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CQIS DETAIL REPORT

02/27/26 10:00:15

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2020

----- 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: 40,679 MILES  
 Operating Environ: WCC :  
 Vehicle Use : Rsp. Act:

SYMPTOM: 5 52 2 02 DRIVING PERFORMANCE STALLS/QUITS  
 ACCELERATION ALWAYS  
 Additional Symptom: Stalls on acceleration  
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:  
 Causal Factor: Feature: Loc:  
 Causal Condition: Photo: Attchmnts: 28  
 Component Test Status: ---- Return Loc:  
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

CONCER 04/30/2020 02:37PM [REDACTED]  
 RO: [REDACTED] RO Date: [REDACTED] Warranty Type: FWR SPW Install  
 Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. CUSTOMER STATES THE CAR WAS NOT PICKING UP SPEED, ALL THE DASH LIGHTS TURNED ON AND THE ENGINE DIED. VEHICLE DID NOT RESTART 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.). CHECK VEHICLE FOR ENGINE OIL LIGHT AND CHECK ENGINE LIGHT CAME ON. THEN ENGINE DIE. PERFORM A VISUAL INSPECTION OK. CHECK ENGINE OIL LEVEL AND FOUND AT LEVEL. HOOK UP IDS AND PERFORM ECC TEST AND SELF TEST. PULL CODES AND FOUND CODES-P0012,P0014, P0365. START UP VEHICLE AND FOUND ENGINE RUNNING FINE. ROAD TEST VEHICLE AND MONITOR PIDS. THEN ENGINE START LOOSING POWER AND ENGINE OIL LIGHT CAME ON. CHECK ENGINE OIL PRESSURE WITH MANUAL GAUGE AND FOUND ENGINE OIL PRESSURE WITH 0 PSI. REMOVE VACCUM PUMP AND FOUND EXSSIVE BELT MATERIAL CONTAMINATION. REMOVE ENGINE FRONT COVER IN VEHICLE AND FOUND ENGINE OIL PUMP BELT A PART AND OIL PUMP AND METAL DEBRY IN OIL SYSTEM. INSPECT CAMSHAFT JOURNALS AND FOUND SCORED MARKINGS. INSPECT TURBO CHARGER AND FOUND A BAD TURBO CHARGER WITH NO OIL LUBRICATION. PERFORM COST CAP TOOL AND GOT A REPLACE DESICION. List major components (by name, not part) needed for repair: SERVICE ENGINE ASY- LONG BLOCK - TURBO CHARGER Please list part (by name, not part) that was root cause of failure: ENGINE OIL PUMP AND 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 <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,

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2020

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

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--TYPE-- ----- COMMENT TEXT -----
near the bottom)</li> <li>Complete the form, including photo uploads
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 04/30/2020 02:37PM [REDACTED]
Good afternoon [REDACTED] Images of brake calipers were attached to this
form instead of images of the engine failure. Please attach images of
the failed oil pump drive belt and tensioner, as well of the scored
camshaft caps and journals. Also, describe what damage was found to
the engine short block and attach images that support the damage
described. GASPA Additional Information Required
ADD-ON 04/30/2020 02:37PM [REDACTED]
WARRANTY COVERAGE INFORMATION Main Inquiry: PART NUMBER: 6006
(ENGINE ASSY/BARE) REPAIR DATE: 04/30/2020 REPAIR DISTANCE: 40679
Miles COUNTRY: USA STATE: CA IS COVERED UNDER -POWERTRAIN WARRANTY
CONCER 04/30/2020 02:50PM [REDACTED]
You know i am pretty sure we do not need prior approval. The warranty
administrator said we do as of february. the cost cap was done in
april. I was just looking for an approval code.
RECOMM 04/30/2020 03:27PM DPETE202
Hello [REDACTED] If prior approval is required for this engine, then the
description of the damages and the images that are requested for this
concern will be needed on this form to continue with the Prior
Approval process. Else if your warranty administrator had determined
that prior approval is not needed for this RO and your dealership,
then proceed with the necessary repairs as directed by the cost cap.
This form will remain as status Additional Information Required in
case that prior approval is required for this request. If so, then
please update with the required information. GASPA Additional
Information Required
CONCER 04/30/2020 04:34PM [REDACTED]
from the pictures you can see metal in the pan. the journals are
scored because they are oil starved. material from the belt got sucked
up into the pick up tube, staving the engine and turbo for oil.
RECOMM 04/30/2020 04:55PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER
[REDACTED] The scoring damage can be seen on the camshaft caps. There
does not appear to be any damage to the short block components at this
point (ie. connecting rod or main bearings, cylinder walls). If you
suspect damage to these lower end components, they should be
inspected. If damage is present, upload photos to the form for further
review. Note: Metal debris in the oil pan and filter does not
automatically condemn the short block components without inspection
results supporting physical damage. Upon further review, it appears
the engine has already been replaced. The claim has already been
submitted in OWS for payment. Since the repair has been completed,
this would be considered a post approval request. To obtain an
approval code, it will be necessary to submit a Post Repair Approval
Exception Request.<BR><BR>Post approval exceptions are handled
directly through the Prior Approval form by checking the box
indicating that the repair has already been completed. For more

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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 -----  
information on the post approval process, please refer to the Post  
information on the post approval process, please refer to the Post  
Repair Approval Exception Request Process section of the Technical  
Assistance Center Warranty Prior Approval Job Aid document. This  
document can be found in addition to your Dealership s current  
Warranty Prior Approval program requirements under Parts & Service >>  
Warranty Administration & Warranty Parts Return.<BR><BR>Please submit  
form for post approval using a new prior approval form. The post approval  
form does not require any images to be attached, but if available they  
should be included to support a warrantable defect that requires  
component replacement. GASPA Incorrect Form Used

CONCER

04/30/2020 06:02PM [REDACTED]  
RO: [REDACTED] RO Date: 2020/01/10 Warranty Type: FWR SPW Install  
Mileage: SPW Install Date: Please describe customers concern. Include  
as many details as possible. CUSTOMER STATES THE CAR WAS NOT PICKING  
UP SPEED, ALL THE DASH LIGHTS TURNED ON AND THE ENGINE DIED. VEHICLE  
DID NOT RESTART 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.). CHECK VEHICLE FOR  
ENGINE OIL LIGHT AND CHECK ENGINE LIGHT CAME ON. THEN ENGINE DIE.  
PERFORM A VISUAL INSPECTION OK. CHECK ENGINE OIL LEVEL AND FOUND AT  
LEVEL. HOOK UP IDS AND PERFORM ECC TEST AND SELF TEST. PULL CODES AND  
FOUND CODES-P0012,P0014, P0365. START UP VEHICLE AND FOUND ENGINE  
RUNNING FINE. ROAD TEST VEHICLE AND MONITOR PIDS. THEN ENGINE START  
LOOSING POWER AND ENGINE OIL LIGHT CAME ON. CHECK ENGINE OIL PRESSURE  
WITH MANUAL GAUGE AND FOUND ENGINE OIL PRESSURE WITH 0 PSI. REMOVE  
VACUUM PUMP AND FOUND EXCESSIVE BELT MATERIAL CONTAMINATION. REMOVE  
ENGINE FRONT COVER IN VEHICLE AND FOUND ENGINE OIL PUMP BELT A PART  
AND OIL PUMP AND METAL DEBRIS IN OIL SYSTEM. INSPECT CAMSHAFT JOURNALS  
AND FOUND SCORED MARKINGS. INSPECT TURBO CHARGER AND FOUND A BAD TURBO  
CHARGER WITH NO OIL LUBRICATION. PERFORM COST CAP TOOL AND GOT A  
REPLACE DECISION. List major components (by name, not part) needed for  
repair: SERVICE ENGINE ASSY - LONG BLOCK- TURBO CHARGER Please list  
part (by name, not part) that was root cause of failure: ENGINE OIL  
BELT AND 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

04/30/2020 06:02PM [REDACTED]  
[REDACTED] when submitting a request for prior approval it is necessary

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--TYPE-- ----- COMMENT TEXT -----  
to identify the root cause of the engine failure, provide a

to identify the root cause of the engine failure, provide a description of the damaged components listed on the cost cap tool as well as provide clear photos of the damage that is being described. Additional information is needed for this request. Please provide photos of the failed oil pump tensioner. Provide a description of the damage to the short block that would require its replacement as well as clear photos showing the damage that is being described. If an approval code is needed to replace the turbocharger a separate Gasoline Component Prior Approval request will be needed. GASPA Additional Information Required

ADD-ON 04/30/2020 06:02PM [REDACTED]  
WARRANTY COVERAGE INFORMATION Main Inquiry: PART NUMBER: 6006 (ENGINE ASSY/BARE) REPAIR DATE: 01/10/2020 REPAIR DISTANCE: 40679 Miles COUNTRY: USA STATE: CA IS COVERED UNDER -POWERTRAIN WARRANTY (BEGIN 07)

CONCER 04/30/2020 06:28PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER  
RO: 051591 RO Date: 2020/01/10 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 STATES THE CAR WAS NOT PICKING UP SPEED, ALL THE DASH LIGHTS TURNED ON AND THE ENGINE DIED. VEHICLE DID NOT RESTART 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. CHECK VEHICLE FOR ENGINE OIL LIGHT AND CHECK ENGINE LIGHT CAME ON. THEN ENGINE DIE. PERFORM A VISUAL INSPECTION OK. CHECK ENGINE OIL LEVEL AND FOUND AT LEVEL. HOOK UP IDS AND PERFORM ECC TEST AND SELF TEST. PULL CODES AND FOUND CODES-P0012,P0014, P0365. START UP VEHICLE AND FOUND ENGINE RUNNING FINE. ROAD TEST VEHICLE AND MONITOR PIDS. THEN ENGINE START LOSING POWER AND ENGINE OIL LIGHT CAME ON. CHECK ENGINE OIL PRESSURE WITH MANUAL GAUGE AND FOUND ENGINE OIL PRESSURE WITH 0 PSI. REMOVE VACCUM PUMP AND FOUND EXSSIVE BELT MATERIAL CONTAMINATION. REMOVE ENGINE FRONT COVER IN VEHICLE AND FOUND ENGINE OIL PUMP BELT A PART AND OIL PUMP AND METAL DEBRY IN OIL SYSTEM. INSPECT CAMSHAFT JOURNALS AND FOUND SCORED MARKINGS. INSPECT TURBO CHARGER AND FOUND A BAD TURBO CHARGER WITH NO OIL LUBRICATION. PERFORM COST CAP TOOL AND GOT A REPLACE DESICION. 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 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

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

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

prior approval request. THE REASON THIS WAS A ALREADY COMPLETED REPAIR  
 prior approval request. THE REASON THIS WAS A ALREADY COMPLETED REPAIR  
 REQUEST IS BECAUSE WE NO LONGER NEEDED TO DO PRIOR APPROVAL AS OF  
 FEBRUARY OF THIS YEAR. THIS TICKET WAS WRITTEN IN JANUARY. THE COST  
 CAP WAS DONE IN APRIL. THE TECHNICIAN WAS UNDER THE ASSUMPTION THAT IT  
 WAS OK TO GO AHEAD WITH REPLACEMENT. WE APOLOGIZE AND ANY HELP WOULD  
 BE APPRECIATED

RECOMM 04/30/2020 06:28PM [REDACTED] MSS - FCSD - TECH ASSIT CENTER  
 [REDACTED] Additional information is needed regarding the specific damage  
 to the short block internal components. Metal debris alone does not  
 condemn the internal components. Please provide the inspection results  
 for the connecting rod bearings, main bearings, and cylinder walls.  
 Upload photos of the damage supporting replacement (if available).  
 GCPA Additional Information Required

CONCER 04/30/2020 06:32PM [REDACTED]  
 PRIMARILY THE DAMAGE TO THIS TURBO CHARGER WAS DONE BY THE OIL  
 STARVATION FROM THE BELT MATERIAL IN THE OIL PICK UP SCREEN. PICTURES  
 WHERE PROVIDED TO SHOW THE CAM JOURNALS AND CAM SHAFT HAVE SCORING ON  
 THEM

CONCER 04/30/2020 06:55PM [REDACTED]  
 A PRIOR APPROVAL WAS PERFORMED FOR THE TURBO CHARGER. THE ROOT CAUSE  
 OF THIS FAILURE IS THE BELT. IT IS BELIEVED THE TENSIONER CAUSED THAT  
 DAMAGE TO THE BELT. THE TENSIONER IS INTACT AND A PICTURE OF IT WOULD  
 NOT INDICATE ANY FAILURE WITH IT. THE DEBRI FROM THE BELT GOT SUCKED  
 UP INTO THE OIL PICK UP AND OIL STARVED THE MOTOR. THE MOTOR HAD  
 SIGNIFICANT DAMAGE AND PUT METAL SHAVINGS IN THE OIL PAN. THE CAM  
 JOURNALS AND CAM SHAFT SHOW SCORING.

RECOMM 04/30/2020 06:58PM [REDACTED]  
 Thank you for that clarification of the root cause of the  
 turbocharger damage. Please describe what damage was found with the  
 turbocharger (fins contacting housing, metal debris in oil supply or  
 return line, etc.). We apologize for not asking for this earlier. This  
 is needed in order to ensure that replacement is justified for  
 warranty purposes. GCPA Additional Information Required

CONCER 04/30/2020 07:01PM [REDACTED]  
 METAL DEBRIS WHERE FOUND IN THE OIL SUPPLY LINES. TECHNICIAN SAID THE  
 TURBINE HAS SOME PLAY AND SIGNS OF THE TURBINES RUBBING THE HOUSING.  
 THE TURBINES DO SPIN BUT IT IS NOT FREE. WE BELIEVE THAT SOME OF THE  
 METAL SHAVINGS IN THE PAN MADE IT TO THE TURBO.

RECOMM 04/30/2020 07:17PM [REDACTED]  
 Thank you for updating. Parts Coverage was run on the oil pump  
 drive belt and found that it is still covered under Powertrain  
 warranty. If this is determined to be the root cause, then the failure  
 is most likely warrantable. You mentioned that the engine was damaged  
 but did not describe what kind of damage was found. It is critical to  
 understand that the Cost Cap is only to be populated with parts and  
 assemblies that are confirmed damaged or unusable. The purpose of the  
 Cost Cap is not to assume things are damaged or attempt to assemble a  
 long block assembly using separate parts. The purpose of the Cost Cap  
 is to determine whether it is most cost-effective to replace the

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

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damaged parts/assemblies, or replace the entire long block as an

damaged parts/assemblies, or replace the entire long block as an assembly (6006). Metal debris is not enough to condemn components that are not damaged. Many engine parts can be cleaned and reused, unless damaged. Some metal debris will be found in many normally operating, perfectly healthy engines. This is why GSB G0000184 must be used when assessing engine failure, since some amounts of scoring, discoloration, metal debris, and certain types of markings are normal. The images of the camshaft caps do appear to show some scoring that is starting to look excessive. Please describe the specific parts that were damaged in the short block assembly. GASPA Additional Information Required

ADD-ON 04/30/2020 07:17PM [REDACTED]  
Main Inquiry: PART NUMBER: 6B651 (BEL-AUX OIL PMP DRV) REPAIR DATE: 01/10/2020 REPAIR DISTANCE: 40679 Miles COUNTRY: USA STATE: CA IS COVERED UNDER -POWERTRAIN WARRANTY (BEGIN 07)

CONCER 04/30/2020 07:29PM [REDACTED]  
OBC to [REDACTED] at the dealership to correct RO line.

RECOMM 04/30/2020 07:29PM [REDACTED]  
[REDACTED] Thank you. This is the information we needed. A review of the contact 117216836 (long block request) found that the failure is most likely warrantable, there is just still some question as to extent of the damage and whether a REPAIR or REPLACE decision is most appropriate. Therefore, since the engine failure is most likely warrantable (whether the determination is to REPAIR or REPLACE), and the engine failure caused the turbocharger turbine shaft to become loose and the fins to contact the housing, turbocharger replacement is approved. GCPA Approved THGC402918

ADD-ON 04/30/2020 07:29PM [REDACTED]  
Main Inquiry: PART NUMBER: 6B651 (BEL-AUX OIL PMP DRV) REPAIR DATE: 01/10/2020 REPAIR DISTANCE: 40679 Miles COUNTRY: USA STATE: CA IS COVERED UNDER -POWERTRAIN WARRANTY (BEGIN 07)

CONCER 04/30/2020 07:42PM [REDACTED]  
OBC to [REDACTED] to discuss the turbocharger approval, and offered to help get this one finished up. He spoke with technician Nicholas. He stated engine had rod bearing damage from lack of lubrication. Rod knock and excessive metal debris.

RECOMM 04/30/2020 07:42PM [REDACTED]  
[REDACTED] Thank you for taking the time to describe the damage found with the short block assembly. Since the oil pump belt failed causing loss of oil pressure and damage to the short block and cylinder head, proceed with long block replacement per the Cost Cap. 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

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 -----  
contamination cannot be determined or it will not clean out, replace  
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 href=[REDACTED]  
splay=[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 target= blank [REDACTED]  
[REDACTED]  
for additional details. </P> GASPA Approved THGE403633

----- 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#P0012,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: 04/16/2015 Warranty Start Date: 01/15/2016  
Date of Sale: 01/15/2016 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: F6 007 MA  
Bld Dt: Calb: FDH2A20 A  
Serial #: [REDACTED] F1FG 6007 MA  
- - - T R A N S M I S S I O N - - -  
Trans: 6 SPD MAN - B6 Part #:  
Bld Dt:  
Serial #:

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2020

TTFD0 [REDACTED] CV6R 7002 PF  
Model:

Shft:

- - - A D D I T I O N A L - - -  
Tire : P215/50 R17 H AS TIRE Brand :  
Radio : A/C : AC S-????????????????????????????????  
Paint : PN4-??----- TECTONIC SILVER

----- 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 05418 - Gosch Ford Hemet Ph#: [REDACTED]  
City: Hemet State : California  
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED] 01/10/2020

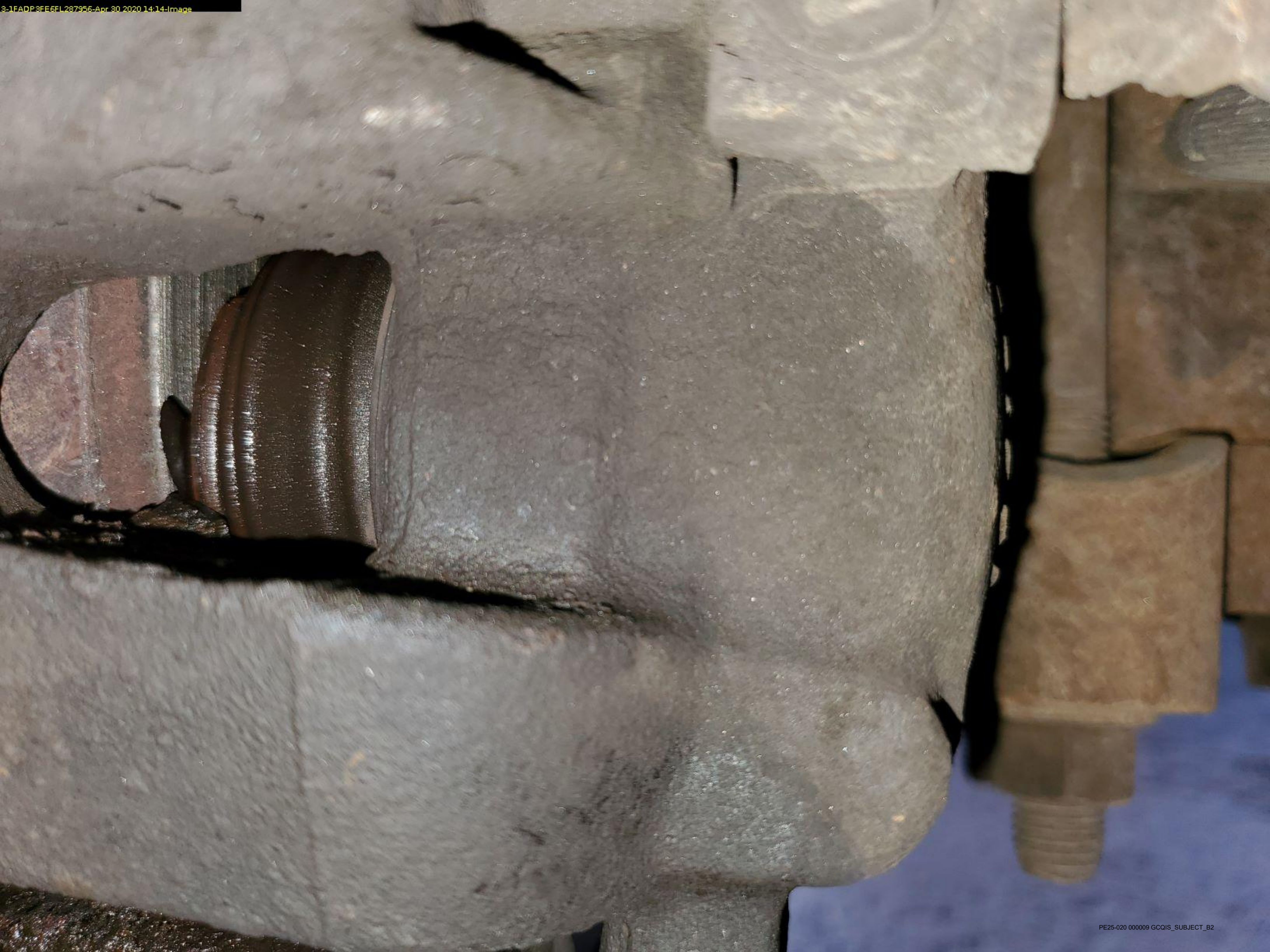
Specialist's Name : [REDACTED] -????????????????????????????????

----- 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
07/14/2016	G7NDI001	NHL	ST/RN/MV			USA 05418

--- 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





1020 kg (2297 LBS.) AT 550 MPa (80,000 PSI)  
10185 LBS.) AT 550 MPa (80,000 PSI)







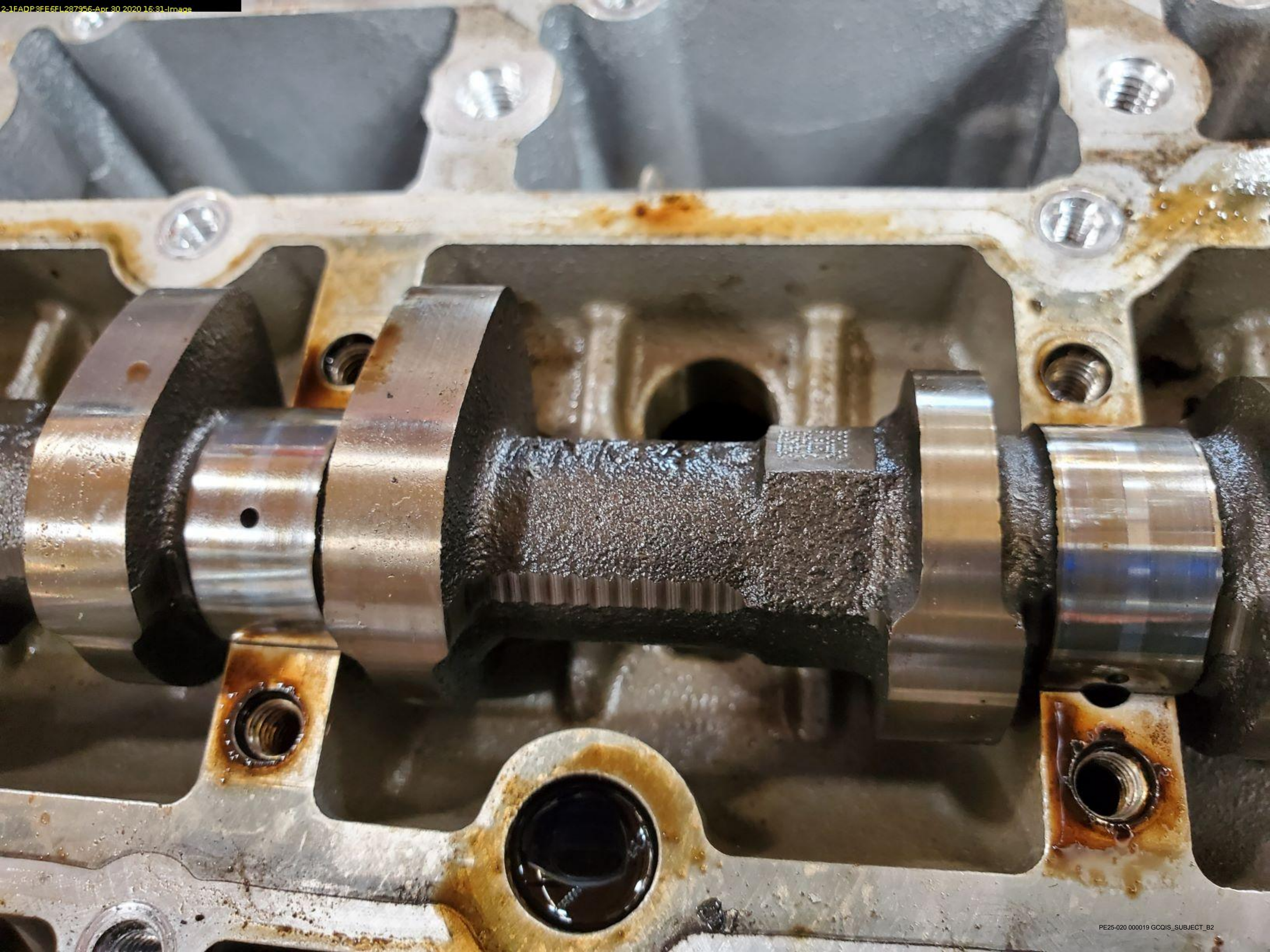










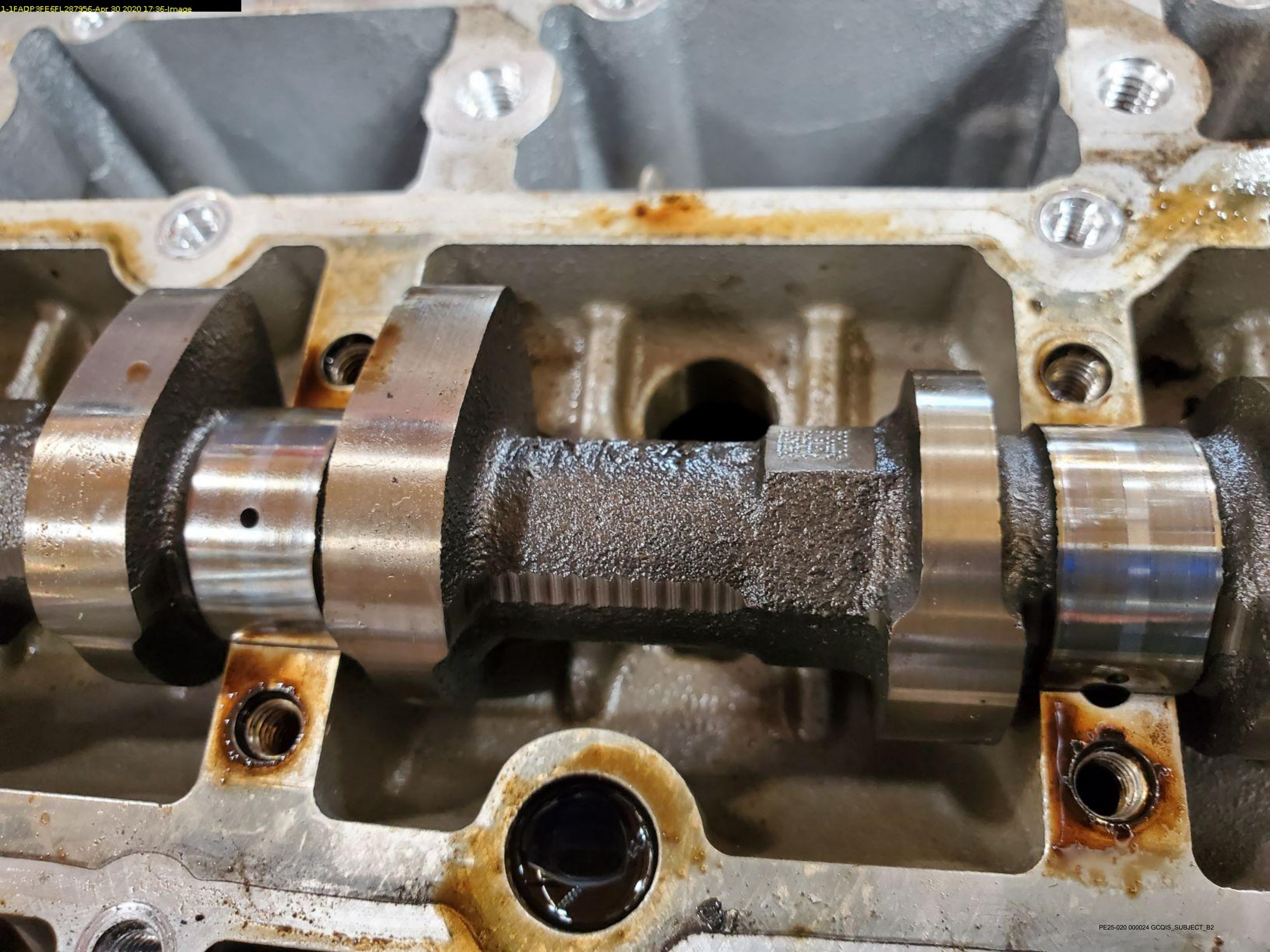














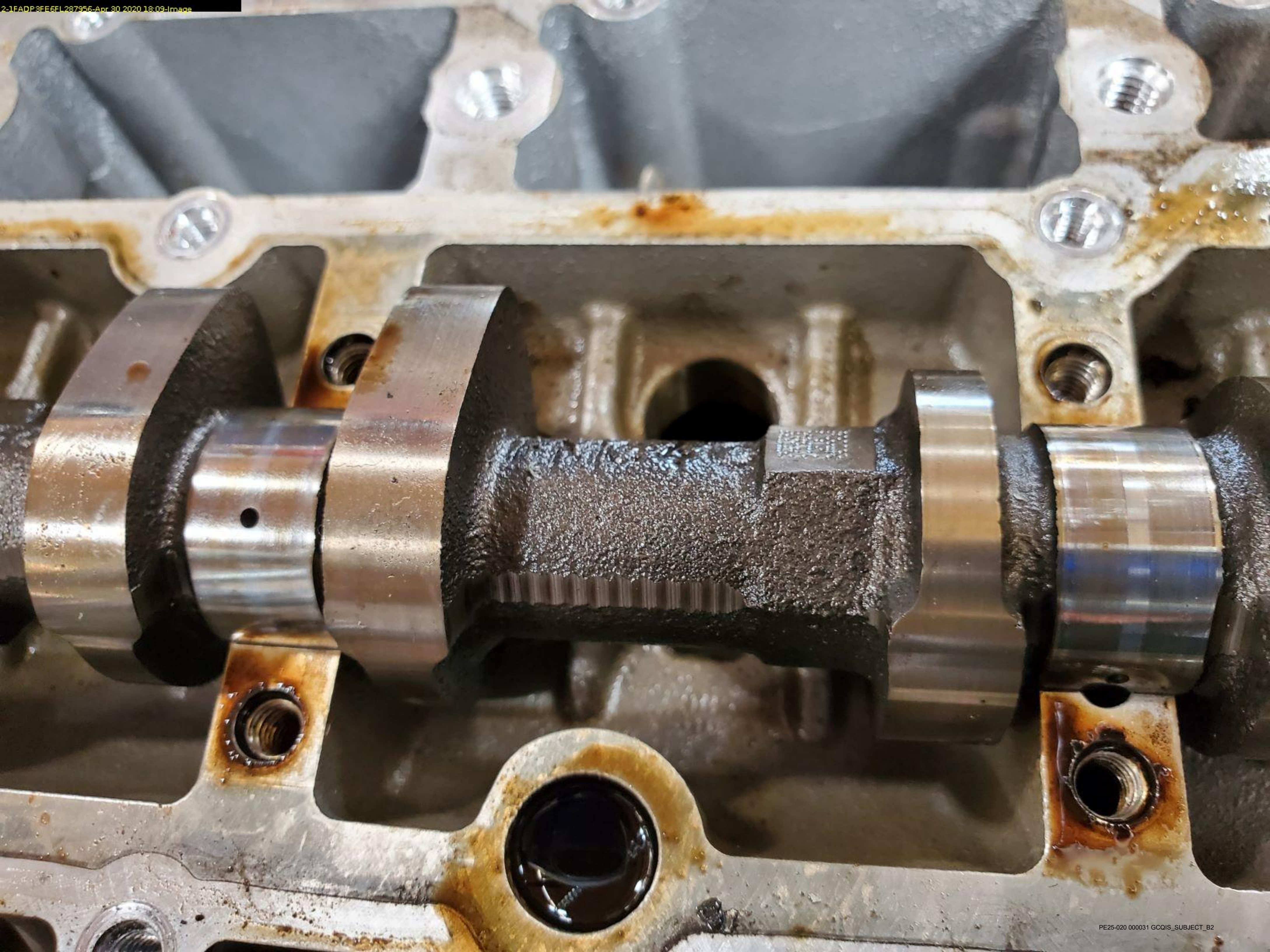






















CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

----- 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: 78,143 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: 0  
Component Test Status: ---- Return Loc:  
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT  
CONCER 09/01/2021 05:49PM [REDACTED]  
Web Form Data(118369622) Description of Vehicle Concern: -CUSTOMER STATES MOTOR STARTED LOSING POWER THEN STALLED WOULD NOT RESTART, TOWED IN. -ALSO, BLUE SMOKE COMING FROM EXHAUST AT START UP AND NOISE COMING FROM TURBO AREA. Please list any diagnostics already performed: -PERFORMED KOEO ODDTC: PASS -PERFORMED KOEO CMDTC: P0340, P0344, P06E9. -CHECKED OASIS FOR TSB OR SSM. FOUND NONE FOR CONCERN. -CHECKED OIL LEVEL: PASS. -COOLANT LEVEL: PASS. -CHECKED FOR ANY EXTERNAL LEAKS: PASS. -REMOVED CONVERTER FROM TURBO TO FIND THAT THE EXHAUST SIDE OF TURBO WHEEL COMPROMISED. THIS WAS ALLOWING OIL TO LEAK INTO THE EXHAUST STREAM. -WEPA FORM FILLED OUT AT THIS TIME. APPROVAL CODE: ESPA909605 Parts Replaced: -TURBO, CONVERTER, AND RELATED PARTS AS PER WSM 303-04E>REMOVAL AND INSTALLATION>TURBO. Your Question: -GOOD AFTERNOON HOTLINE TEAM, SO I REPLACED THE OBVIOUS, WHICH WAS THE COMPROMISED TURBO AND CONVERTER. I DID NOT HAVE A CHANCE TO START THE VEHICLE, LONG ENOUGH, TO HEAR ANYTHING OTHER THAN THE TURBO WHINNING. -AFTER THE REPAIRS TO THE TURBO WERE MADE AND FINALLY GOT TO START THE ENGINE AND RUN LONG ENOUGH, A RATTLE NOISE IS PRESENT COMING FROM THE LOWER AND UPPER PART OF THE ENGINE. -THE OIL PRESSURE LIGHT IS COMING ON AT IDLE AND AT ANY HIGHER RPM. -I KNOW THERE IS AN SSM (49918) FOR OIL PRESSURE CONCERNS IN 2016-2018 FOCUS WITH A 6F15. -THIS VEHICLE HAS A MANUAL TRANSMISSION IN IT. 6 SPEED B6. -I HAVE A COUPLE QUESTIONS, I WOULD LIKE TO KNOW THE DIFFERENCE BETWEEN THE 1.0L IN THE MANUAL TRANSMISSION AND AUTOMATIC, OTHER THAN THE OBVIOUS? -IS THERE A DIFFERENCE IN THE OIL PRESSURE DELIVERY SYSTEM? A DIFFERENT OIL PUMP AND BELT? -NOW THAT THE TURBO AND CONVERTER ARE REPAIRED, I FEEL THAT THE ENGINE IS COMPROMISED DUE TO THE LACK OF OIL PRESSURE AS STATED IN SSM 49918. -SHOULD I REPLACE THE ENGINE AT THIS POINT? OR PERFORM OIL PRESSURE TEST AND IF FAILS, THEN DISASSEMBLY TO FIND THE CAUSE? -ANY HELP WOULD BE APPRECIATED. THANK YOU SO MUCH. -HAVE A GREAT NIGHT HOTLINE TEAM!

RECOMM 09/01/2021 05:49PM [REDACTED]  
[REDACTED] since SSM 49918 does not apply to this vehicle because it has a manual transmission, it would be necessary to perform normal diag &

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

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

enough tear down to determine the extent of the engine damage. In this  
enough tear down to determine the extent of the engine damage. In this  
case it will be necessary to fill out the cost cap tool and if your  
dealer requires prior approval the approval form would need to be  
submitted. Since the Technical Assistance Center has limited parts  
information is not known if the oil pump, tensioner, or belt has any  
differences between the manual and automatic transmission. If  
additional parts information is required please contact COPIS for the  
best parts information. <p>For questions regarding parts availability  
or part number discrepancies, please contact the Customer Online Parts  
Inquiry System (COPIS) through FMCDealer by completing the COPIS  
inquiry form. To access COPIS, please navigate to <A target=\_blank  
href=https://www.fmcdealer.com>FMCDealer</A>&nbsp;nbsp;nbsp;click on the  
Parts &amp; Service tab. From the left-hand menu, click on the plus (+)  
symbol next to <strong>Parts Department Tools</strong> to expand the  
selection and then select <strong>COPIS (Customer Online Parts Inquiry  
System). </strong>Click on the hyperlink labeled  
<strong>COPIS</strong> at the top of the page. Right below this link,  
is a link for Dealer Job Aid which will help you navigate through the  
system.</p><p><br></p><p><em>NOTE: When you click on the link, it may  
require you to log-in. Click on the log-in button on the top right  
hand corner of the page to log in and set your  
preferences.</em></p><p><br></p><p><em>NOTE: If this in regards to an  
IPC, ACM, TCU, FCIM, or FCDIM parts issue, Ford Electronics Service  
Group (FESG) inquiries are now accepted via the COPIS system as well.  
If you re seeking assistance with availability, pricing, or verifying  
the correct part number to order for an ACM, IPC, APIM, FDIM, TCU or  
FCIM, select FCS/FESG Inquiry from the Parts Inquiry Type  
field.</em></p>

CONCER 09/13/2021 03:24PM [REDACTED]  
Outbound call made to Tony. The engine has been disassembled and  
inspected, determine that the replacement of the engine long block is  
necessary. Contacting ESP for approval.

RECOMM 09/13/2021 03:24PM [REDACTED]  
Tony, Thank you for taking the time to speak with me today. Another  
follow up call will be made on 09/15/2021.

ADD-ON 09/13/2021 03:24PM [REDACTED]  
Reason For Escalation : Technical Progress

CONCER 09/15/2021 10:58AM [REDACTED]  
Outbound call made to the dealer. Left message for Tony to call back  
with a status update or to update this form.

RECOMM 09/15/2021 10:58AM [REDACTED]  
Tony, Another follow up call will be made on 09/16/2021 if a call or  
update is not made.

CONCER 09/15/2021 11:04AM [REDACTED]  
GOOD AFTERNOON HOTLINE TEAM. SO WE ARE NOW IN THE PROCESS OF  
PERFORMING A SMART COST CAP. STILL WAITING FOR THERE RESPONSE TO  
PROCEED WITH ENGINE LONG BLOCK.

RECOMM 09/15/2021 01:41PM [REDACTED]  
Good afternoon Tony, Thank you for the update and for returning the

CQIS Report Number: ██████████ Program Type: H Orig Rpt #:  
 Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

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

phone call. Delays in the smart cost cap tool reply do occur at times.

phone call. Delays in the smart cost cap tool reply do occur at times.  
 If necessary, suggest to use the original cost cap tool if available.

CONCER 09/15/2021 03:15PM ██████████  
 OK, SO WE GOT THE SMART COST CAP COMPLETED. THE SMART COST CAP IS  
 RECOMMENDING TO REPAIR. THE ORIGINAL COST CAP IS RECOMMENDING TO  
 REPLACE. YOU MAY OR MAY NOT KNOW, BUT, WHICH ONE SHOULD BE  
 RECOMMENDING? IS THAT FOR WARRANTY ADMIN TO RECOMMEND? WE ARE NOW  
 GETTING ESP PRICES FOR THE SHORT BLOCK AND CYLINDER HEAD WITH RELATED  
 PARTS SO WE CAN PLUG IN THE DATA TO WEPA. THANK YOU FOR YOUR TIME AND  
 PATIENCE ON THIS ONE.

CONCER 09/16/2021 09:53AM ██████████  
 Outbound call made to Tony to discuss the cost cap tool decisions.

RECOMM 09/16/2021 09:53AM ██████████  
 Tony, As discussed, it will be necessary to contact ESP for approval  
 and repair/replacement direction. If any parts needed are on back  
 order or are not available, the next level replacement policy would  
 take affect typically, refer to Electronic Field Communication  
 EFC09213 for details.

CONCER 09/20/2021 03:23PM ██████████  
 Outbound call made to the dealer. Tony and the service advisor were  
 not available. Unable to get a status update.

RECOMM 09/20/2021 03:23PM ██████████  
 Tony, Another follow up call will be made on 09/21/2021.

CONCER 09/21/2021 10:09AM ██████████  
 Outbound call made to Tony. ESP is requesting further disassembly of  
 the engine and images. Expect to have available for ESP later in the  
 week.

RECOMM 09/21/2021 10:09AM ██████████  
 Tony, Another follow up call will be made on 09/24/2021.

CONCER 09/24/2021 10:39AM ██████████  
 Outbound call made to Tony. ESP has approved the replacement of the  
 engine long bock and the long block has been ordered.

RECOMM 09/24/2021 10:39AM ██████████  
 Tony, Another follow up call will be made on 09/27/2021.

CONCER 09/27/2021 02:01PM ██████████  
 Outbound call made to the dealer. Tony was not available. Unable to  
 get a status update.

RECOMM 09/27/2021 02:01PM ██████████  
 Tony, Left a voice mail requesting an update on the status for this  
 vehicle.

CONCER 09/28/2021 09:37AM ██████████  
 Outbound call made to the dealer and spoke with Chris (service  
 advisor). The replacement engine long block has not arrived yet.

RECOMM 09/28/2021 09:37AM ██████████  
 Tony, Another follow up call will be made on 09/30/2021.

CONCER 09/30/2021 09:19AM ██████████  
 Outbound call made to Tony. The engine has not arrived yet. Three  
 parts needed are on back order and VOR COPIS tickets have been  
 submitted.

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

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--TYPE-- ----- COMMENT TEXT -----
RECOMM 09/30/2021 09:19AM [REDACTED]
RECOMM 09/30/2021 09:19AM [REDACTED]
CONCER 10/05/2021 09:49AM [REDACTED]
RECOMM 10/05/2021 09:49AM [REDACTED]
ADD-ON 10/05/2021 01:09PM [REDACTED]

Tony, Another follow up call will be made on 10/05/2021.
Outbound call made to Tony states that VOR COPIS tickets have been
opened for the two back ordered parts. An ETA for the ordered engine
long block was not provided.
Tony, An email on your behalf has been sent to inquire about
expediting the engine long block that was ordered.

THANKS BRIAN - ALL - THIS ENGINE WILL DELIVERY WITH TONIGHT'S TAYLOR
FORD DDS DELIVERY. ...BEST REGARDS, ...DON SMITH ...OUTBOUND
TRANSPORTATION MANAGER ...FORD CUSTOMER SERVICE DIVISION / LIVONIA PDC
BUILDING - 112 ...PH#S: EXT: 734-742-8470 FORD DIAL NET:
9-1-642-8470 ...CELL [REDACTED] ...E-MAIL: DSMITH30@FORD.COM
...FROM: BRIAN T. NEWTON <BRIAN T NEWTON@RYDER.COM> ...SENT: TUESDAY,
OCTOBER 05, 2021 11:25 AM ...TO: JACOBS, PHIL (P.) <[REDACTED]@FORD.COM>;
SMITH, DONALD (D.E.) <DSMITH30@FORD.COM>; COURTNEY, KEVIN (K.P.)
<KCOURTN4@FORD.COM>; WOODS, RASHAD (R.) <RWOODS69@FORD.COM>; RODRIGUEZ
PARDO, JEAN <[REDACTED]@FORD.COM> ...CC: SULLIVAN, BRIAN (J.B.)
<JSULLI49@FORD.COM>; TUCKER, BRIAN (B.C.) <BTUCKER4@FORD.COM>; HUSPEN,
TIMOTHY (T.F.) <THUSPEN@FORD.COM> ...SUBJECT: RE: VOR SERVICE CASE - NEW
ENGINE ASSEMBLY - CASE #CAS-[REDACTED] ...YES I HAVE A SCAN AND
HAVE PERSONALLY FOUND IT AND PUT IT ON A CART. ...FROM: [REDACTED]
<BRIAN T NEWTON@RYDER.COM> ...SENT: TUESDAY, OCTOBER 5, 2021 11:09
AM ...TO: SMITH, DONALD (D.E.) <DSMITH30@FORD.COM>; COURTNEY, KEVIN
(K.P.) <KCOURTN4@FORD.COM>; JACOBS, PHIL (P.) <[REDACTED]@FORD.COM>;
WOODS, RASHAD (R.) <RWOODS69@FORD.COM>; RODRIGUEZ PARDO, JEAN
<[REDACTED]@FORD.COM> ...CC: SULLIVAN, BRIAN (J.B.)
<JSULLI49@FORD.COM>; TUCKER, BRIAN (B.C.) <BTUCKER4@FORD.COM>; HUSPEN,
TIMOTHY (T.F.) <THUSPEN@FORD.COM> ...SUBJECT: RE: VOR SERVICE CASE - NEW
ENGINE ASSEMBLY - CASE #CAS-[REDACTED]7 ...LET ME CHECK INTO THIS
ONE ...FROM: SMITH, DONALD (D.E.) <DSMITH30@FORD.COM> ...SENT: TUESDAY,
OCTOBER 5, 2021 11:06:07 AM ...TO: COURTNEY, KEVIN (K.P.)
<KCOURTN4@FORD.COM>; JACOBS, PHIL (P.) <[REDACTED]@FORD.COM>; BRIAN T.
NEWTON <BRIAN T NEWTON@RYDER.COM>; WOODS, RASHAD (R.)
<RWOODS69@FORD.COM>; [REDACTED]
<[REDACTED]@FORD.COM> ...CC: SULLIVAN, BRIAN (J.B.)
<JSULLI49@FORD.COM>; TUCKER, BRIAN (B.C.) <BTUCKER4@FORD.COM>; HUSPEN,
TIMOTHY (T.F.) <THUSPEN@FORD.COM> ...SUBJECT: RE: VOR SERVICE CASE - NEW
ENGINE ASSEMBLY - CASE #CAS-[REDACTED] ...I WILL VERIFY.
ACCORDING TO THE SHIPMENT # THIS ENGINE WAS SHIPPED DDS ROUTING ON
9/29 AND SHOULD HAVE DELIVERED TO THE DEALER 9/30 OR 10/1. I'LL CHECK
WITH RYDER. BRIAN DOES RYDER HAVE A RECEIVE SCAN FOR THIS CARTON ID
BELOW? ...FROM: COURTNEY, KEVIN (K.P.) <KCOURTN4@FORD.COM> ...SENT:
TUESDAY, OCTOBER 05, 2021 9:55 AM ...TO: JACOBS, PHIL (P.)
<[REDACTED]@FORD.COM>; SMITH, DONALD (D.E.) <DSMITH30@FORD.COM> ...CC:
SULLIVAN, BRIAN (J.B.) <JSULLI49@FORD.COM>; TUCKER, BRIAN (B.C.)
<BTUCKER4@FORD.COM>; HUSPEN, TIMOTHY (T.F.)

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CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

---TYPE--- COMMENT TEXT

<THUSPEN@FORD.COM> ...SUBJECT: RE: VOR SERVICE CASE - NEW ENGINE

<THUSPEN@FORD.COM> ...SUBJECT: RE: VOR SERVICE CASE - NEW ENGINE ASSEMBLY - CASE #CAS-[REDACTED] D3B1H7 ... ..HI PHIL. ...THESE TYPES OF REQUESTS ARE OUT OF MY WHEELHOUSE. WHEN ORDER HAS ALLOCATED, PLS SHARE W/ DON FOR ASSISTANCE. ...FROM: JACOBS, PHIL (P.) <[REDACTED]@FORD.COM> ...SENT: TUESDAY, OCTOBER 05, 2021 9:45 AM ...TO: COURTNEY, KEVIN (K.P.) <KCOURTN4@FORD.COM> ...CC: SULLIVAN, BRIAN (J.B.) <JSULLI49@FORD.COM>; TUCKER, BRIAN (B.C.) <BTUCKER4@FORD.COM>; HUSPEN, TIMOTHY (T.F.) <THUSPEN@FORD.COM> ...SUBJECT: VOR SERVICE CASE - NEW ENGINE ASSEMBLY - CASE #CAS-[REDACTED] D3B1H7 ... ..KEVIN, CAN WE EXPEDITE THE ASSEMBLY FOR THE FOLLOWING VOR CASE: ... ..CASE #: CAS-[REDACTED] D3B1H7 ...VIN: [REDACTED] ...PO DATE: JUL-01-2021 ...FULL SERVICE P/N: FIFZ-6006-C ...DOR #: [REDACTED] ...P&A CODE: 04501 ...DEALER NAME: TAYLOR FORD ... ..A ETA FOR THE ENGINE LONG BLOCK WAS NOT PROVIDED TO THE DEALER WHEN THE ENGINE WAS ORDERED. ... ..THANK YOU, ... ..PHIL JACOBS ...FORD TECHNICAL ASSISTANCE CENTER ...GAS ENGINE TECHNICAL SERVICE ANALYST ...WARRANTY CANCELLATION/REINSTATEMENT ...VEHICLE OFF ROAD SPECIALIST ... ..

RECOMM 10/05/2021 01:24PM [REDACTED]  
Outbound call made to Tony to provide an update on the status of the ordered engine long block. Informed Tony that the engine is expected to be delivered with tonight s Taylor Ford DDS delivery.

CONCER 10/08/2021 09:18AM [REDACTED]  
Outbound call made to the dealer. Tony stated that they are waiting on a couple of necessary parts and VOR COPIS tickets have been submitted.

RECOMM 10/08/2021 09:18AM [REDACTED]  
Tony, Another follow up call will be made on 10/11/2021.

ADD-ON 10/11/2021 08:56AM [REDACTED]  
10/11 - NO UPDATES TO VOR COPIS TICKETS SINCE 09/29/2021. ...CAS-33565913-V5V0H3 - CM5Z9N454D, ...CAS-[REDACTED] - [REDACTED]

CONCER 10/12/2021 09:14AM [REDACTED]  
Outbound call made to the dealer. Tony stated that they are still waiting on a couple of necessary parts.

RECOMM 10/12/2021 09:14AM [REDACTED]  
Tony, Another follow up call will be made on 10/15/2021.

ADD-ON 10/15/2021 10:04AM [REDACTED]  
10-15 - CAS-33565913-V5V0H3 - CM5Z-9N454-D, CAS-[REDACTED] - [REDACTED] 0, NO UPDATES. DUE TO SERVER ISSUES, UNABLE TO EMAIL CHRIS FOR HELP ESCALATING THE PARTS.

CONCER 10/15/2021 10:29AM [REDACTED]  
Outbound call made to the dealer. Tony stated that they are still waiting for the ordered parts.

RECOMM 10/15/2021 10:29AM [REDACTED]  
Tony, Another follow up call will be made on 10/25/2021.

ESCLHD 10/15/2021 12:09PM [REDACTED]  
10/15 - EMAILS SENT TO CHRIS SIMOVSKI ABOUT POSSIBLE PARTS ESCALATION FOR THE TWO BACK ORDERED PARTS.

ADD-ON 10/15/2021 01:44PM [REDACTED]  
UPDATE TO CAS-[REDACTED] HUG7D8 POSTED 1-/15 AFTERNOON: ...HI, YOUR ORDER HAS BEEN SHIPPED ON 10/14/21 WITH SHIPPER# LL8765. FOR ADDITIONAL

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

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

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 --TYPE-- COMMENT TEXT -----  
 TRACKING INFORMATION, PLEASE CONTACT THE VIRTUAL TRAFFIC OFFICE AT  
 TRACKING INFORMATION, PLEASE CONTACT THE VIRTUAL TRAFFIC OFFICE AT  
 1-833-FORD-VTO (1-833-367-3886).  
 CONCER 10/25/2021 10:34AM [REDACTED]  
 Outbound call made to Tony. Still waiting for the ordered parts to  
 arrive.  
 RECOMM 10/25/2021 10:34AM [REDACTED]  
 Tony, Another follow up call will be made on 10/27/2021.  
 CONCER 10/27/2021 10:05AM [REDACTED]  
 Outbound call made to Tony. The parts have arrived. The vehicle will  
 be brought in as soon as possible to perform the repair. Due to the  
 vehicles already in the shop that are in the middle of being repaired,  
 the repair on this vehicle may not begin until the middle or end of  
 next week.  
 RECOMM 10/27/2021 10:05AM [REDACTED]  
 Tony, Another follow up call will be made on 11/03/2021.  
 CONCER 11/03/2021 09:08AM [REDACTED]  
 Outbound call made to the dealer. The engine is currently being  
 assembled at this time. The repair is expected to be completed by the  
 end of the week.  
 RECOMM 11/03/2021 09:08AM [REDACTED]  
 Tony, Another follow up call will be made on 11/05/2021.  
 CONCER 11/05/2021 09:00AM [REDACTED]  
 Outbound call made to Chris. The engine is being assembled and is  
 expected to be completed later today.  
 RECOMM 11/05/2021 09:00AM [REDACTED]  
 Tony, Another follow up call will be made later today.  
 CONCER 11/05/2021 09:47AM [REDACTED]  
 Good morning hotline team! Well we did it! This vehicle final got the  
 long block and parts needed for this repair. Performed the final test  
 drive and inspected for leaks: pass. Oil pressure light and knocking  
 noise no longer present at this time. Vehicle will be released to  
 customer. Thank you Phil and the rest of the hotline team for working  
 with us on this vehicle. I appreciate all your help and knowledge.  
 Have great weekend!  
 CONCER 11/05/2021 09:48AM [REDACTED]  
 Replaced engine long block  
 RECOMM 11/05/2021 12:16PM [REDACTED]  
 You are welcome Tony. Thank you for the update. Great job! Please  
 complete the survey at your convenience.  
 ADD-ON 11/05/2021 12:16PM [REDACTED]  
 CRC VOR case closed.

----- 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

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

PCM#P03150151,P0299,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 -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	COMMENT	SERVICE	TECH COMMENTS	

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

Vehicle Build Date: 11/25/2015 Warranty Start Date: 05/23/2016  
Date of Sale: 05/23/2016 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: F6 007 MB  
Bld Dt: Calb: FDH2A20 A  
Serial #:

0100A190815410526 F1FG 6007 MB

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

TTFN0 [REDACTED] CV6R 7002 PF Shft:  
Model:

----- A D D I T I O N A L -----  
Tire : 215/55 R 16 BSW Brand :  
Radio : A/C : AC G-????????????????????????????????  
Paint : PN4-?? RACE RED

----- 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 04501 - Taylor Ford Ph#: [REDACTED]  
City: Taylor State : Michigan  
Country: United States Region : Detroit

Claim #/Date : [REDACTED] 07/01/2021

Specialist's Name : [REDACTED] -????????????????????????????????

----- 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
01/21/2021	M1UED601	CACVOC	ST/RN/MV		USA 04501
07/01/2021	M7AEB637	CACVOC	ST/RN/MV		USA 04501

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:  
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/01/2021

--- 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