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CQIS DETAIL REPORT

09/22/25 13:00:28

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN: [REDACTED]
 Engine : 3.5L V6 CYCLONE TIVCT Odometer: 26,722 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 Z 00 FIT/FINISH/BODY EXTERIOR TRIM
 NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: Keypad trim falling off
 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 11/13/2020 05:35PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
 Web Form Data [REDACTED] Description of Vehicle Concern: drivers side
 keyless entry keypad trim detaches from the body at freeway speeds
 Please list any diagnostics already performed: visual inspections
 Parts Replaced: keypad trim panel replaced during a prior repair Your
 Question: Hello, customer is having a concern of the keyless entry
 keypad assy coming loose from the drivers door pillar and is breaking
 in half and flopping around in the wind. the first time we replaced
 the keypad and verified correct installation and clean surfaces before
 installing. this second keypad is broke in half again. suspect the key
 pad came loose at the top and the wind caught the trim panel causing
 it to break in half??. is there any possible fitment concerns? would
 not think the customer could damage the keyless panel? any ideas
 before we spw the component?

RECOMM 11/13/2020 05:35PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
 Mike, There are no internal concerns regarding the keypad coming
 undone for this vehicle. At this time since the keypad has broken due
 to this condition it is necessary to ensure that a robust repair is
 had in order to have repeat concerns. Please ensure that the
 installation instructions for the keypad are followed step by step as
 per WSM 501-14B under Removal and Installation. Ensure that new tape
 is used as well as the window glass molding attaching properly in
 front of the trim. Ensure that the trim is mating up correctly to the
 vehicle. Look for any loose components nearby, that the surface of
 where the trim attaches on to is intact and clean, and that there is
 no warping or damage to the trims mating surface. If any damages or
 concerns are found repair accordingly.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : 8D Number:

CQIS Report Number: ██████████ Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/13/2020

--- 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	12/02/24	329328	89778	1	42	7T4	12029	F	12650D
USA 02656	12/02/24	329328	89778	1	42				12650D47
USA 02656	12/02/24	329328	89778	1	42				12650D55
USA 02656	12/02/24	329328	89778	1	42				12650D64L
USA 02656	12/02/24	329328	89778	1	42				12650DX1
USA 02656	12/02/24	329328	89778	1	42				MTSWAP
USA 02656	12/02/24	329328	89778	2	42	DE9	74264A27	C	MTINSPECT
USA 02656	12/02/24	329328	89778	2	42				23943A
USA 02656	12/02/24	329328	89778	2	42				23943A6L
USA 02656	12/02/24	329328	89778	3	42	CA8	7426413	A	27406B
USA 02656	12/02/24	329328	89778	3	42				27406B5
USA 02656	12/02/24	329328	89778	4	42	6U5	17D696	D	12651D
USA 02656	12/02/24	329328	89778	4	42				12651D45
USA 02656	12/02/24	329328	89778	4	42				17707B
USA 02656	12/02/24	329328	89778	4	42				17707B1
USA 02656	12/02/24	329328	89778	5	42	FA8	7406064	AA	MT06024
USA 02656	12/02/24	329328	89778	5	42	FA8	7406024	AB	
USA 02656	12/02/24	329328	89778	6	30		12405		12405AT
USA 02656	12/02/24	329328	89778	6	30	CYF	12Y	T6	
USA 02656	12/02/24	329328	89778	7	42	DA8	14C689	C	12651D
USA 02656	12/02/24	329328	89778	7	42				12651D45
USA 02656	12/02/24	329328	89778	7	42				12651DX1
USA 02656	12/02/24	329328	89778	7	42				MT14C689
USA 02656	01/08/25	331316	89841	1	30	FU2	2V001	H	2001BFA
USA 02656	01/08/25	331316	89841	1	30				2001B1FA
USA 02656	01/08/25	331316	89841	1	30				2001B2T
USA 02656	02/13/25	333270	91516	1	82		MAINT		MULTI
USA 02656	02/13/25	333270	91516	1	82	AU2	17V528	LB	MBASIC
USA 02656	02/13/25	333270	91516	1	82	7T4	9601	A	MBASIC1
USA 02656	02/13/25	333270	91516	1	82	AA5	6714	B	MBASIC2
USA 02656	02/13/25	333270	91516	1	82	X	5W20	DSP	MBASIC38
USA 02656	02/28/25	334112	92794	1	30	EU2	2V200	E	2001MBB
USA 02656	02/28/25	334112	92794	1	30	EU2	2V026	B	2001B5BT
USA 02656	02/28/25	334112	92794	1	30	P	4	A	2001B1BB
USA 02656	02/28/25	334112	92794	2	82		MAINT		MULTI
USA 02656	02/28/25	334112	92794	2	82	AA5	6714	B	MBASIC
USA 02656	02/28/25	334112	92794	2	82	X	5W20	DSP	MBASIC1
USA 02656	02/28/25	334112	92794	2	82	CYF	12Y	T6	MBASIC4
USA 02656	02/28/25	334112	92794	2	82	AT4	9H486	A	MBASIC8
USA 02656	02/28/25	334112	92794	2	82	AE9	19N619	A	

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 35,518 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT
Additional Symptom: RF dr outer trim fell off
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 09/01/2021 12:19PM [REDACTED]
RO: 550424 RO Date: 2021/09/01 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. Customer states
right front door applique fell off What is the intended repair, list
all components needed for repair? Replace right front door applique
There are indications of (Optional) Provide any additional details
necessary.
Please include any available technical information that
you believe will help process your prior approval request. No signs of
abuse or neglect

RECOMM 09/01/2021 12:19PM [REDACTED]
Kyle, The Right Front Door Outer Trim Panel can be serviced separately
& does not currently require Interior/Exterior Prior
Approval.

Prior Approval is only required for replacement of
the listed components (not including alignment or adjustment even if
that includes removal and installation) or refinishing of the panels
listed on the current Interior / Exterior Warranty Prior Approval
Component List.
This is found at FMCDealer - Parts and Service tab
- Warranty Administration & Warranty Parts Return sub-tab - My
Dealerships Prior Approval Programs.

You can also verify
Interior/Exterior Prior Approval requirements by entering the base
part number into the Part Coverage Tool found under the OASIS tab on
the PTS website. The Part Coverage Tool provides you with a results
page indicating which component(s) require Prior Approval for
replacement or paint repairs. DIPA Prior Approval Not Necessary

----- 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: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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: 07/30/2019 Warranty Start Date: 08/14/2019
Date of Sale: 08/14/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05243
Dealer Special Order: Gross Vehicle Weight: 600 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA
Bld Dt: Calb: KTP3KXN A
Serial #: E1600 230419L116200134GS 344 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #: A4921 1707199198037784DA8P 7000 CB 84
Model: Shft:

- - - A X L E - - -
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P235/55R19 H-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????
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 -----

Orig/Caller : [REDACTED] Title: BODY SHOP MANAGER
Phone : [REDACTED]

Rpr Dlr:USA 09801 - Midland Ford Lincoln, Inc. Ph#: [REDACTED]
City: Midland State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 09/01/2021

Specialist's Name : [REDACTED] -????????????????????

----- 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: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

--- 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: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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

VEHICLE: 2019 FLEX, FWD, WAGON VIN: [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 30,700 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 03 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING APPEARANCE

Additional Symptom: R B-Pillar trim detached
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 TEXT -----

CONCER 10/20/2021 06:11PM [REDACTED]
RO: 470494 RO Date: 2021/10/20 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customer's concern. CUSTOMER STATES
THE BLACK APPLIQUE ON THE RIGHT SIDE FLEW OFF. CHECK AND ADVISE What
is the intended repair, list all components needed for repair?
APPLIQUE WILL NEED TO BE REPLACED. There are indications of (Optional)
Provide any additional details necessary.
Please include any
available technical information that you believe will help process
your prior approval request. NO DAMAGE TO DOOR.

RECOMM 10/20/2021 06:11PM [REDACTED]
Iris, The close-up images provided show the right B-pillar exterior
trim has detached. While it is suggested to inspect for damage, the
Right B-pillar exterior trim (base pat 20554) does not currently
require Interior/Exterior Prior Approval.

Prior Approval is
only required for replacement of the listed components (not including
alignment or adjustment even if that includes removal and
installation) or refinishing of the panels listed on the current
Interior / Exterior Warranty Prior Approval Component List.
This is
found at FMCDealer - Parts and Service tab - Warranty Administration &
Warranty Parts Return sub-tab - My Dealerships Prior Approval
Programs.

You can also verify Interior/Exterior Prior Approval
requirements by entering the base part number into the Part Coverage
Tool found under the OASIS tab on the PTS website. The Part Coverage
Tool provides you with a results page indicating which component(s)
require Prior Approval for replacement or paint repairs. DIPA Prior
Approval Not Necessary

----- 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: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

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: 07/18/2018 Warranty Start Date: 07/02/2020
Date of Sale: 07/02/2020 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 600 LBS
LH/RH Drive:

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA
Bld Dt: Calb: KTP3KXN A
Serial #: E1600 280618L116201683GS 344 AA

Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #: A4931 1007188191140984DA8P 7000 CB 84
Model: Shft:

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????
Paint : PN4-????????????????????----- AGATE BLACK METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- 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 : [REDACTED] Title: OTHER
Phone : [REDACTED]

Rpr Dlr:USA 05439 - Fiesta Ford, Inc. Ph#: [REDACTED]
City: Indio State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 10/20/2021

Specialist's Name : P [REDACTED] -????????????????????

----- 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: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/20/2021

--- 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









030699.5 mi









CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

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

VEHICLE: 2019 FLEX, FWD, WAGON VIN: [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 11,976 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: L Outside Door Pillar Moulding
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 11/08/2021 03:52PM [REDACTED]
RO: 687116 RO Date: 2021/11/08 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. CUSTOMER STATES
LEFT FRONT DOOR APPLIQUE FLEW OFF WHILE DRIVING ON FREEWAY. What is
the intended repair, list all components needed for repair? REPLACE
APPLIQUE There are indications of (Optional) Provide any additional
details necessary.
Please include any available technical
information that you believe will help process your prior approval
request. THERE IS NO SIGN OF ABUSE OR DAMAGE

RECOMM 11/08/2021 03:52PM [REDACTED]
Leslie, The close up image Photo 03.jpg of the Left Front Door shows
the Outdoor Trim Moulding is broken. However, Left Door Outside Pillar
Moulding has a base part number of 20555 which does not currently
require Interior/Exterior Prior Approval.

Prior Approval is
only required for replacement of the listed components (not including
alignment or adjustment even if that includes removal and
installation) or refinishing of the panels listed on the current
Interior / Exterior Warranty Prior Approval Component List.
This is
found at FMCDealer - Parts and Service tab - Warranty Administration &
Warranty Parts Return sub-tab - My Dealerships Prior Approval
Programs.

You can also verify Interior/Exterior Prior Approval
requirements by entering the base part number into the Part Coverage
Tool found under the OASIS tab on the PTS website. The Part Coverage
Tool provides you with a results page indicating which component(s)
require Prior Approval for replacement or paint repairs. DIPA Prior
Approval Not Necessary

----- 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: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/08/2021

--- 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



VAN
ACCESSIBLE
MINIMUM
TIME 5250



ATTENTION TO FRONT SEATBELT USE INCREASES
SAFETY
The National Highway Traffic Safety Administration (NHTSA) has announced that the use of seatbelts can reduce the risk of death in a car crash by 45% for front seat passengers and 75% for rear seat passengers. NHTSA also reports that seatbelts can reduce the risk of injury by 50% for front seat passengers and 65% for rear seat passengers. NHTSA urges all drivers and passengers to wear their seatbelts every time they get into a car. NHTSA also reports that seatbelts can reduce the risk of death in a car crash by 45% for front seat passengers and 75% for rear seat passengers. NHTSA also reports that seatbelts can reduce the risk of injury by 50% for front seat passengers and 65% for rear seat passengers. NHTSA urges all drivers and passengers to wear their seatbelts every time they get into a car.



PE25-007 GCGIS - SUBJECT - A1 000027



PE25-007 GCGIS - SUBJECT - A1 000028

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/12/2023

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

VEHICLE: 2019 FLEX,LIMITED,WAGON VIN:[REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 18,107 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 Z 00 FIT/FINISH/BODY EXTERIOR TRIM
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: rf door trim came off
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 01/12/2023 11:48AM [REDACTED]
RO: 436010 RO Date: 2023/01/12 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. THE EXTERIOR TRIM
ON THE RF DOOR BECAME LOOSE THEN FLEW OFF WHILE DRIVING What is the
intended repair, list all components needed for repair? REPLACE TRIM
PIECE There are indications of (Optional) Provide any additional
details necessary.
Please include any available technical
information that you believe will help process your prior approval
request. NO PHYSICAL DAMAGE FOUND

RECOMM 01/12/2023 11:48AM [REDACTED]
Karolyn, Based on the information you have provided, this may be
covered under warranty for the following reason. The images provided
show that the Right Front Door trim is missing. Please thoroughly
inspect the affected area for any signs of damage or outside influence
that may be present. This would be covered as long as no damage can be
found. While we no longer provide approval codes, we can assist with
general warranty questions. If you have any general questions, please
update this form accordingly. DIPA Prior Approval Not Necessary

ADD-ON 01/12/2023 11:48AM [REDACTED]
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : n/a

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

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

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

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/12/2023

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

SURVEY HAS NOT BEEN SENT

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





PE25-007 GCQIS - SUBJECT - A1 000033





CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

VEHICLE: 2019 FLEX,AWD,WAGON VIN: [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 9,003 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT
Additional Symptom: l/r door pillar trim loose
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 10/03/2022 08:36AM [REDACTED]
RO: 38984 RO Date: 2022/09/30 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. CUSTOMER STATES
LFT ROCKER MOULDING IS FALLING OFF AND RT FRT DOOR APPLIQUE IS LIFTING
OFF What is the intended repair, list all components needed for
repair? REPLACE BOTH LFT ROCKER MOULDING AND RT FRT DOOR APPLIQUE
There are indications of (Optional) Provide any additional details
necessary.
Please include any available technical information that
you believe will help process your prior approval request. BOTH THE
FRT RT DOOR APPLIQUE AND LFT ROCKER MOULDING ARE LOOSE AND LIFTING

RECOMM 10/03/2022 08:36AM [REDACTED]
Nicole, Based on the information you have provided, this may be
covered under warranty for the following reason. The images provided
show that the Left and Right Front Door Pillar Trim Pieces are loose.
Please thoroughly inspect both trim pieces for any signs of damage
that may be present. If there are any signs of damage to the Trim
Pieces, Clips or attachment points, this would not be warrantable as
it is a sign of damage from an outside source. If additional
assistance is needed, please update this form or call (800) 826-4694
and enter your 9-digit contact ID. DIPA Prior Approval Not Necessary

ADD-ON 10/03/2022 08:36AM [REDACTED]
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Non-Technical, SWIS Comments : n/a

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

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

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

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/18/2019 Warranty Start Date: 09/30/2019
Date of Sale: 09/30/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 02967
Dealer Special Order: Gross Vehicle Weight: 618 LBS
LH/RH Drive:

E N G I N E

Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 342 AA
Bld Dt: Calb: KTP3KXN A
Serial #: E1600 300819L116101258GS 342 AA

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

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]
Bld Dt:
Serial #: A4921 2708199239007788DA8P 7000 SB 88
Model:

Shft:

A D D I T I O N A L

Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????
Paint : PN4-?? BLUE METALLIC

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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 : [REDACTED] Title: OTHER
Phone : [REDACTED]

Rpr Dlr:USA 04501 - Taylor Ford Ph#: [REDACTED]
City: Taylor State : Michigan
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 09/30/2022

Specialist's 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

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/03/2022

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE













CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2021

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

VEHICLE: 2019 FLEX, FWD, WAGON VIN [REDACTED]
Engine : 3.5L V6 CYCLONE TIVCT Odometer: 28,823 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT
Additional Symptom: loose moulding lf door
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 08/16/2021 05:47PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
RO: 67470 RO Date: 2021/08/16 Warranty Type: NVW SPW Install Mileage:
SPW Install Date: Please describe customers concern. Driver door
keypad molding flew off while driving on expressway What is the
intended repair, list all components needed for repair? Replace driver
door keypad molding There are indications of (Optional) Provide any
additional details necessary.
Please include any available
technical information that you believe will help process your prior
approval request. Attempted TSB 20-2427, but this did not work because
the plastic brackets on the molding are broken and missing. Must
replace molding

RECOMM 08/16/2021 05:47PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
Justin, The left front door exterior moulding for this vehicle (base
part number 20555), does not currently require Interior/Exterior Prior
Approval.

Prior Approval is only required for replacement of
the listed components (not including alignment or adjustment even if
that includes removal and installation) or refinishing of the panels
listed on the current Interior / Exterior Warranty Prior Approval
Component List.
This is found at FMCDealer - Parts and Service tab
- Warranty Administration & Warranty Parts Return sub-tab - My
Dealerships Prior Approval Programs.

You can also verify
Interior/Exterior Prior Approval requirements by entering the base
part number into the Part Coverage Tool found under the OASIS tab on
the PTS website. The Part Coverage Tool provides you with a results
page indicating which component(s) require Prior Approval for
replacement or paint repairs. DIPA Prior Approval Not Necessary

----- 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: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2021

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: 07/22/2019 Warranty Start Date: 08/14/2019
Date of Sale: 08/14/2019 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 600 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L V6 CYCLONE TIVCT Tag: GS 344 AA
Bld Dt: Calb: KTP3KXN A
Serial #: E1600 290419L116200264GS 344 AA

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #: A4921 2706199178063084DA8P 7000 CB 84
Model: Shft:

- - - A X L E - - -
Axle: 3.39 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

- - - A D D I T I O N A L - - -
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC J-????????????????????
Paint : RED EXTERIOR PAINT FAMILY ----- RUBY 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

----- 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 : [REDACTED] Title: SERVICE WRITER
Phone : [REDACTED]

Rpr Dlr:USA 04466 - Boggus Ford Harlingen Ph#: [REDACTED]
City: Harlingen State : Texas
Country: United States Region : Houston

Claim #/Date : [REDACTED] 08/16/2021

Specialist's Name : [REDACTED]

----- 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: [REDACTED] Program Type: HD Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/16/2021

--- 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













This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.