

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.

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CQIS DETAIL REPORT

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CQIS Report Number: K4JGW010 Program Type: H Orig Rpt #:

Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:

R

VEHICLE: [REDACTED] VIN: [REDACTED]
Engine : GS 120PS FOX Odometer: 1
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 3 85 START/RUN/MOVE RUNNING
SMOKE FROM EXHAUST

Additional Symptom: turbocharger failure after lon
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 (%):

--TYPE--

[REDACTED] (FSE) MSS - FCSD - MID ATLANTIC REG
ion of Vehicle Concern: A) CUSTOMER
STATES CHECK E HT CAME ON AND VEHICLE DIED. NOW WONT ...START
Please list any diagnostics already performed: SELF TESTED. PERFORMED
PINPOINT TEST FOR CODE [REDACTED]. RESULTS INSTRUCTED TO INSTALL A NEW CAM
SENSOR. SWAPPED THE CAM [REDACTED] OR WITH INTAKE CAM, STILL NO CHANGE?
MONITORED PIDS AND FOUND THE EXH CAM PID TO INDICATE A YES FAULT AND
VCT ACTUAL NOT INDICATING MOVEMENT? I HAVE NO OTHER 1.0L TO COMPARE
WITH? Parts Replaced: NONE YET. Your Question: IS THERE ANY KNOWNS? IF
NOT WHILE CRANKING THE ENGINE OVER THE CAM SENSOR B INDICATES YES
FAULT AND THE VCT ACTUAL PID DOES NOT INDICATE RPM MOVEMENT, IS THIS
NORMAL? THE INTAKE VCT ACTUAL INDICATES MOVEMENT?

RECOMM

[REDACTED] (FSE) MSS - FCSD - MID ATLANTIC REG
the intake camshaft is [REDACTED]
that cali d maximum value or remains in a [REDACTED]
position. The [REDACTED] sets when the exhaust camshaft is [REDACTED] d passed
the calibrated [REDACTED] mum value or remains in an advanced position. The
[REDACTED] sets when the exhaust CMP (Camshaft Position) signal is no
r detected. Since no faults are found with the wiring of the CMP
sensor and the fault stays when the sensors are swapped, there are no
faults with the CMPs. This is further proven by the fact that the
[REDACTED] and [REDACTED] are setting. These indicate that the signal is being
it is [REDACTED] not correct. Also, during cranking the VCT (Variable
Camshaft Timing) units will be locked in a default position, so they
should not move. Also, they should not ever indicate RPMs.All of
these faults can be caused by incorrect timing. You can determine if
the vehicle is out of time by performing a cylinder leakage test on
all cylinders. During the test, listen and feel around for air
escaping the cylinders. If air escapes into the intake or the exhaust
system, then the valves are open. If all three cylinders are leaking
form the same location, then the engine is out of time. If this is
found, it is recommended to replace the timing belt and the tensioner.

MSS - FCSD - TECH ASSIT CENTER

e [REDACTED] Warranty Type: FWR SPW Install



CQIS Report Number: K4JGW010 Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [REDACTED]

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

--TYPE-- ----- COMMENT TEXT -----
Mileage: SPW Install Date:
Please describe customers concern.

Mileage: SPW Install Date:
Please describe customers concern. Include as many details as possible. CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED. NOW ...WONT START
If applicable, please list any prior repair attempts (driveability or transmission related) which may have contributed to the customer symptom. N/A
Please provide the diagnostic steps that were performed to determine that the assembly needed to be replaced. Please list the pinpoint tests completed and include test results (pressure readings, electrical measurements, etc.). DIAGNOSED VEHICLE AND RETRIEVED [REDACTED], [REDACTED], [REDACTED], [REDACTED], ...AND [REDACTED]. RELATIVE COMPRESSION GOOD [REDACTED] AND EXHAUST VALVE DAMAGED UNDER CAM CAPS. REMOVED PAN AND FOUND METALLIC SHAVINGS IN THE BOTTOM, ALONG WITH TIMING BELT NOTCHES. OPENED UP OIL ...FILTER AND FOUND METAL PIECES TRAPPED WITHIN. FAILURE DUE TO LACK OF ...ENGINE LUBRICATION AND OIL PRESSURE FROM PUMP.
List major components (by name, not part#) needed for repair: LONG BLOCK
Please list part (by name, not part#) that was root cause of failure: OIL PUMP
Are there indications of Vehicle or Component Abuse, Modifications, or Lack of Maintenance?
...If so please continue to the Warranty Cancellation/Reinstatement Request Form. To get to this form proceed to [REDACTED] and follow these steps:
a
tab ... Select Warranty Administration & Warranty Parts Return from the left navigation menu ... Select Warranty Cancellation/Reinstatement Request Form (right side of the screen, near the bottom) ... Complete the form, including photo uploads and details about failure and reason for warranty denial request No

RECOMM

[REDACTED] MSS - FCSD - TECH ASSIT CENTER
ed as "Additional Information Required," even though it is being approved. This form will be updated with an approval code as soon as possible. ...

...Thank you for the information regarding the internal engine damage that occurred on this vehicle. Order a Remanufactured Long Block (base part # 6006) through your parts department. If a remanufactured assembly is not available, order a new assembly. ...<P>Before installation, please review the service manual and literature provided with the replacement engine regarding intake manifold cleaning/replacement, priming the oil system, filling the cooling system, etc. Note: If the intake manifold is not attached/supplied with the assembly, it must be thoroughly inspected to ensure that it is free of any and all metal debris. If contamination cannot be determined or it will not clean out, replace the intake manifold. Metal debris left in the intake manifold or oil cooler can cause subsequent failure and would not be warrantable. ...<P>Once the repairs are completed, please refer to SSM [REDACTED] and/or WSM section 303-01 for information on performing the re



CQIS Report Number: K4JGW010 Program Type: H Orig Rpt #:
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----- C O M M E N T S -----

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

monitor neutral profile correction procedure. This will aid in
monitor neutral profile correction procedure. This will aid in
preventing false misfire DTCs, and a subsequent check engine light.
...<P>Please be sure to follow the - tag core retrieval process
and verify that all fluids are dra d om the assembly prior to
shipping. Verify ALL cylinder head cam caps and cylinder block main
caps are returned with the engine. Make sure to properly secure the
core to the crate/container to avoid any damage during shipping.
Please refer to the Core Returns <A
href="http://www.pro transport/?url=/vdirsnet/TSB_SSM/D
?&type=TSB&id=G0000155" target= blank>GSB
dditional details. </P> GASPA AdditionaI Information

Required MSS - FCSD - TECH ASSIT CENTER
RECOMM u irs, using the approval code in this
when submitting this claim. GASPA Approved THGE446974

CONCER e Warranty Type: FWR SPW Install
Mileage: SPW Install >Please describe customer s concern.
Include relevant symptoms, DTCs, and as many details as possible. ADD
AFTER INSTALL LONGBLOCK AND TRANSFER TURBO FOUND TURBO SHAFT ON OLD
TURBO LOOSE
Please describe why the component(s) is being
replaced. In any other causal component(s) and/or system(s) that
caused component damage/failure. Provide supporting PPT test results
from PC/ED and/or the Workshop Manual. CAUSING NO POWER AND UNDER
BOOST CONDITION ALSO SMOKE FROM EXHAUST
Are there indications of
Vehicle or Component Abuse, Modifications, or Lack of
Maintenance?
 ...If so please continue to the Warranty
Cancellation/Reinstatement Request Form. To get to this form proceed
to > and follow
these steps:
a
tab ... Select Warranty Administration & Warranty Parts Return
from the left navigation menu ... Select Warranty
Cancellation/Reinstatement Request Form (right side of the screen,
near the bottom) ... Complete the form, including photo uploads
and detail about failure and reason for warranty denial request
None
Provide any additional details necessary. Please include any
technical information that you feel will help the Technical Assistance
Center process your prior approval request.

RECOMM u er has excessive shaft play, it is likely
it was damaged by the long block failure. As such, approval is
being provided for replacement of the turbocharger (6K682). If the oil
supply filter was not included with the long block, a new filter
should be used per <a
href='http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/D
?type=SSM&id=' target=' blank'>SSM
 B>Due to a sy error, we are unable to generate
proval code at this time. You are approved to proceed with
replacement of the turbocharger and we will provide an approval code



CQIS Report Number: K4JGW010 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

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

--TYPE-- COMMENT TEXT
when the error is resolved. GCPA Additional Information Required
when the error is resolved. GCPA Additional Information Required
CONCER [Redacted]
RECOMM [Redacted] e has been resolved and approval code has provided. GCPA Approved THGC803338

Symp. Verif?: [Redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P029964,P0299[Redacted]64,[Redacted]64,P0369[Redacted]64,P0365[Redacted]EC,[Redacted]60,P03
[Redacted] Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

Vehicle Build Date: [Redacted] Start Date: [Redacted]
Date of Sale: [Redacted] Selling Dlr(Geo/Mkt,Dlr,Sub): [Redacted]
Dealer Special Order: Gross Vehicle Weight: 399 LBS
LH/RH Drive:
Engine: 1.0L 12V DI TC [Redacted] 120PS FOX Tag: 6L 084 DA
Bld Dt: Cal [Redacted] A
Serial #: [Redacted] DA [Redacted]
Trans: 6 SPD AUTO ([Redacted])
Bld Dt:
Serial #:
[Redacted] Shft:

----- A D D I T I O N A L -----
Tire : [Redacted] Brand :
Radio : A/C : AC G-????????????????????????????????
Paint : [Redacted]-????????????????????????????????----- BLUE LIGHTNING

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE



CQIS Report Number: K4JGW010 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [Redacted] Title: TECHNICIAN
Phone : [Redacted]

Rpr Dlr: [Redacted] ation Ford [Redacted] Ph#: [Redacted]
City: [Redacted]
Country: [Redacted] Region : [Redacted]

Claim #/Date : 682921 [Redacted]

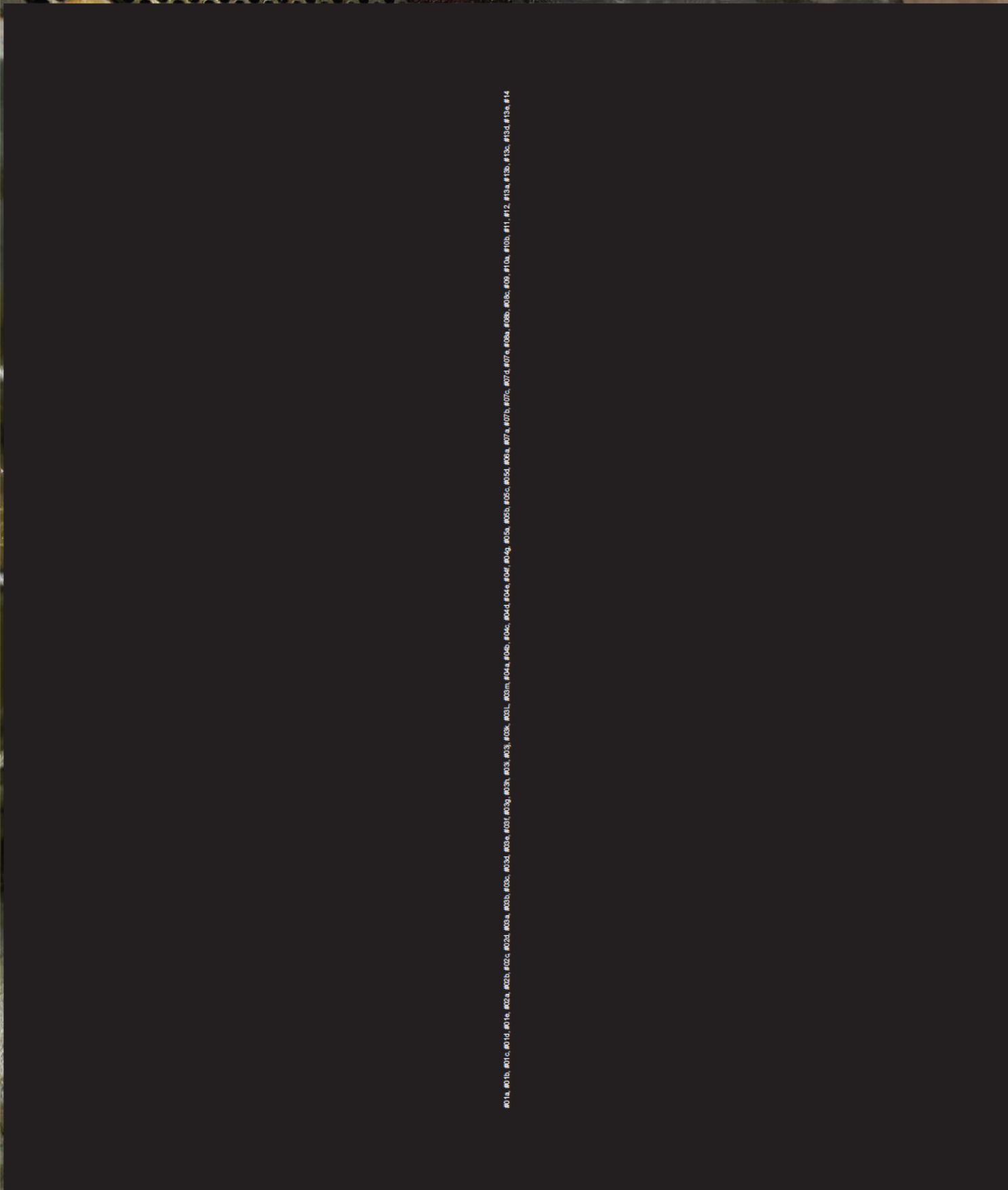
Specialist's Name : [Redacted] (FSE)



NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- [Redacted] : NATIONAL HOTLINE SURVEY [Redacted] ---
SURVEY HAS NOT BEEN SENT

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



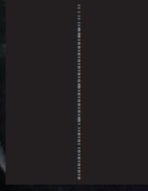
#01a, #01b, #01c, #01d, #01e, #01f, #01g, #01h, #01i, #01j, #01k, #01l, #01m, #01n, #01o, #01p, #01q, #01r, #01s, #01t, #01u, #01v, #01w, #01x, #01y, #01z, #02a, #02b, #02c, #02d, #02e, #02f, #02g, #02h, #02i, #02j, #02k, #02l, #02m, #02n, #02o, #02p, #02q, #02r, #02s, #02t, #02u, #02v, #02w, #02x, #02y, #02z, #03a, #03b, #03c, #03d, #03e, #03f, #03g, #03h, #03i, #03j, #03k, #03l, #03m, #03n, #03o, #03p, #03q, #03r, #03s, #03t, #03u, #03v, #03w, #03x, #03y, #03z, #04a, #04b, #04c, #04d, #04e, #04f, #04g, #04h, #04i, #04j, #04k, #04l, #04m, #04n, #04o, #04p, #04q, #04r, #04s, #04t, #04u, #04v, #04w, #04x, #04y, #04z, #05a, #05b, #05c, #05d, #05e, #05f, #05g, #05h, #05i, #05j, #05k, #05l, #05m, #05n, #05o, #05p, #05q, #05r, #05s, #05t, #05u, #05v, #05w, #05x, #05y, #05z, #06a, #06b, #06c, #06d, #06e, #06f, #06g, #06h, #06i, #06j, #06k, #06l, #06m, #06n, #06o, #06p, #06q, #06r, #06s, #06t, #06u, #06v, #06w, #06x, #06y, #06z, #07a, #07b, #07c, #07d, #07e, #07f, #07g, #07h, #07i, #07j, #07k, #07l, #07m, #07n, #07o, #07p, #07q, #07r, #07s, #07t, #07u, #07v, #07w, #07x, #07y, #07z, #08a, #08b, #08c, #08d, #08e, #08f, #08g, #08h, #08i, #08j, #08k, #08l, #08m, #08n, #08o, #08p, #08q, #08r, #08s, #08t, #08u, #08v, #08w, #08x, #08y, #08z, #09a, #09b, #09c, #09d, #09e, #09f, #09g, #09h, #09i, #09j, #09k, #09l, #09m, #09n, #09o, #09p, #09q, #09r, #09s, #09t, #09u, #09v, #09w, #09x, #09y, #09z, #10a, #10b, #10c, #10d, #10e, #10f, #10g, #10h, #10i, #10j, #10k, #10l, #10m, #10n, #10o, #10p, #10q, #10r, #10s, #10t, #10u, #10v, #10w, #10x, #10y, #10z, #11a, #11b, #11c, #11d, #11e, #11f, #11g, #11h, #11i, #11j, #11k, #11l, #11m, #11n, #11o, #11p, #11q, #11r, #11s, #11t, #11u, #11v, #11w, #11x, #11y, #11z, #12a, #12b, #12c, #12d, #12e, #12f, #12g, #12h, #12i, #12j, #12k, #12l, #12m, #12n, #12o, #12p, #12q, #12r, #12s, #12t, #12u, #12v, #12w, #12x, #12y, #12z, #13a, #13b, #13c, #13d, #13e, #13f, #13g, #13h, #13i, #13j, #13k, #13l, #13m, #13n, #13o, #13p, #13q, #13r, #13s, #13t, #13u, #13v, #13w, #13x, #13y, #13z, #14a, #14b, #14c, #14d, #14e, #14f, #14g, #14h, #14i, #14j, #14k, #14l, #14m, #14n, #14o, #14p, #14q, #14r, #14s, #14t, #14u, #14v, #14w, #14x, #14y, #14z



17051564
NAG

17051564
17051564
17051564

17051564
17051564



#01a, #01b, #01c, #01d, #01e, #02a, #02b, #02c, #02d, #03a, #03b, #03c, #03d, #03e, #03f, #03g, #03h, #03i, #03j, #03k, #03l, #03m, #04a, #04b, #04c, #04d, #04e, #04f, #04g, #05a, #05b, #05c, #05d, #05e, #07a, #07b, #07c, #07d, #07e, #08a, #08b, #08c, #09, #10a, #10b, #11, #12, #13a, #13b, #13c, #13d, #13e, #14





CQIS Report Number: K7AIG002 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

----- [Redacted] -----

VEHICLE: [Redacted] ECOSPORT, 5 DOOR ,UAV VIN: [Redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 3
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 02 START/RUN/MOVE STARTING
CRANKS WON'T START ALWAYS

Additional Symptom: CEL On, Crank No Start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 8
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER [Redacted] Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Pl [Redacted] ibe customers concern. Include as many
details as possible. Low engine oil pressure light , check engine
light on vehicle stalled will not start. If applicable, please list
any prior repair attempts (driveability or transmission related) which
may have contributed to the customer symptom. None Please provide the
diagnostic steps that were performed to determine that the assembly
needed to be replaced. Please list the pinpoint tests completed and
include test results (pressure readings, electrical measurements,
etc.). No compression , exhaust cam not turning when cranking. Ear on
cam and vacuum pump broken off, vacuum pump is seized ,timing belt
broken , excessive metal throughout engine List major components (by
name, not part) needed for repair: Head , short block Please list part
(by name, not part) that was root cause of failure: Vacuum pump seized
. Are there indications of Vehicle or Component Abuse, Modifications,
or Lack of Maintenance?
 If so please continue to the Warranty
Cancellation/Reinstatement Request Form. To get to this form proceed
to [Redacted] and follow
these steps: nd Select
Warranty Administration & Warranty Parts Return from the left
navigation menu Select Warranty Cancellation/Reinstatement
Request Form (right side of the screen, near the bottom)
Complete the form, including photo uploads and details about
failure and reason for warranty denial request No

RECOMM [Redacted] rior approval submission and photographs.
Your input provides us timely and detailed information to allow our
Engineering teams to address quality issues. The Technical Assistance
Center is currently unable to review your request in a timely manner,
therefore your requirement for Prior Approval review is lifted for
this request. A conditional prior approval code is provided above to
allow your dealership to submit the claim for processing if the
concern is deemed warrantable. As a reminder, there must be a defect



CQIS Report Number: K7AIG002 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:

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

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

in factory-supplied materials or workmanship to justify the repair of
in factory-supplied materials or workmanship to justify the repair of
a vehicle. Please follow Warranty & Policy guidelines as you handle
this repair issue, which includes finding the root cause of the
concern, determining if the concern is warrantable, and completing the
most cost-effective repair. If further assistance is required or you
wish to have this request reviewed by the Technical Assistance Center,
please update this request with new comments. Once the request is
updated, it will be assigned to a Prior Approval Analyst, who will
review it and give a determination. GASPA Quality Photo Receipt Code -
See Comments THNR129932

CONCER [REDACTED] GTCGCQSP
ged , turbine hard to turn . Need to replace turbo.

RECOMM Do I need to fill out a new approval form for turbo ?
[REDACTED] MSS - FCSD - [REDACTED] REGION
[REDACTED] r [REDACTED] s intended to gain [REDACTED] r the
acement of the [REDACTED] and as the Turbocharger
Assembly does not c [REDACTED] , it is
correct that a new Prior Approva [REDACTED] filled out.
To access the correct form, select the Gas Engine Components button.
In filling out that form, be sure to identify the source of the debris
and to identify if the debris has reached the Turbocharger. For
example, if debris is identified to be present in the Oil Supply and/
or Oil Return lines, then this would further confirm that it was
affected. In review of this form, however, it appears that it is
lacking some information. For example, while damage to the Vacuum Pump
and Camshaft is present, there is no indication in this form of how it
has affected the remainder of the system. This is necessary
contamination can often be cleaned out of many of the major
components, such as the Cylinder Head and Short Block Assembly. While
there are some components (such as the VCT Phasers/ Solenoids) that
cannot be adequately cleaned, there is no indication in this form that
debris has reached these components. As such, before this form can be
further reviewed, it will be necessary for the dealership to document
the faults (damage/ contamination) to the components listed on the
Cost Cap Tool. This will namely include the Short Block Assembly, the
Cylinder Head, the remaining Camshaft, and the VCT components. Once
this has been documented on this form, submit this request for further
review. GASPA Additional Information Required

CONCER [REDACTED] GTCGCQSP
oil pump failed , belt broke , no oil to moving
components , do not see any parts that could have been cleaned and
reused . See pics.

RECOMM [REDACTED] PJACOB45
r the additional information. Due to the failed oil
drive belt and the seized camshaft, that likely resulted in
piston to valve contact since this is an interference engine, order a
new Long Block (base part [REDACTED] , or 6007 if a [REDACTED] is not
available).

Be sure review the serv manual and the
literature provided with the replacement engine regarding intake



CQIS Report Number: K7AIG002 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

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

--TYPE-- ----- COMMENT TEXT -----
manifold cleaning/replacement, priming oil system, filling cooling
manifold cleaning/replacement, priming oil system, filling cooling
system, etc. Note:Replace the intake manifold due to possible
debris contamination. Metal debris in the intake manifold or oil
cooler can cause subsequent failure and would not be
warrantable.<P>Once the repairs are completed, please refer to <A
target= blank
href="http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/D
isplayArticle.aspx?type=SSM&id=[Redacted]" target= blank>SSM [Redacted]
and/or WSM section 303-01 for i ation on performing isfire
monitor neutral profile correction procedure. This will aid in
preventing false misfire DTCs, and a subsequent check engine light.
<P>Please be sure to follow the [Redacted] tag core retrieval process and
verify that all fluids are drain the assembly prior to
shipping. Verify ALL cylinder head cam caps and cylinder block main
caps are returned with the engine. Make sure to properly secure the
core to the crate/container to avoid any damage during shipping.
Please refer to the Reman [Redacted] <A target= blank
href="http://www.proservic [Redacted] l=/vdirsnet/TSB_SSM/D
isplayArticle.aspx?type=TSB&id=G0000155" target= blank>GSB
G0000155 for additional details. </P> Submit a prior approval form
to replace the turbocharger. GASPA Approved [Redacted]

ADD-ON

[Redacted] PJACOB45
INFORMATION Main Inquiry: PART NUMBER: 6006 (ENGINE
ASSY/BARE) REPAIR DATE: [Redacted] REPAIR DISTANCE: [Redacted]
COUNTRY: [Redacted] I UNDER -BUMPER TO B [Redacted] NTY
Refer to [Redacted] & licy and (Parts Coverage Directory - [Redacted] only)
for coverage exceptions or limitations that may apply. Comp nts
Requiring a Repair Validation (RVC) code can be found on the PTS Home
page/Technical Assistance dropdown OR FMCDealer/Parts &
Service/Warranty Admin & Warranty Parts Return/Important Warranty
Information. Warranty Prior Approval Inquiry Results: NO PRIOR
APPROVAL OR PHOTO RECEIPT CODE REQUIREMENT FOUND FOR PART: 6006
Warranty Prior Approvals SLTS-Parts Lookup: 1. 6006

Symp. Verif?: [Redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: [Redacted] Repair Prior to Call: NO
PCM#P06E9 [Redacted], P0014 [Redacted], P0012 [Redacted], P0299 [Redacted] EC, [Redacted] 64, P0365 [Redacted] EC, P06
[Redacted]
Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABL



CQIS Report Number: K7AIG002 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

Vehicle Build Date: [Redacted] Start Date: [Redacted]
Date of Sale: [Redacted] Selling Dlr (Geo/Mkt, Dlr, Sub): [Redacted]
Dealer Special Order: [Redacted] Gross Vehicle Weight: 399 LBS
LH/RH Drive: LHD

Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: [Redacted]
Bld Dt: Calb: [Redacted]
Serial #: [Redacted]

Trans: 6 SPD AUTO ([Redacted])
Bld Dt: [Redacted]
Serial #: [Redacted]

Shft: [Redacted]

----- A D D I T I O N A L -----
Tire : Brand :
Radio : ICE- LOW AUDIO (0C) A/C : AC B-????????????????????
Paint : NEUTRAL EXT PAINT FAMILY B ----- DIAMOND # 2

----- 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: SHOP FOREMAN
Phone : [Redacted]

Rpr Dlr: [Redacted] - [Redacted] Ph#: [Redacted]
City: [Redacted] S : [Redacted]
Country: [Redacted] Region : [Redacted]

Claim #/Date : [Redacted] [Redacted]



Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[Redacted]	K7JAH062	NHL	DRV PERF		[Redacted]
[Redacted]	M3SEK203	CACVOC	DRV PERF		[Redacted]
[Redacted]	M4FCC001	NHL	ST/RN/MV	ENGINE ASSY/BARE	[Redacted]
[Redacted]	M9WDS442	CACVOC	AID/INFO		[Redacted]
[Redacted]	N9BD3002	NHL	ST/RN/MV		[Redacted]

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

SURVEY HAS NOT BEEN SENT

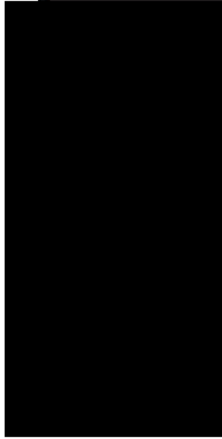


CQIS Report Number: K7AIG002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:



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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

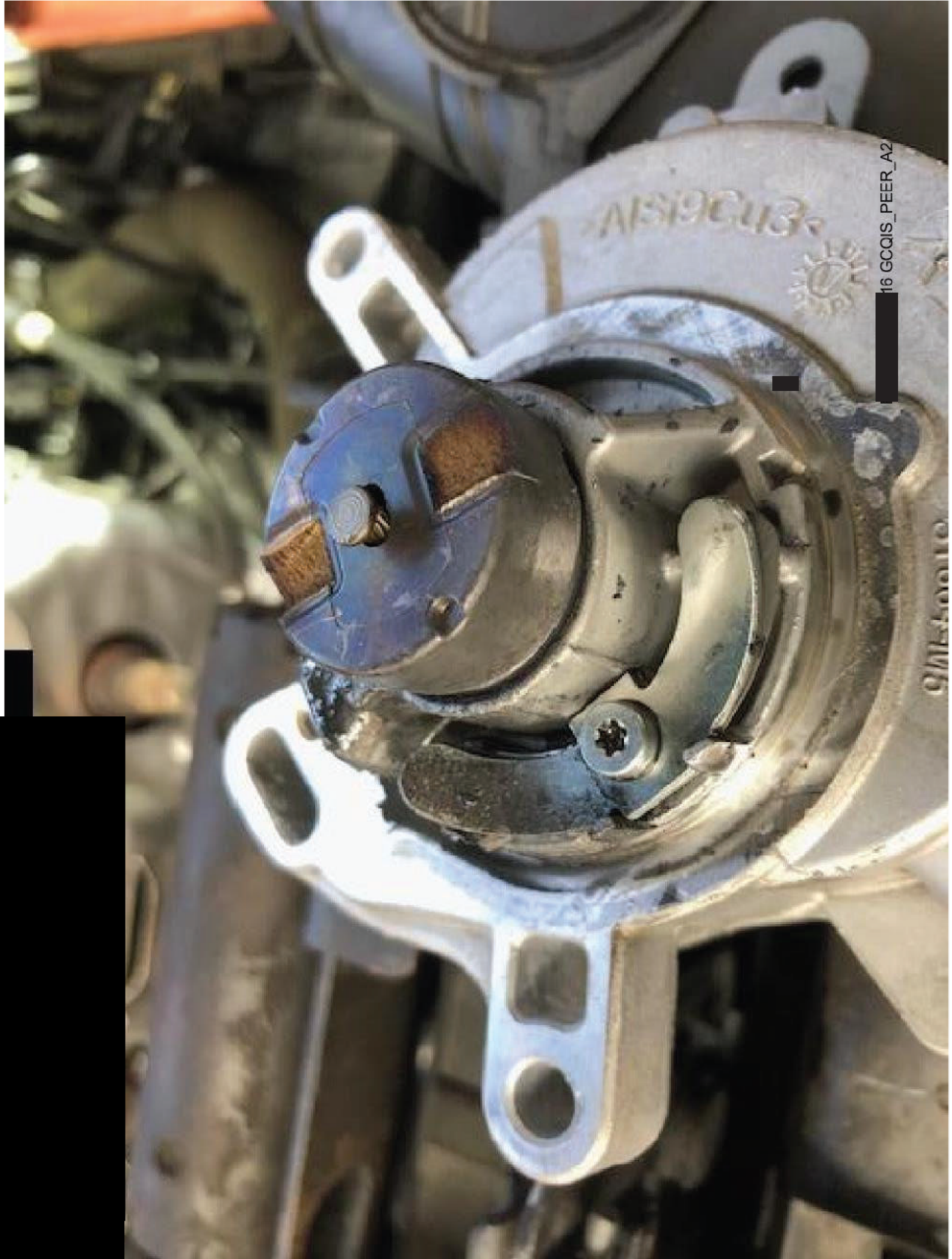


.....

#01a, #01b, #01c, #01d, #02a, #02b, #02c, #02d, #03a, #03b, #03c, #03d, #04a, #04b, #04c, #04d, #05a, #05b, #05c, #05d, #06a, #06b, #06c, #06d, #07a, #07b, #07c, #07d, #08a, #08b, #08c, #08d, #09a, #09b, #09c, #09d, #10a, #10b, #10c, #10d, #11a, #11b, #11c, #11d, #12a, #12b, #12c, #12d, #13a, #13b, #13c, #13d, #14



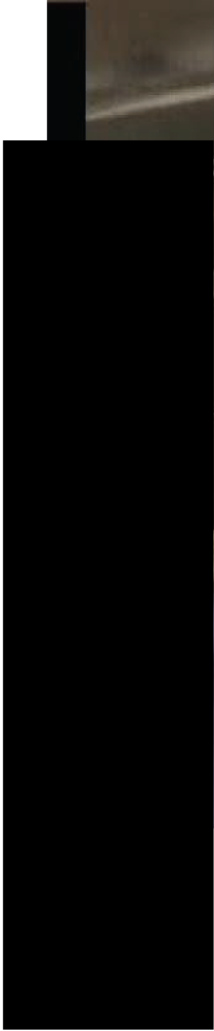




16 GCCIS_PEER_A2

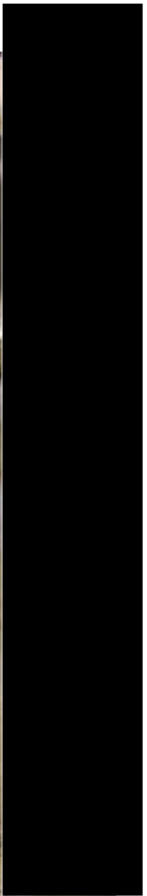


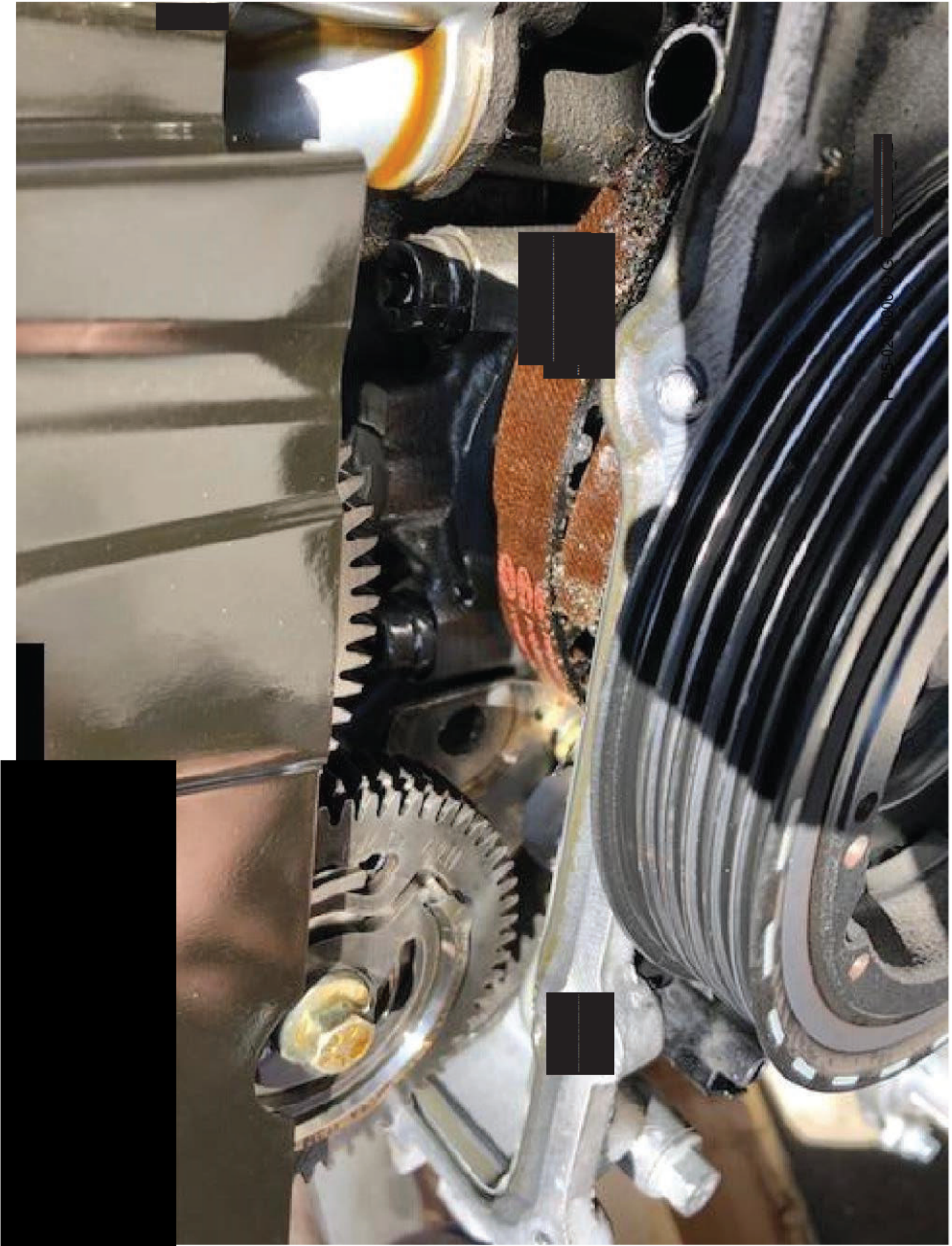
PE25-020 000017 GCCIS_PEER_A2





PE25-0220 01/01/18 GCCA PIERRE





#01a, #01b, #01c, #01d, #01e, #02a, #02b, #02c, #02d, #02e, #02f, #03a, #03b, #03c, #03d, #03e, #03f, #04a, #04b, #04c, #04d, #04e, #04f, #05a, #05b, #05c, #05d, #05e, #05f, #06a, #06b, #06c, #06d, #06e, #06f, #07a, #07b, #07c, #07d, #07e, #07f, #08a, #08b, #08c, #08d, #08e, #08f, #09a, #09b, #09c, #09d, #09e, #09f, #10a, #10b, #10c, #10d, #10e, #10f, #11a, #11b, #11c, #11d, #11e, #11f, #12a, #12b, #12c, #12d, #12e, #12f, #13a, #13b, #13c, #13d, #13e, #13f, #14a, #14b, #14c, #14d, #14e, #14f



PE25-020 0 00021 GCCIS_PEER_A2



CQIS Report Number: L2SC3023 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

----- [Redacted] -----

VEHICLE: [Redacted] VIN: [Redacted]
Engine : GS 120PS FOX Odometer: 5
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: failed oil pump belt tensioner
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 [Redacted] : [Redacted] Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Pl [Redacted] ible customers concern. Include as many
details as possible. vehicle lost power and engine fault service light
is on If applicable, please list any prior repair attempts
(driveability or transmission related) which may have contributed to
the customer symptom. none Please provide the diagnostic steps that
were performed to determine that the assembly needed to be replaced.
Please list the pinpoint tests completed and include test results
(pressure readings, electrical measurements, etc.). P0014, P0012 List
major components (by name, not part) needed for repair: long block
Please list part (by name, not part) that was root cause of failure:
long block Are there indications of Vehicle or Component Abuse,
Modifications, or Lack of Maintenance?
 If so please continue to
the Warranty Cancellation/Reinstatement Request Form. To get to this
form proceed to [Redacted]>
 and follow these steps:
Select Warranty Administration & Warranty Parts Return from the
left navigation menu Select Warranty
Cancellation/Reinstatement Request Form (right side of the screen,
near the bottom) Complete the form, including photo uploads
and details about failure and reason for warranty denial request
 No

RECOMM [Redacted] 1 request is submitted all information must
ncluded in the request. Information like visual inspection
results, Pinpoint tests results, root cause of a failure, and damage
found during the inspection. The root cause component reported in the
Prior Approval request is the long block, but this is an assembly and
not a component. The engine must be inspected and determine what
component caused the failure to the engine. Finding the root cause of
a engine failure is important not only to ensure the repair is
warrantable but also to make sure the fault is not present after the
engine repair is completed. GASPA Additional Information Required

CQIS Report Number: L2SC3023 Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [REDACTED]

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

--TYPE--
ADD-ON [REDACTED] AASHOUR
ADD-ON [REDACTED] AASHOUR
[REDACTED] NUMBER: [REDACTED] (ENGINE ASSY/BARE) REPAIR DATE:
[REDACTED] REPAIR DISTANCE: [REDACTED] COUNTRY: [REDACTED]: MS IS
[REDACTED] DER -POWERTRAIN WA IN 07)
CONCER [REDACTED] GTCGCQSP
the timing belt tensioner by the oil pump (base
-6C348).
RECOMM [REDACTED] PJACOB45
[REDACTED] k [REDACTED] r the additional information. Due to the failed oil
belt tensioner and the resulting lack of lubrication and engine
damage, order a new Long Block (base part [REDACTED], or 6007 if a [REDACTED] is
not available).

Be sure to review t [REDACTED] ervice manual a [REDACTED] he
literature provided with the replacement engine regarding intake
manifold cleaning/replacement, priming oil system, filling cooling
system, etc. Note: If the intake manifold is not
attached/supplied with the new assembly, it must be thoroughly
inspected to ensure it is free of any and all metal debris. If
contamination cannot be determined or it cannot be properly cleaned,
replace the intake manifold. Metal debris in the intake manifold or
oil cooler can cause subsequent failure and would not be
warrantable.<P>Once the repairs are completed, please refer to <A
target= blank
href=http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/Di
splayArticle.aspx?type=SSM&id=[REDACTED] target= blank>SSM [REDACTED]-and/or
WSM section 303-01 for informa [REDACTED] on performing the m [REDACTED] e monitor
neutral profile correction procedure. This will aid in preventing
false misfire DTCs, and a subsequent check engine light. <P>Please be
sure to follow the FCS-700 tag core retrieval process and verify that
all fluids are drained from the assembly prior to shipping. Verify ALL
cylinder head cam caps and cylinder block main caps are returned with
the engine. Make sure to properly secure the core to the
crate/container to avoid any damage during shipping. Please refer to
the Reman [REDACTED] Core Returns <A target= blank
href=http: [REDACTED] ervicetech.com/transport/?url=/vdirsnet/TSB_SSM/Di
splayArticle.aspx?&type=TSB&id=G0000155 target= blank>GSB G0000155
for additional details. </P> GASPA Approved THGE323971
ADD-ON [REDACTED] PJACOB45
[REDACTED] r [REDACTED] er subtracted from the cost cap tool and the tappets
added, the decision would remain the same.
CONCER [REDACTED] GTCGCQSP
[REDACTED] ment, vehicle has a visible coolant leak. tech
pressu [REDACTED] ested cooling system and found coolant leaking at the turbo
[REDACTED]. do i need to submit on a different line for approval for the
[REDACTED] or will this approval code cover it?
RECOMM [REDACTED] [REDACTED] [REDACTED]
[REDACTED] g [REDACTED] t prior approval for turbocharger
acement has been eliminated as of [REDACTED]. If the repair
order is after [REDACTED] prior app [REDACTED] bochargers is no
longer necessar [REDACTED] bocharger is damaged due to the loss of

CQIS Report Number: L2SC3023 Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [REDACTED]

--TYPE-- COMMENT TEXT
oil pressure continue with replacement as needed on this repair. GASPA
oil pressure continue with replacement as needed on this repair. GASPA
Approved THGE323971

Sym. Verif?: [REDACTED] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM# [REDACTED], [REDACTED], [REDACTED] 64, P06E9 [REDACTED], [REDACTED] 64, P0365 [REDACTED], P06

Procedure Used Effective? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: [REDACTED] Warranty Start Date: [REDACTED]
Date of Sale: [REDACTED] Selling Dlr (Geo/Mkt, Dlr, Sub): [REDACTED]
Dealer Special Order: [REDACTED] Gross Vehicle Weight: 399 LBS
LH/RH Drive: [REDACTED]
----- E N G I N E -----
Engine: 1.0L 12V DI TC [REDACTED] FOX Tag: 6L 084 DA
Bld Dt: [REDACTED] Cal [REDACTED] A
Serial #: [REDACTED] DA FD
[REDACTED] R [REDACTED] I [REDACTED] O N -----
Trans: 6 SPD AUTO ([REDACTED]) #: [REDACTED]
Bld Dt: [REDACTED]
Serial #: [REDACTED]

----- A D D I T I O N A L -----
Tire : [REDACTED] R [REDACTED] BSW Brand :
Radio : [REDACTED] A/C : AC G-????????????????????????????
Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD [REDACTED] SOLID C/C
----- A [REDACTED] S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: SERVICE DIRECTOR
Phone : [REDACTED]



CQIS Report Number: L2SC3023 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

Rpr Dlr: [Redacted] Ford Ph#: [Redacted]
City: [Redacted] State : [Redacted]
Country: [Redacted] Region : [Redacted]

Claim #/Date : 263656 [Redacted]

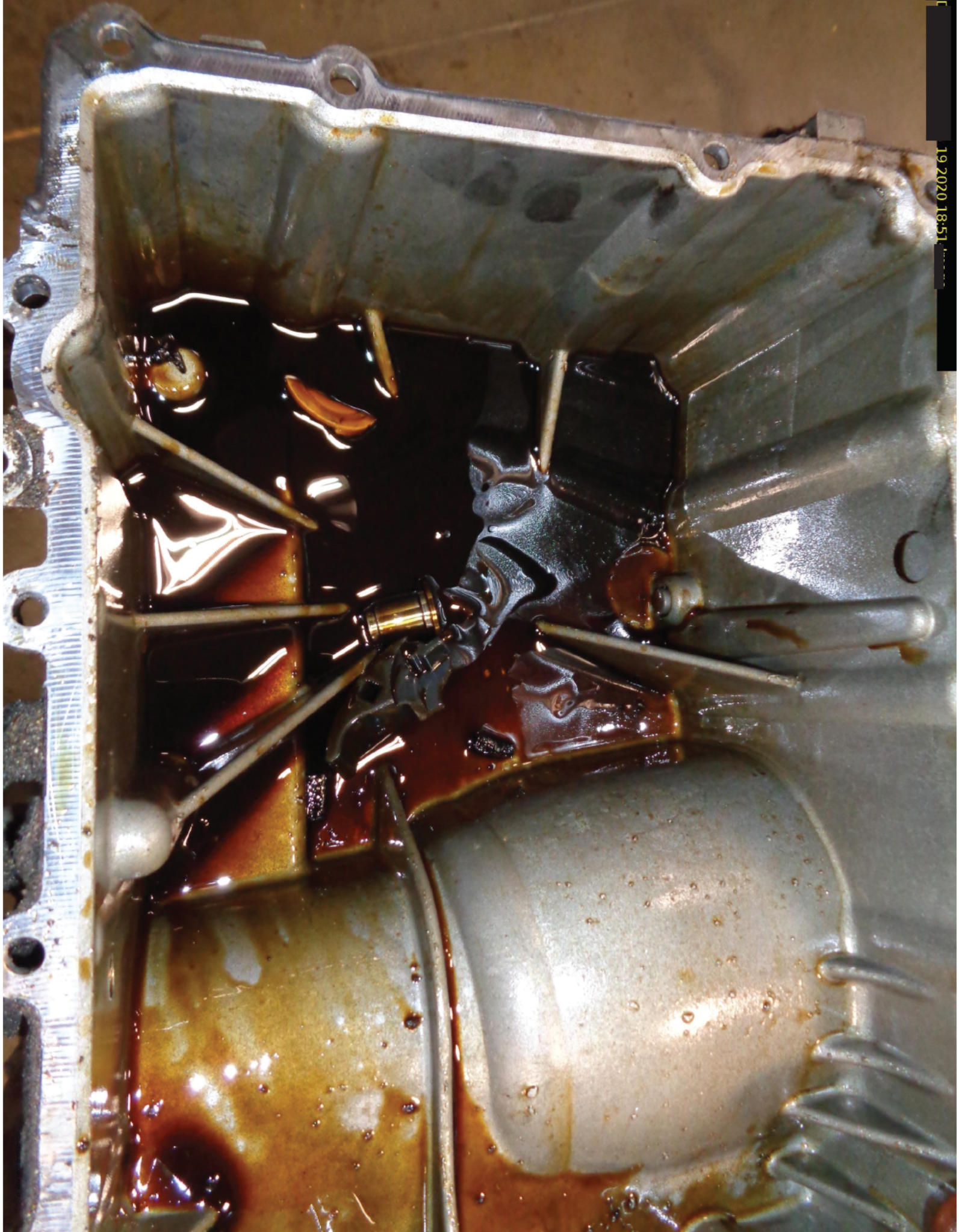
Specialist's Name : [Redacted] -????????????????????



Date	CQIS Report #	Pro Type	Symp Cat	Causal Part Description	Dealer Id
[Redacted]	NOGET369	[Redacted]	ST/RN/MV		[Redacted]
[Redacted]	N1NDY295	[Redacted]	COMF/ENT		[Redacted]
[Redacted]	N3KEP197	[Redacted]	ST/RN/MV		[Redacted]
[Redacted]	N4YC9358	[Redacted]	DRV PERF		[Redacted]
[Redacted]	N8QB8004	[Redacted]	DRV PERF		[Redacted]
[Redacted]	N9SCX746	[Redacted]	ST/RN/MV		[Redacted]

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

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



19.2020.18.51

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.....

.....

W10, W11, W12, W13, W14, W15, W16, W17, W18, W19, W20, W21, W22, W23, W24, W25, W26, W27, W28, W29, W30, W31, W32, W33, W34, W35, W36, W37, W38, W39, W40, W41, W42, W43, W44, W45, W46, W47, W48, W49, W50, W51, W52, W53, W54, W55, W56, W57, W58, W59, W60, W61, W62, W63, W64, W65, W66, W67, W68, W69, W70, W71, W72, W73, W74, W75, W76, W77, W78, W79, W80, W81, W82, W83, W84, W85, W86, W87, W88, W89, W90, W91, W92, W93, W94, W95, W96, W97, W98, W99, W100

.....

.....



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

VEHICLE: [Redacted] ECOSPORT, 5 DOOR, UAV VIN: [Redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 4
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: wrench light
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 17
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER [Redacted] MSS - FCSD - TECH ASSIT CENTER
Description of Vehicle Concern: wrench light
on and loss of [Redacted] please list any diagnostics already performed:
fdrs ppt HN Parts Replaced: TCBP valve Your Question: after performing
ppt HN and testing all electrical, smoke testing intake system, and
replacing TCBP valve cleared codes road tested vehicle about 40 miles
wrench light came back on and same code came back inspected turbo no
fin damage and no shaft movement what would be the next step best to
repair this concern

RECOMM [Redacted] MSS - FCSD - TECH ASSIT CENTER
o for this car, there is a TCBP sensor
rbo bypass valve. If the sensor was replaced, then it is
recommended that the bypass valve be removed and inspected for any
apparent damage. If there is no damage found, then it is suspected
that there may be a fault with the wastegate control valve solenoid
and that it be replaced and the concern then reassessed.

CONCER [Redacted] GTCGCQSP
ss valve was replaced and the waste gate control
valve also was replaced they both are replace with the vacuum lines as
1 assembly there is no there is no damage to either component

RECOMM [Redacted]
e i contact it is recommended to list specific
nt test results, parts replaced, what testing lead to parts
replaced, PID readings and any other specific details about the
concern or testing. [Redacted] sets when the TCBP is 4 PSI below the
TCBP DSD for 5 secon more. It may only set under higher load
conditions. To set suspect an air leak, turbocharger fault,
drivability fault, air flow concern or a wastegate control fault.
Remove the wastegate lines and see if the [Redacted] sets again. With the
wastegate line removed the wastegate shoul y closed making full
boost. If [Redacted] sets suspect a air leak, air flow fault or
turbocharg ult is occurring.

CONCER [Redacted] GTCGCQSP
ll air flow for any restrictions and leaks found no



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:

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

--TYPE-- ----- COMMENT TEXT -----
defects. replace turbo cleared all codes road tested vehicle when

defects. replace turbo cleared all codes road tested vehicle when gaining highway speed under light acceleration wrench light came back on with same code p0299 this only happens when gaining highway speeds and not intown speeds. what steps are next to diag and repair as of now wastegate control valve , turbocharger bypass valve, and turbocharger have been replace base part numbers (9s468 wastegate control valve / turbocharger bypass valve assy) (6k682 turbocharger)

RECOMM

BSHAN4
bocharger, wastegate control solenoid, and bypass have all been replaced, you have eliminated all control components as possible causes. Remaining possible causes for the underboost DTC include incorrect airflow through the engine and turbocharger, physical leaks, and incorrect turbocharger sensor operation. Verify the air filter is clean and unrestricted. Check the inlet to the air box for debris or nest materials. It is understood the intake has already been checked as part of PPT HN but a restriction at the very beginning of the air system at or before the air filter will cause lack of proper airflow into the engine. If no faults are found, continue by performing an exhaust backpressure test. A restricted catalyst or exhaust will cause the turbocharger to be unable to create desired boost, especially under higher load driving conditions. Refer to PPT HF steps 7-9 for information on exhaust backpressure testing. If you confirm an exhaust restriction is present, determine if it is due to the catalyst being plugged or an internal restriction in the tailpipe assembly by performing the test at the upstream O2 sensor first followed by the downstream . A physical leak must be ru out before continuing. A physical is more likely to occur than the remaining possible causes. It is understood leaks have been checked, but if they were not checked using this test then they must be tested for again. To accurately test for intake system leaks, pressurize the intake using 10 PSI regulated shop air. You will not need more than 10 PSI for this test and going higher could cause damage. Block off the air filter port and the throttle tubing so that only the intake air system is pressurized. Once pressure is achieved, listen for hissing. Spray soapy water at all potential leak points to watch for bubbling. If you find any hissing or bubbling at a connection, then you have confirmed a system leak is present. Incorrect TCBP sensor operation could cause this DTC to incorrectly. Verify the TCBP is reading rationally using a KOEO sensor check. At KOEO, monitor the BARO, MAP, and TCBP readings. They should all read very close to the atmospheric pressure for your area that day. You can check your location s weather or use another vehicle to determine what the correct pressure should be. If the TCBP is not reading atmospheric pressure during this test, then it is skewed and needs replaced. You can also watch TCBP and MAP at WOT to see if the sensor is reading correctly. At WOT, the TCBP and MAP sensor should read very similar readings because the throttle plate is wide open. There would be very little difference in pressure before the throttle plate and after the throttle plate. If the TCBP sensor is reading



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [REDACTED]

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

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

different than the MAP sensor, verify the ETC % is indicating wide
different than the MAP sensor, verify the ETC % is indicating wide
open. If the throttle plate is wide open and there is a significant
difference between the TCBP and the MAP sensor, then the TCBP should
be replaced for incorrect operation under heavy load.

CONCER [REDACTED] (FSE MSS - FCSD - [REDACTED] REG
a [REDACTED] n of Vehicle Conce [REDACTED] h light
on and loss of [REDACTED] ease list any diagnostics already performed:
FDRS check vacuum at turbo and at vacuum pump 10psi Parts Replaced:
turbo vacuum pump and turbocharger bypass valve Your Question: after
replacing turbo vacuum pump and turbocharger bypass valve vehicle had
correct boost vehicle came back with code p0299 low boost when
checking vacuum at [REDACTED] and at vacuum pump only have 10 psi of
vacuum I removed th [REDACTED] nipple out of the new vacuum pump and
found carbon build up on nipple I removed the carbon and reassembled
still have 10 psi of vacuum if I replace the vacuum pump im suspecting
the vehicle to have the same concern later on what should be done to
find the cause of carbon build up in the vacuum pump to correct this
concern WEB-Ford-EXT-[REDACTED]-ATOVAR8: [REDACTED], Since the
Vacuum pump has mater [REDACTED] spect that [REDACTED] possible the
pump overheated and created carbon like build up or it is coming from
one of the hoses. Procced with tracing the hose for a presences of
carbon build up. Inspect any hoses that runs to the pump from the
[REDACTED] or the intake. If excessive carbon is found at the hose to
e or [REDACTED] we need to continue with identifying why
carbon is ente [REDACTED] system. If no carbon is found, we can determine
the vacuum pump is failing making the carbon like substance. Continue
with re-moving the pump and inspecting the oil feed to the pump.
Identify any sludge or possible restrictions. With the fuel in
injectors disabled allow the vehicle to crank over and watch to ensure
the pump is being feed oil. Note doing this will cause oil to shoot
out to have shop rags handy. If no restrictions are found and the oil
is okay, we can suspect a failed pump. Continue with replacing the
pump to resolve the concern. ...WEB-Ford-INT-[REDACTED]
[REDACTED]-ATOVAR8: Consulted SME [REDACTED]. [REDACTED] that it is very
unlikely that carbon ha [REDACTED] Suspecting that the pump
overheated and that is the material he is seeing. However, continue
with having him traced each line from the pump to ensure no carbon is
present. If nothing is found ensure vacuum pump is receiving oil and a
partial restriction is not present. Have him disable fuel and watch
the oil shoot out. If nothing is found replace the
pump...WEB-DEALER-EXT-[REDACTED]-[REDACTED]: I have removed the
vacuum pump inspected [REDACTED] g [REDACTED] pump vacuum pump oil
feed port is plug and engine is not check oil condition and level oil
is [REDACTED] and over filled I have photos if they are needed
...WE [REDACTED] d-EXT-[REDACTED]-DABBOT22: [REDACTED], Since the oil
feed port to t [REDACTED] ogged, it i [REDACTED] ly that the pump is
overheating and may be damaged as a result of poor oil flow to the
pump. Clear the restriction and ensure that the pump rotates smoothly.
If it is binding or feels rough, it will likely need to be replaced.



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #: [redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [redacted]

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

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

If the restriction is in the pump, then it will likely need to be replaced as there may be debris inside the pump. ...WEB-DEALER-EXT-[redacted]: I replace the vacuum pump and have cor t ed all codes road tested vehicle code p0299 came back le has no power I removed the air inlet from the turbo and inspected turbo the turbo has fin damage and sent aluminum into the cac pipes with the debris in the oil port of the vacuum pump and now turbocharger damage what should be done to correct this concern with oil system issues ...WEB-Ford-EXT-[redacted] 04-[redacted]: [redacted], The vacuum pump sh ve been ed l restriction was still present to the pump. With repeat turbo failure and vacuum pump failure, due to a lack of lubrication, this indicates the turbo oil filter located inside the short block, behind the front cover, as seen in [redacted], Assembly, Step 59 is more than likely restricted. At this front cover should be removed, and this filter inspected. If the filter is restricted, the source of the restriction needs to be determined. Possible flacking of the timing belt or oil pump belt could cause the filter to be restricted. After determining the root cause of the restriction replace the filter or short block as necessary. The turbo and vacuum pump will also need to be replaced once more due to the damage that occurred due to a lack of lubrication. Any metal contaminated catalyst or intake components will also need to be replaced in order to prevent future repeat turbo and possible engine failure. ...WEB-DEALER-EXT-[redacted]-[redacted]: Removed valve cover & ft. engine cover l r. Filter was plugged up with fiber material. Inspected timing belt, coming apart. Removed camshaft bearing caps, found scoring on caps. Found debris in oil passages. Recommend engine replacement due to contamination through out engine of fiber material. ...WEB-Ford-EXT-[redacted] -JELLE1: [redacted], With the timing belt comi d with amage prese n proceed to use GSB G0000I84 to determine all the engine components damaged. Once the engine components are damaged then proceed with a Cost-Cap to determine the repair direction. Also, since the turbocharger oil lines have debris present, then they should be replaced with the turbocharger oil filter and with the damaged turbocharger. ...

RECOMM [redacted] (FSE MSS - FCSD - [redacted] REG ge t then proceed to use GSB G0000I84 to determine all the engine components damaged. Once the engine components are damaged then proceed with a Cost-Cap to determine the repair direction. Also, since the turbocharger oil lines have debris present, then they should be replaced with the turbocharger oil filter and with the damaged turbocharger.



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date:

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

--TYPE-- COMMENT TEXT -----
 CONCER [REDACTED] [REDACTED] [REDACTED]
 CONCER [REDACTED] [REDACTED] [REDACTED]
 : [REDACTED] Warranty Type: FWR SPW Install Mileage:
 SPW Install Date: Pl [REDACTED] ibe customers concern. Include as many
 details as possible. WRENCH LIGHT COMES ON, LOSES POWER. If
 applicable, please list any prior repair attempts (driveability or
 transmission related) which may have contributed to the customer
 symptom. 1. REPLACED TURBO 2. REPLACED VAC. PUMP 3. REPLACED WASTE
 GATE CONTROL SOLENOID & TURBO CHARGER BYPASS VALVE & VACUMN LINES 4
 Please provide the diagnostic steps that were performed to determine
 that the assembly needed to be replaced. Please list the pinpoint
 tests completed and include test results (pressure readings,
 electrical measurements, etc.). CHECKED PSI @ WASTEGATE, NO VACUMN.
 REMOVED VAC. LINES FROM PUMP, NO VACUMN. REMOVED PLASTIC NIPPLE FOR
 TURBOCHARGER WASTEGATE @ VAC. PUMP, CARBON-LIKE SUBSTANCE ON NIPPLE.
 REPL VAC. PUMP AS PER HOTLINE. CHECKED PASSAGES, CLEAR @ VAC. PUMP
 (HOTLINE) TURBO DAMAGED DUE TO LACK OF OIL. HOTLINE REQUESTED
 CONDITION OF INTERNAL FILTER. IT WAS CLOGGED WITH FIBER-LIKE DEBRIS.
 DEBRIS FOUND IN OIL PASSAGES FOR CAMSHAFTS. HOTLINE REQUESTED COST CAP
 & PRIOR APPROVAL List major components (by name, not part) needed for
 repair: COMPETE ENGINE ASSY. TURBOCHARGER, INTERCOOLER, INTERCOOLER
 PIPING, Please list part (by name, not part) that was root cause of
 failure: OIL FILTER PLUGGED & CAVED IN Are there indications of
 Vehicle or Component Abuse, Modifications, or Lack of Maintenance?

 If so please continue to the Warranty Cancellation/Reinstatement
 Request Form. To get to this form proceed to [REDACTED]> and follow these
 steps
 Select
 Warranty Administration & Warranty Parts Return from the left
 navigation menu Select Warranty Cancellation/Reinstatement
 Request Form (right side of the screen, near the bottom)
 Complete the form, including photo uploads and details about
 failure and reason for warranty denial request No
 RECOMM [REDACTED] [REDACTED] [REDACTED]
 r f t Cap found that you have received a REPAIR
 on. This means that it is most cost-effective to order a short
 block and cylinder head (if the are damaged and require replacement)
 as separate components and assemble the engine at the dealership using
 the parts listed on the Cost Cap. Prior Approval is not required for
 this. Because of this, long block assembly replacement is not
 approved. Note: [REDACTED] Complete Assembly engines are typically only
 available for cu t model year vehicles. As such, the requested part
 in this form was changed to 6006 Long Block Assembly. Regardless, long
 block replacement is not approved because of the Cost Cap. GASPA Not
 Approved





CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

Symp. Verif?: [Redacted] of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
PCM#P0299,P0012,[Redacted],P0365,[Redacted],[Redacted]
Equipment/Proced sed e ? Equipment/Procedure Used Effective

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- S -----
Vehicle Build Date: [Redacted] Start Date:
Date of Sale: [Redacted] Selling Dlr (Geo/Mkt, Dlr, Sub):
Dealer Special Order: [Redacted] Gross Vehicle Weight: 399 LBS
LH/RH Drive: LHD
- - - E [Redacted] E - - -
Engine: 1.0L 12V DI TC [Redacted] 120PS Tag:
Bld Dt: Cal
Serial #: [Redacted]
FWSTA310518410437H2BG [Redacted] AA 00
- - - T [Redacted] - - -
Trans: 6 SPD AUTO ([Redacted])
Bld Dt:
Serial #: [Redacted]

Shft:

- - - A D D I T I O N A L - - -
Tire : Brand :
Radio : SINGLE TUNER W/SDARS A/C : AC C-????????????????????
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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [Redacted] Title: TECHNICIAN
Phone : [Redacted]
Rpr Dlr: [Redacted] Ph#: [Redacted]
City: [Redacted] tate : [Redacted]
Country: [Redacted] Region : [Redacted]
Claim #/Date : 462277 [Redacted]
Specialist's
Name : SEAN [Redacted]



CQIS Report Number: L4HGD007 Program Type: H Orig Rpt #: [Redacted]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: [Redacted]

----- C [Redacted] T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
[Redacted]	KXVCX002	NHL	ST/RN/MV		USA [Redacted]

--- [Redacted]: NATIONAL HOTLINE SURVEY [Redacted] ---

SURVEY HAS NOT BEEN SENT

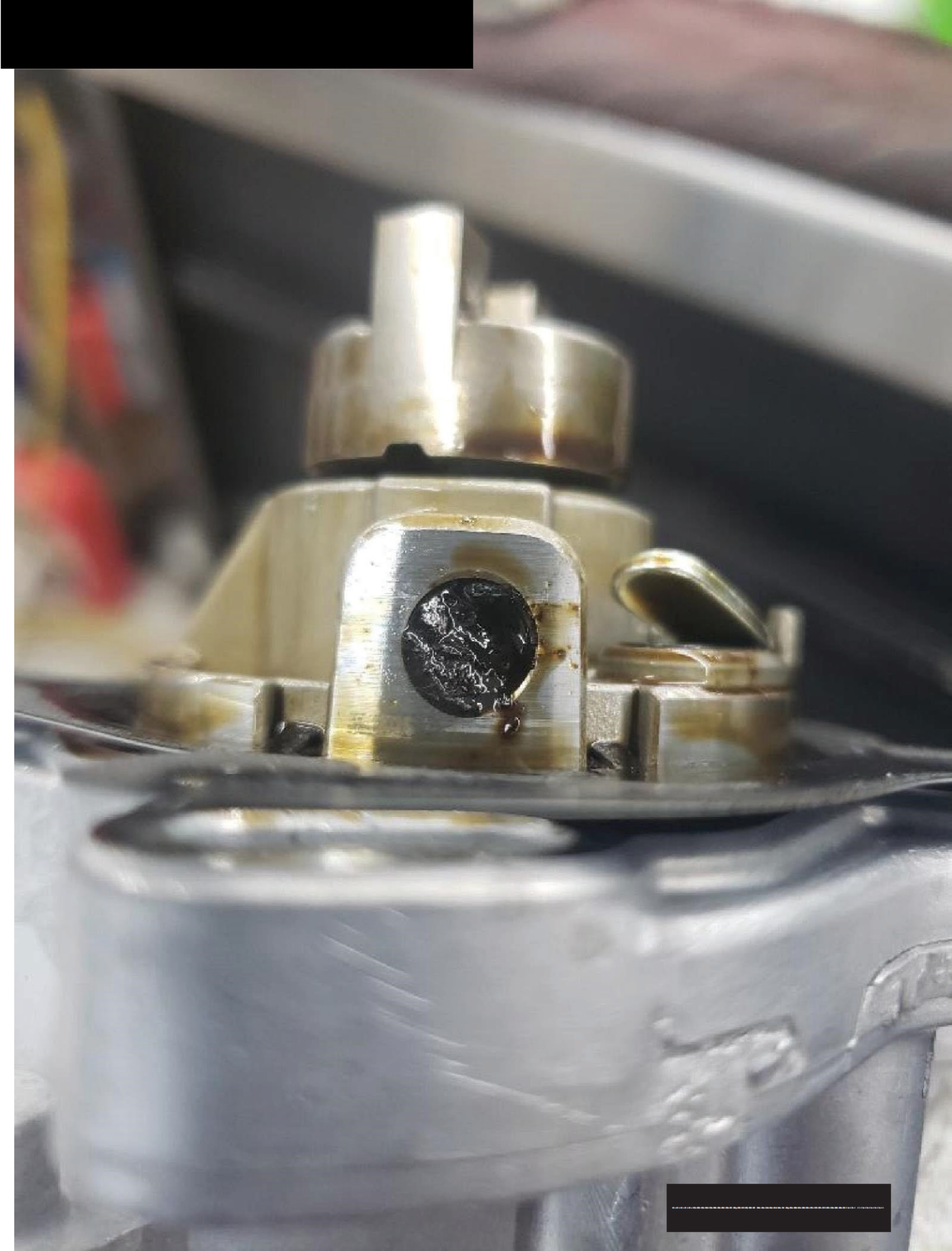
----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

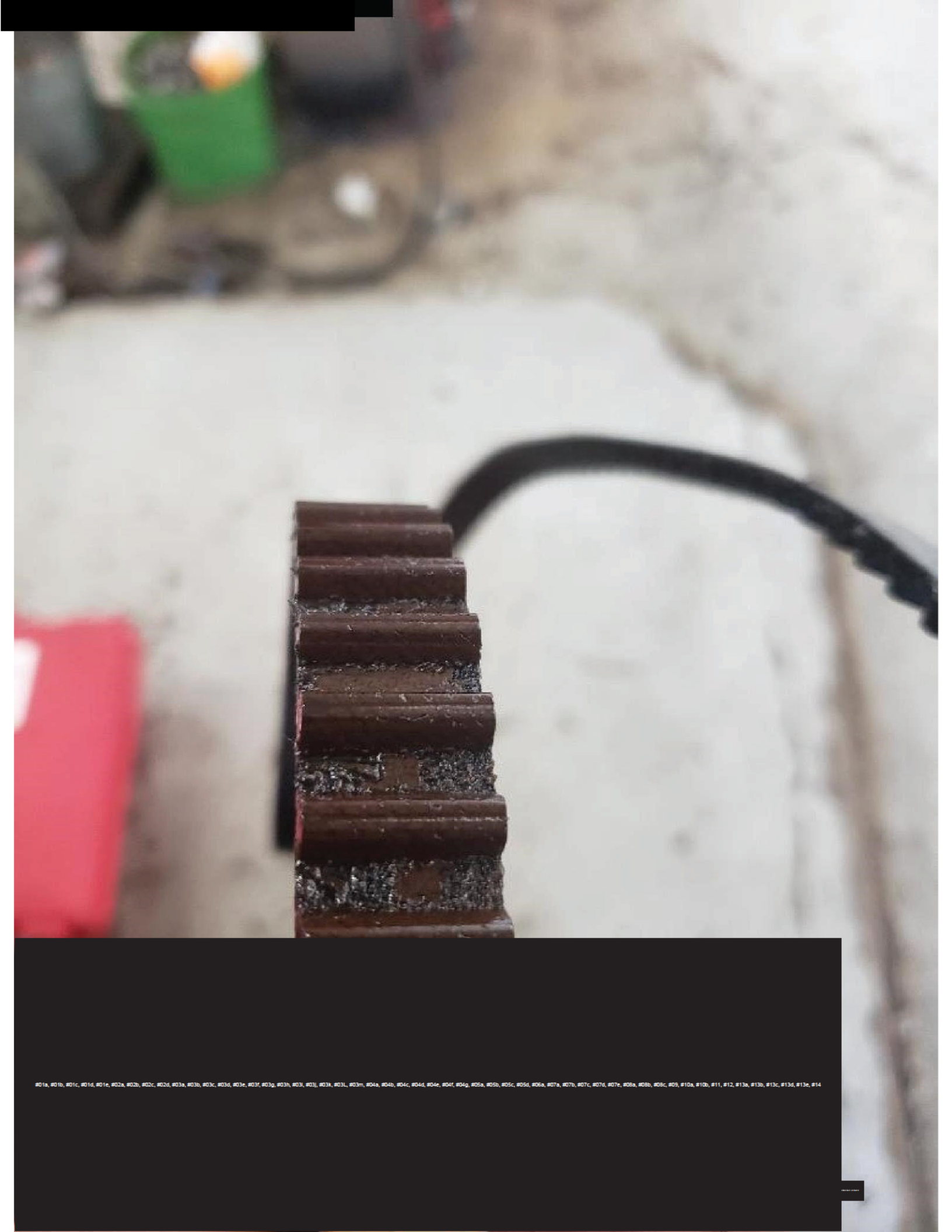


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#01a, #01b, #01c, #01d, #01e, #02a, #02b, #02c, #02d, #03a, #03b, #03c, #03d, #03e, #03f, #03g, #03h, #03i, #03j, #03k, #03l, #03m, #04a, #04b, #04c, #04d, #04e, #04f, #04g, #05a, #05b, #05c, #05d, #06a, #07a, #07b, #07c, #07d, #07e, #08a, #08b, #08c, #09, #10a, #10b, #11, #12, #13a, #13b, #13c, #13d, #13e, #14



#01a, #01b, #01c, #01d, #01e, #02a, #02b, #02c, #02d, #03a, #03b, #03c, #03d, #03e, #03f, #03g, #03h, #03i, #03j, #03k, #03l, #03m, #04a, #04b, #04c, #04d, #04e, #04f, #04g, #05a, #05b, #05c, #05d, #06a, #07a, #07b, #07c, #07d, #07e, #08a, #08b, #08c, #09, #10a, #10b, #11, #12, #13a, #13b, #13c, #13d, #13e, #14

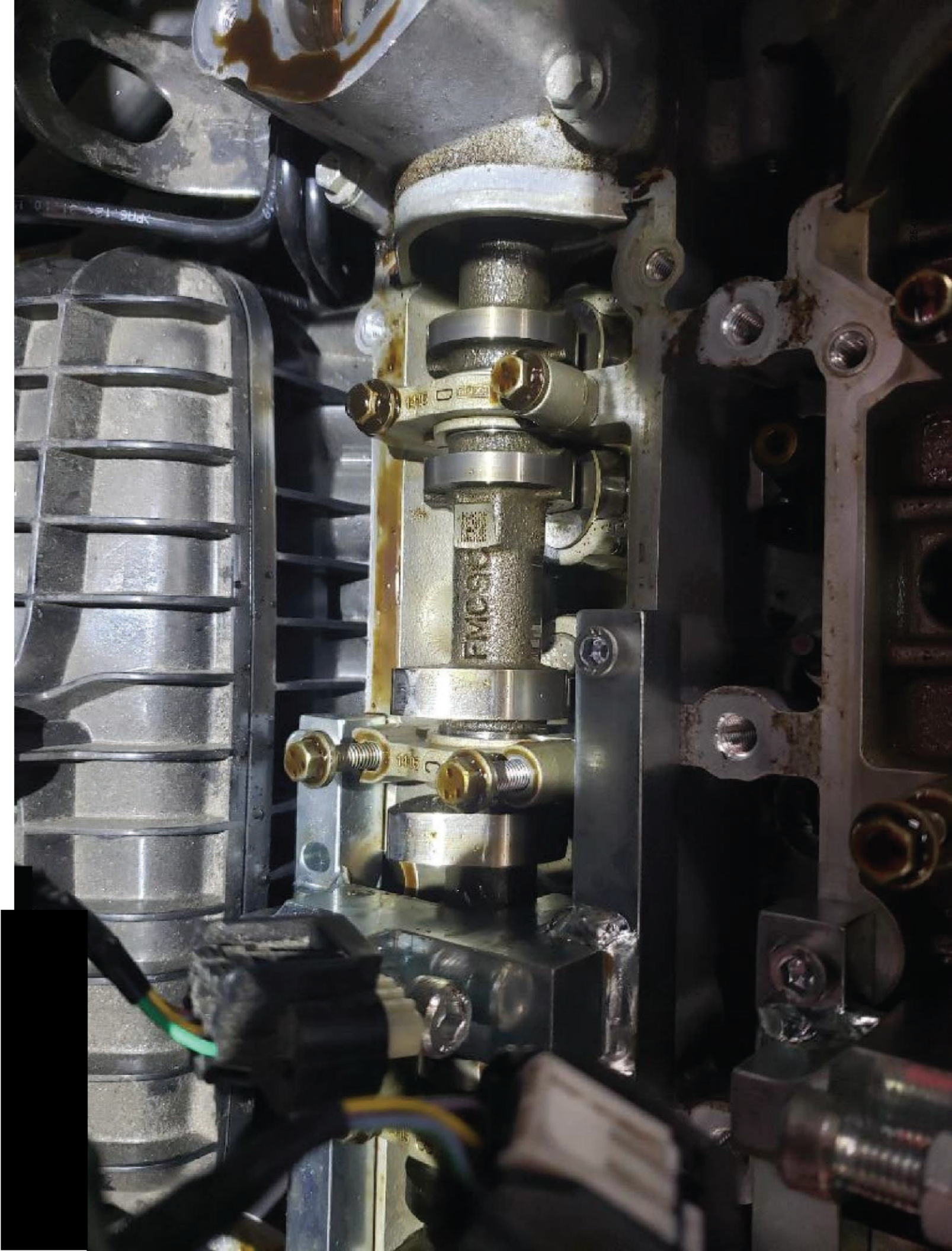


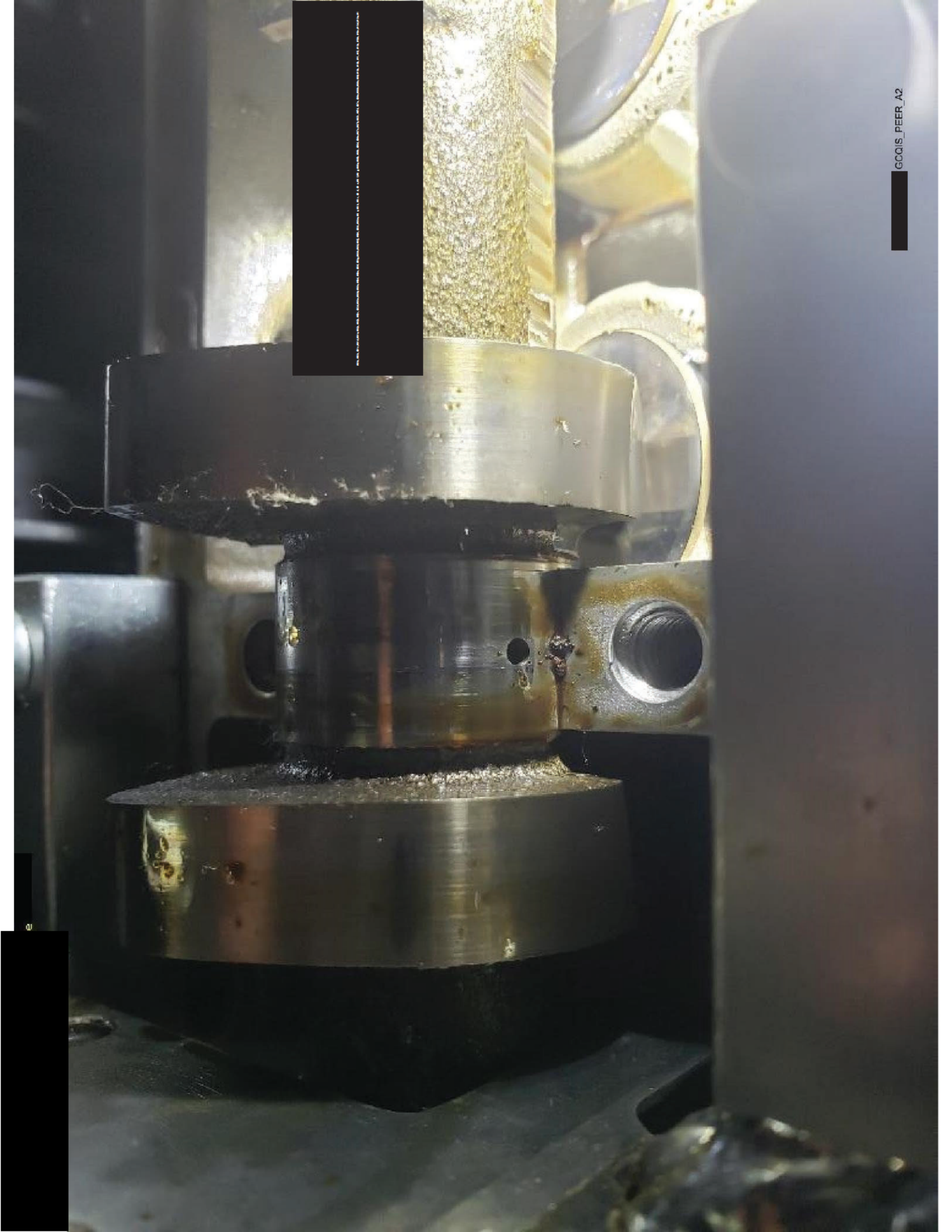
PE25-020 000044 GCOIS_PEEER_A2

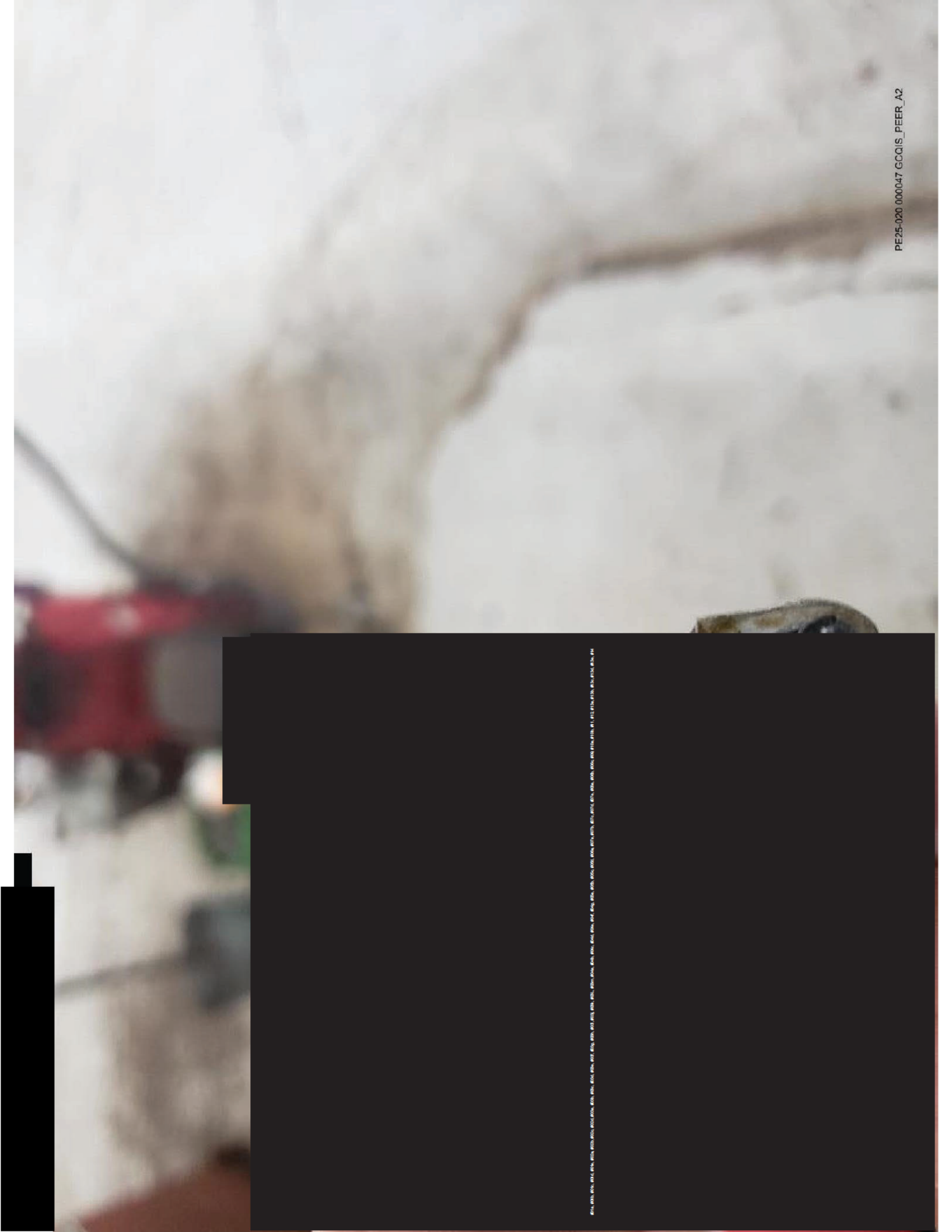
80-12

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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.