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CQIS DETAIL REPORT

03/04/26 13:00:17

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/14/2016

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

VEHICLE: 2016 FOCUS,SE,4 DOOR ,SEDAN VIN: [REDACTED]  
 Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 17,420 MILES  
 Operating Environ: WCC :  
 Vehicle Use : Rsp. Act:

SYMPTOM: 5 51 9 02 DRIVING PERFORMANCE IDLE QUALITY  
 ROUGH ALWAYS  
 Additional Symptom: VIBRATION COMPLAINT  
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 12/14/2016 01:50PM TROMANO7  
 Web Form Data (111307069) ...Description of Vehicle Concern: CUSOTMER STATES VIBRATION IN VEHICLE ... Please list any diagnostics already performed: ROAD TEST ... Parts Replaced: NONE ... Your Question: HAS PRETTY SIGNIFICANT VIBRATION AT IDLE AND WORSE IN GEAR, I DO NOT HAVE A VEHICLE TO COMPARE IT TO, 1.0 L WITH AUTOMATIC TRANS IS HARD TO FIND, ANY KNOWN CONCERNS OR TOLLERANCES FOR THE 3 CYLINDER

RECOMM 12/14/2016 01:50PM TROMANO7  
 Justin, Check the oil fill level to ensure it is correct. Run a relative compression test and a power balance. Look at the crank damper to see if it is running true and has no wobble or looseness. You can attempt the Powertrain/Drivetrain Mount Neutralizing procedure from section 303-00 under General Information see General Procedures. Per section 100-04 of the WSM all vehicles should have less than 0.06 Gs amplitude to any felt vibration. This would be picked up at the drivers seat frame since this is typically what is transferring the vibration to the customer. If there is any relative compression concern look for possible water uptake that hydro-locked a cylinder and bent a rod.

CONCER 01/25/2017 09:41AM WSMITH46  
 Web Form Data (111511768) ...Description of Vehicle Concern: vibration at idle and while driving ... Please list any diagnostics already performed: none received car from another dealer ship ... Parts Replaced: none ... Your Question: seems to be a vibration in the powertrain customer states it started at 10k miles what should I be checking from here

RECOMM 01/25/2017 09:41AM WSMITH46  
 Eric, if possible compare the vehicle vibration to a like unit under the same conditions as this will help when trying to determine if the amount of vibration is characteristic or not. If another vehicle is not available and one cannot be found, it would be suggested to perform a good visual inspection to see if the vehicle has been in an accident or if there is any impact damage to the body, subframe, engine, transmission or exhaust system. Damage to these components can

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

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

result in vibration concerns. If there is not any signs of damage

result in vibration concerns. If there is not any signs of damage continue with using IDS to perform a relative compression test to see if any low cylinders are present. Check power balance to check for misfires, monitor the PCM data logger pids compared to the PCED Section 6 reference values to see if there any sensors that are out of range as these things may cause a rough running or vibration feeling. Inspect the FEAD belt, tensioner and front pulleys to check for any excessive wobble or movement. If needed the FEAD belt can be removed to isolate the front pulleys from the engine. If no problems are seen a inspection of the engine and transmission mounts can be made to check for misaligned or damaged mounts. If needed follow the WSM 303-00 Engine General Information, General Procedure for Powertrain/Drivetrain Mount Neutralizing. At times using a floor jack and block of wood to take some weight off of each mount , one at a time may isolate a mount that is damaged. If needed the exhaust can also be neutralized. If no problems are seen it would be suggested to follow the WSM 100-04 Noise Vibration and Harshness Diag & Testing to hook up a EVA or MTS 4000 vibration analyzer to get readings for RPM, HZ and G-force. If the G-force readings are more than 0.06 the vibration would be considered excessive. The Vibration analyzer readings will help determine if a vibration is coming from an engine component or if there is a mount related concern. The vibration analyzer accelerometer should be connected to a solid mount like the seat track bolt.

CONCER 01/25/2017 10:06AM TECHHOT

unfortunately we do not have a like vehicle or a vibration analyzer I have noticed loading the mounts don't seem to change the vibration I do however have a lot of smoke coming from the oil fill cap while the engine is running and a loud noise not normally heard but this is the first of the 1 liter eco boost I have worked on im not sure if it is normal I also took an oil sample from the oil drain plug and noticed there seems to be a large amount of metal in the oil and was looking for guidance on which way to go next this vehicle is also involved in a fmc360 case just so its known

RECOMM 01/25/2017 07:05PM WSMITH46

Eric, thank you for the updated information, if excessive engine noise is present and the engine oil seems to have signs of metal debris, it would be suggested to hook up a manual oil pressure gage to verify oil pressure. Compare oil pressure readings to the WSM 303-01A Engine 1.0L Specifications: pressure (hot @ 800 rpm) 14.5 psi (100 kPa), Oil pressure (hot @ 2,000 rpm) 29.0 psi (200 kPa). Then follow the GSB G0000061 to remove the engine oil filter and inspect the filter element for signs of excessive metal debris. If excessive metal debris is present the oil pan should be removed to determine the root cause of metal and the full extent of the engine damage. If engine damage is verified after all inspections have been completed the cost cap tool can be filled out to get a decision to repair or replace the engine.

CONCER 01/27/2017 11:45AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG  
Eric made an inbound call, ... ..It was stated that there is no like

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

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

unit to compare the concern with. The engine and transmission mounts  
unit to compare the concern with. The engine and transmission mounts  
were verified to be good and the were no misfire DTCs present.  
However, there was brass and metal debris found in the bottom of the  
oil filter casing not the filter filament. The engine oil cooler had a  
lot of bass and some metal debris coming out of it when the oil filter  
was removed. ... ..When the oil fill cap is removed there is a large  
amount of air pressure indicating blow by form the piston rings.

RECOMM 01/27/2017 11:45AM PATRICK JOHNSON(FSE) MSS - FCSD - SOUTHWEST REG  
Eric, As per the conversation over the phone, continue to remove the  
oil pan and inspect the bottom of the crankshaft main and rod  
bearings. It is also possible to use a bore scope and inspect the  
cylinder walls for scoring through the spark plug hole. If excessive  
debris is verified or cylinder wall scoring is present, then continue  
to remove the engine and begin the engine disassembly process to  
identify the root cause of failure. Refer to <a  
[REDACTED]

[REDACTED] to aid in preventing a repeat engine failure during the  
engine disassembly process. Refer to section 303-01A in the WSM for  
engine disassembly. Ensure to inspect the cylinder heads camp caps for  
any scoring form the metal debris contamination. Refer to the same  
section in the work shop manual under the removal and installation  
chart for cam cap removal. Any scoring that can be felt with a  
fingernail is considered excessive and should be replaced. Components  
such as the oil cooler, variable camshaft Phasers, and turbo oil lines  
that may be contaminated with metal debris should be replaced so that  
the metal debris does not cause a repeat engine failure. Once the  
extent of the damage is identified, complete a cost cap of the damage  
to help determine the most cost effective repair. This tool will  
compare the cost of individual component replacement versus an  
assembly replacement. Once the cost cap indicates the recommended  
repair or replace decision, continue with the normal process of prior  
approval (if required) or completing the repair. If a repair decision  
is indicated on the cost cap, then prior approval is not necessary.

CONCER 01/30/2017 08:33AM TECHHOT  
removed oil pan and the oil pump and baffle assy found every rib on  
the oil pump belt ripped off and clogged in the pickup tube do I need  
to go any further with the metal I found in the oil filter and in the  
oil and the belt ribs missing on the oil pump belt which is what  
caused the vibration since it threw off the timing on the balance  
shaft

RECOMM 01/30/2017 03:14PM PGUENTH3  
Eric, To determine the extent of the base engine damage from the oil  
pump drive belt failing, continue with removal for teardown and  
inspection of the remaining components as per the WSM Section 303-00 >  
General Procedures and the <a  
[REDACTED]

[REDACTED] Use these resources as aids in determining what can or

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

--TYPE-- COMMENT TEXT
cannot be reused. Once teardown and inspection has been completed, add
cannot be reused. Once teardown and inspection has been completed, add
the damaged items to a Cost Cap as previously directed to determine
the most cost effective repair for the vehicle. If the determination
is to 'Repair', continue with ordering the parts listed. If the
determination is to 'Replace', submit for Prior Approval (if your
dealership requires) for a 6006 Long Block assembly.
CONCER 02/02/2017 12:39PM WSMITH46
Inbound call from Eric to discuss the engine tear down and inspection
results up to this point. The oil pump drive belt ribs are all torn
off and in the oil pump pick up tube screen. The balance shaft is out
of time. There was some metal in the turbocharger when drained . The
lower end bearings that have been inspected did not show any
indication of scoring or damage. The cylinder head cam journals did
not indicate any scoring or damage. The cylinder head has not been
removed at this point. The engine timing belt has cracks around the
outside.
RECOMM 02/02/2017 12:39PM WSMITH46
Eric, it may be suggested to check a couple of more lower end bearings
to see if any are damaged. If no damage is seen on any of the bearing
surfaces and since there was not any concerns or engine knocking, oil
light coming on. It would be suggested to replace the components that
have been found to be damaged. This would be the oil pump pick up
screen, the oil pump, balance shaft and belt, and the turbocharger
since it has excessive shaft movement. Some cracking on the outside of
a timing belt can be normal but with the low vehicle mileage it is
recommended to replace the timing belt at this time.
ADD-ON 02/02/2017 12:39PM WSMITH46
Consulted with Brian Graham for input with no signs of bearing surface
damage.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 10/01/2015 Warranty Start Date: 03/05/2016



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2017

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

VEHICLE: 2016 FOCUS,SE,5 DOOR ,SEDAN VIN:[REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 16,770 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: NOISE  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 19  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

CONCER 06/14/2017 10:12AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER  
RO#: [REDACTED] RO Date:6/7/2017 12:00:00 AM Warranty Type:Factory  
Warranty Request SPW Install Mileage: SPW Install Date: 1. Please  
describe customers concern. Include as many details as possible. ...eng  
knocks-rattles. ...2. If applicable, please list any prior repair  
attempts (driveability or transmission related) which may have  
contributed to the customer symptom. ...no prior repairs ...3. 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 oil pres. 0 pressure. removed valve  
cover, metal all over. removed oil filter, cut open full of debris,  
metal and rubber. removed oil pan. timing belts stripped of teeth.  
wrapped around gears. one gear sheared off. ...4. Please list part  
(by name, not part#) that was root cause of failure: ...we feel the oil  
pump failed. either on its own or from the timing belt debris. ...5.  
List major components (by name, not part#) needed for repair: ...long  
block asm ...6. Provide any additional details necessary. Please  
include any technical information that you feel will help the Hotline  
process your prior approval request. ...none

RECOMM 06/14/2017 10:12AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER  
Karl With the damage that has been identified to be present, it is  
noted that the cost cap indicates repair. When viewing the cost cap,  
it is seen that only the complete short block is selected. When  
submitting for prior approval and it has been determined that a long  
block is necessary, make sure the cost cap is filled out completely  
and accurately to reflect the damage that is present and the parts  
needed are listed in the cost cap tool. With the repair decision  
received and it has been determined that an engine is needed, continue  
with re-filling out the cost cap tool with all the parts that will be  
needed for this repair. Along with the complete short block, having  
indicated that oil pump failure is present and metal is found, the oil  
pump, timing belt, oil cooler, oil pump drive belt should all be  
selected. If the cylinder head is necessary, select the cylinder head

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

--TYPE-- ----- COMMENT TEXT -----  
 and camshafts with the damage that is present. Include any other parts  
 and camshafts with the damage that is present. Include any other parts  
 that will be needed that damage is present to or that cannot be  
 effectively cleaned and reused, like VCT system parts. Once the cost  
 cap tool has been filled out, if a repair decision is still received,  
 continue with the repairs as indicated on the cost cap tool as prior  
 approval is not necessary when a repair decision is received. If a  
 replace decision is now received, a conditional approval code,  
 THGE562924, has been issued that can be used as long as the updated  
 cost cap decision now says replace and the cost cap accurately  
 reflects the parts needed for the repair. GASPA Conditional Approval -  
 See Comments\* THGE562924

ADD-ON 06/14/2017 10:12AM RICHARD LAPLANTE MSS - FCSD - TECH ASSIT CENTER  
 PART NUMBER: 6006 (ENGINE ASSY/BARE) REPAIR DATE: 06/07/2017 REPAIR  
 DISTANCE: 16770 Miles COUNTRY: USA STATE: IL IS COVERED UNDER -  
 BUMPER-TO-BUMPER

CONCER 06/14/2017 01:28PM BRAMM  
 RO#: [REDACTED] RO Date:6/7/2017 12:00:00 AM Warranty Type:Factory  
 Warranty Request SPW Install Mileage: SPW Install Date: 1. Please  
 describe customers concern. Include as many details as  
 possible. ...noise from eng ... ..2. If applicable, please list any prior  
 repair attempts (driveability or transmission related) which may have  
 contributed to the customer symptom. ...none ... ..3. 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.). ...remove valve cover, removed oil pan metal through out ... ..4.  
 Please list part (by name, not part#) that was root cause of  
 failure: ...oil pump ... ..5. List major components (by name, not part#)  
 needed for repair: ...long block ... ..6. Provide any additional details  
 necessary. Please include any technical information that you feel will  
 help the Hotline process your prior approval request. ...none

RECOMM 06/14/2017 01:28PM BRAMM  
 Karl, It is not clear why a new prior approval was created. A code can  
 only be provided on the first contact created due to how the system  
 operates. Also with a repair decision no prior approval is required  
 and it is recommended to continue ordering the needed components and  
 assemble. Prior approval is only required for long block replacement.  
 The cost cap has to have a replace decision to replace the long block.  
 The cost cap needs to be followed per the warranty and policy manual.  
 The cost cap takes in all the factors needed to find the most cost  
 effective repair. Just ensure only the damage components are listed on  
 the cost cap to have it be its most accurate. If further assistance is  
 needed call in at 800-826-4694. AT this time continue to follow the  
 warranty and policy manual for the repair by following the cost cap  
 decision. GASPA Duplicate Request

CONCER 06/15/2017 05:05PM TECHHOT  
 was told to redo cost cap. ... ..With the repair decision received and it  
 has been determined that an engine is needed, continue with re-filling  
 out the cost cap tool with all the parts that will be needed for this

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C O M M E N T S

--TYPE-- COMMENT TEXT
repair. ... Along with the complete short block, having indicated that

repair. ... Along with the complete short block, having indicated that
oil pump failure is present and metal is found, the oil pump, timing
belt, oil cooler, oil pump drive belt should all be selected. If the
cylinder head is necessary, select the cylinder head and camshafts
with the damage that is present. Include any other parts that will be
needed that damage is present or that cannot be effectively cleaned
and reused, like VCT system parts. Once the cost cap tool has been
filled out, if a repair decision is still received, continue with the
repairs as indicated on the cost cap tool as prior approval is not
necessary when a repair decision is received. ... If a replace decision
is now received, a conditional approval code, THGE562924, has been
issued that can be used as long as the updated cost cap decision now
says replace and the cost cap accurately reflects the parts needed for
the repair. ...

RECOMM 06/15/2017 05:20PM WSMITH46
Karl, if all the components that are needed to repair the engine have
been documented on the cost cap tool and the decision shown is to
repair the engine, it would be recommended to order the components
listed on the cost cap tool estimate and build the engine following
all the procedures listed in the WSM 303-01A Engine 1.0L EcoBoost
Engine assembly. Prior approval is not necessary when the cost cap
tool decision is to repair the engine. GASPA Prior Approval Not
Necessary

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

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

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: 06/30/2016 Warranty Start Date: 08/23/2016
Date of Sale: 08/23/2016 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 399 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: 6L 084 DA
Bld Dt: Calb: FDH1A10 A
Serial #:
FWSTA180316410126 F1FG 6L084 DA FF

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/14/2017

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F15) Part #:

Bld Dt:  
Serial #:  
GMY6A16085132363 F1FP 7000 SB  
Model:

Shft:

----- A D D I T I O N A L -----  
Tire : 215/55 R 16 BSW Brand :  
Radio : A/C : AC G-?????????????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----  
Orig/Caller : [REDACTED] Title: SERVICE DIRECTOR  
Phone : [REDACTED]

Rpr Dlr:USA 01588 - Rick Ridings Ford, Inc. Ph# [REDACTED]  
City: Monticello State : Illinois  
Country: United States Region : Chicago

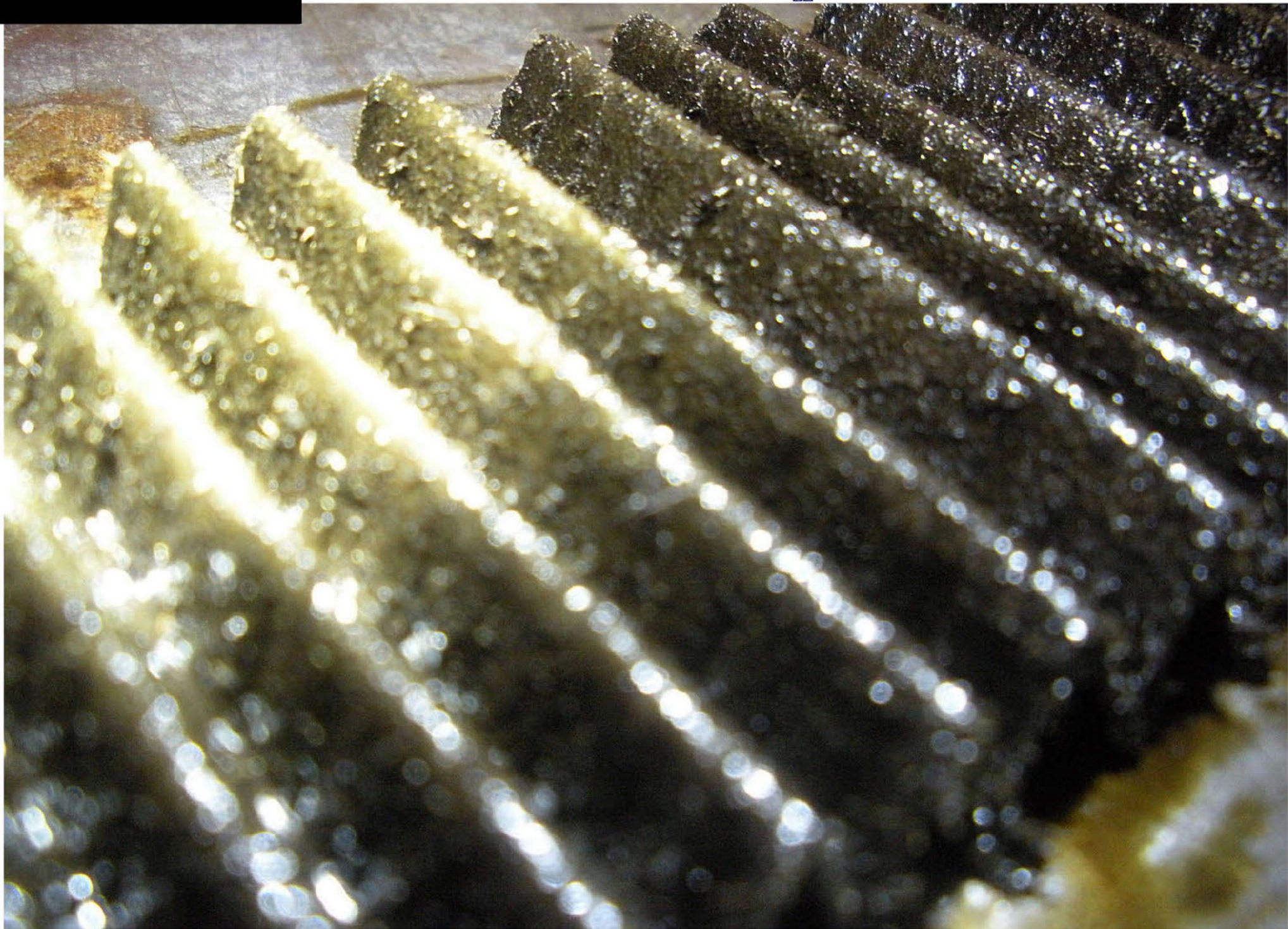
Claim #/Date : [REDACTED] 06/07/2017

Specialist's Name : RICHARD LAPLANTE

----- 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
09/16/2019	K9PGJ015	NHL	AID/INFO			USA 01588

--- 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

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y ( 3 6 5 d a y s o n l y ) -----  
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

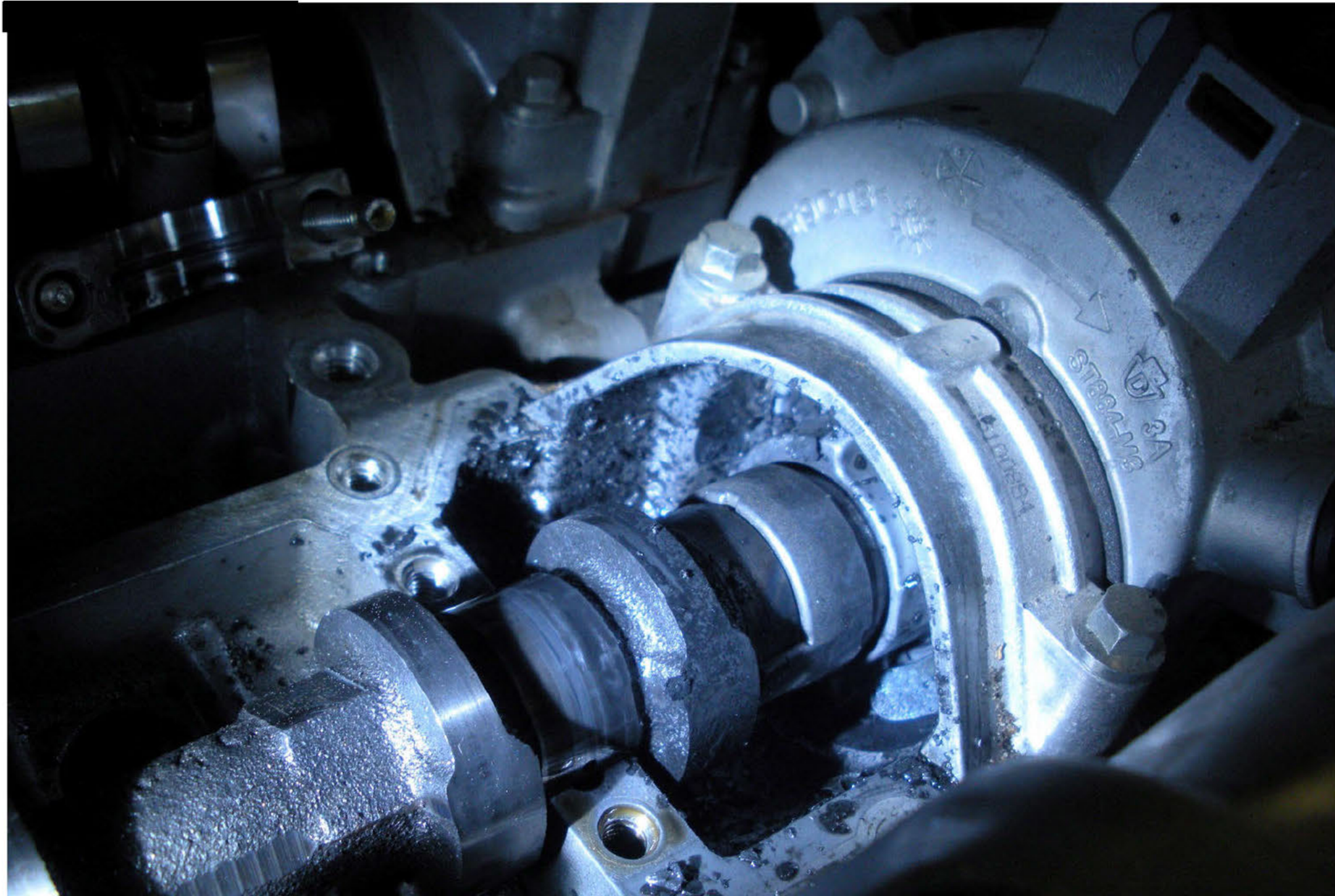


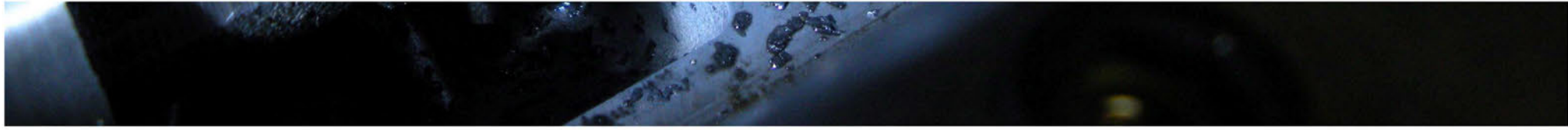


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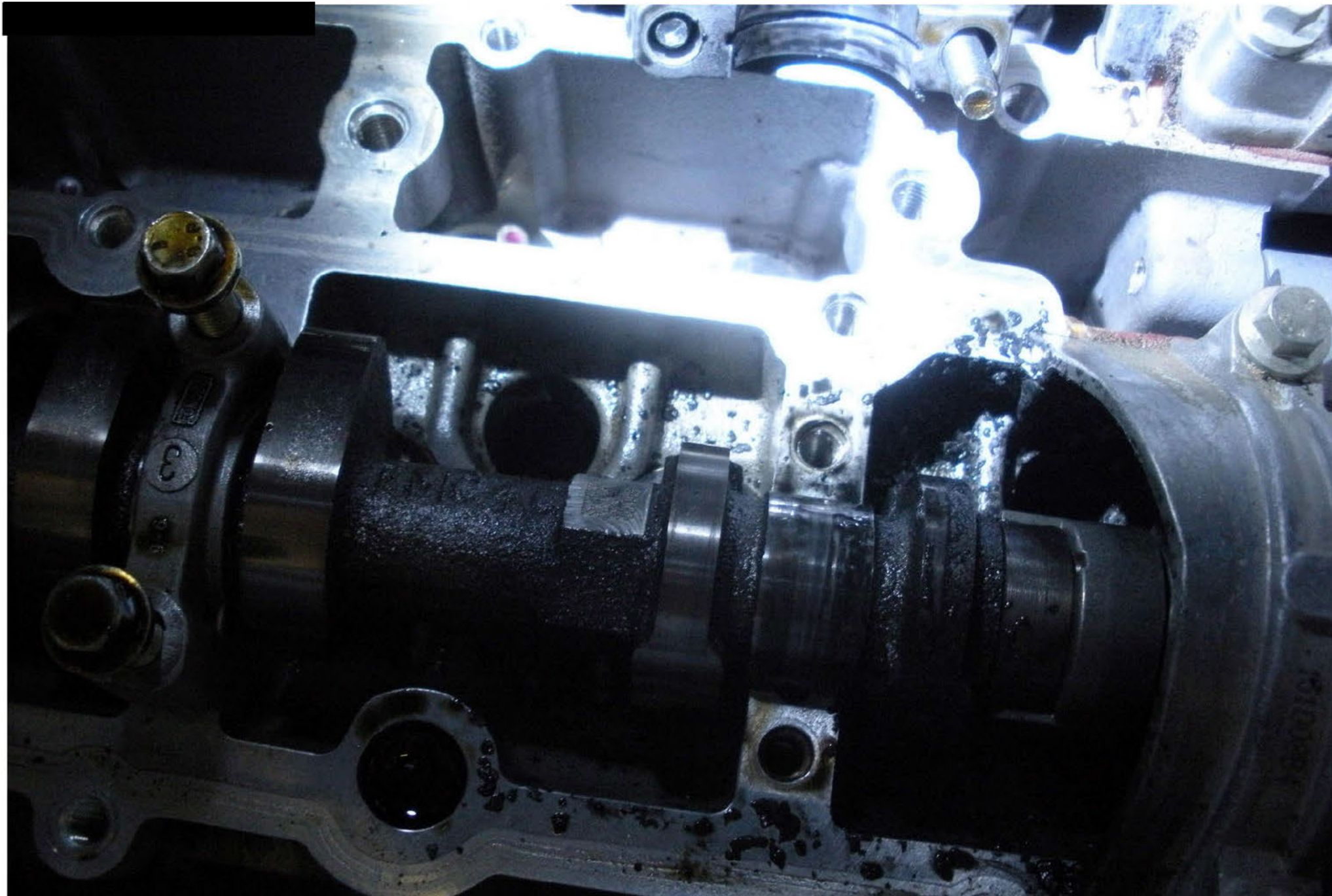
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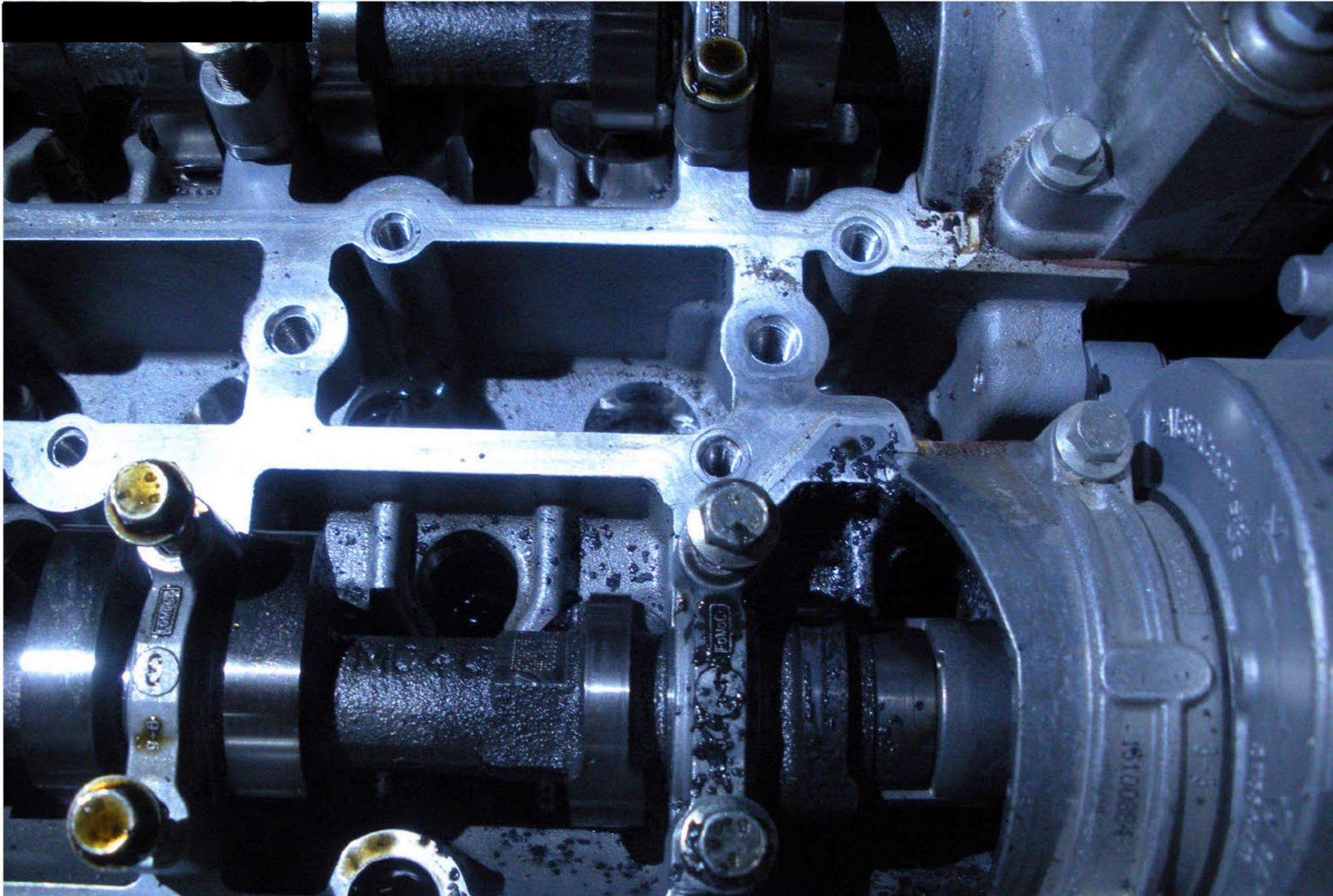
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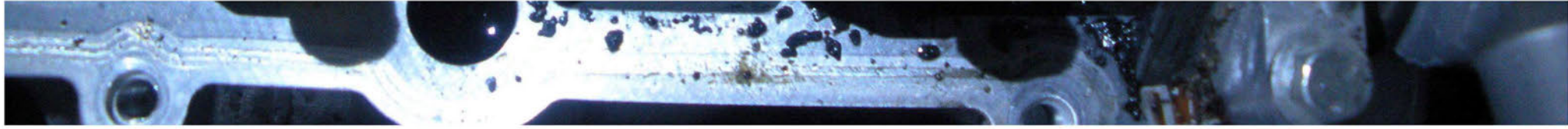




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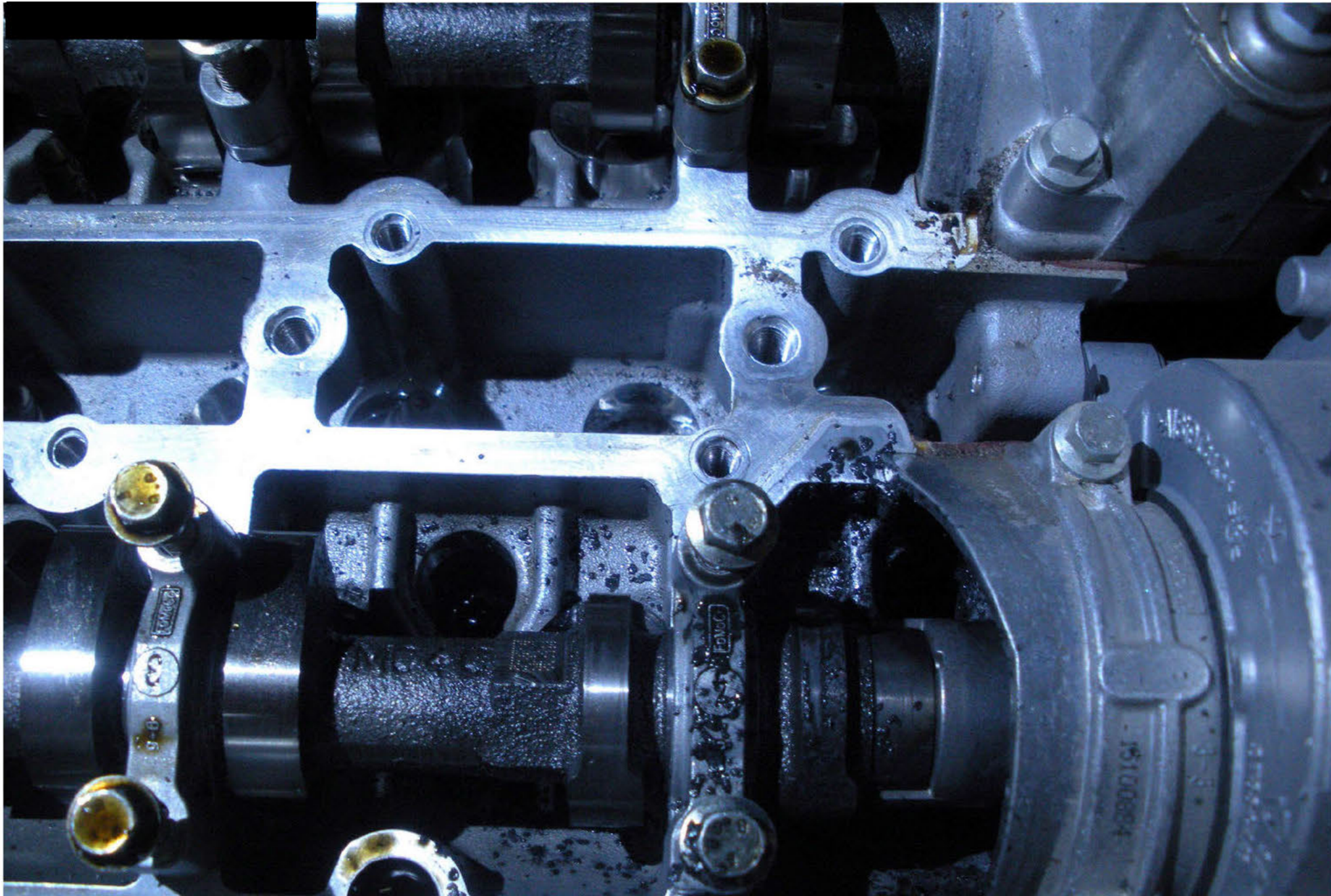


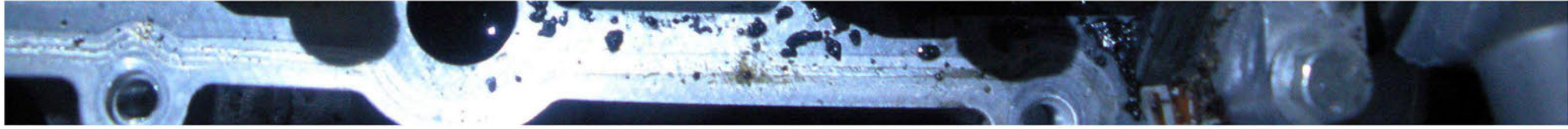


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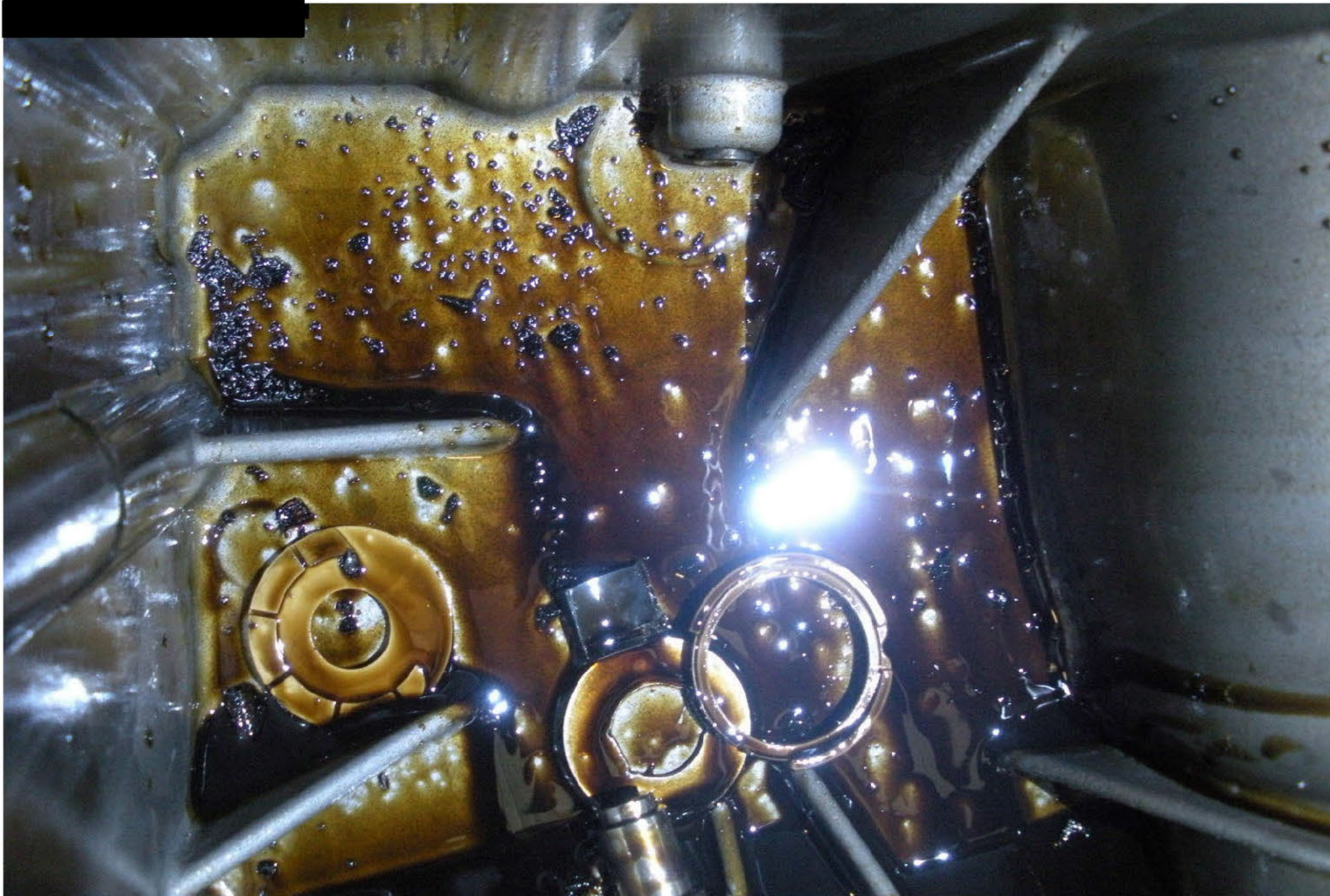
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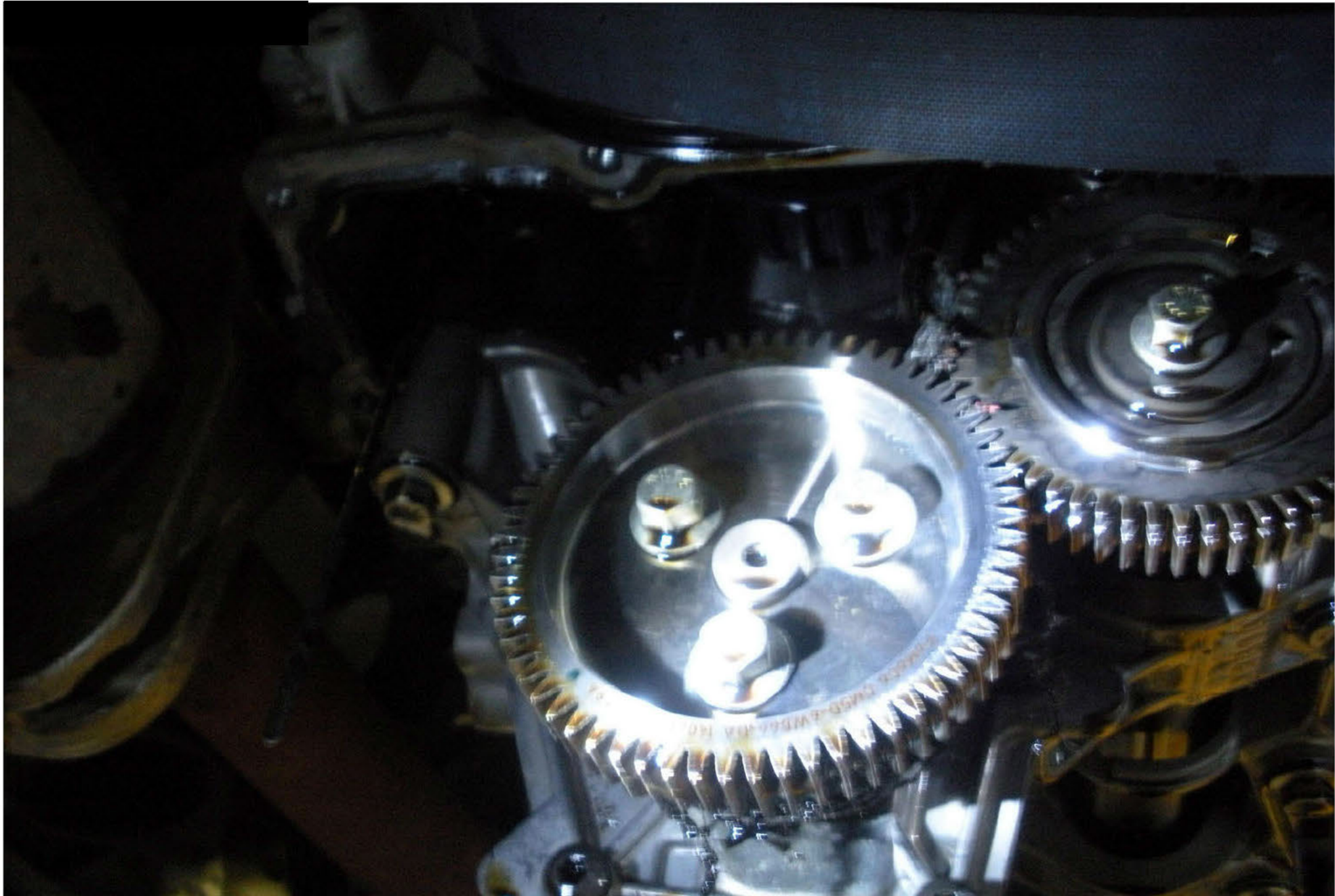




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Report Number [REDACTED]

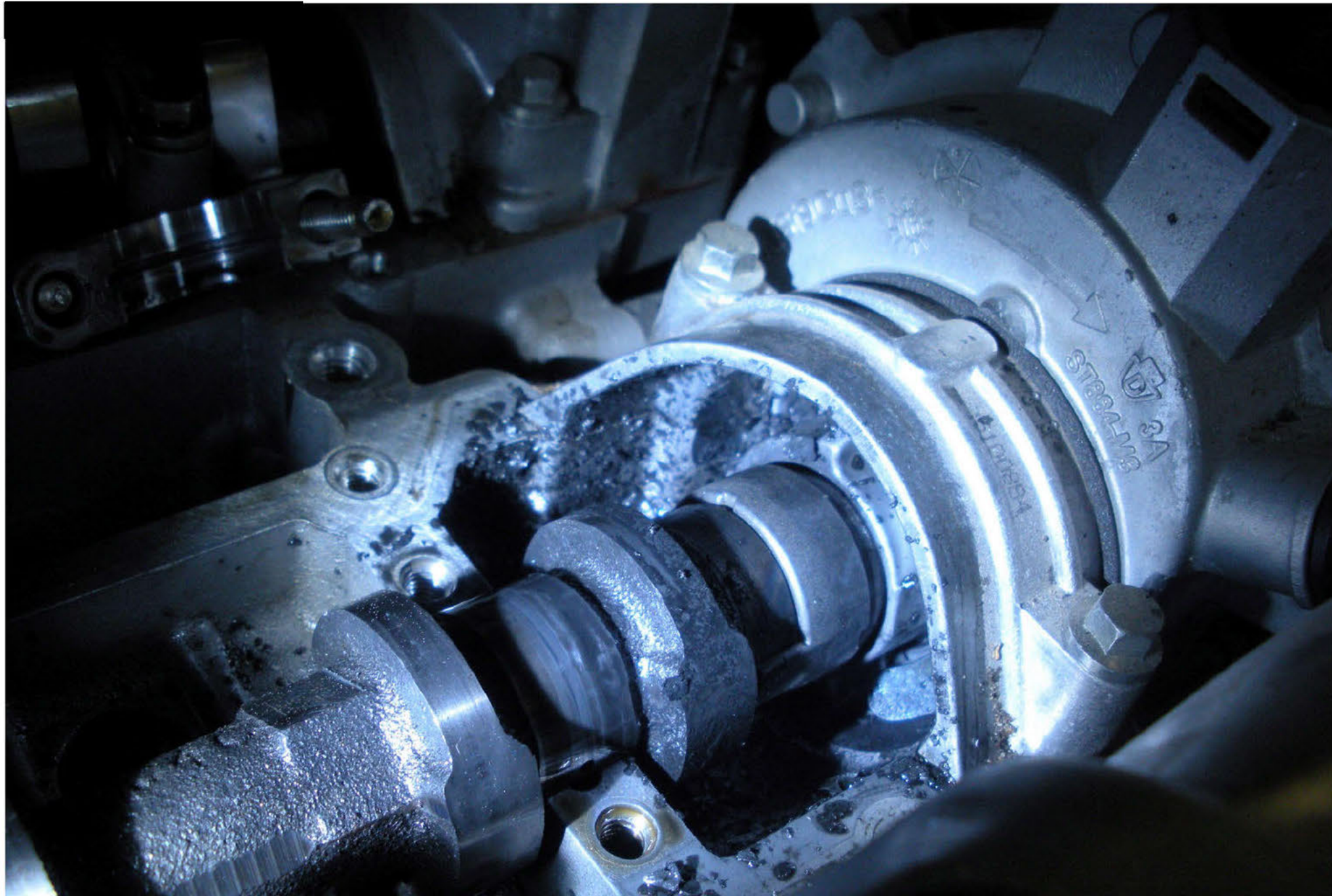
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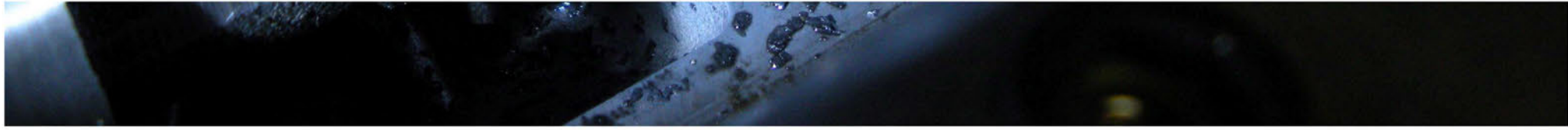




Report Number [REDACTED]








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Report Number [REDACTED]

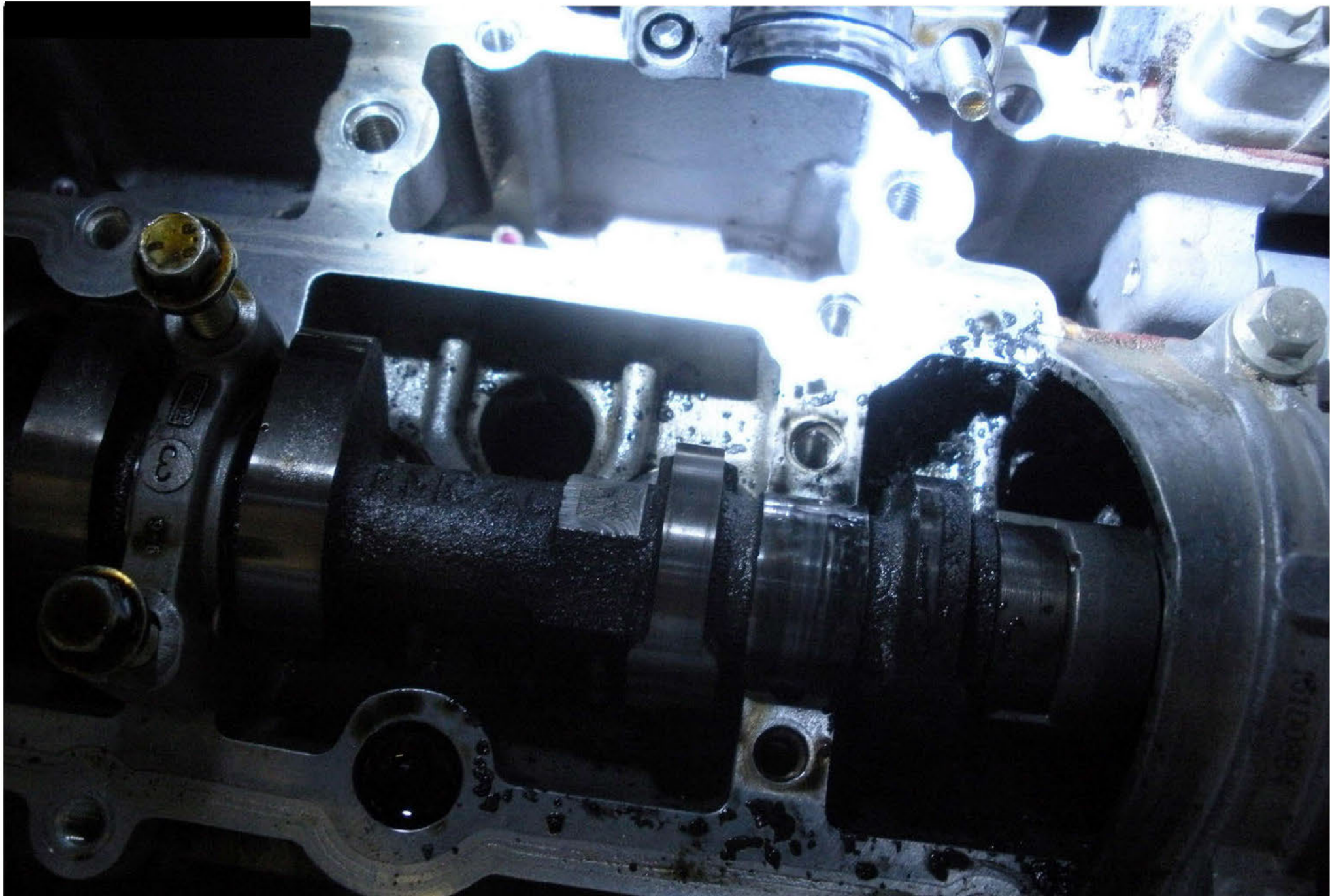
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		<b>1.0L GTDI</b> MANUAL TRANSMISSION TRANSMISSION MANUJAL BOÎTE DE VITESSES MANUELLE	<b>1.0L GTDI</b> AUTOMATIC TRANSMISSION TRANSMISSION AUTOMÁTICA BOÎTE DE VITESSES AUTOMATIQUE
	 <b>R-134a</b>	<b>0.53kg</b> 19 oz <b>1.16 lbs</b>	<b>0.58 kg</b> 20 oz <b>1.27 lbs</b>
		<b>PAG</b> WSH-M1C231-B <b>4.0 fl oz</b> <b>(120 cc)</b>	
			



Report Number [REDACTED]

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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/23/2018

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

VEHICLE: 2017 FOCUS,SE,4 DOOR ,SEDAN VIN: [REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 4,223 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 40 3 02 START/RUN/MOVE STARTING  
CRANKS WON'T START ALWAYS  
Additional Symptom: ENGINE LOST TIME  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/23/2018 06:04PM [REDACTED]  
Web Form Data (113311560) ...Description of Vehicle Concern: vehicle  
threw timing belt ... Please list any diagnostics already performed:  
attempted to retime work shop manual does not have sufficient info to  
time engine ... Parts Replaced: head ... Your Question: how do I time  
this engine without knowledge of the camshaft orientation of the  
camshafts at top dead cylinder 1?

RECOMM 01/23/2018 06:04PM DFRAZI34  
Steven, If the engine lost time when the vehicle was running, prior to  
making a repair, it is first recommended to inspect the pistons for  
damage with a borescope. If the pistons are damaged, it is very likely  
that there was piston to valve contact. If this is the case, you will  
need to fill out a cost cap to determine the most cost effective  
repair. If the cost cap returns with a repair direction, order all  
of the necessary components and assemble the engine in house. If the  
cost cap returns with a replace direction, you will need to submit  
for prior approval if required by your dealer. If there is no damage  
found to the pistons, we will continue with the timing of the engine.  
When retiming the engine, it is recommended to reference Work Shop  
Manual Section> 303-01A> Assembly, steps 24 to 100. This is because  
the engine is no longer in time and we will need to retime the engine  
from scratch. It is important to use all of the special tools listed  
in this procedure as they will aid with ensuring the engine is timed  
properly.

CONCER 01/24/2018 08:34AM TECHHOT  
there is no description of cam positioning in work shop manual.  
anywhere!!!! please advice. no damage done.

RECOMM 01/24/2018 01:21PM ELIAS PACHECO MSS - FCSD - SOUTHEAST REGION  
Steve, When timing this engine refer to step 56 of the assembly  
procedure. In figure A of this step notice the small lobe adjacent to  
the flat surface indicated in yellow. Rotate the camshafts with the  
lobe facing down. With the camshafts positioned this way the alignment  
tool can then be installed at step 57 and the timing procedure  
continued with.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/23/2018

----- 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: 09/29/2017 Warranty Start Date: 10/27/2017  
Date of Sale: 10/27/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):  
Dealer Special Order: Gross Vehicle Weight: 399 LBS  
LH/RH Drive:

----- E N G I N E -----  
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: 6L 084 DA  
Bld Dt: Calb: HDH1A10 A  
Serial #:

FWSTA170717410547 F1FG 6L084 DA FC

----- T R A N S M I S S I O N -----  
Trans: 6 SPD AUTO (6F15) Part #:  
Bld Dt:

Serial #:  
GMY6A17177220520 F1FP 7000 SC  
Model: Shft:

----- A D D I T I O N A L -----  
Tire : 215/55 R 16 BSW Brand :  
Radio : A/C : AC G-????????????????????????????  
Paint : NEUTRAL EXT PAINT FAMILY B ----- ABSOLUTE BLACK

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: TECHNICIAN  
Phone : [REDACTED]

Rpr Dlr:USA 04379 - Preston Ford, Inc. Ph#: [REDACTED]  
City: Burton State : Ohio  
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED] 01/24/2018

Specialist's  
Name : DFRAZI34 -????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/23/2018

----- 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
01/16/2018	J1PK4062	CACVOC	ST/RN/MV		USA 04379
01/19/2018	J1SFT001	NHL	DRV PERF		USA 04379

--- 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: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/31/2019

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

VEHICLE: 2018 FOCUS,SE,4 DOOR ,SEDAN VIN: [REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 54,067 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

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

Additional Symptom: N/A  
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 05/31/2019 06:16PM SPILLWAY  
RO: [REDACTED] RO Date: 2019/05/15 Warranty Type: FWR SPW Install  
Mileage: SPW Install Date: Please describe customers concern. Include  
as many details as possible. customer states vehicle no crank no 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.). pulled vehicle into shop checked for  
dtc performed relative compression test cylinder one 0 pse cylinder 2  
no compression cylinder 3 was 35 psi(on manual compression test)  
remove valve cover found timing belt broken found cam broken. removed  
cylinder one cam cap was completely destroyed. removed oil pan found  
debris in oil pan removed oil baffle removed main bearings caps found  
crank on cylinder one scored. drained oil and saved oil metal debris  
in oil. tensioner debirs laying in oil pan 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: timing tensioner Are  
there indications of Vehicle or Component Abuse, Modifications, or  
Lack of Maintenance?<br> If so please continue to the Warranty  
Cancellation/Reinstatement Request Form. To get to this form proceed  
to <a href="http://www.fmcdealer.com">www.fmcdealer.com</a> and follow  
these steps: <ol> <li>Select Parts and Service tab</li> <li>Select  
Warranty Administration & Warranty Parts Return from the left  
navigation menu</li> <li>Select Warranty Cancellation/Reinstatement  
Request Form (right side of the screen, near the bottom)</li>  
<li>Complete the form, including photo uploads and details about  
failure and reason for warranty denial request</li> </ol> No

RECOMM 05/31/2019 06:16PM SPILLWAY  
Thank you for your repair prior 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,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/31/2019

COMMENTS

--TYPE-- COMMENT TEXT
therefore your requirement for Prior Approval review is lifted for
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
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 THNR454546

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: 03/28/2018 Warranty Start Date: 07/31/2018
Date of Sale: 07/31/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 399 LBS
LH/RH Drive:

ENGINE

Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: 6L 084 DA
Bld Dt: Calb: HDH1A10 A
Serial #:
FWSTA020218411204 F1FG 6L084 DA FF

TRANS MISSION

Trans: 6 SPD AUTO (6F15) Part #:
Bld Dt:
Serial #:
GMY6A17360120872 F1FP 7000 SC
Model: Shft:

ADDITIONAL

Tire : 215/55 R 16 BSW Brand :
Radio : A/C : AC G-????????????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/31/2019

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

Rpr Dlr:USA 07469 - Show Low Ford, Inc. Ph# [REDACTED]  
City: Show Low State : Arizona  
Country: United States Region : Phoenix

Claim #/Date : [REDACTED] 05/15/2019

Specialist's Name : SPILLWAY -????????????????????

----- 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
06/12/2019	K6LGV006	NHL	ST/RN/MV			USA 07469

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

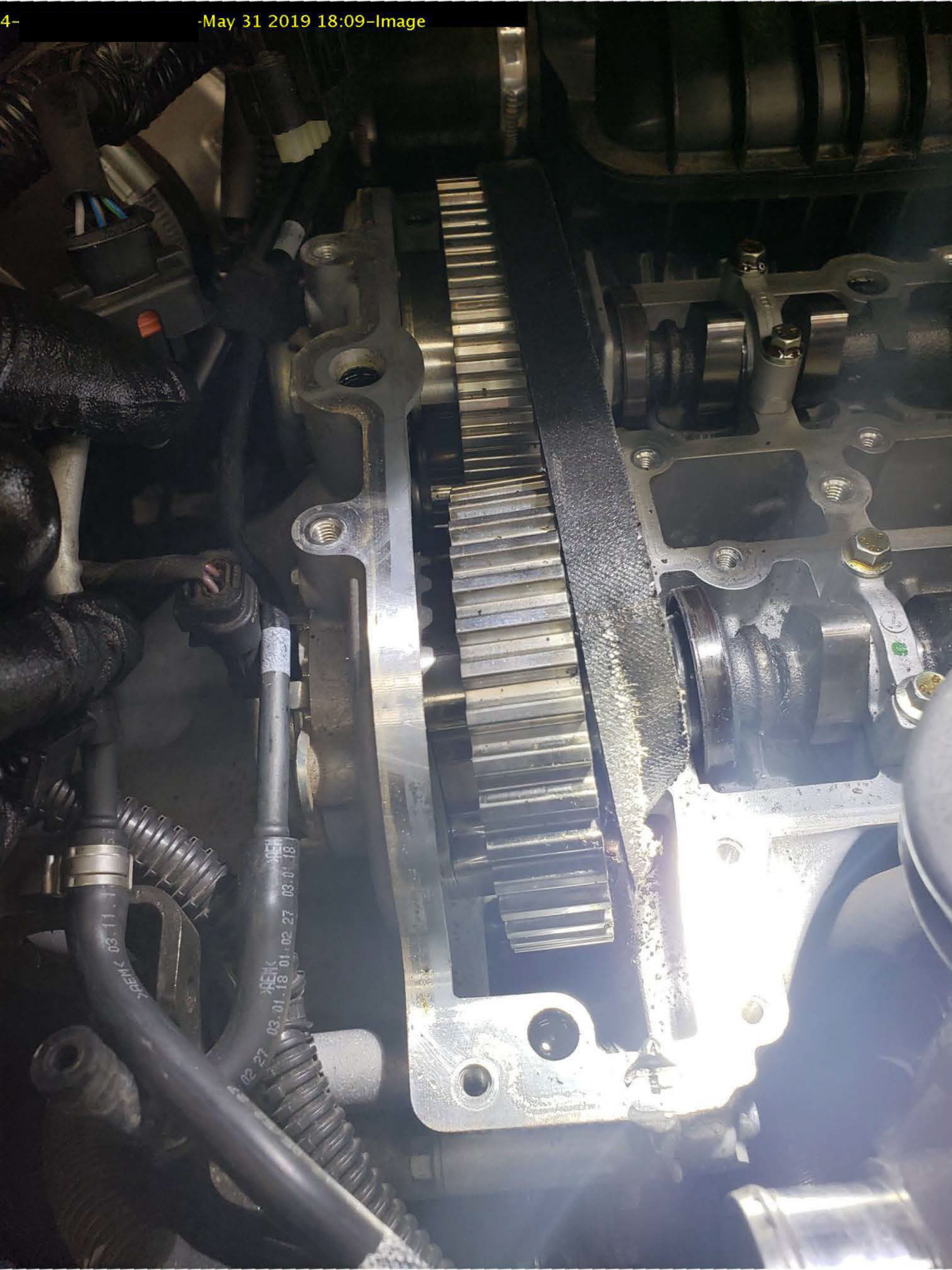
SURVEY HAS NOT BEEN SENT

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

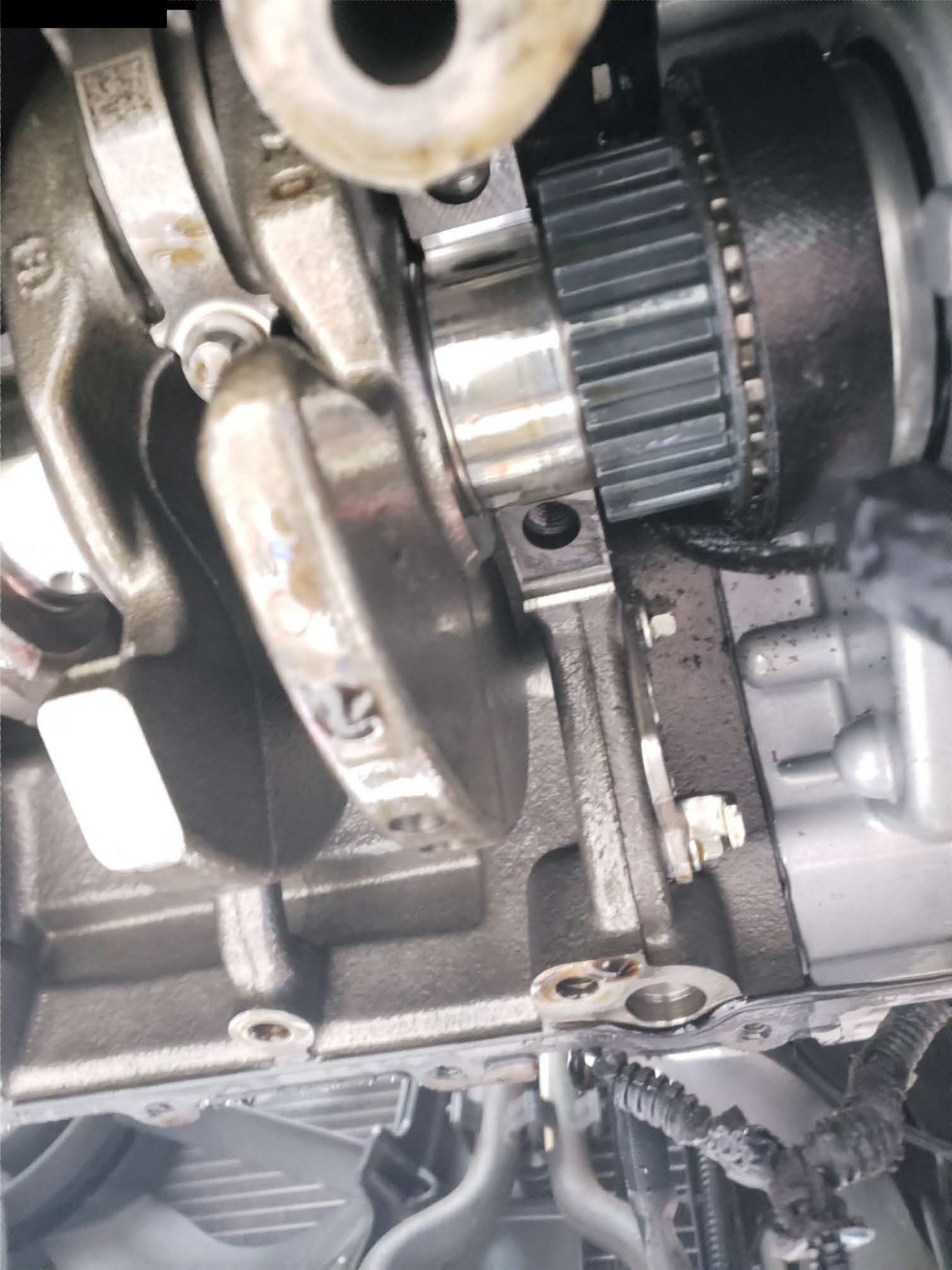
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE













CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/19/2019

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

VEHICLE: 2018 FOCUS,SE,4 DOOR ,SEDAN VIN: [REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 15,353 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 1 02 DRIVING PERFORMANCE STALLS/QUITS  
AT IDLE ALWAYS

Additional Symptom: P0339, stalls  
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 11/19/2019 04:05PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION  
Web Form Data(116951167) Description of Vehicle Concern: veh  
originally came in for no oil pressure, sheered the timing belt and  
caused eng failure. r/I new long block. post test drive. after 20  
miles into test drive veh stalled/died. check codes p0339 present.  
unable to re start, dead battery. replaced battery. tempt to restart  
veh. veh starts and runs for 1-2 mins, I went to give the veh throttle  
and dies. tempt to re-start again. veh runs for about 5 secs and dies  
off. veh has extended crank. doesnt want to stay running. Please list  
any diagnostics already performed: preformed self test after battery  
was replaced, no dtcs present. check high and low fuel pressure  
system, good. sync and rpm are good. I can preform a relative comp.  
drive guy suggested checking vct pids and found they were opposite  
each other ( one positive and the other negative deg) network test  
pass, but I had the pcm fail a self test and pass self test? I did  
notice there was a electrical arch on the high pressure fuel line,  
found out the tow truck driver dropped jump box cable on veh( not sure  
if it did anything or not) Parts Replaced: ford long block Your  
Question: not sure where to start, I dont do drivability. like or  
similar concern? have had other drive guys look at it and they are  
just as confused as me. Its weird that the veh idled in my start for  
15-20 mins no issues and test drove 20 miles for dying.

RECOMM 11/19/2019 04:05PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION  
Chris, If P0339 is present, it is likely due to the electrical arching  
on the high pressure fuel line. This can affect the profile ignition  
pickup pulses from the CKP sensor signal. It is recommended to repair  
the arching first before continuing with diag. Another way for P0339  
to set is by having an incorrect trigger wheel for the CKP sensor.  
Since the engine came in as a long block assembly, it is possible that  
whoever assembled the engine installed the wrong trigger wheel or did  
not install the crankshaft pulley correctly. It is recommended to  
inspect the trigger wheel for play and verify the correct part number  
F1FZ-6312-A. If the crankshaft pulley is to be removed, replace the  
crankshaft bolt (CM5Z-6A345-A). If any teeth are broken, replace the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/19/2019

COMMENTS

--TYPE-- COMMENT TEXT
pulley. If P0339 does not return or is not present, going back to the
pulley. If P0339 does not return or is not present, going back to the
information where the VCT positions are opposite of each other.
Depending on engine operation and condition, the PCM may be commanding
the positioning of the camshafts to operate with the angles at
different positions. It is recommended to disconnect the VCT
solenoids, start the engine and observe the VCT\_INT/EXT\_DIF1 PIDs.
When the solenoids are electrically disconnected, the phasers go into
a lock position at zero degrees. If observing the DIF PIDs indicate a
greater degree of +/- 1, the engine timing is incorrect. Re-time the
engine following the assembly section in the WSM 303-01A. If the DIF
PIDs are not matching the ACT PIDs, or is slow to respond, replace the
VCT solenoids and then re-evaluate.

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
PCM#P0339:00-64,P0015:00-64,P0340:00-68,P0369:00-64,P0365:00-EC,P0344:00-60,P03
0369:00-60
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 11/14/2017 Warranty Start Date: 06/21/2018
Date of Sale: 06/21/2018 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 399 LBS
LH/RH Drive:

ENGINE

Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: 6L 084 DA
Bld Dt: Calb: HDH1A10 A
Serial #:
FWSTA270917410213 F1FG 6L084 DA FF

TRANSMISSION

Trans: 6 SPD AUTO (6F15) Part #:
Bld Dt:
Serial #:
GMY6A17234220430 F1FP 7000 SC
Model: Shft:

ADDITIONAL

Tire : 215/55 R 16 BSW Brand :
Radio : A/C : AC G-????????????????????????????????

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 11/19/2019

Paint : NEUTRAL EXT PAINT FAMILY A ----- OXFORD WHITE SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : [REDACTED] Title: TECHNICIAN  
Phone : [REDACTED]

Rpr Dlr:USA 05266 - Groove Ford Ph#: [REDACTED]  
City: Centennial State : Colorado  
Country: United States Region : Denver

Claim #/Date : [REDACTED] 11/11/2019

Specialist's Name : TERENCE PERREAULT (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
09/19/2019	K9SEZ003	NHL	DRV PERF		USA 05266
01/21/2020	L1UGI012	NHL	DRV PERF		USA 05266

--- 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: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2019

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

VEHICLE: 2017 FOCUS,SE,4 DOOR ,SEDAN VIN:[REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 31,391 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 1 02 START/RUN/MOVE NOISE  
RUNNING/STANDING ALWAYS

Additional Symptom: Engine noise running  
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 12/30/2019 01:22PM SPILLWAY  
RO: [REDACTED] RO Date: 2019/12/28 Warranty Type: FWR SPW Install Mileage:  
SPW install Date: Please describe customer's concern. Include relevant  
symptoms, DTCs, and as many details as possible. CUSTOMER STATE  
VEHICLE HAS NO POWER AND CHECK ENGINE LIGHT CODE P0299 Please describe  
why the component(s) is being replaced. Include any other causal  
component(s) and/or system(s) that caused component damage/failure.  
Provide supporting PPT test results from PC/ED and/or the Workshop  
Manual. REMOVE AIR TUBE AND FOUND INNER TURBINE DAME AND BEARING  
BROKEN CAUSING LACK OF POWER. Are there indications of Vehicle or  
Component Abuse, Modifications, or Lack of Maintenance?<br> If so  
please continue to the Warranty Cancellation/Reinstatement Request  
Form. To get to this form proceed to <a

[REDACTED]  
Warranty Administration & Warranty Parts Return from the left  
navigation menu</li> <li>Select Warranty Cancellation/Reinstatement  
Request Form (right side of the screen, near the bottom)</li>  
<li>Complete the form, including photo uploads and detail about  
failure and reason for warranty denial request</li> 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. CHECK FORR MODIFICATIONS AND NONE CHECK  
WESGATE AND OK AND FOUND TURBINE DAMAGE AND BEARING .

RECOMM 12/30/2019 01:22PM SPILLWAY  
Thank you for your Warranty Prior 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 Warranty 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 in factory-supplied materials or workmanship to justify the

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 12/30/2019

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

--TYPE-- ----- COMMENT TEXT -----  
repair of a vehicle. Please follow Warranty & Policy guidelines as you

repair of a vehicle. Please follow Warranty & Policy guidelines as you handle this repair issue, which includes identifying 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. NOTE: The Technical Assistance Center only reviews and provides approval for repairs within the manufacturer s warranties and most service part warranties, excluding Over-the-Counter (OTC). This conditional approval code will not cover repairs that fall under other Prior Approval programs, such as Ford / Lincoln Protect (ESP), Special Service Support Center (SSSC), or Customer Relationship Center (CRC). Be sure you are contacting the appropriate team for your repair s requirements. GCPA Quality Photo Receipt Code - See Comments THNR843730

CONCER 03/19/2020 06:31PM WSMITH46  
RO: [REDACTED] RO Date: 2020/03/16 Warranty Type: FWR SPW Install Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. Check engine 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.). EEC test p0012 p0015 p0340 p0344 p0365 p0299. Engine knocking at idle. Engine oil pressure on manual gauge 0psi. Removed oil pan to find timing belt coming apart and clogging oil pickup in pump. Turbo compressor wheel contacting housing due to lack of oil pressure. Removed timing belt and oil pump, one cam and one rod cap to find bearings scored, grooves subsequently worn in cam and crank journals. List major components (by name, not part) needed for repair: Short block, camshafts, cylinder head, timing belt, oil pump Please list part (by name, not part) that was root cause of failure: timing belt Are there indications of Vehicle or Component Abuse, Modifications, or Lack of Maintenance?<br> If so please continue to the Warranty Cancellation/Reinstatement Request Form. To get to this form proceed to [REDACTED] and follow these steps: <ol> <li>Select Parts and Service tab</li> <li>Select Warranty Administration & Warranty Parts Return from the left navigation menu</li> <li>Select Warranty Cancellation/Reinstatement Request Form (right side of the screen, near the bottom)</li> <li>Complete the form, including photo uploads and details about failure and reason for warranty denial request</li> </ol> No

RECOMM 03/19/2020 06:31PM WSMITH46  
James, with the upper and lower end bearing damage due to the failure of the oil pump belt causing a lack of lubrication, replacement of the longblock would be warrantable. Order a new Long Block (base part