azul respectivamente.



Ejemplo 2

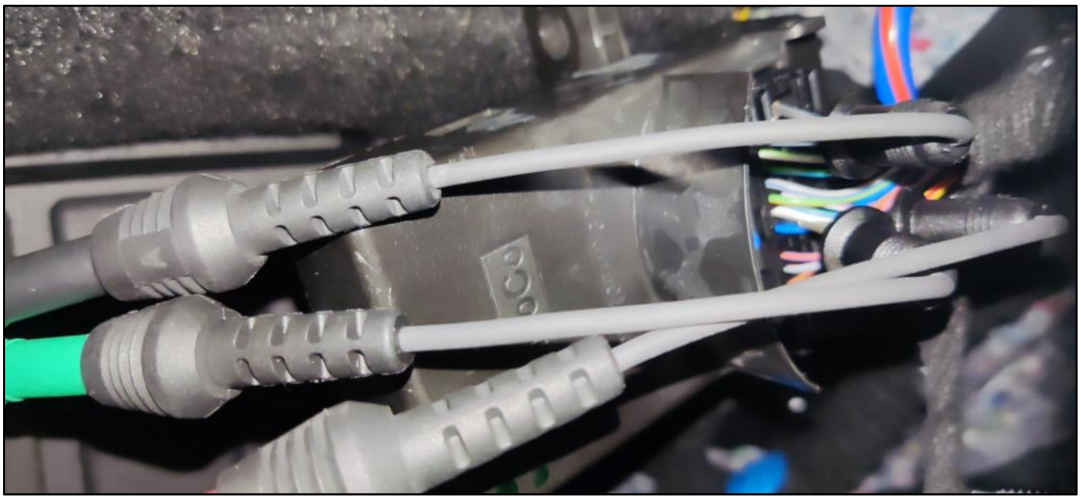
Para analizar la red **MS-CAN** se requiere realizar la conexión de la siguiente manera…

- Sonda Positiva (Canal 1) conectada al pin 23, cable gris con línea naranja.
- Sonda Negativa (Canal 1) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con raya gris y negro con raya azul respectivamente.

- Sonda Positiva (Canal 2) conectada al pin 22, cable violeta con línea naranja.
- Sonda Negativa (Canal 2) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con raya gris y negro con raya azul respectivamente.

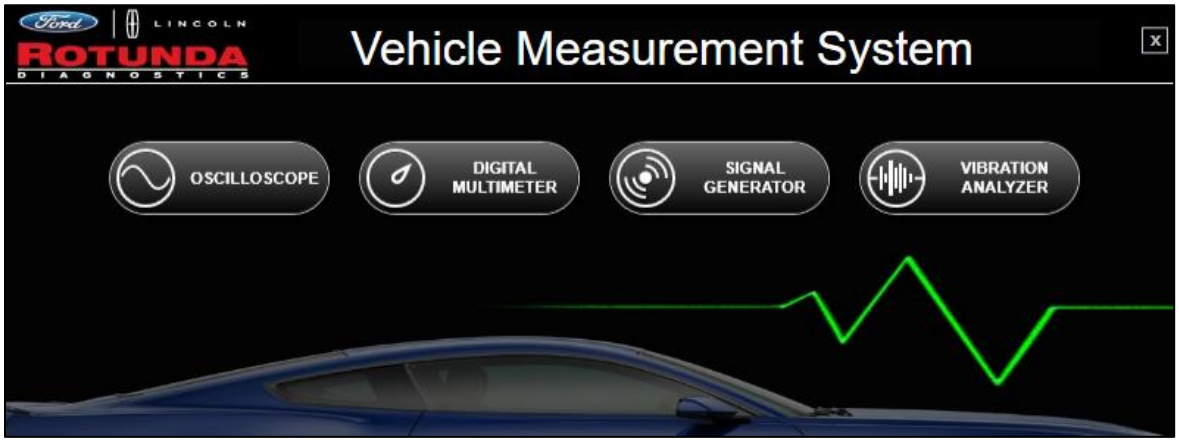
Segunda forma, conectando los negativos de ambos canales 1 y 2 juntos, para que compartan el polo negativo, colocando únicamente 3 sondas en el conector C2431 del GWM quedando de la siguiente manera:

- Sonda Positiva (Canal 1) conectada al pin 23, cable gris con línea naranja.
- Sonda Positiva (Canal 2) conectada al pin 22, cable violeta con línea naranja.
- Sonda Negativa (Canal 1 y 2) conectada ya sea al pin 1 o pin 14 (cualquiera de los 2), cables color negro con raya gris y negro con raya azul respectivamente.

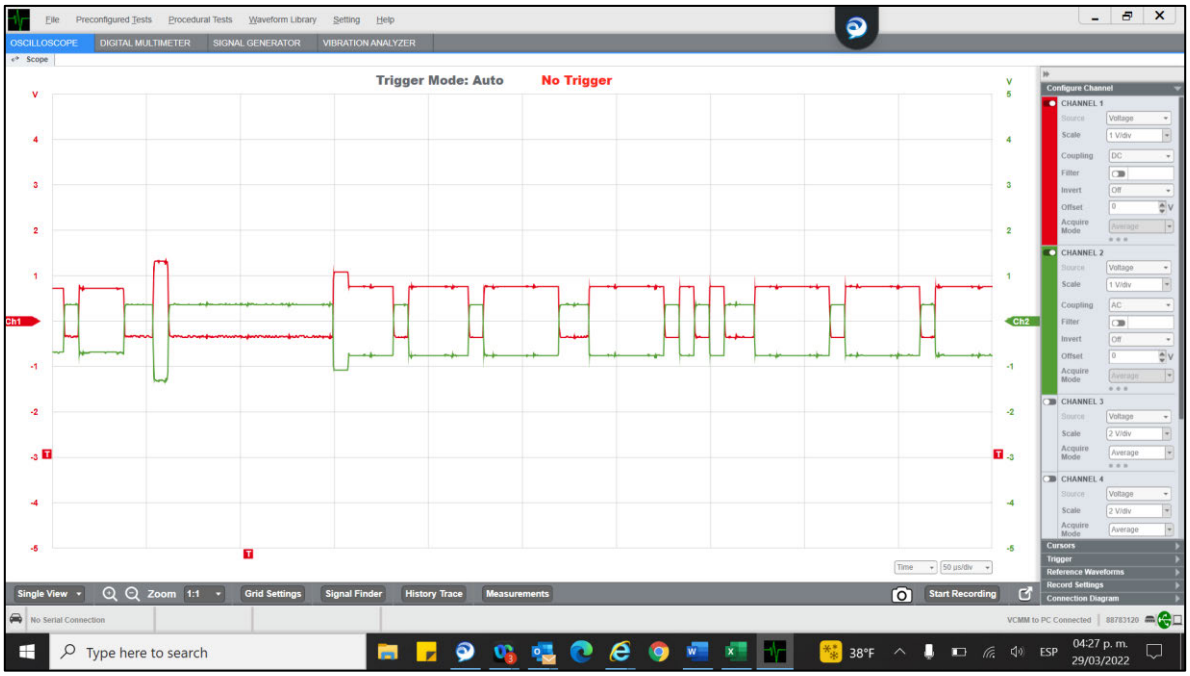


Paso 3

Una vez colocadas las sondas, conectar el VCMM a la computadora, abrir la aplicación VMS e ingresar al apartado de OSCILLOSCOPE…

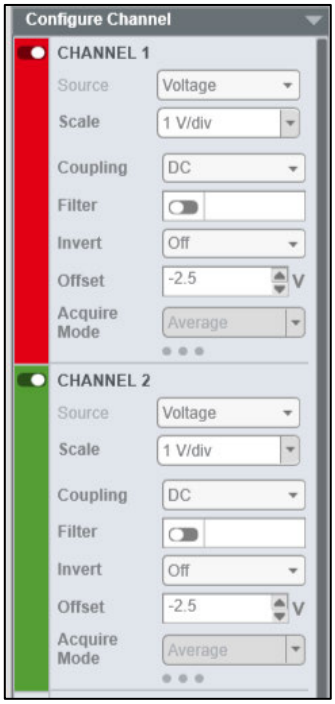


Activar los Canales 1 y 2…



En este punto las lecturas graficadas por el Osciloscopio podrían verse distorsionadas.

Para poder tener una visibilidad clara y poder analizarlas correctamente se recomienda realizar los siguientes ajustes modificando las escalas…



Frecuencia recomendada para una red HS-CAN:

Frecuencia recomendada para una red MS-CAN:

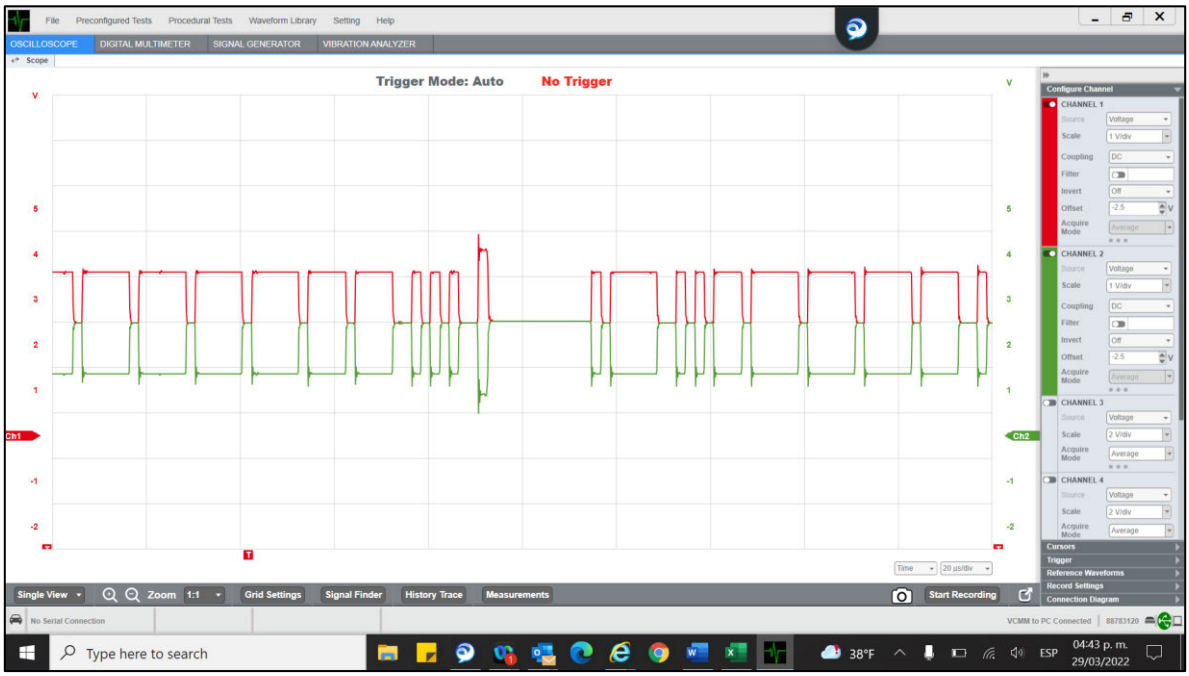
Nota:

Los circuitos CAN (+) y (-) de datos se regulan a 2.5 voltios aproximadamente durante condiciones del tráfico neutras o en reposo de la red. A medida que se envían mensajes a través del circuito (+) de datos, el voltaje aumenta en aproximadamente 1.0 voltio. Inversamente, el voltaje del circuito (-) de datos se reduce en aproximadamente 1.0 voltio cuando se envía un mensaje.

La comunicación correcta de un mensaje generalmente se puede determinar mediante un ligero pico que se produce al final de la transmisión del mensaje. Toda señal que sea significativamente diferente de la forma de onda normal de las redes CAN podría ocasionar que se establezcan códigos de diagnóstico de falla (DTC) de red (códigos U), o que se produzca una interrupción total de la red.

Ya con los ajustes necesarios, la gráfica de una red en buen estado debería verse de la siguiente manera…

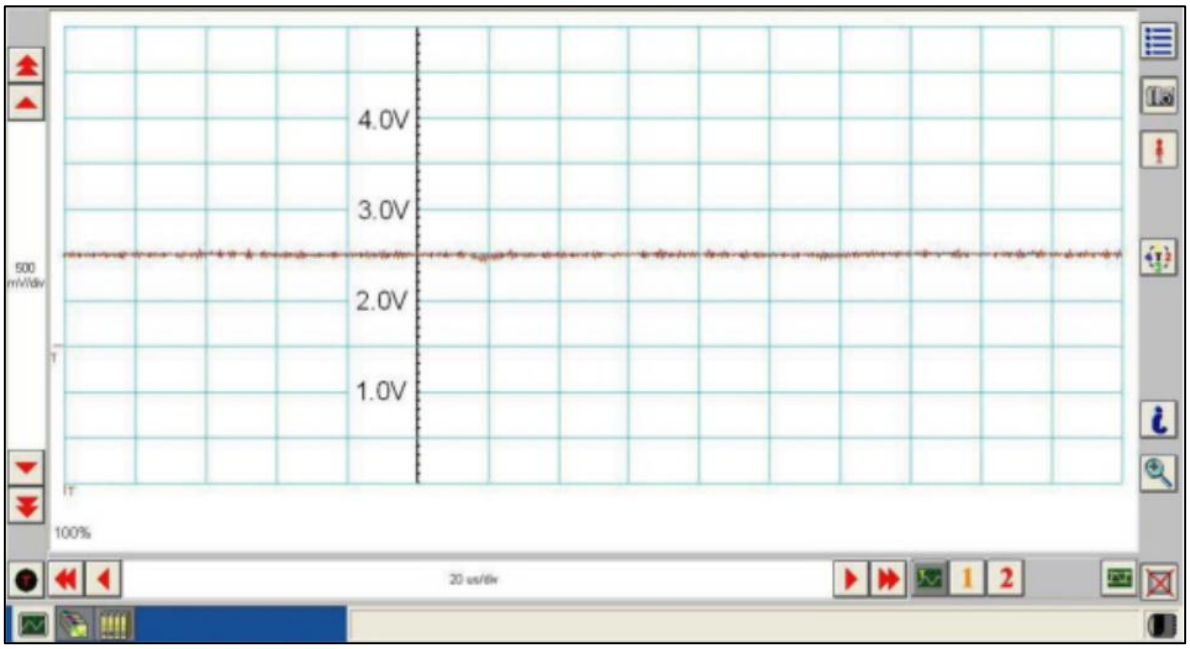
Funcionamiento correcto



Una vez generados los gráficos de comunicación de la red, se puede comparar los resultados contra los gráficos del Manual de taller:

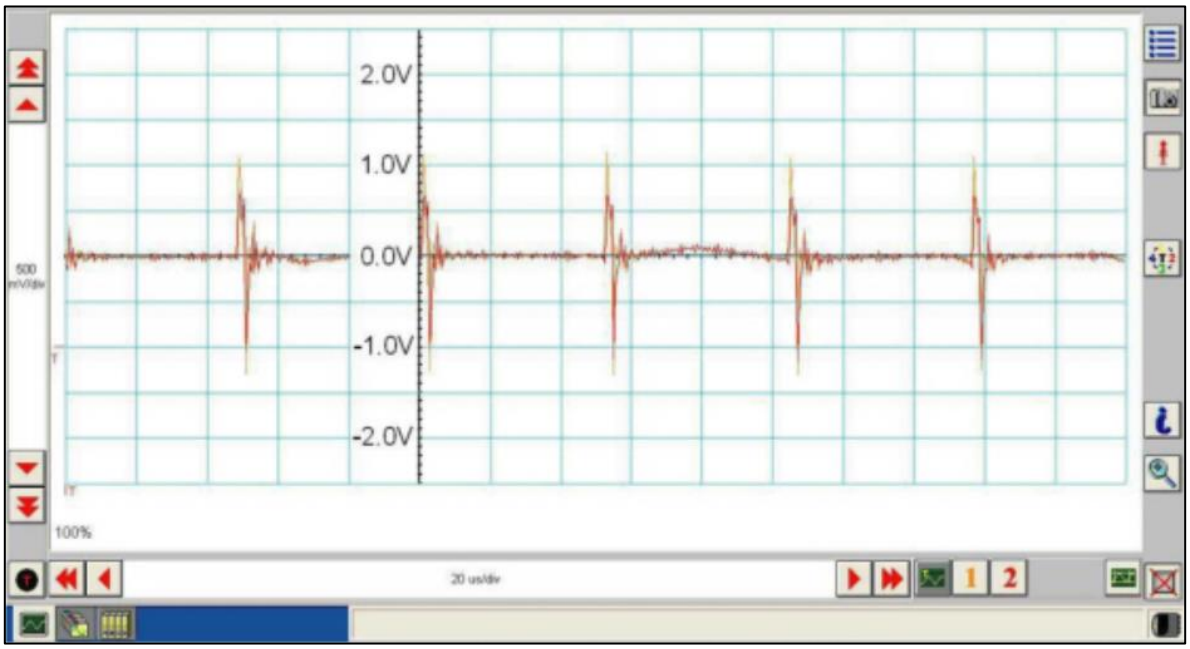
[2021 Bronco Sport / 418-00 Red de comunicaciones de módulos / Descripción y funcionamiento / Red de comunicaciones - Funcionamiento del sistema y descripción de componentes]

Circuitos de red CAN en cortocircuito entre sí



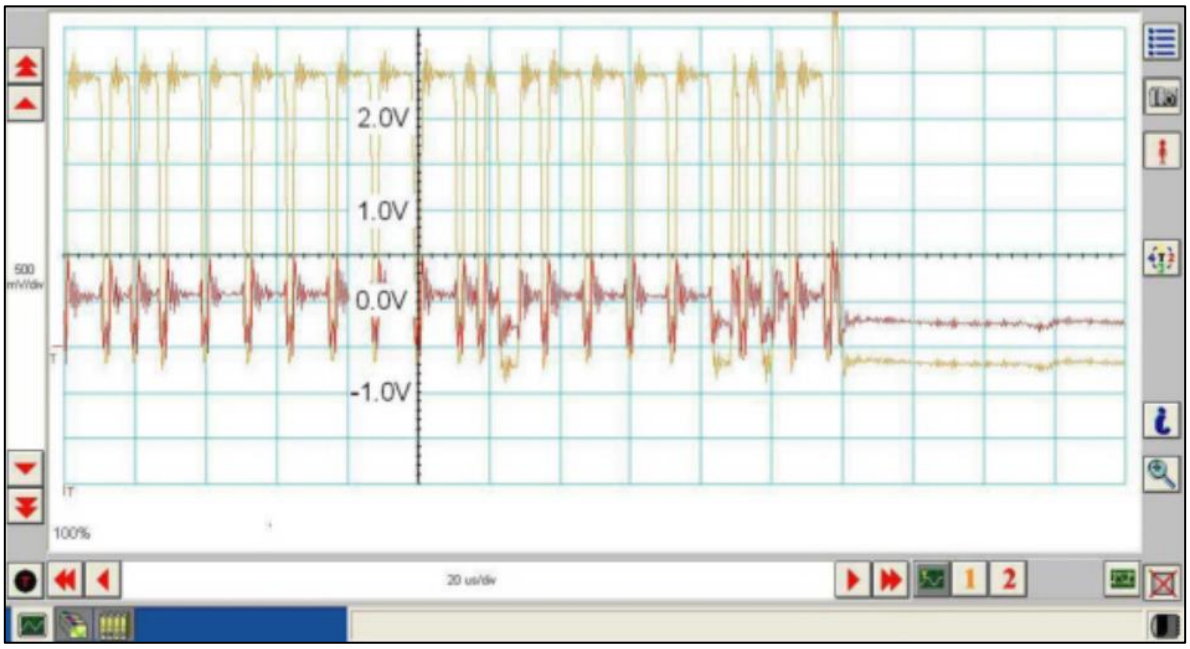
En caso de que los circuitos (+) y (-) de datos presenten un cortocircuito entre sí, la señal permanece en el voltaje básico (2.5V) continuamente y se pierden todas las capacidades de comunicación.

Cortocircuito a tierra en el circuito (+) de la CAN



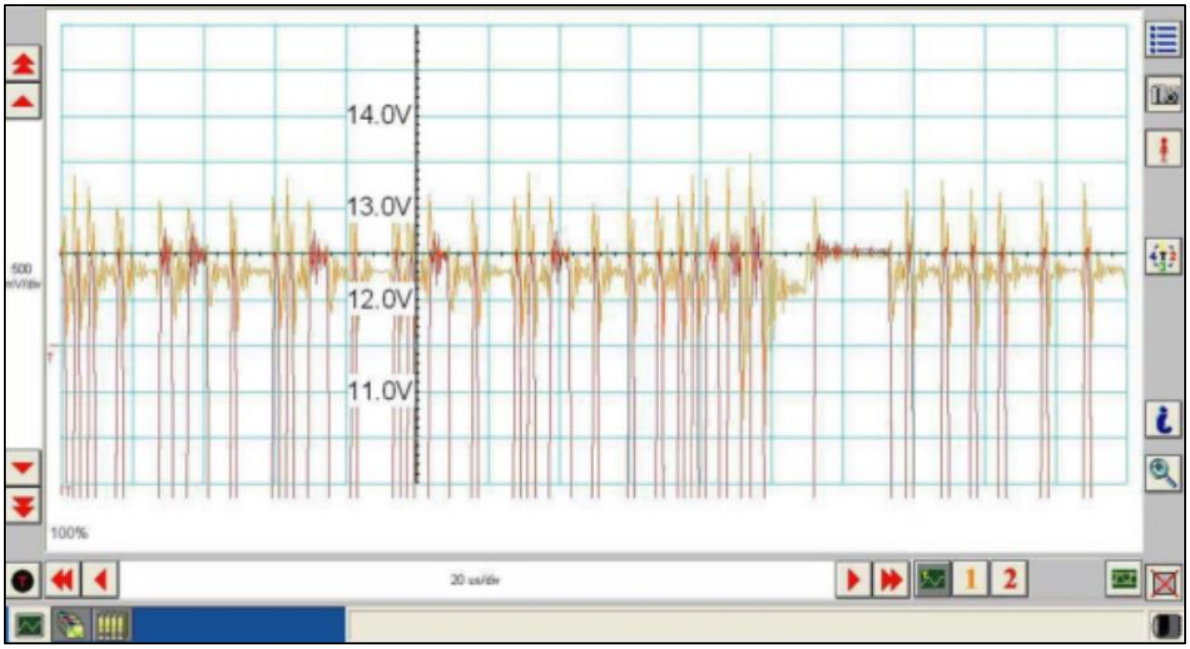
En caso de que el circuito (+) de datos presente un cortocircuito a tierra, el voltaje tanto del circuito (+) como del circuito (-) de datos pasa al nivel bajo (0V), y se pierden todas las capacidades de comunicación.

Cortocircuito a tierra en el circuito (-) de la CAN



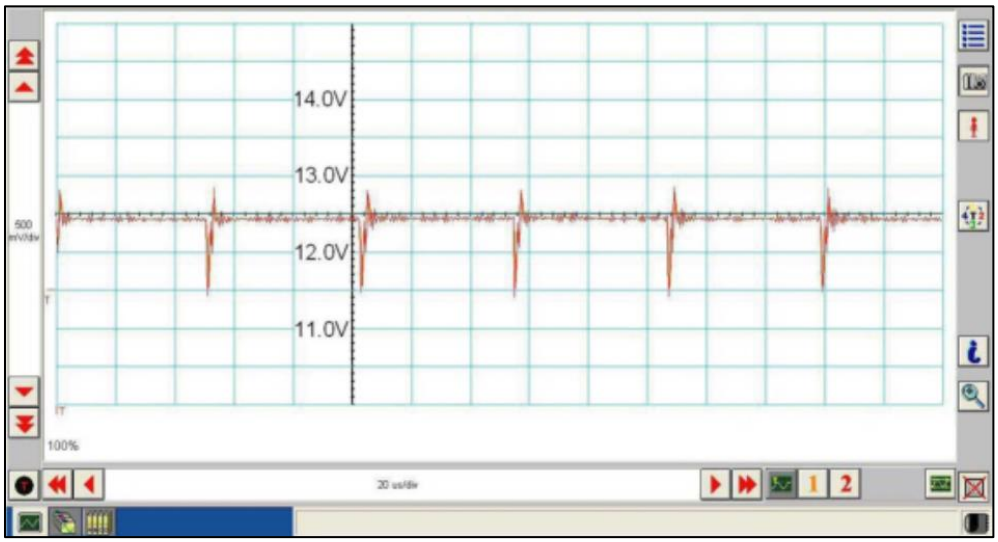
En caso de que el circuito (-) de datos presente un cortocircuito a tierra, el voltaje en el circuito (-) pasa al nivel bajo (0V) y el voltaje en el circuito (+) alcanza un voltaje de pico casi normal (3.0V) durante la comunicación, pero se reduce a 0V en lugar de al voltaje básico normal (2.5V). La comunicación puede continuar, pero a un nivel reducido.

Cortocircuito a voltaje de la batería en el circuito (+) de la CAN



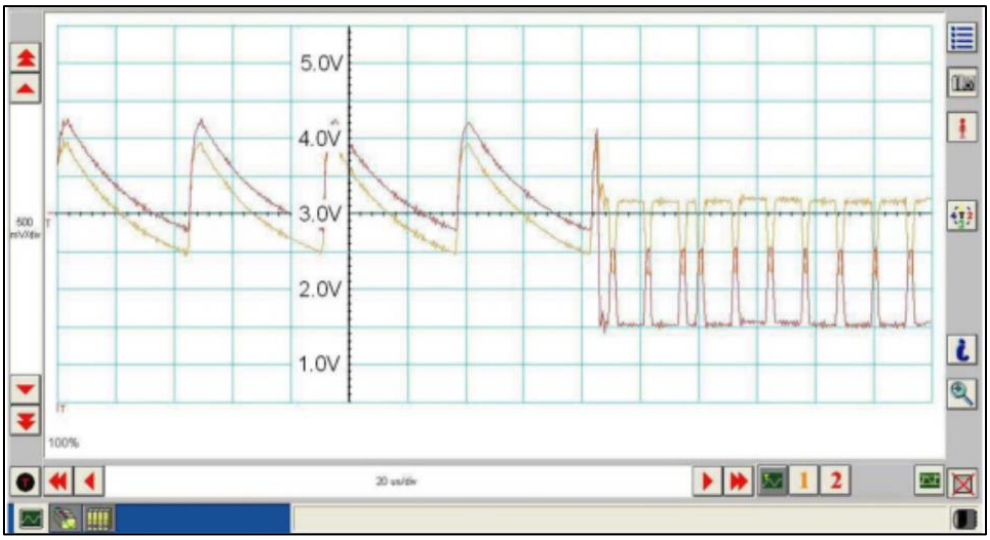
En caso de que el circuito (+) de datos presente un cortocircuito a voltaje de la batería, se ocasiona un voltaje alto (12V) en el circuito de datos (+) y se ocasiona un voltaje anormalmente alto (mayor de 5V) en el circuito de datos (-) durante la comunicación, y se alcanza el voltaje de la batería (12V) para el voltaje pico. La comunicación puede continuar, pero a un nivel reducido.

Cortocircuito a voltaje de la batería en el circuito (-) de la CAN



En caso de que el circuito de datos (-) presente un corto a voltaje de la batería, se ocasiona un voltaje alto (12V) tanto en el circuito de datos (+) como en el circuito de datos (-) y se pierden todas las capacidades de comunicación.

Corrupción de la señal en circuito de CAN



Las oscilaciones rítmicas, los picos inductivos y las interferencias aleatorias pueden corromper las comunicaciones de red. La fuente de corrupción de la señal podrían ser las interferencias eléctricas externas, como motores eléctricos o solenoides, o en interferencias internas generadas por un módulo en la red. En algunos casos, una apertura ya sea en el circuito de datos (+) o en el circuito de datos (-) a un módulo de la red podría ocasionar que el módulo emita interferencias en el circuito que sigue conectado. La marca mostrada es un ejemplo de un patrón de "diente de sierra" transmitido desde un módulo con un circuito de red abierto.

Podría haber otros tipos de corrupción presentes cuando un módulo se energiza y desenergiza intermitentemente. El módulo, al ser energizado, podría iniciar la comunicación fuera de sincronía con otros módulos de la red, lo que causa fallos de comunicación momentáneos.

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

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

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

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: no crank 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 02/24/2025 07:53PM [redacted](FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(120857043) Description of Vehicle Concern: CUSTOMER STATES VEHICLE DIED IN FLIGHT ON HIGHWAY, WAS UNABLE TO RESTART VEHICLE AND WAS STRANDED FOR 8 HOURS PER CUSTOMER. SHE TRIED TO START VEHICLE MULTIPLE TIMES BUT NOTHING HAPPENED. Please list any diagnostics already performed: Performed pin point test H Per WSM 211-05. H1-Yes performed battery test, battery passed, H2-Yes B1310:14, B130F:14, B108A:24 present. H17-No OL, H18-No no voltage present, H19-Yes < 3ohms, H20-Yes BCM, PCM, ABS, SCCM, PSCM all passed network test. H21-Yes >11volts, H23-Yes I would say yes since DTCs still present and have not cleared since they set and vehicle was started a few times. Looking at the wiring diagrams Cell 20-1 Checked connecter C1035A at BJB, ok and secured, pin look ok. Cell 13-1 C2280A pin 1, C2280B pin 1 both ok not loose or pushed pins on both BCM. Inspected C1035A at BJB connector ok, C1617C at High Current BJB ok as well. Talked to shop foreman about different possibility s and checked ground G206 on Cell 20-2, ground ok. Parts Replaced: None Do you have a module programming concern? No Your Question: Customer was driving vehicle for and extended period of time through Texas on a trip when symptom occurred and stalled while driving. She could not get it to start even after the vehicle was towed after the 8 hours of waiting. Given the pin point test and diagnosis performed, I am leaning towards the BCM since the run/start relay is built into the BCM thus causing the other DTCs as well. Vehicle arrived in a tow truck. Unless yall have something I have not checked yet, looking to get a RVC code for BCM.
RECOMM 02/24/2025 07:53PM [redacted](FSE) MSS - FCSD - PHOENIX REGION
Hey [redacted] Is the concern currently present? It could be the BCM or the BJB. The DTCs setting that I am most concerned about are for the horn relay control circuit being shorted/open, and the run/start relay control circuit being shorted/open. These both involve the BCM controlling them, but the relays are both in the BJB and are non-serviceable. Double check these circuits (between the coil side of the relay and the BCM), if they re OK and not shorted to ground/open,

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

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

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

you could manually ground the run/start relay circuit CDC55 by

you could manually ground the run/start relay circuit CDC55 by depinning it at the BCM, then see if the vehicle will start normally. If it does, this eliminates the BJB as faulted and would indicate an issue with the BCM. But if it still won t start, then the fault is likely with the BCM. Thanks, [redacted] FSE - Phoenix

CONCER 02/25/2025 10:22AM J-GAL325
Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete, Morning Devin, The issue with this vehicle is that the symptom is intermittent and it does not always present itself. Will run vehicle for some time to see if it stalls on its own, if it does will perform recommended diagnostic. If not then I guess I am shipping it.

RECOMM 02/25/2025 02:51PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Jaime, Thank you for the update. I agree with performing the previous direction provided by [redacted] if you are able to duplicate the concern. If the concern cannot be duplicated, then I advise against any repair attempts as there would be no way to immediately confirm if they were effective or not due to the intermittent nature of the concern. [redacted] [redacted]FSE

CONCER 03/10/2025 01:22PM J-GAL325
Dealership changed the status changed from General Info to No Problem Found, Unable to duplicate customers concern in order to test and perform additional diagnosis. Customer pick up vehicle.

RECOMM 03/10/2025 03:24PM [redacted](FSE) MSS - FCSD - PHOENIX REGION
Good afternoon Jaime, Thank you for the update that the no problem found process was followed. If the concern gets to the point where it can be duplicated and additional assistance is needed, let us know by updating this form. -[redacted] 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:	02/07/2023	Warranty Start Date:	03/22/2023
Date of Sale:	03/22/2023	Selling Dlr(Geo/Mkt,Dlr,Sub):	
Dealer Special Order:		Gross Vehicle Weight:	463 LBS
LH/RH Drive:			

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23016130545LX6G 6007 TAB
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23012132119 PZ1P 7000 GA
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- 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 ----------
Orig/Caller : [redacted] Title: TECHNICIAN
Phone :

Rpr Dlr:[redacted]

Region :[redacted]

Claim #/Date : 616364 02/19/2025

Specialist's
Name : [redacted] (FSE)

---------- 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
02/07/2025	S2GVR264	CACVOC	ST/RN/MV		USA 11293
02/20/2025	S2TYE623	CACVOC	DRV PERF		USA 11293

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 04465	08/09/24	479438	12706	1					24S24B

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

---------- 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: 1
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 1 39 START/RUN/MOVE STARTING
NO CRANK INTERMITTENT
Additional Symptom: no crank no start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal [redacted] (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 02/24/2025 07:53PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION
Web Form Data(120857043) Description of Vehicle Concern: CUSTOMER STATES VEHICLE DIED IN FLIGHT ON HIGHWAY, WAS UNABLE TO RESTART VEHICLE AND WAS STRANDED FOR 8 HOURS PER CUSTOMER. SHE TRIED TO START VEHICLE MULTIPLE TIMES BUT NOTHING HAPPENED. Please list any diagnostics already performed: Performed pin point test H Per WSM 211-05. H1-Yes performed battery test, battery passed, H2-Yes B1310:14, B130F:14, B108A:24 present. H17-No OL, H18-No no voltage present, H19-Yes < 3ohms, H20-Yes BCM, PCM, ABS, SCCM, PSCM all passed network test. H21-Yes >11volts, H23-Yes I would say yes since DTCs still present and have not cleared since they set and vehicle was started a few times. Looking at the wiring diagrams Cell 20-1 Checked connecter C1035A at BJB, ok and secured, pin look ok. Cell 13-1 C2280A pin 1, C2280B pin 1 both ok not loose or pushed pins on both BCM. Inspected C1035A at BJB connector ok, C1617C at High Current BJB ok as well. Talked to shop foreman about different possibility s and checked ground G206 on Cell 20-2, ground ok. Parts Replaced: None Do you have a module programming concern? No Your Question: Customer was driving vehicle for and extended period of time through Texas on a trip when symptom occurred and stalled while driving. She could not get it to start even after the vehicle was towed after the 8 hours of waiting. Given the pin point test and diagnosis performed, I am leaning towards the BCM since the run/start relay is built into the BCM thus causing the other DTCs as well. Vehicle arrived in a tow truck. Unless yall have something I have not checked yet, looking to get a RVC code for BCM.
RECOMM 02/24/2025 07:53PM DEVIN CREZEE(FSE) MSS - FCSD - PHOENIX REGION
Hey Jaime, Is the concern currently present? It could be the BCM or the BJB. The DTCs setting that I am most concerned about are for the horn relay control circuit being shorted/open, and the run/start relay control circuit being shorted/open. These both involve the BCM controlling them, but the relays are both in the BJB and are non-serviceable. Double check these circuits (between the coil side of the relay and the BCM), if they re OK and not shorted to ground/open,

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

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

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

you could manually ground the run/start relay circuit CDC55 by

you could manually ground the run/start relay circuit CDC55 by depinning it at the BCM, then see if the vehicle will start normally. If it does, this eliminates the BJB as faulted and would indicate an issue with the BCM. But if it still won t start, then the fault is likely with the BCM. Thanks, Devin FSE - Phoenix

CONCER 02/25/2025 10:22AM J-GAL325
Dealership changed the status changed from Diagnostics/Repair Suggested to Diagnose not complete, Morning Devin, The issue with this vehicle is that the symptom is intermittent and it does not always present itself. Will run vehicle for some time to see if it stalls on its own, if it does will perform recommended diagnostic. If not then I guess I am shipping it.

RECOMM 02/25/2025 02:51PM KURT MCINTOSH(FSE) MSS - FCSD - PHOENIX REGION
Jaime, Thank you for the update. I agree with performing the previous direction provided by Devin if you are able to duplicate the concern. If the concern cannot be duplicated, then I advise against any repair attempts as there would be no way to immediately confirm if they were effective or not due to the intermittent nature of the concern. Kurt M. New Mexico FSE

CONCER 03/10/2025 01:22PM J-GAL325
Dealership changed the status changed from General Info to No Problem Found, Unable to duplicate customers concern in order to test and perform additional diagnosis. Customer pick up vehicle.

RECOMM 03/10/2025 03:24PM [redacted] MSS - FCSD - PHOENIX REGION
Good afternoon Jaime, Thank you for the update that the no problem found process was followed. If the concern gets to the point where it can be duplicated and additional assistance is needed, let us know by updating this form. -[redacted]

[redacted]

[redacted] 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

[redacted]

CQIS Report Number: S2XNZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/24/2025

- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23016130545LX6G 6007 TAB
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23012132119 PZ1P 7000 GA
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 225/65 R17 102H A/S BSW Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- 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 ----------
Orig/Caller : [redacted]

[redacted] Ford Lincoln Ph#: [redacted]
City: Phoenix State : Arizona
Country: United States Region : Phoenix

Claim #/Date : 616364 02/19/2025

Specialist's
Name [redacted]

[redacted] N H I S T O R Y ----------

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
02/07/2025	S2GVR264	CACVOC	ST/RN/MV		USA 11293
02/20/2025	S2TYE623	CACVOC	DRV PERF		USA 11293

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 04465	08/09/24	479438	12706	1					24S24B

CQIS Report Number: RXMGZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2024

---------- R E P O R T S U M M A R Y ------[redacted]

VEHICLE: 2024 BRONCO SPORT 4X4,OUTER,2DR,MPV VIN: [redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
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 intermitt
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 11/13/2024 12:40PM [redacted] of Vehicle Concern: customer states vehicle will auto start off then will not ret start. shift to park to restart message will appear when it happens. happens once in awhile Please list any diagnostics already performed: no codes, test drive, pin point test J- all pids read accurate, no tsbs, no module updates. appears system is operating properly Parts Replaced: none Do you have a module programming concern? No Your Question: this is customers second time in for concern and have been unable to verify. not sure if there is anything else i can do. Is the concern actively present/hard fault/on demand? No Do you have the appropriate flex probe connectors and have all connections been inspected for corrosion, pin fit, damage, etc? Yes Have all power supply circuits and ground circuits been load tested and voltage drop measured? Yes For lack of communication concerns, have the network resistance and voltage measurements been taken and documented in the diagnostic results? Yes

RECOMM 11/13/2024 12:40PM [redacted] MSS - FCSD - TECH ASSIT CENTER
Curtis, The Ford Technical Assistance Center DSSH team has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative. Please be prepared with the following:
Keep the vehicle available and ready to perform diagnostics
Gather all relevant diagnostic test results ready to discuss with our team
Scan tool available and ready to perform diagnostics or programming
Please run the most appropriate guided diagnostics routine which provides logs for engineering review
If the guided routine cannot be performed, run the FDRS Data Collector App if available. Thank You, Josh W Ford Technical [redacted] Center

CONCER 11/13/2024 01:00PM [redacted] MSS - FCSD - TECH ASSIT CENTER
Tried calling the technician but was sent to voicemail.

RECOMM 11/13/2024 01:00PM [redacted] MSS - FCSD - TECH ASSIT CENTER
Curtis, When it comes to intermittent auto start stop concerns like

CQIS Report Number: RXMGZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2024

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

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

this one, one of the most common systems that cause this issue is the

this one, one of the most common systems that cause this issue is the battery and low voltage systems. Due to this, it would be recommended to make the following checks. First verify that the charging system is operating within specification. In addition, compare the battery specifications on the current battery to what the vehicle requires. If the incorrect battery was installed, this could lead to an issue in the auto start stop system. Lastly, verify both the battery s physical health as well as the SOC. If no issues are found, please update the contact. Thank You, Josh W Ford Technical Assistance Center

CONCER 11/13/2024 01:22PM C-BONNE7
Dealership changed the status changed from Diagnostics/Repair Suggested to Repair In-Progress, battery is original oe never been changed. passes battery test and soc. charging system is operating normally with no codes in vehicle. verified battery part number is correct for vehicle.

ADD-ON 11/13/2024 01:[redacted]WINWARD MSS - FCSD - TECH ASSIT CENTER
Transferred from PCM to 34GAS - Consulted with Sean Powers and he suspects that there is a battery conditioning concern. Due to the intermittent nature of the issue, we are in agreement that the PCM likely isn t at fault for the concern. We recommend further diagnostics on the system itself. If the PCM is identified to be at fault, please [redacted]

[redacted] (FSE) MSS - FCSD - MIDWEST REGION
Transferred from PCM to 34GAS - Transferring back to FSE: the concern has not been duplicated and there are no codes in connected vehicle related to the symptoms mentioned. If the concern can be duplicated and diagnostic [redacted]

[redacted] changed from Repair In-Progress to Further Assistance Needed

RECOMM 11/14/2024 10:05AM AARON BELTRAM MSS - FCSD - NORTHEAST REGION
Curtis, Unfortunately, this will be difficult to isolate if you are unable to duplicate the concern. I agree with the previous direction in that the most common cause of this concern would be the 12v battery management system. Since you have verified the battery SOC and it also passes on the DCA-8000, the next step would be to replace the BMS and re-evaluate. A faulty BMS could be reporting incorrect SOC at times and cause the start/stop fault. Please replace the BMS, perform a reset, and then drive the vehicle to verify that the battery SOC is maintaining above 80%. Aaron Beltram - FSE

CONCER 12/03/2024 10:39AM S-HAVERT
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed

CONCER 12/03/2024 11:00AM S-HAVERT
Dealership changed the status changed from Further Assistance Needed to Customer Took Vehicle, customer has the vehicle,she called and said,the auto start does not work at all now,it stays grey

RECOMM 12/03/2024 12:42PM AARON BELTRAM MSS - FCSD - NORTHEAST REGION

CQIS Report Number: RXMGZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2024

C O M M E N T S

--TYPE-- COMMENT TEXT

Has the BMS been replaced as previously recommended? Connected vehicle

Has the BMS been replaced as previously recommended? Connected vehicle data shows that the 12v battery SOC is at 66% which is the most likely cause. The vehicle will need to be brought back to the dealership and confirm the reason for the start/stop inhibit. It could be due to various normal reasons such as cabin heating. If confirmed that it is a battery SOC concern again, and the BMS sensor has been replaced, please reach back out for next steps. Aaron Beltram - 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: 12/13/2023 Warranty Start Date: 01/23/2024
Date of Sale: 01/23/2024 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 6GT AB
Bld Dt: Calb: RCHDY1N A
Serial #:
4133A23334131985LX6G 6007 TAB

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

Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23332132389 PZ1P 7000 GA
Model: Shft:

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

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

CQIS Report Number: RXMGZ004 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2024

--------- REPORT ORIGINATO[redacted]

[redacted]ors, Inc. Ph#:781-729-4800
City: Winchester State : Massachusetts
Country: United States [redacted]

[redacted]

Specialist's
Name : JOSHUA WINWARD

---------- 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
03/25/2025	S3YX7442	CACVOC	DRV	PERF			USA 09102

--- 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 Number Base	Part Number Sfx	Labor Operation
USA 08933	05/03/25	408522	10648	1	82		RAV		RAV
USA 08933	05/03/25	408522	10648	2	82		NPF		NPF
USA 09102	06/12/24	189720	3260	1					24S24B
USA 09102	07/15/24	190643	3906	1	42		10654		MTRESET
USA 09102	09/26/24	193139	6034	1	42		DIAG		12650D
USA 09102	09/26/24	193139	6034	1	42				AD
USA 09102	11/04/24	194411	6774	1	42	JX6	10C679	D	12651D
USA 09102	11/04/24	194411	6774	1	42				12651DX1
USA 09102	11/04/24	194411	6774	1	42				MT10C679
USA 09102	12/19/24	195901	7501	1	42	BAG	48H6	760	10654C
USA 09102	12/19/24	195901	7501	1	42				10654C1
USA 09102	12/19/24	195901	7501	1	42				10654C1BB
USA 09102	12/19/24	195901	7501	1	42				12650D
USA 09102	12/19/24	195901	7501	1	42				12650DX1

CQIS Report Number: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

---------- R E P O R T S U M M A R Y [redacted]

[redacted]

Engine : 1.5L DRAGON I3 DI TC GAS B Odometer: 6,153 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: PCM P06B8
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 04/24/2025 07:19AM [redacted] - FCSD - SOUTHWEST REG
Web Form Data(120943991) Description of Vehicle Concern: WHEN COMING TO STOP THE VEHICLE SHUT OFF AND NOT RESTART AUTOMATICALLY, A MESSAGE IN THE IC SAYS SHIFT TO PARK THEN RESTART Please list any diagnostics already performed: VERIFIE[redacted] CONCERN RAN SELF TEST NO CODES PRESENT, CHECK OASIS FOUND NO TSBS OR SSMs, FOUND NO RELATED DTCs ON CONNECTED VEHICLE, BATTERY STATE OF CHARGE IS AT 77%, ENGIINE HAS GREAT PERFORMANCE, RAN A SELF TEST AT A MOMENT THAT IT HAPPEN WITH OUT CYCLING THE KEY OFF WITH NO DTCs PRESENT, Parts Replaced: NONE Do you have a module programming concern? No Your Question: I SUSPECT A BAD PCM INTERNALCONTROL MODULE START STOP ERFORMANNCE WE HAD SIMILAR VEHCILE THAT WAS DOING THE SAME SCENARIO THAT WAS SETTING A DTC P164C, PLEASE ADVISE OF OTHER TESTS THAT I MAY HAVE NOT DONE
RECOMM 04/24/2025 07:19AM DANIEL ALGARIN-NEGRO MSS - FCSD - SOUTHWEST REG
Hello Agustin, while the battery SOC is currently showing to be within acceptable levels, a connected vehicle data report of the battery performance over a 30 day period, shows multiple engine start events showing battery voltage to be in the 11-12 volt range. Please proceed with battery replacement and re-evaluate the concern. In addition, it may be possible that other factors may be contributing to this concern. Please monitor base fuel pressure with a mechanical gauge to check for any dips in pressure and that pressure does build when cycling the key. Past that, see if you can monitor RPM and SYNC PIDs as well to check for any issues of erratic readings or drops. Wiggle testing related sensors such as FRP, CKP, CMPs, etc. May help in concern duplication. Make sure all temperature sensors (AAT, IAT, ECT, CHT, etc.) are within 5 degrees of each other after a cold soak. Confirm as well that MAP and TCBP match BARO at KOEO. Past this, refer to the diagnostic tab in PTS and use the symptom coding on the left to reach Start/Run/Move > Hard Start/Long Crank. Dan (FSE)

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

CQIS Report Number: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

---------- 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: 10/19/2024 Warranty Start Date: 12/23/2024
Date of Sale: 12/23/2024 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 6GT AC
Bld Dt: Calb:
Serial #:
4133A24289130347LX6G 6007 TAC

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A24277130218 PZ1P 7000 GA
Model: Shft:

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

[redacted]

CQIS Report Number: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

---------- 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: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

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

VEHICLE: 2024 BRONCO SPORT 4X4,BIG BEN,2DR,MPV VIN: [redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 9 38 START/RUN/MOVE STARTING
AUTO-START-STOP INOPERATIVE
Additional Symptom: PCM P06B8
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 04/24/2025 07:19AM [redacted] FCSD - SOUTHWEST REG
Web Form Data(120943991) Description of Vehicle Concern: WHEN COMING TO STOP THE VEHICLE SHUT OFF AND NOT RESTART AUTOMATICALLY, A MESSAGE IN THE IC SAYS SHIFT TO PARK THEN RESTART Please list any diagnostics already performed: VERIFIED CONCERN RAN SELF TEST NO CODES PRESENT, CHECK OASIS FOUND NO TSBS OR SSMs, FOUND NO RELATED DTCs ON CONNECTED VEHICLE, BATTERY STATE OF CHARGE IS AT 77%, ENGIINE HAS GREAT PERFORMANCE, RAN A SELF TEST AT A MOMENT THAT IT HAPPEN WITH OUT CYCLING THE KEY OFF WITH NO DTCs PRESENT, Parts Replaced: NONE Do you have a module programming concern? No Your Question: I SUSPECT A BAD PCM INTERNALCONTROL MODULE START STOP ERFORMANNCE WE HAD SIMILAR VEHCILE THAT WAS DOING THE SAME SCENARIO THAT WAS SETTING A DTC P164C, PLEASE ADVISE OF OTHER TESTS THAT I MAY HAVE NOT DONE
RECOMM 04/24/2025 07:19AM DANIEL ALGARIN-NEGRO MSS - FCSD - SOUTHWEST REG
Hello Agustin, while the battery SOC is currently showing to be within acceptable levels, a connected vehicle data report of the battery performance over a 30 day period, shows multiple engine start events showing battery voltage to be in the 11-12 volt range. Please proceed with battery replacement and re-evaluate the concern. In addition, it may be possible that other factors may be contributing to this concern. Please monitor base fuel pressure with a mechanical gauge to check for any dips in pressure and that pressure does build when cycling the key. Past that, see if you can monitor RPM and SYNC PIDs as well to check for any issues of erratic readings or drops. Wiggle testing related sensors such as FRP, CKP, CMPs, etc. May help in concern duplication. Make sure all temperature sensors (AAT, IAT, ECT, CHT, etc.) are within 5 degrees of each other after a cold soak. Confirm as well that MAP and TCBP match BARO at KOEO. Past this, refer to the diagnostic tab in PTS and use the symptom coding on the left to reach Start/Run/Move > Hard Start/Long Crank. Dan (FSE)

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

CQIS Report Number: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

---------- 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: 10/19/2024 Warranty Start Date: 12/23/2024
Date of Sale: 12/23/2024 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 6GT AC
Bld Dt: Calb:
Serial #:
4133A24289130347LX6G 6007 TAC

- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A24277130218 PZ1P 7000 GA
Model: Shft:

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

CQIS Report Number: S4XET094 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/24/2025

---------- 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: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

VEHICLE: 2024 BRONCO SPORT 4X4,BIG BEN,2DR,MPV VIN [redacted]
Engine : 1.5L DRAGON I3 DI TC GAS B Odometer:
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 2 39 START/RUN/MOVE STARTING
SLOW CRANK/BATTERY INTERMITTENT
Additional Symptom: Charging system inop
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

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

CONCER 12/09/2024 01:16PM [redacted] Vehicle Concern: Intermittently charge system will stop charging and vehicle will kill battery while driving. Please list any diagnostics already performed: Generator was replace on previous RO and vehicle was driven 40 miles and then fault returned. Continued with PPT F, test states PCM, active shutter, generator and wiring can cause this fault. All steps in the PPT lead to generator replacement. During step F5 found square wave only goes up to 8 volts and will not go above 9 volts or near battery source voltage. Per PPT disconnected air shutters generator and PCM and tested all circuits are resistance readings. All readings are in spec per PPT and this would lead to PCM replacement I believe but the end result is generator replacement per the PPT. I believe the PPT is not written correctly. Parts Replaced: Generator Do you have a module programming concern? No Your Question: Should I replace the generator again per the PPT or should I replace the PCM and retest?

RECOMM 12/09/2024 01:16PM [redacted] MSS - FCSD - PHOENIX REGION Mark, U012D sets when the PCM does not detect communication through the LIN circuit. This can be due to a connector/circuit fault, a PCM fault, a generator fault or with the mega fuse 275A. Since the generator has been replaced, there is likely a connector/circuit fault that has not yet been detected or there is a fault elsewhere. First, remove and inspect mega fuse 275A. Inspect the fuse terminals and fuse for any corrosion or damage. If no faults are found, disconnect C1003, C102A, C102B and C1551B and inspect pin/terminal 1 of C1003, pin/terminal 1 of C102A, pin/terminal 1 of C102B and pin/terminal 47 of C1551B. Use a Rotunda flex probe kit to test drag at those pin/terminal locations and verify that there are no loose pin fitment or spread terminals. If no connector faults are found, disconnect the active grill shutter C1651 or de-pin pin 2 of C1651. This should be done to determine if the concern remains after the active grill shutter is removed. If the concern is no longer present when the active grill shutter is disconnected, replace the active grill shutter and reevaluate the concern. If the concern remains, continue with

CQIS Report Number: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

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

performing a temporary overlay of circuit VE376 using new pins from

performing a temporary overlay of circuit VE376 using new pins from pin 1 of C102B to pin 47 of C1551B and reevaluate the concern. [redacted] New Mexico FSE

CONCER 12/11/2024 10:41AM M-MAR717
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, I inspected connectors C1003, C102A, C102B and C1551B and performed pin fitment testing and inspection on terminals you listed. No faults were found. Obtained new pin for PCM and new connector for generator since terminal pin is not available. Installed new generator connector and PCM terminal. Ran new circuit from PCM to generator and retested. Fault is still current and generator is not charging and same fault code is current. Since we previously replaced the generator should I replace PCM at this point?

RECOMM 12/11/2024 04:27PM [redacted] MSS - FCSD - PHOENIX REGION [redacted], Since the LIN circuit being overlayed did not resolve the concern, as well as disconnecting the grille shutter, it would make sense that the remaining cause is an issue with the PCM. Korbin Phoenix Market FSE

CONCER 12/16/2024 10:41AM [redacted]
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, Since the PPT is not correct and will not lead to PCM replacement or generate a RVC code can you please provide a RVC code to use? I also attempted to use the RVC assistance form but it will not generate an RVC code.

ADD-ON 12/16/2024 01:52PM [redacted] MSS - FCSD - PHOENIX REGION
Transferred from BODY to PCM

RECOMM 12/17/2024 09:34AM [redacted](FS MSS - FCSD - MIDWEST REGION
Mark, Thank you for reaching out on this vehicles charging system concern. This case is currently being investigated. Further information/direction will soon be provided. Thank you, [redacted] - DSSH FSE

RECOMM 12/17/2024 10:19AM [redacted](FS MSS - FCSD - MIDWEST REGION
Mark, As noted in the Components Requiring a Repair Validation Code, at the top of the Vehicle ID page in PTS, a PCM RVC is provided by the DSSH when module replacement is supported by diagnostics. Reviewing the Connected Vehicle data and the Vehicle History, the last time this vehicle was noted to have set DTCs U012D and P0562, was on December 5th in Connected Vehicle and on the 4th in the last CMDTC Self-Test performed. With the PCM terminal, generator connector and LIN circuit all replaced sometime around the 11th it will be necessary to clear the present DTCs, reevaluate the concern and perform a CMDTC Self-Test, followed by a ODDTC Self-Test. Update this form when the provided direction has been completed. Provide the detailed PPT results of PPT I. Include the readings obtained during testing in this form. The specific voltage and resistance readings are needed for further review. Thank you, Alex P. - DSSH FSE

CONCER 12/17/2024 11:24AM M-MAR717
Dealership changed the status changed from Waiting for Dealer Update to Further Assistance Needed, Per instructions cleared fault code and

CQIS Report Number: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

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

performed KOEO and KOER self tests. Fault code U012D returned and

performed KOEO and KOER self tests. Fault code U012D returned and generator is still not charging 12.1V. Performed PPT I, I1 Performed BCM self test-Is DTC B11DB:49 recorded? No-The system is operating correctly. at this time.

RECOMM 12/18/2024 10 [redacted] reaching 8-9V upon testing indicates that there may be high resistance on the PCM power or ground circuits. If you haven t already done so, please conduct a load test of the PCM power and ground circuits using an appropriately sized test bulb. (For information on what type of bulb to use with what gauge of wire, refer to the video in the HOME page of PTS under: Technical Assistance > Technical Support Videos > 100-Service Information > How to Perform a Load Test) If high resistance is observed in either the PCM power or ground circuit, then locating the cause is recommended. If the location of the high resistance cannot be determined, then either overlay or replacement of the harness is recommended. If the circuits test ok and the LIN is still showing 8-9V maximum, then please update the form with a VCMM Oscilloscope Recording so we can send it to the engineering team for review. Additionally, as previously requested, please update the form with the individual Pinpoint Test I results including voltage and Ohm measurements. Please refer to this video for information on how to upload files to the GTAC form: How to add Attachments to GTAC Thank you, Brent Ellis - Ford Technical Assistance Center - Software Support Team

CONCER 12/19/2024 03:30PM M-MAR717
new.dealer.status.change, I load tested power and ground circuits and had within .3V of battery voltage when voltage drop testing witch a lamp as instructed. Circuits passed load testing. I uploaded a video of the LIN data and voltage is just over 10V but generator still is not charging and fault is still current. As far as PPT I goes the charging system section first step says to perform self test and if no BCM fault code is current system is operating normally and if fault is current in BCM to replace battery sensor. Is there a different PPT I you want me to do?

[redacted]

CQIS Report Number: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

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

request for assistance from the engineering team and will update once

request for assistance from the engineering team and will update once they review the concern. Regards, Brent Ellis - Ford Technical Assistance Center - Software Support Team

RECOMM 12/30/2024 09:55AM BRENTON ELLIS(FSE) MSS - FCSD - NORTHEAST REGION
Mark, We apologize for the delay. We have limited coverage due to the holiday break. The part number for the alternator does appear to be correct. Engineering has reviewed this concern. Considering the LIN circuit had the correct voltage during the recording per step F5, it is suspected that the U012D condition is intermittent and may still be caused by a LIN circuit fault. To determine if this is the case, please clear all DTCs and reevaluate the U012D DTC setting in the PCM. Please note if it sets immediately KOEO, or if it only starts once the engine is started. If the U012D DTC sets immediately on KOEO, take another recording of the LIN voltage with all connectors connected to the Alternator and Active Grille Shutter and note if the voltage is correct per step F5. Otherwise, if the U012D only sets once the engine is started, please proceed with conducting an overlay of the LIN circuit between the PCM connector C1551B and the Alternator connector C102B (bypassing the LIN circuit to the Active Grille Shutter). Once installed, reevaluate the U012D. If the DTC is no longer setting, the cause is suspected to be with the circuits and moving the overlay from C102B to C202 is recommended to narrow which harness contains the fault. Once the suspected harness is found, overlay or repair is recommended. However, if the harness found to be at fault contains splice S124, replacement of the harness is recommended to address the concern. Thank you, Brent Ellis - Ford Technical Assistance Center - Software Support Team

CONCER 01/02/2025 03:17PM M-MAR717
[redacted]

RECOMM

CONCER

RECOMM

CQIS Report Number: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

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

Mark, Thank you for taking the time to speak to me over the phone

ADD-ON [redacted]

CONCER [redacted]

RECOMM [redacted]

CONCER 01/14/2025 03:26PM M-MAR717
Dealership changed the status changed from Diagnostics/Repair Suggested to Further Assistance Needed, I performed Escalated Script Runner per instructions provided. I am allowing session time to upload files as instructed.

RECOMM [redacted]

RECOMM [redacted]

CONCER [redacted]

CONCER [redacted]

CONCER [redacted]

RECOMM [redacted]

CQIS Report Number: RZIOP001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/09/2024

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

--TYPE-- ---------- COMMENT TEXT ----------
provided. Survey quality and quantity is part of our graded metrics.

provided. Survey quality and quantity is part of our graded metrics. It would be greatly appreciated if you submit a survey if you have not already. Filling out the survey will also populate the self-help tool that may assist others in the future. Thanks! -Matt M, DSSH

---------- 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#U012D
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: 06/25/2024 Warranty Start Date: 07/10/2024
Date of Sale: 07/10/2024 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 06935
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 6GT AC
Bld Dt: Calb:
Serial #:
4133A24170131239LX6G 6007 TAC
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A24163131384 PZ1P 7000 GA
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 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

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

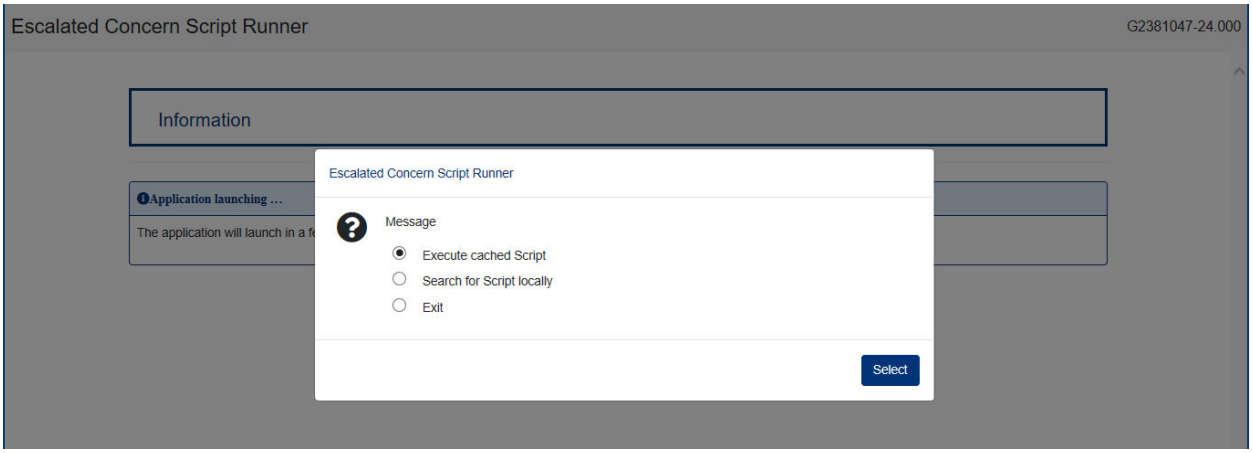
---------- VEHICLE'S WARRANTY HISTORY (365 days only) ----------

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rp Nr	Caus Cond	Service Pfx	Part Number Base	Part Number Sfx	Labor Operation
USA 20307	11/21/24	900088	41	1	42	JX6	10346	K	ADD
USA 20307	11/21/24	900088	41	1	42				12651D
USA 20307	11/21/24	900088	41	1	42				12651D45
USA 20307	11/21/24	900088	41	1	42				10346A
USA 20307	11/27/24	900478	73	1	42	LU2	14S411	ACA	12650D
USA 20307	11/27/24	900478	73	1	42	DU2	14474	CA	10654C
USA 20307	11/27/24	900478	73	1	42		OSP		12650D45
USA 20307	11/27/24	900478	73	1	42	KK1	12A650	JANP	12650D6
USA 20307	11/27/24	900478	73	1	42				12650DX1
USA 20307	11/27/24	900478	73	1	42				AD

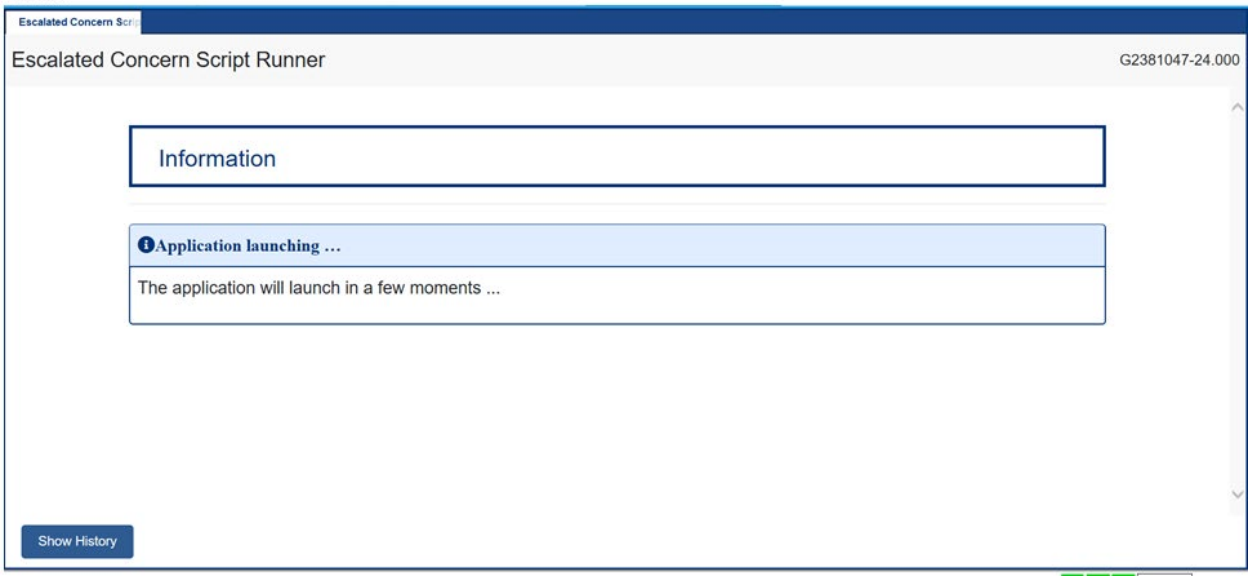
Technician instructions: How to use the Escalated Concern Script Runner Tool in FDRS

1. Start a FDRS session with the vehicle in question.
2. Download the Escalated Concern Script Runner Application in FDRS.

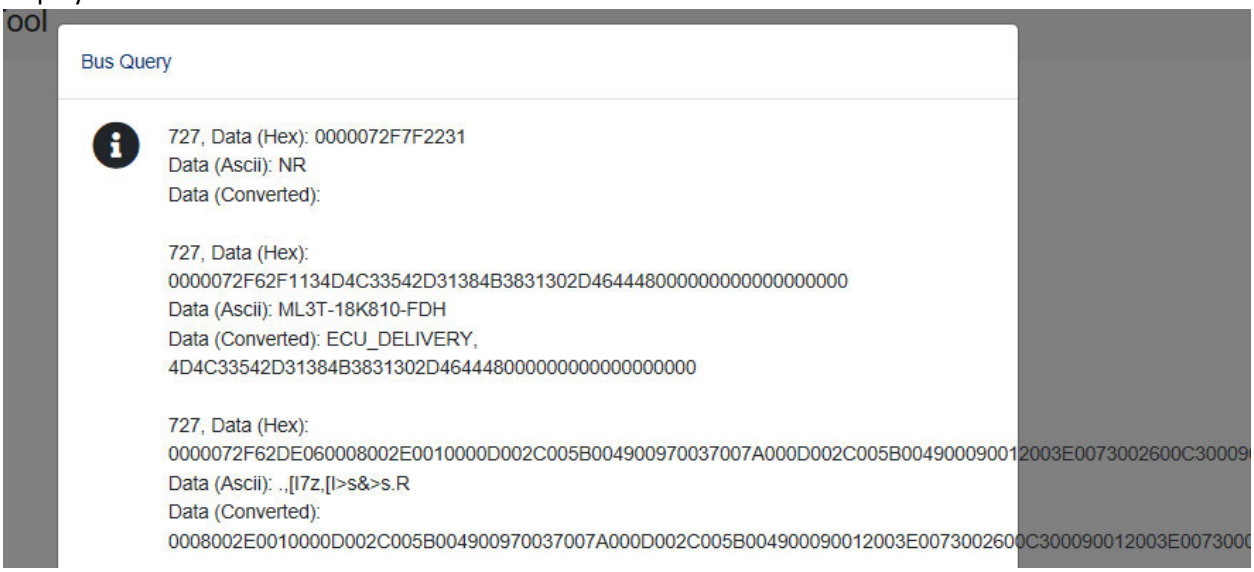
3. Once the ECSR Tool has downloaded, click “Run”. The application will launch and display the first prompt.
    a. Two options will be available:
        i. Execute Cached Script
        ii. Search For Script Locally
4. Select “Execute Cached Script and click continue.



5. The “Application launching…” screen will be displayed while the script is **running and recording data,** please perform requested engine/vehicle operations once at this screen. Depending on the script, this screen can be displayed for extended periods (10-15 minutes). Please look at information from the requestor regarding the expected amount of time.



6. When data collection is complete, the following is an example of the screen that will be displayed with a successful run of the tool.



7. Once this screen is seen, press the Ok button to close the app. FDRS will return the user to the ToolBox Tab. The results will be sent to the server for engineering review. **Please leave FDRS open and the PC connected to the internet for 5 minutes after completing the data collection to ensure the results are fully sent to the server.**

CQIS Report Number: S1CQ4005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2025

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

VEHICLE: 2023 BRONCO SPORT 4X4,XLT,2DR,MPV
Engine : 1.5L DRAGON I3 DI TC GAS B
Operating Environ:
Vehicle Use :

[redacted]

SYMPTOM: 4 40 9 38 START/RUN/MOVE
AUTO-START-STOP
Additional Symptom: Stall during auto s/s
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 [redacted]

 -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: no codes preformed road test and wasn t able to recreate problem no updates. did find another hotline report but has to due with a 2.0 and ssm 51613 Parts Replaced: none Do you have a module programming concern? No Your Question: have seen other reports but none are exactly matches what is happening with customer problem. kind of need advice on what direction to go to fix this problem since this

RECOMM [redacted]

recommended as there are no DTC s setting to indicate what system could be causing the concern. The concern will need to be duplicated while monitoring all of the SS_DISABL and SS_INHIB PID s to aid in determining what is causing the customers concern. They should be reading false unless there is a fault. Note, there are several conditions that will result in the engine continuing to run rather than shutting off at a stop. These conditions can be found in the

CQIS Report Number: S1CQ4005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2025

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

--TYPE-- ---------- COMMENT TEXT ----------
Description and Operation portion of WSM section 303-14A. FSE- Allen

Description and Operation portion of WSM section 303-14A. FSE- Allen

---------- 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: 04/12/2023 Warranty Start Date: 05/30/2023
Date of Sale: 05/30/2023 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 463 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.5L DRAGON I3 DI TC GAS B Tag: LX 6GT AB
Bld Dt: Calb: PCHDY1N A
Serial #:
4133A23086130576LX6G 6007 TAB
- - - T R A N S M I S S I O N - - -
Trans: 8 SPEED AUTO 8F35 Part #:
Bld Dt:
Serial #:
TC04A23075132788 PZ1P 7000 GA
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 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 ----------
Orig/Caller : JESSICA MCCLINTOCK Title: TECHNICIAN
Phone :
JESSICA MCCLINTOCK
Rpr Dlr:USA 07318 - Bedford Ford Lincoln, Inc. Ph#:814-623-8154
City: Bedford State : Pennsylvania

CQIS Report Number: S1CQ4005 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/03/2025

Country: United States Region : Pittsburgh

Claim #/Date : 98292 01/02/2025

Speciali
Name [redacted]

---------- 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 Number Base	Part Number Sfx	Labor Operation
USA 07318	08/27/24	094501	11194	1					24S24B
USA 07318	08/29/24	094621	11273	1	04		14G371		24B47B