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CQIS DETAIL REPORT

02/27/26 10:00:16

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/14/2019

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

VEHICLE: 2015 FOCUS,SE,4 DOOR ,SEDAN VIN: [REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 68,227 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

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

Additional Symptom: camshaft not turning/timing be  
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 02/14/2019 05:16PM PJACOB45  
Web Form Data(116507528) Description of Vehicle Concern: CUSTOMER STATES CAR DOES NOT START. CHECK ENGINE LIGHT WAS ON. Please list any diagnostics already performed: WHILE CRANKING, NO COMPRESSION WAS OBSERVED. TOOK OIL CAP OFF, CRANKSHAFT TURNING BUT CAMSHAFTS ARE NOT. REMOVED VALVE COVER TO FURTHER INSPECT, FOUND THAT THE TIMING BELT IS MISSING SEVERAL TEETH. Parts Replaced: N/A Your Question: WITH THE TIMING BELT MISSING TEETH AND THE ENGINE OUT OF TIMING, WILL THIS ENGINE BE ABLE TO BE PUT BACK INTO TIME? CANNOT FIND A PROCEDURE TO PUT IT BACK INTO TIME, ONLY PROCEDURE I CAN FIND IS TIMING IT BEFORE DOING THE TIME BELT.

RECOMM 02/14/2019 05:16PM PJACOB45  
Matthew, ...This is an interference engine. It is possible that piston to valve contact has occurred. Remove all of the spark plugs and inspect the pistons with a bore scope for evidence of contact with the valves. If piston to valve contact has occurred, it will be necessary to replace the engine short block and the cylinder head assembly. Complete a cost cap tool to determine if it would be more cost effective to replace the engine long block. ... Referring to the engine assembly instructions and with the crankshaft up against timing peg 303-1604, perform assembly steps 43-54 to set the cam timing. ...

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

----- D I A G N O S T I C I N F O R M A T I O N -----  
Symp. Verif?: Ease of Diagnosis: Level of Assistance:  
Comp. Timing: Base Timing : MIL light on? :  
Test Stand : Road Test : 8D Number:  
Prior Repair Attempts: Repair Prior to Call: NO  
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 02/14/2019

----- 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: 03/06/2019

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

VEHICLE: 2015 FOCUS,SE,4 DOOR ,SEDAN VIN [REDACTED]  
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 57,246 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

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

Additional Symptom: Engine noise  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 7  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 03/06/2019 10:36AM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER  
RO#: [REDACTED] RO Date: 2019/02/22 Warranty Type: FWR SPW Install Mileage:  
SPW Install Date: <br/>Please describe customers concern. Include as  
many details as possible. engine light on, oil light and engine noise  
<br/>If applicable, please list any prior repair attempts  
(driveability or transmission related) which may have contributed to  
the customer symptom. none<br/>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.). varied  
complaint, both oil light and engine light on, full scan of pcm found  
p0011 p0012 for cam bank 1 advance and retard. found p0014 for exhaust  
timing over advance. as well as p0340 for cam shaft bank 1 circuit  
p01450 unable to bleed up tank vaccum. ...engine running rough with a  
knock and oil light on. varified engine oil level good and oil  
condition, ...removed valve cover and found metal shavings in bank 2 cam  
at vaccum pump for brake booster. check engine timing and found to be  
off 2-3 teeth. ...rmvd engine oil found shavings in oil. rmvd catalist  
requiring arc torch to heat 2 bolts (1.0 m-time) ...rmvd and inspectd  
ening oil pan and oil pump/pick-up. metal shavings found inoil pick-up  
causing upper end of head to be oil starved causing failure to vaccum  
pump bearing on bank 2 cam shaft. reinstalled oil pan ...rmvd pwertrain  
(engine and trans) assembly for teardown. removed intake manifold  
inpected good, visually checked engine valves on exhaust side possable  
concern at cly 1, trans/clutch assembly removed inspected good. ...rmvd  
compressor and inlet pipe from head, found no damage. removed harmonic  
balancer and engine cover, found damage to timing belt assembly where  
engine timing had jumped. removed timing belt and tensioner, ...rmvd  
camshafts as directed by wsm inspected found majory concern at the  
vaccum pump failur<br/>List major components (by name, not part#)  
needed for repair: short block and head.. found both camshhafts on  
back order so requesting a long block. perfromed PAC with no ETA or  
release date. PACO #'s [REDACTED] and 6 [REDACTED]>Please list part (by  
name, not part#) that was root cause of failure: vacuum pump and oil

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2019

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

--TYPE-- ----- COMMENT TEXT -----  
pump ...found both camshhafts on back order so requesting a long block.

pump ...found both camshhafts on back order so requesting a long block.  
performed PAC with no ETA or release date. PACO #'s 6081876 and  
6081880<br/>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=

[REDACTED] 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<br/>

RECOMM 03/06/2019 10:36AM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER  
Evan, <P> ...When uploading images to a Prior Approval form, they should  
include the damage that was found to the components that require  
replacement. While it is stated that the camshafts must be replaced,  
the images uploaded do not show any damage to the camshafts. Metal  
debris alone at the camshaft does not warrant camshaft replacement, as  
the camshaft can be cleaned and reused. If there is damage to the  
camshafts from wear between the cylinder head and camshaft, new images  
should be uploaded of this damage. As the vacuum pump was seized, it  
is also possible that there is damage to the camshaft where it mounts  
to the pump. If this keyway is damaged, please update this form with  
clear images of the damage found. ...<P><P> ...If there is no damage  
present to the camshaft, the current camshafts may be cleaned and  
reused on a new cylinder head and short block if they are damaged. ...  
GASPA Additional Information Required

ADD-ON 03/06/2019 10:36AM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER  
PACO 6081876 States that the exhaust camshaft is not available until  
3/29. PACO 6081880 Intake camshaft is available on 3/7.

CONCER 03/06/2019 01:48PM GTCGCQSP  
cam caps and shaft are scorn from metal dabris and lack of oil since  
the engine was startved of oil once the oil pickup became clogged

RECOMM 03/06/2019 02:15PM ADAM HOPPER MSS - FCSD - TECH ASSIT CENTER  
Evan, <P> ...The images that were uploaded show damage to the camshaft  
cap and camshaft that is not congruent with normal engine wear or  
damage. This type of damage can only occur due to outside objects  
contacting the cap and camshaft and will not occur with normal engine  
operation. Normal wear will be shown as symmetrical lines across the  
entire cap that do not stray off to one side or the  
other. ...<P><P> ...The damage that is present does warrant replacement of  
the cylinder head and camshaft, but due to the nature of the damage,  
this repair would not be warrantable. ... GASPA Not Approved

CONCER 03/06/2019 03:37PM GTCGCQSP  
technitian was not in today, he may have tried to clean that cap and  
part of the shaft.... i had my shop forman remove differnt cam caps  
that the original tech did not remove yet to see if there was scoring

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 -----

which was found. uploaded pictures of the cam bearing surface that the  
which was found. uploaded pictures of the cam bearing surface that the  
shop forman had removed.

RECOMM 03/06/2019 03:48PM PJACOB45

Evan, ...Thank you for the additional images. Due to the scoring of the  
camshaft journals and the back ordered camshaft, it has been  
determined that the engine has a warrantable concern that requires  
replacement. Order a new Long Block (base part # 6006, or 6007 if a  
6006 is not available). ...<P>Be sure to review the service manual and  
the literature provided with the replacement engine regarding intake  
manifold cleaning/replacement, priming oil system, filling cooling  
system, etc. <B>Note:</B> 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.&nbsp;...<P>Once the repairs are completed, please refer  
to <A

[REDACTED]

and/or WSM section 303-01 for information on performing the misfire  
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 Powertrain Core Returns <A

[REDACTED]

or additional details.</P> GASPA Approved THGE018897

----- 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  
UNKNOWN#P0014, P0012, P001168, P1299:00-68, P0340:00-68, P1450:00-EC, P2196:00-68  
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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2019

----- V E H I C L E D E T A I L S -----  
Vehicle Build Date: 03/11/2015 Warranty Start Date: 06/30/2015  
Date of Sale: 06/30/2015 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 MA  
Bld Dt: Calb: FDH2A20 A  
Serial #: 0100A140115410905 F1FG 6007 MABA

----- T R A N S M I S S I O N -----  
Trans: 6 SPD MAN - B6 Part #:  
Bld Dt:  
Serial #:  
TTFD0 020215092426 CV6R 7002 PF-DA

Model: Shft:  
----- A D D I T I O N A L -----  
Tire : 215/55 R 16 BSW Brand :  
Radio : A/C : AC S-????????????????????????????????  
Paint : PN3-???????????????????????????????????????? TUXEDO BLACK METALLIC

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

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----  
Orig/Caller : EVAN BROWN Title: SHOP FOREMAN  
Phone :  
Rpr Dlr:USA 08888 - York Ford, Inc. Ph#:617-231-1945  
City: Saugus State : Massachusetts  
Country: United States Region : Boston

Claim #/Date : [REDACTED] 02/22/2019

Specialist's Name : ADAM HOPPER

----- 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
04/02/2015	[REDACTED]	ACR	AID/INFO			USA 08888
02/28/2019	[REDACTED]	CACVOC	AID/INFO			USA 08888
03/05/2019	[REDACTED]	CACVOC	ST/RN/MV			USA 08888
03/05/2019	[REDACTED]	CACVOC	COMF/ENT			USA 08888
04/11/2019	[REDACTED]	CACVOC	DRV PERF			USA 08888

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

CQIS Report Number: [REDACTED]5 Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/06/2019

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

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE





F1FT-14A280  
D.A.



PE25-020 000011 GCQIS\_SUBJECT\_A3



PE25-020 000012







CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2020

----- 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: 59,249 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 Z 00 DRIVING PERFORMANCE LACK/LOSS OF POWER  
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: N/A  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

CONCER 01/17/2020 05:59PM SPILLWAY  
RO: 274481 RO Date: 2020/01/06 Warranty Type: FWR SPW Install Mileage:  
SPW Install Date: Please describe customers concern. Include as many  
details as possible. NO START - SPINS FREELY - NO COMPRESSION 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.). 0 COMPRESSION, TIMING BELT BUSTED --  
INTERFERANCE ENGINE List major components (by name, not part) needed  
for repair: REQUESTING LONNG BLOCK Please list part (by name, not  
part) that was root cause of failure: THANK YOU 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]

[REDACTED] 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 01/17/2020 05:59PM 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  
repair of a vehicle. Please follow Warranty & Policy guidelines as you

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2020

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

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

handle this repair issue, which includes identifying the root cause of

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. GASPA Quality Photo Receipt Code - See Comments THNR415534

CONCER 01/18/2020 11:19AM GTCGCQSP  
i PREFER YOU REVIEW -- PLEASE LET ME KNOW ITS OK FOR LONG BLOCK OR IF YOU HAVE ANY QUESTIONS

RECOMM 01/18/2020 11:38AM CHOPPER9  
Carol, Continue with replacing the 6006 long block assembly. 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. <B>Note:</B> 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><B>\*If applicable:</B> Once the repairs are completed, please refer to <A target= blank href [REDACTED] WSM section 303-01 for information on performing the misfire 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 Powertrain Core Returns <A target= blank href [REDACTED] for additional details. </P> GASPA Approved THNR415534

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2020

----- 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: 03/19/2018 Warranty Start Date: 06/07/2018  
Date of Sale: 06/07/2018 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 #: 0100A17299410083 F1FG 6007 MC

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

TTFD0 151217133318 CV6R 7002 PF  
Model: Shft:

----- ADDITIONAL -----  
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 : CAROL HEESH Title: MANAGER  
Phone :

CAROL HEESH  
Rpr Dlr:USA 00025 - Preston Ford Ph#:410-673-7171  
City: Hurlock State : Maryland  
Country: United States Region : Washington

Claim #/Date : [REDACTED] 01/06/2020

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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 01/17/2020

----- 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
11/22/2022	[REDACTED]	NHL	ST/RN/MV		USA 07991
12/07/2022	[REDACTED]	CACVOC	DRV PERF		USA 07991

--- 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: 04/02/2020

----- 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: 54,616 MILES  
Operating Environ: WCC :  
Vehicle Use : Rsp. Act:

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

Additional Symptom: rattle sound  
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
Causal Factor: Feature: Loc:  
Causal Condition: Photo: Attchmnts: 31  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 04/02/2020 04:17PM DPETE202  
RO: 26072696 RO Date: 2020/03/31 Warranty Type: FWR SPW Install  
Mileage: SPW Install Date: Please describe customers concern. Include  
as many details as possible. very load rattling in top and bottom of  
eng If applicable, please list any prior repair attempts (driveability  
or transmission related) which may have contributed to the customer  
symptom. none I know of 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 power balance  
relative comp. mech comp test and oil pressure test Opsifound mettle  
very fine all through eng 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 6600 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 <a

[REDACTED] >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 04/02/2020 04:17PM DPETE202  
Hello Sam, It was stated that there was metallic flakes that were all  
through the engine however no description in the form or the pictures  
attached showed signs of metallic flakes or damages to any of the  
lower or upper end components or bearings. please continue with full  
analysis of the extent of damage for this engine. Please attach  
pictures that are related to the not acceptable pictures in <a

[REDACTED]  
and update the form with descriptions of the damage to continue with

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2020

C O M M E N T S

--TYPE-- COMMENT TEXT
the prior approval process. Also, when selecting the affected base
the prior approval process. Also, when selecting the affected base
part, a 6006 should be selected for this is the long block assembly
that prior approval is used for this vehicle. It has been changed from
a 6007 to a 6006 in this form for you. GASPA Additional Information
Required
ADD-ON 04/02/2020 04:17PM DPETE202
WARRANTY COVERAGE INFORMATION Main Inquiry: PART NUMBER: 6006 (ENGINE
ASSY/BARE) REPAIR DATE: 04/02/2020 REPAIR DISTANCE: 54616 Miles
COUNTRY: USA STATE: TN IS COVERED UNDER -POWERTRAIN WARRANTY (BEGIN
07)
CONCER 04/03/2020 09:03AM GTCGCQSP
oil pump failed look at close up off input to pump also I did not say
flakes but a fine powder like all through eng removed windage try took
pics of the drops on main caps you should see the shine spots in the
drop that is the melt tried to get good pic of the cam caps there are
grey places on them pulling it off the caps and sticking it to the
cams and on cams it has guarded and can fill them on ever one but
number 2 intake cam oil pressure when I tested it with gauge 0 psi
belt to pump looks ok cam belt shows fraying on inside but ok was
stile running but was very load . but full of oil and had stp filter.
hope this is what you needed ty sam
RECOMM 04/03/2020 09:33AM DKENYON8
Sam, Thank you for updating with the additional information and
pictures. Many of the pictures are too blurry to see anything,
however, you described that there is material transfer and signs of
material loss on the camshaft caps. This justifies having the cylinder
head on the Cost Cap. Further, the VCT components are also justified
because if the camshaft journals/caps begin to score then the VCT
components become compromised with metal debris. It can also be seen
that there is significant rod bearing damage, resulting from loss of
oil pressure. If you have found all of these to be true with this
vehicle, then per the Cost Cap, long block replacement is approved. Be
sure to also replace the intake manifold, and inspect the catalyst for
element damage that could be sucked into the new engine. Repair as
needed. Also, due to the loss of oil pressure, check the turbocharger
turbine shaft for excessive play using the free spin test. The fins
should never contact the housing. If you find damage to the
turbocharger, or you find metal debris in the oil supply filter or oil
supply or return lines, replace the turbocharger. If the turbocharger
is undamaged and no metal is seen in the lines or the oil fittings on
the turbocharger, then clean and reuse the turbocharger and replace
the oil lines and the filter. Note that Prior Approval is not required
for turbocharger replacement. 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. <B>Note:</B> If the intake
manifold is not attached/supplied with the assembly, it must be

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/02/2020

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

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

thoroughly inspected to ensure that it is free of any and all metal  
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. Once the repairs are completed, please refer to <A  
target= blank

[REDACTED]  
[REDACTED] for information on performing the misfire 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 Powertrain Core Returns <A target= blank  
href [REDACTED]

[REDACTED] GASPA Approved THGE034394

ADD-ON 04/03/2020 09:33AM DKENYON8  
Main Inquiry: PART NUMBER: 6600 (PUMP ASY-OIL) REPAIR DATE: 03/31/2020  
REPAIR DISTANCE: 54616 Miles COUNTRY: USA STATE: TN IS COVERED UNDER  
-POWERTRAIN WARRANTY (BEGIN 07)

----- 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: 01/05/2017 Warranty Start Date: 05/28/2017  
Date of Sale: 05/28/2017 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: HDH2A20 A  
Serial #:





01/01/2008



01/01/2008



01/01/2008



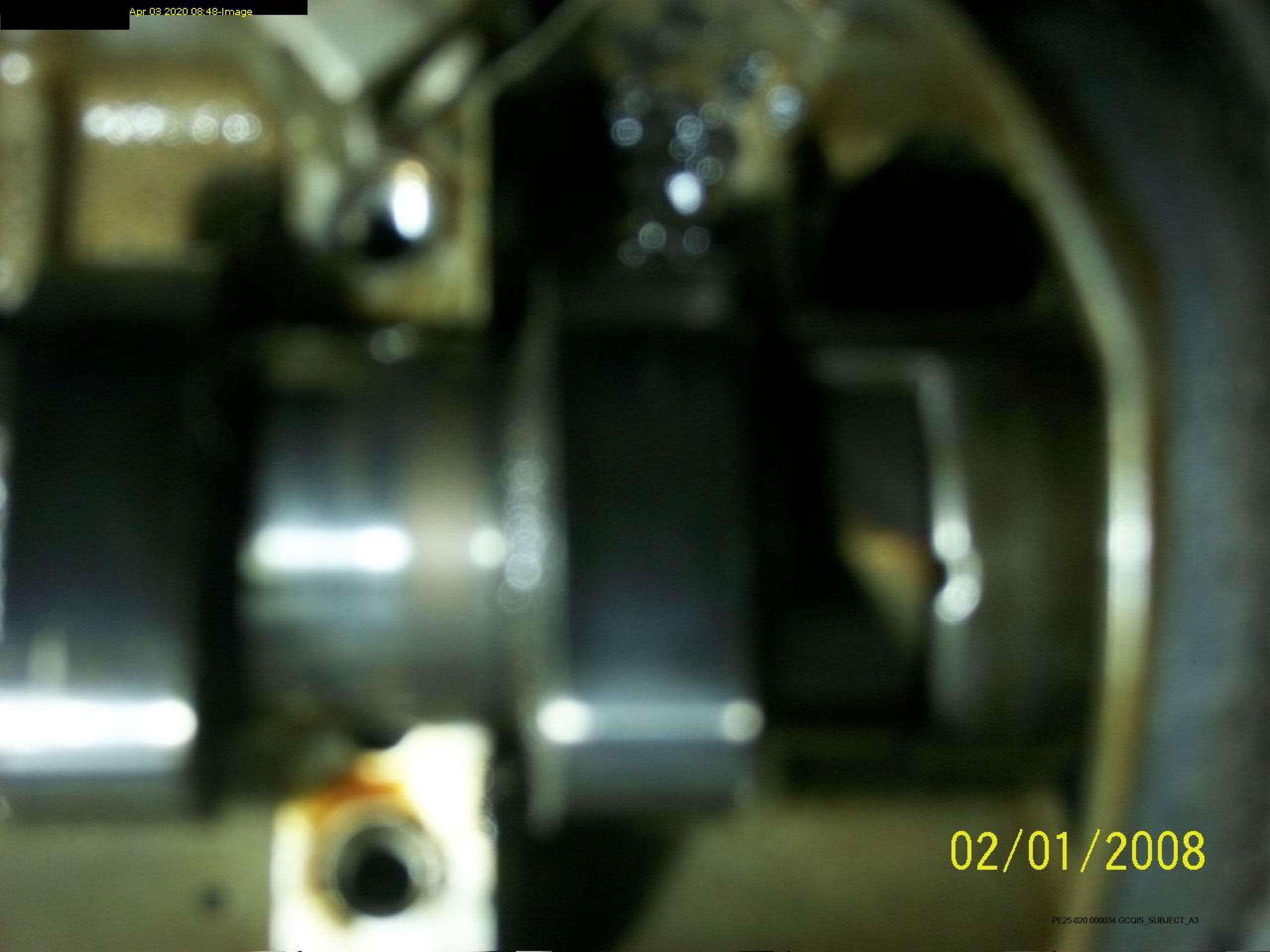
01/01/2008



01/01/2008



01/01/2008



02/01/2008



02/01/2008



02/01/2008



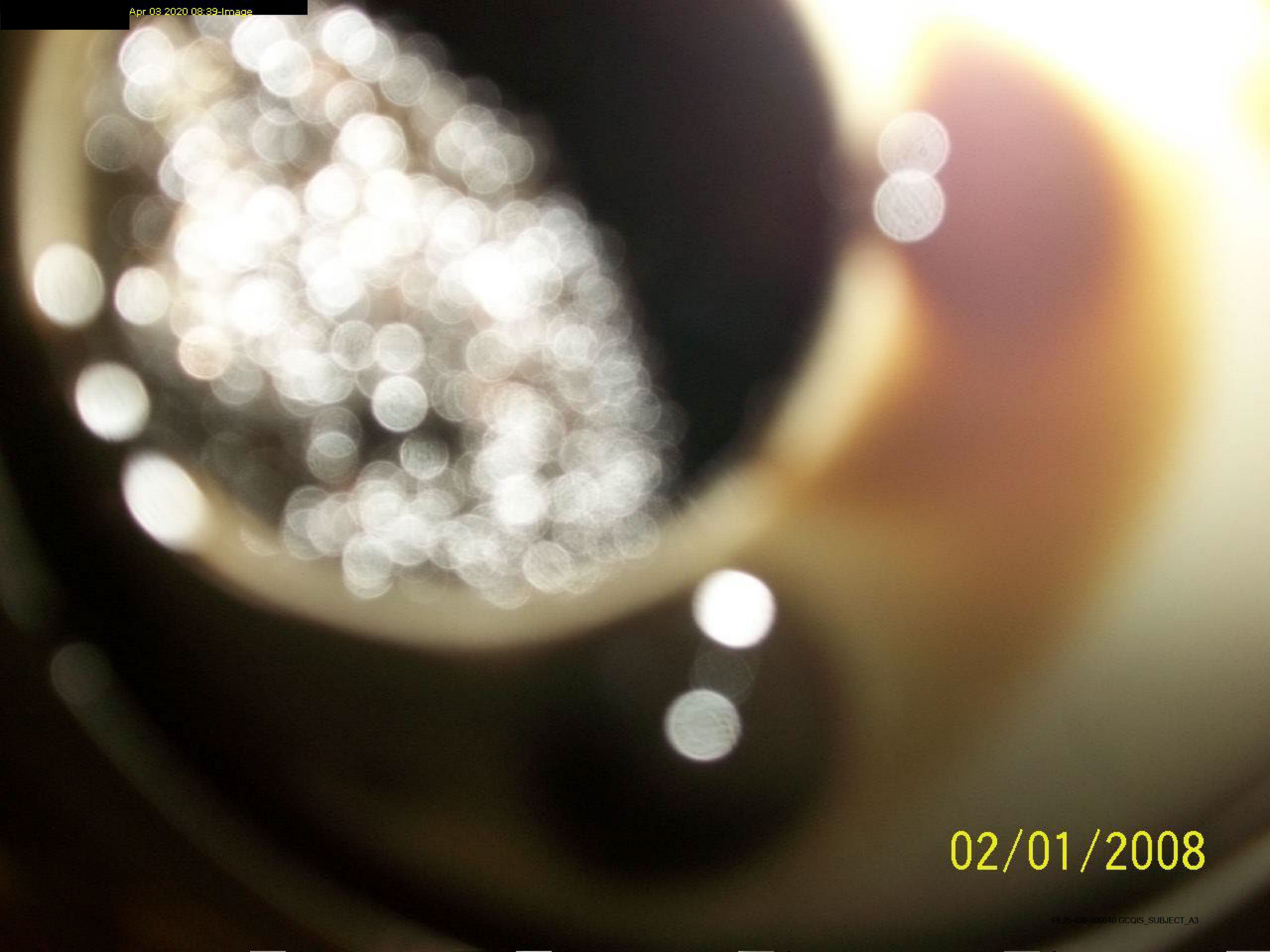
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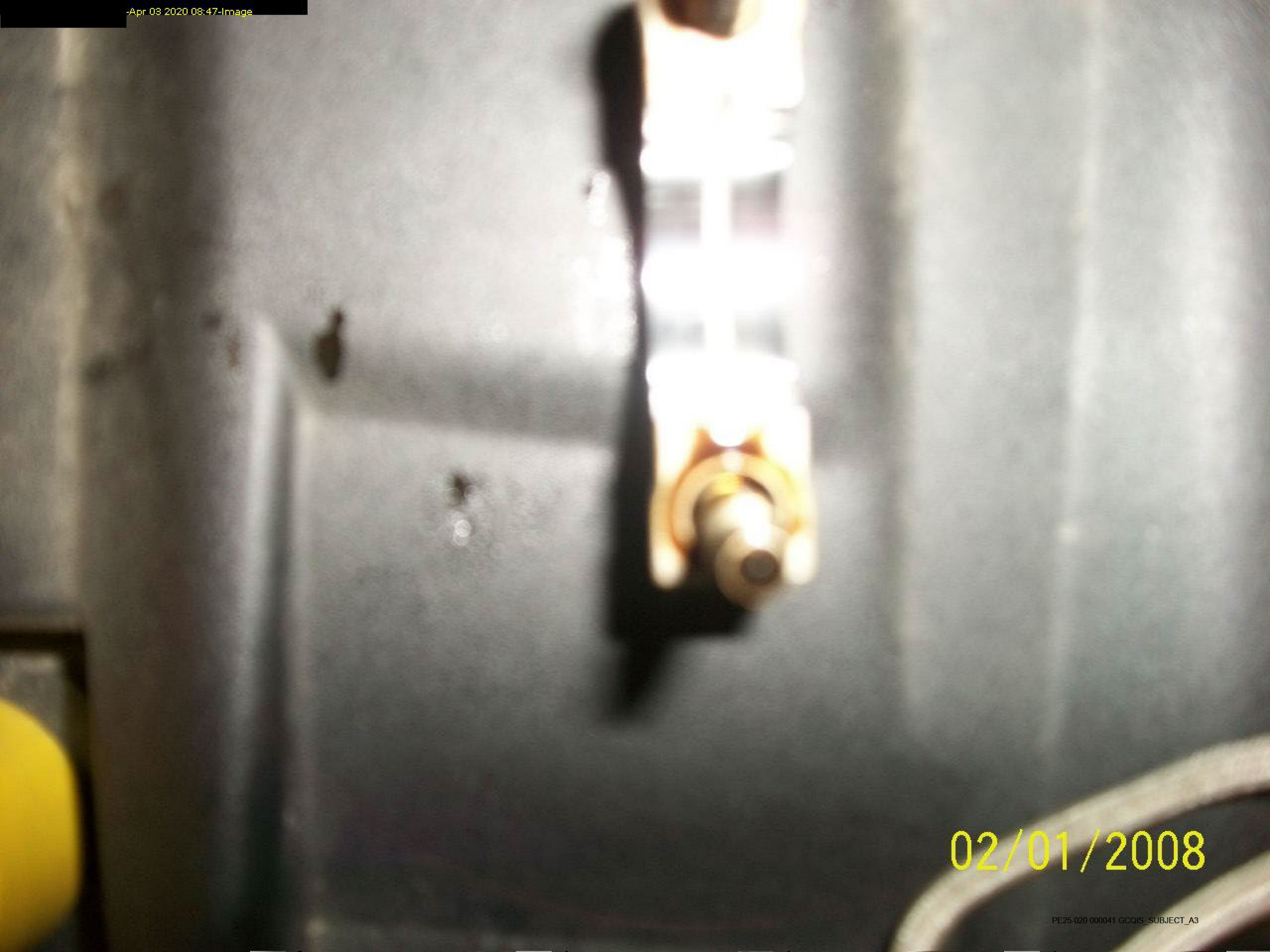
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02/01/2008



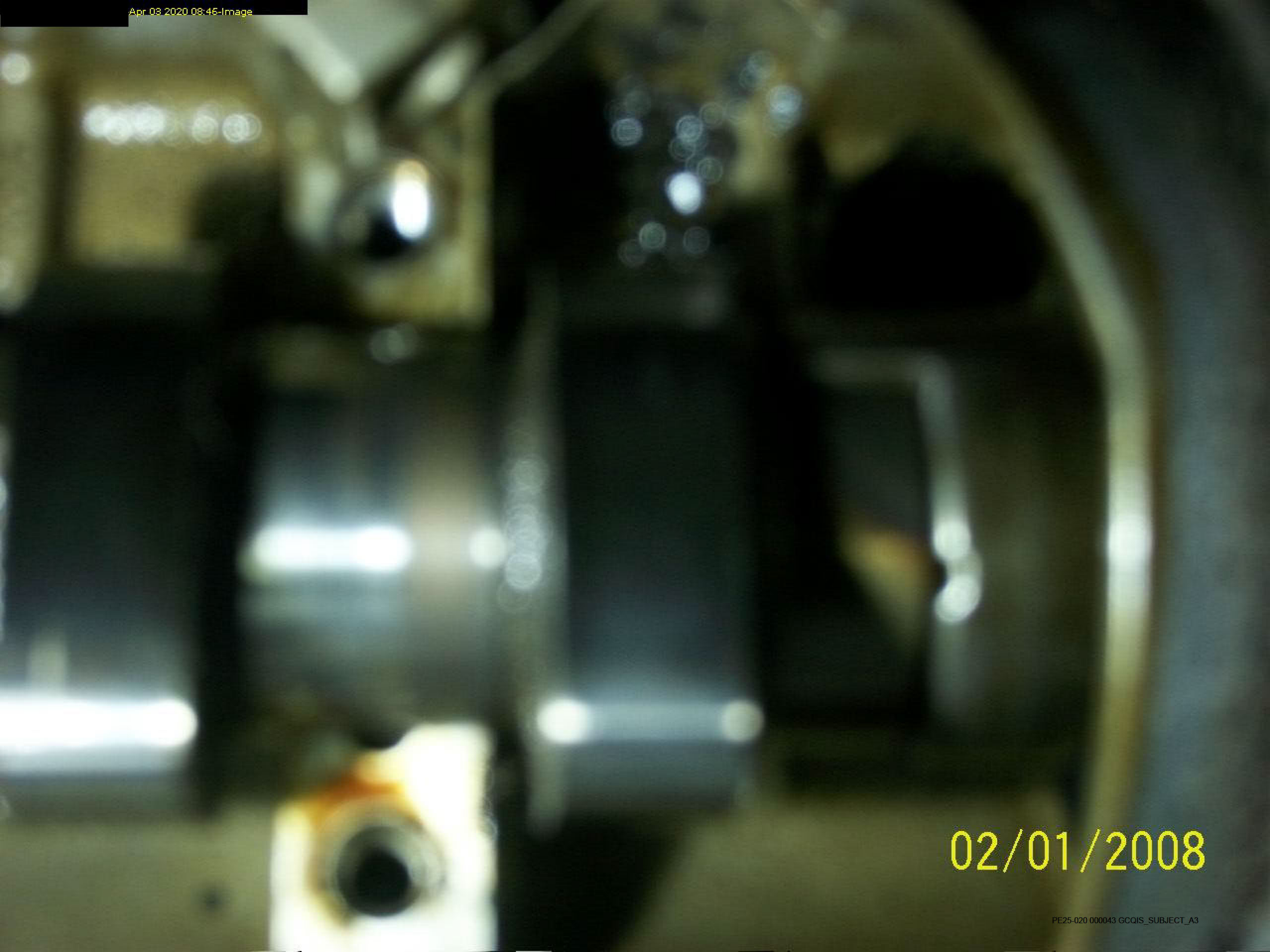
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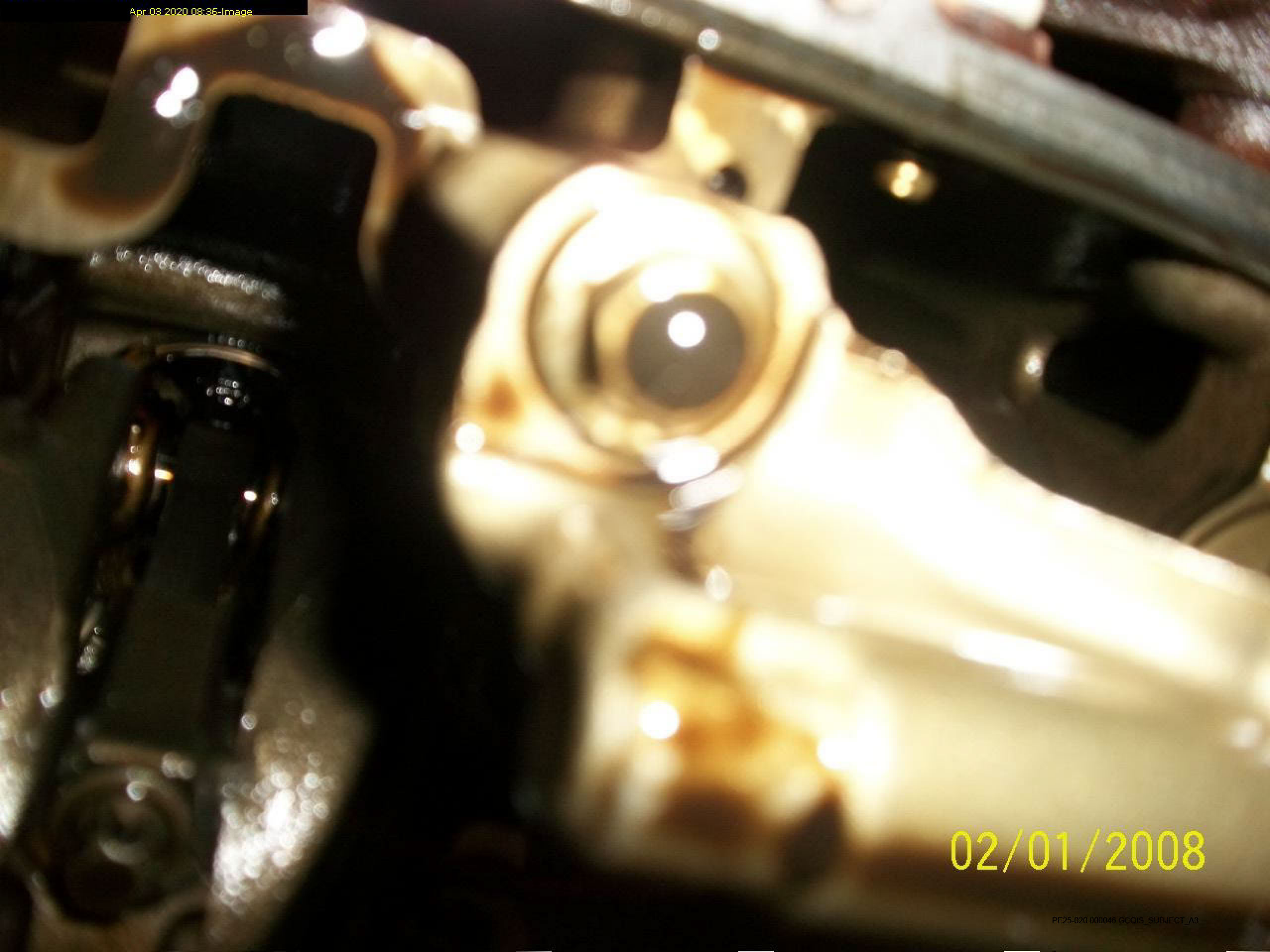


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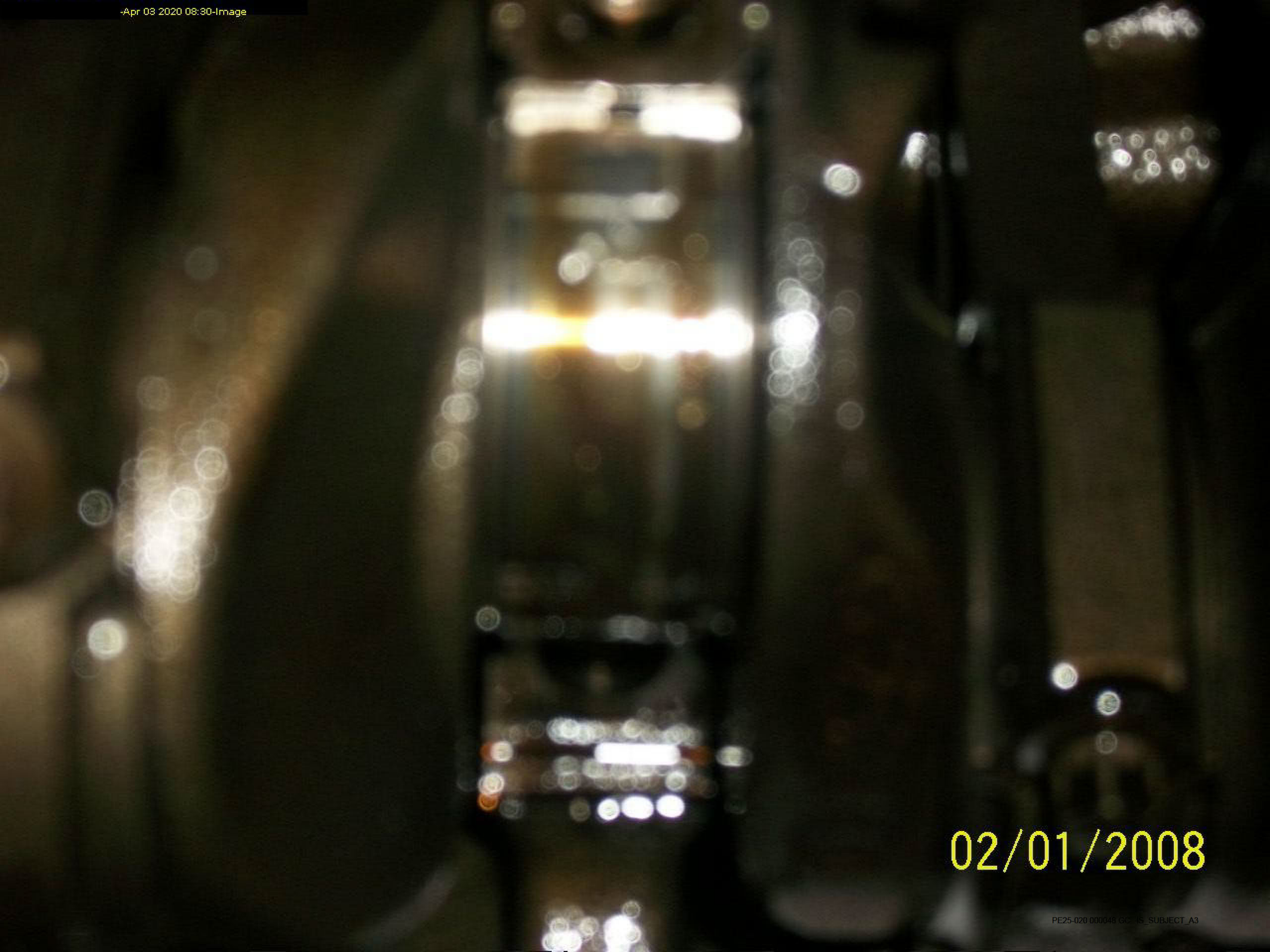
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02/01/2008



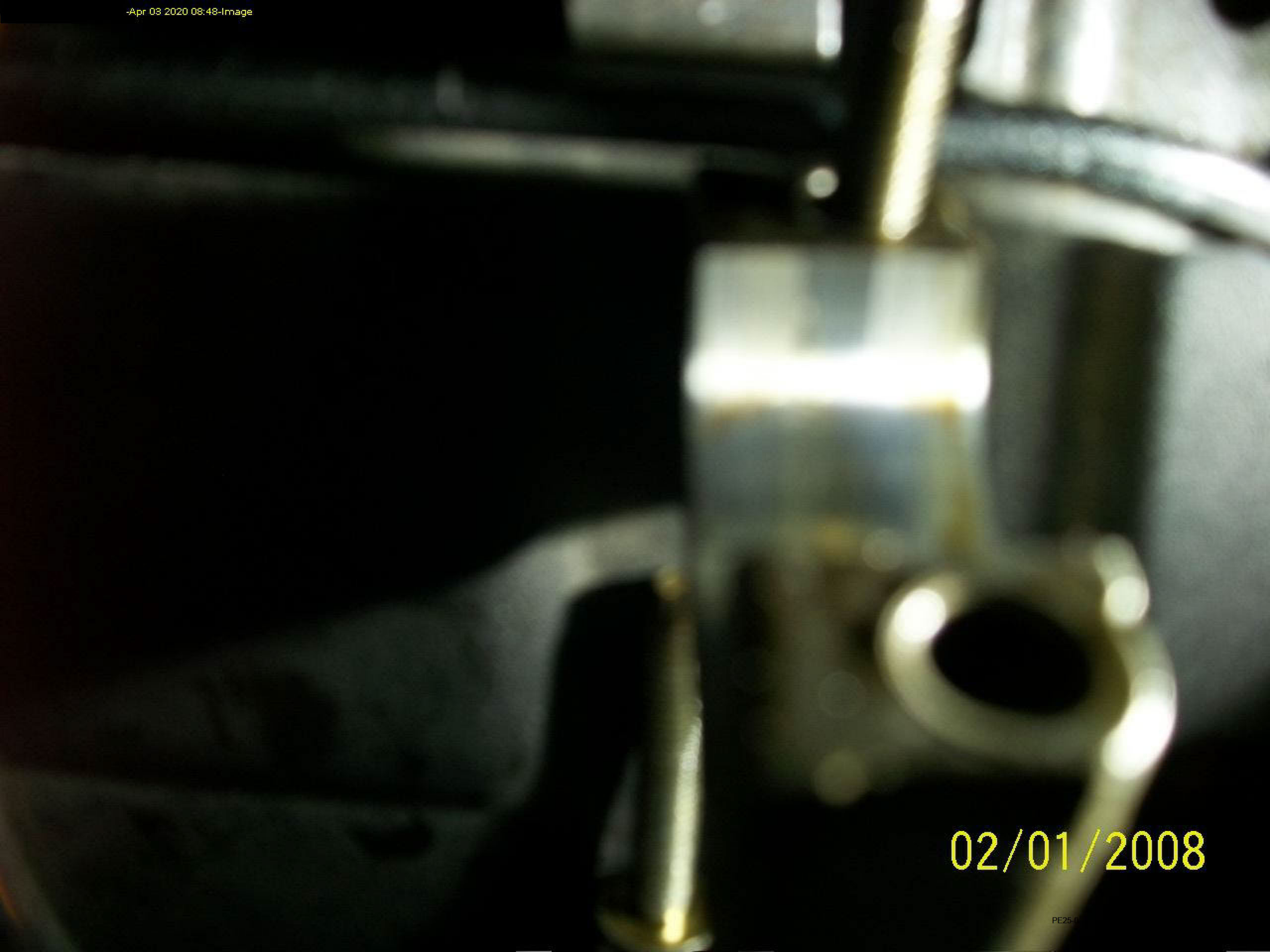
02/01/2008



02/01/2008



02/01/2008



02/01/2008