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CQIS DETAIL REPORT

02/27/26 10:00:16

CQIS Report Number: M4EC3022 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/05/2021

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

VEHICLE: 2018 FOCUS,SE,4 DOOR ,SEDAN VIN:
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 56,406 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS

Additional Symptom: No power
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 04/05/2021 01:30PM DSTOKER2
Web Form Data(118035205) Description of Vehicle Concern: loss of power
cel on high pitch whine noise Please list any diagnostics already
performed: VERIFIED CEL EEC TEST KOEO-PASS KOEC-P0299 KOER-PASS RAN
OASIS FOLLOWED PPT OIL CHANGE OVERDUE BY 13K VERY DIRTY OIL INSPECTED
TURBICHARGER FOUND IT TO BE LOCKED UP / HAS EXCESSIVE RUNOUT NEEDS
TURBO LOF AND MAINT pulled valve cover to inspect for signs of lack of
maintenance, no sludge build up. per ppt diagnostic and findings of
turbo impeller damage continue with turbo replacement Parts Replaced:
none yet I have turbo removed and front cover to access turbo oil
filter and have filter removed Your Question: when I removed the turbo
oil filter it is appearant the turbo failed due to oil starvation bc
the filter is full of something. I noticed the timing belt looks
pretty rough and flakey. scratching the surface of the timing belt
with my finger nail I am getting black chunks coming off the belt.
this is what looks like is in the filter. I took pics of the filter,
the belt, and my finger nail with the black substance on it. what
should I do. should I check more on this engine. oil pick up? cam
caps? oil filter? should I replace timing belt?

RECOMM 04/05/2021 01:30PM DSTOKER2
Hello Aaron, Thank you for the information and the photographs. Engine
oil that goes past its service life will begin to breakdown and the
chemical buildup from blowby will continue collecting. In extreme
cases such as this one the oil breakdown eventually ends up a
corrosive fluid and causes breakdown of rubber components. Due to your
description and photographs there is no doubt this is the root cause
of the timing belt breakdown. Information on an engine oil maintenance
inspection can be found in GSB G0000149. Information on engine failure
inspection can be found in GSB 20-7062. Use these publications to
compare against and determine the condition of the engine. Any engine
components found damaged should be replaced. At minimum the
turbocharger, turbocharger drain and feed lines, and engine timing
belt will need to be replaced. It will also be worthwhile to inspect
the engine oil filter element for debris as well. GSB G0000165 refers

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--TYPE-- COMMENT TEXT
to this inspection and will help you get an idea of the condition of
to this inspection and will help you get an idea of the condition of
the engine bearings. Based on your description of the concern the
repairs will not be covered under warranty due to lack of maintenance.
However you should consult with your dealership Warranty Administrator
before any warranty cancelation. Update this form with your findings
and any new information if you require further aid.
CONCER 06/29/2021 10:22AM BELSMORE
RO: 279645 RO Date: 2021/02/26 Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Please describe customers concern. Include as many
details as possible. cel. no power. whistle noise when trying ot
accel. 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.). found code p0299.
found mechanical failure of turbo impeller. impeller loose. needs
turbo List major components (by name, not part) needed for repair:
turbo Please list part (by name, not part) that was root cause of
failure: this vehicle was pushed out of my stall 3 month ago due to
finding the timing belt coming apart due to lack of oil changes. the
timing belt is flaking chunks of rubber off into the oil. when i
removed the oil filter for the turbo i found the filter is completely
full of the material coming off the timing belt. contacted hotline
about issue. according to hotline Contact ID:118035205. Engine oil
that goes past its service life will begin to breakdown and the
chemical buildup from blowby will continue collecting. In extreme
cases such as this one the oil breakdown eventually ends up a
corrosive fluid and causes breakdown of rubber components. Due to your
description and photographs there is no doubt this is the root cause
of the timing belt breakdown. my manager wants me to get submit prior
approval for this due to lack of maintenance. I thought we have made
the decision it is not warrantable due to the customer only providing
us with 2 oil change receipts. management wants ford to say its not
warrantable due to lack of maintenance. 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 www.fmcdealer.com and follow these
steps: Select Parts and Service 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 Lack of
Maintenance
RECOMM 06/29/2021 10:22AM BELSMORE
Aaron, Thank you for providing details regarding this engine concern.
When reviewing the supplied information, we see that this engine issue

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was determined to have stemmed from a lack of maintenance. If the
was determined to have stemmed from a lack of maintenance. If the
engine was not maintained as outlined in the Owners manual, and the
engine failure resulted from this lack of maintenance, that would not
be caused by a Ford defect, and would not be covered under the NVLW.
The root cause of failure would need to be verified to be a Ford
component in order for the repairs to be covered under the New Vehicle
Limited Warranty. If this repair is not being covered under the NVLW,
please complete and submit a warranty cancellation form. If it is
deemed this repair would be warrantable, please submit a Cost Cap with
only components that are damaged, if a long block is required. If the
determination is to REPAIR, prior approval is not required and this
request does not need to be updated. If the determination is to
REPLACE, please provide a description and/or picture of the damage to
the listed components as well as a root cause of failure. Please Note:
Turbochargers do not require prior approval, as this empowers the
dealership to make a determination regarding warranty coverage and
make repairs as needed. GASPA Additional Information Required
ADD-ON 06/29/2021 10:22AM BELSMORE
PART NUMBER: 6K682 (TURBO CHG-EXH DRIVE) REPAIR DATE:02/26/2021 REPAIR
DISTANCE:56406 Miles COUNTRY:USA STATE:MO IS COVERED UNDER -POWERTRAIN
WARRANTY (BEGIN 07)

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
UNKNOWN#P0299,P0014,P036509:77-28,U0264:87-2F
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: 11/01/2017 Warranty Start Date: 04/02/2018
Date of Sale: 04/02/2018 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: HDH2A20 A
Serial #:
0100A17241410363 F1FG 6007 MC

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Trans: 6 SPD MAN - B6 - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:

Serial #:
TTFD0 150617093752 CV6R 7002 PF
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 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 -----
[Redacted]
[Redacted]
[Redacted] City

Claim #/Date : 279645 02/26/2021

Specialist's
Name : DSTOKER2 -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----
Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Row 1: 03/15/2019, K30FH247, CACVOC, ST/RN/MV, USA 01708

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---
SURVEY HAS NOT BEEN SENT

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



PE25-020 000005 GCQIS_SUBJECT_A2















PE25-020 000012 GCQIS_SUBJECT_A2