

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/01/2022

----- 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: 71,652 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: Piston to valve contact
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 10/01/2022 10:58AM [REDACTED]
Web Form Data(119652202) Description of Vehicle Concern: vehicle was towed it with stalled while driving and wont restart concern Please list any diagnostics already performed: compression test on all cyls and all are 0 looked thru oil cap hole and seen cam not turning when attempting to start removed valve cover and found timing belt stripped manually rotated cams to close valves and perform cyl leakdown test and cyll is 35% 2 is 25% 3 is 28% when performing leakdown test i can hear air coming out of adjacent spark plug hole looked in cylinders with borescope and i can see where valves hit pistons on cyl 1&2 Parts Replaced: none Your Question: long block replacement?

RECOMM 10/01/2022 10:58AM [REDACTED]
[REDACTED] If piston to valve contact has been found, then both the cylinder head and cylinder block have been damaged and it would be recommended to try to determine root cause such as verifying if any concerns may have caused timing to jump such as a binding or seized accessory drive component, worn or failed timing component, binding or seized brake vacuum pump, to ensure that repeat failure does not occur. It is suspected that this vehicle is likely no longer under warranty, if no longer under warranty, then work with the extended service plan provider (ESP) or customer to determine the most robust and cost effective repair. The Smart Cost Cap may be used to assist in making this decision. If the repair is warrantable, then perform a Smart Cost Cap to determine the most appropriate repair or replacement decision, then re-test for any concerns. As your dealership is equipped with the See What I See (SWIS) headset, if additional technical assistance is required and a SWIS session would be beneficial (live video or picture would help), click Schedule to book a SWIS call with the TAC. After booking an appointment a TAC representative will reach out to you at the appropriate time. Verify the following prior to your appointment:Your See What I See (SWIS) headset is charged, the headset is turned on, and is updated with the latest

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/01/2022

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

--TYPE-- ----- COMMENT TEXT -----
software level.Ensure TeamViewer login card is ready to scan
software level.Ensure TeamViewer login card is ready to scan
(Contains unique dealer code & dealership name)The vehicle
you are working on is in a bay with good Wi-Fi
connectivity
<span style=font-weight: bold font-style:
italic>If the bullet points above are met the TAC can be reached at
(800) 826-4694, from 9am to 6pm Monday thru Friday Eastern Time to
perform a SWIS call.

<A target= blank
href=https://www[REDACTED]
g.[REDACTED]/hardware
concerns

<A target= blank
href=http://site-[REDACTED] setup Ford
Technical Assistance Team Member Tim
ADD-ON 10/01/2022 10:58AM [REDACTED]
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
1st Contact

----- 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: 07/27/2017 Warranty Start Date: 10/31/2017
Date of Sale: 10/31/2017 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: F6 007 MC
Bld Dt: Calb: [REDACTED]

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

Trans: 6 SPD MAN - B6 Part #: [REDACTED]
Bld Dt:
Serial #:
TTFNO [REDACTED] PF Shft:
Model:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2023

----- 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: 49,240 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

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

Additional Symptom: No start
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 04/05/2023 02:47PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Web Form Data(119932683) Description of Vehicle Concern: car died on his way to work and would not start back up. was towed in. Please list any diagnostics already performed: checked oil level and it was full, cranked engine over and sounded like all the spark plugs were removed. preformed relative compression and all cyl were at 0%. preformed manual compression test and had no compression in all 3 cylinders. removed oil cap and could see the exhaust cam turning. inspected cyl with bore scope and couldnt see any damage to the tops of the pistons. drained oil and inspected for metal shavings and none found. performed cyl leak test with all the plugs out and had no air coming out of the exhaust or the throttle body but had air coming out the other 2 cylinders. used smoke machine to verify air flow. Parts Replaced: none Your Question: wondering if there is any more diag that needs to be done before we replace long block engine assy.

RECOMM 04/05/2023 02:47PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
Hey [REDACTED], Before determining that the long block should be replaced, perform a self-test and if there are any codes present that would be related to the fault, continue to the WSM and PC/ED to diagnose the code faults that are present to rule out those as a cause of the fault. If there are no codes, then repair/replace the long block as necessary. Larry P Ford GTAC

ADD-ON 04/05/2023 02:47PM LARRY PRADO(FSE) MSS - FCSD - MIDWEST REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status : 1st Contact

CONCER 04/05/2023 04:21PM GTCGCQIS
removed the valve cover and started inspecting and found that the timing belt had about 20 teeth stripped off in a row and one here and there the engine skipped time and may have had piston and valve contact. how would you like us to proceed with this repair ?

RECOMM 04/05/2023 05:46PM GRANT RATERMAN(FSE) MSS - FCSD - CENTRAL REGION
[REDACTED], Thank you for the update. With there being teeth stripped off the timing belt if it is determined piston and valve contact occurred engine replacement would be advised. GSB 22-7078 will aid in

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2023

COMMENTS

--TYPE-- COMMENT TEXT
determining damaged components if needed. If no engine damage is found
determining damaged components if needed. If no engine damage is found
and only the belt is found damaged it would be recommended to replace
the timing belt reevaluating the concern. Thank you for your time,
Grant R. Ford Technical Assistance Center
ADD-ON 04/05/2023 05:46PM GRANT RATERMAN(FSE) MSS - FCSD - CENTRAL REGION
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : not needed at this time
CONCER 04/06/2023 10:34AM GTCGCQIS
checked valves and found all 6 exhaust valves bent and damage to the
pistons as well. would like to proceed with long block engine
replacement.
RECOMM 04/06/2023 12:35PM MPETE189
[REDACTED], If further damage has been found to the valves and pistons, it
is recommended to use the Smart Cost Cap to determine a repair
direction. If a long block is recommended then continue with that
repair. Midwest Technical Assistance Team - Marit
ADD-ON 04/06/2023 12:35PM MPETE189
SWIS Session Status : SWIS Not Necessary, SWIS Session Sub Status :
Technical, SWIS Comments : n/a

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: 11/29/2017 Warranty Start Date: 04/26/2018
Date of Sale: 04/26/2018 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: F6 007 MC
Bld Dt: Calb: HDH2A20 A
Serial #: [REDACTED] MC

TRANSMISSION

Trans: 6 SPD MAN - B6 Part #:
Bld Dt:
Serial #:

