

CQIS Report Number: M8QCQ006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 08/17/2021

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

VEHICLE: 2017 FOCUS,SE,4 DOOR ,SEDAN VIN:1FADP3FEXHL238150
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 39,360 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 A 02 DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES ALWAYS

Additional Symptom: Low oil pressure
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 10
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 08/17/2021 11:41AM ASPEZIA2
RO: 675719 RO Date: 2021/07/20 Warranty Type: FWR SPW Install Mileage:
SPW Install Date: Please describe customers concern. Include as many
details as possible. While driving down the road the car lost all
power and oil pressure light came 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.). Upon visual inspection found metal debris on oil dipstick and
vehicle oil level is 3 quarts low. Vehicle barely runs and has loud
knocking and ticking noises, also lots of white smoke coming from tail
pipe. Drained engine oil and found lots of metal debris in oil.
Removed valve cover, found scoring present on camshaft journals and
tappets. Removed oil pan and found oil pump belt broken into and metal
debris in oil pan, also scoring present on rod journals and caps.
Removed Catalytic converter from turbocharger and found severe
turbocharger damage (Turbine wheel is broken into with lots of play
and severe amount of engine oil has leaked into Catalytic Converter
and onto oxygen sensors.) List major components (by name, not part)
needed for repair: Engine Longblock Turbocharger Assembly Catalytic
Converter Assembly Both Oxygen Sensors Please list part (by name, not
part) that was root cause of failure: Oil pump belt and turbocharger
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 No

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RECOMM 08/17/2021 11:41AM ASPEZIA2

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Patrick, Thank you for contacting us about this 2017 Focus. It is understood that this vehicle was brought to you with the customer complaining that the vehicle lost all power and the low oil pressure light illuminated. Reviewing the information provided in this contact we can see failure of the oil pump belt tensioner occurred causing the assembly to lose oil pressure and causing consequential damage to the assembly. With that being said, reviewing the images uploaded to this contact of the camshaft and cam cap we would find that this is abnormal wear when compared to normal wear on a camshaft and cam cap. The camshaft is a rotating component so when wear occurs it will typically occur in a straight pattern, the wear shown shows irregular, curved wear. With that being said, these components are not justified for replacement as the wear present is not justifiable for replacement under warranty. Additionally, reviewing the Cost Cap that was submitted for this vehicle shows that additional components have been selected that have no damage identified to them. Please identify the extent of damage to the following components that were submitted on the Cost Cap. - Cylinder Head (The wear to the Cam Caps shown do not justify for replacement) - Camshafts (The wear present to the Camshafts do not justify for replacement) - Front Cover - Oil Pan - Valve Cover - Crankshaft Damper/Sprocket - Oil Pump Cover If no damage is identifiable to any of these components then a new Cost Cap should be submitted without these components selected to get an accurate REPAIR/REPLACE determination. If a REPAIR determination is found this contact does not need to be updated as prior approval is not required for any repair determinations. The proper repairs may be performed to the assembly, replacement of the long block in this case would be considered an over-repair and would not be approved. If a REPLACE determination is found please update this contact as necessary. GASPA Additional Information Required

ADD-ON 08/17/2021 11:41AM ASPEZIA2
PART NUMBER: 6C348 (PULLEY ASY DRIVE BLT) REPAIR DATE:07/20/2021
REPAIR DISTANCE:39360 Miles COUNTRY:USA STATE:NC IS COVERED UNDER
-POWERTRAIN WARRANTY (BEGIN 07) cSSM 49918 does NOT apply due to this vehicle being equip with a manual transmission, SSM 49918 only applies to vehicles with the 6F15 automatic transmission

CONCER 10/20/2021 04:19PM GTCGQSP
cost cap has been redone removing unneeded items the scoring in the head is evident in the last pics from running after oil pump belt broke. we feel the cams have wear on them and are discolored from heat build up and should be replaced as well. we are asking for approval for short block and head to get this cust back on the road as soon as possible and be repaired sooner. thanks

RECOMM 10/20/2021 04:33PM JONATHAN RICE MSS - FCSD - SBDS DIAG SVC PL
Patrick, Thank you for the additional information. As the cost cap has returned a REPLACE decision, replacement of the long block assembly (6006) is approved. Please note, however, that a separate prior approval request will need to be submitted for the catalytic converter

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replacement. Please reference this contact ID (118336006) in the new
replacement. Please reference this contact ID (118336006) in the new
request. Order a Remanufactured Long Block (base part 6006) through
your parts department. If a remanufactured assembly is not available,
order a new assembly. <P>Before installation, please review the
service manual and literature provided with the replacement engine
regarding intake manifold cleaning/replacement, priming the oil
system, filling the cooling system, etc. Note: If the intake
manifold is not attached/supplied with the assembly, it must be
thoroughly inspected to ensure that it is free of any and all metal
debris. If contamination cannot be determined or it will not clean
out, replace the intake manifold. Metal debris left in the intake
manifold or oil cooler can cause subsequent failure and would not be
warrantable. <P>*If applicable: Once the repairs are completed,
please refer to <A target=_blank
href=http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/Di
splayArticle.aspx?type=SSM&id=45788 target=_blank>SSM 45788 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 target=_blank
href=http://www.proservicetech.com/transport/?url=/vdirsnet/TSB_SSM/Di
splayArticle.aspx?&type=TSB&id=G0000155 target=_blank>GSB G0000155
for additional details. </P> GASPA Approved THGE875569
ADD-ON 10/20/2021 04:33PM JONATHAN RICE MSS - FCSD - SBDS DIAG SVC PL
Cylinder head, camshaft, and valve cover would not alter the cost cap
determination.

----- 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

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----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 01/30/2017 Warranty Start Date: 08/26/2017
Date of Sale: 08/26/2017 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 #:
0100A16334410053 F1FG 6007 MC

----- T R A N S M I S S I O N -----
Trans: 6 SPD MAN - B6 Part #:
Bld Dt:
Serial #:
TTFD0 131216092135 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 : RED EXTERIOR PAINT FAMILY ----- RUBY RED TC

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : PATRICK SHELTON Title: TECHNICIAN
Phone :
PATRICK SHELTON
Rpr Dlr:USA 09837 - Asheville Ford Lincoln Ph#:828-253-2731
City: Asheville State : North Carolina
Country: United States Region : Charlotte

Claim #/Date : 675719 07/20/2021

Specialist's
Name : ASPEZIA2 -????????????????????????????????

----- 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.
Rows: 05/31/2021 M55B4178 CACVOC DRV PERF USA 05739; 09/29/2021 M93FO379 CACVOC DRV PERF USA 09837

--- 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) -----
Table with columns: Dealer ID, Repair Date, Repair Order, Odometer (Miles), Rp Caus Nr, Service Cond, Part Pfx, Number Base, Labor Sfx, Operation.
Row: USA 05739, 02/22/25, 112386, 67912, 1, 18S07C



















