INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

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

VEHICLE: 2014 FIESTA (NA),SE,4 DOOR ,SEDAN VIN:[redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 88,979 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: LACK OF POWER
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: COMMENT TECH COMMENTS
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 10/23/2017 02:32PM ALEXANDER BELTZ MSS - FCSD - TECH ASSIT CENTER
Web Form Data (112875181) …Description of Vehicle Concern: vehicle lacks power under acceleration. … …Please list any diagnostics already performed: eec test,all passed. all visual inspections,air filter etc. performed test per symptom chart 8 of pced and diagnosed broken turbo turbine wheel to compressor wheel. … …Parts Replaced: replaced turbo assy … …Your Question: after replacing turbo assy, road test vehicle and engine had normal power for about 10 minutes then all of a sudden no more turbo boost, noticed while monitoring pids on ids. brought vehicle back to shop and performed back pressure test thinking possible exhaust restriction but passed test, only 1 psi. normal. rechecked turbo compressor wheel but looks like its binding. note vehicle had prior turbo replaced at 52470 miles due to leaking oil. repair claim [redacted].my question is it possible engine has an oiling concern to turbo and possibly causing repeat breakdown? I did replaced both oil lines going to turbo. cooling system ok also. and is there a way of checking oil entering turbo or should I just check base oil pressure first. note:engine does not sound lacking of oil pressure. any known concerns?

RECOMM 10/23/2017 02:32PM ALEXANDER BELTZ MSS - FCSD - TECH ASSIT CENTER
Ernie, With there being repeat turbocharger failures it is possible that there is a lubrication concern. If there is low oil pressure or a restriction to the turbocharger, this could cause the bearings to overheat and cause premature failure and potentially this repeat failure. This concern can potentially be caused by foreign debris from a previous failure or product defect. Before testing for base engine oil pressure, please inspect the air intake system for any signs of damage or debris as this can cause premature turbocharger failure. If there is a concern with debris or other faults in the air intake system please repair as necessary and then continue with turbocharger replacement. NOTE: if there are any indications of damage from a previous repair/failure this repair may not be warrantable. If there are no indications of a fault with debris or damage from the previous repair/failure, then there may be a concern with oil pressure to the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

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

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

turbocharger. Since the turbocharger oil feed and return lines have

turbocharger. Since the turbocharger oil feed and return lines have been replaced, a fault in these lines would not be suspected. With that being said, a restriction would most likely be at the block on the oil feed line. At this time, please inspect for any signs of damage or restriction at the oil feed port for the turbocharger and clear as necessary. If there are no indications of an obvious restriction, it may be necessary to pressurize the oil system, by using an adaptor at the ending oil pressure switch port and using 5 psi of shop regulated air. If there are no indications of a concern with a restriction at the turbocharger oil feed outlet at the block, then since there are no other DTCs present and no other drivability symptoms it is not likely that there is an oil pressure concern as there would most likely be VCT related DTCs and other low oil pressure concerns. With that in mind, there is no published way to check oil pressure at the turbocharger except checking base oil pressure as you have suggested. With that in mind, please replace the turbocharger and re-evaluate the concern.

CONCER 10/24/2017 12:54PM TECHHOT
inspected all air intake system for debri, all ok. removed oil sending unit and pressurized and did not verify any restrictions at this time. I removed upper oil feed line to turbo and cranked engine over and did not get any oil out of feed tube line. started engine and still no oil from feed tube. removed turbo assy and removed new lines and inspected block and found there is a screen inside block but screen not restricted (blew 5 psi of compressed air thru hole). removed oil pan and oil pump and noticed 2 oil feed holes going into block asssy. after pump removal again blew air thru feed tube and air came out thru one of the feed holes in block.that being said in my opinion I believe oil pump concern due to there is no literature on oil routing thru this block. it would be helpful to have that applied to shop w/s manuel.my question even though no codes like vct dtcs etc were in memory could one part of this oil pump be dedicated to turbo oiling?

RECOMM 10/25/2017 11:12AM ALEXANDER BELTZ MSS - FCSD - TECH ASSIT CENTER
Ernie, Thank you for providing this information. We see that you are currently speaking with a member of the Technical Assistance Center over the phone. Please refer to the direction given during the phone call, which will also be documented below shortly after the call has been completed.

CONCER 10/25/2017 12:06PM ALEXANDER BELTZ MSS - FCSD - TECH ASSIT CENTER
Inbound call from Ernie: … …During the call, Ernie stated that the vehicle displays a lack of power concern. He noted that he performed the inspections per the previous recommendation and found no faults. He indicated that the previous failure was the compressor and turbine wheel shaft had seized and broke in half. He replaced the turbocharger and found that after a short test drive that the vehicle lost power and had no DTCs set along with other drivability concerns. He then returned from the test drive and performed the backpressure test and found no concerns and inspected the air intake system. He then inspected the turbocharger and found it spins but there is bearing

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

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

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

damage. He noted that he then removed the turbocharger and cranked the

damage. He noted that he then removed the turbocharger and cranked the engine and found that there was no oil exiting the oil feed line. He then removed the oil pan and pump and supplied regulated air in the oil supply hose/orifice and found air coming from the oil pump. He stated that he replaced the vacuum pump for a separate concern. He noted that there are no DTCs set or the engine did not display any knocking noises. Ernie stated that he would replace the oil pump and then the short block.

RECOMM 10/25/2017 12:06PM ALEXANDER BELTZ MSS - FCSD - TECH ASSIT CENTER
Ernie, As we discussed, since the vehicle is experiencing a repeat lack of power concern with the turbocharger failing, the low to no oil pressure you are seeing at the turbocharger oil supply line is the most likely cause of the concern and once this has been resolved this will resolve the repeat turbocharger failures. Since there are no indications of a concern with other symptoms or DTCs being present a restriction in the oil gallery system is the most likely cause of the concern. With that in mind, there may be a concern with oil pressure dropping off due to an oil pump concern. At this time, please replace the oil pump and re-evaluate the low to no oil pressure at the turbocharger concern. If there is still no oil pressure present at the turbocharger, then this would indicate a concern with the short block which will require replacement. When disassembling the engine, please make normal inspections to other components. If there is damage present to other components like the cylinder head for example, please determine the root cause and full extent of the damage referring to <a href= [redacted] Once this is done, please fill out the cost cap and submit for ESP prior approval. If there is no other damage, please replace the short block and re-evaluate the concern. If you need further assistance or you have questions on this concern, please feel free to update the form or call back in so we can continue to assist you. Take care and have a great rest of the day.

CONCER 10/27/2017 06:33PM TECHHOT
good news,primed and installed new oil pump and reinstalled oil pan with 4 bolts and added 4qts of oil. cranked engine over and now have oil pressure at turbo oil feed line. drained and removed oil pan,cleaned,resealed and reinstalled oil panand refilled to spec, installed new turbo, road test for over 3 milles while monitoring tcbp pids and verified plenty turbo boost and no more concerns. that being said this should be implemented into diagnosis by symptom in w/s manuel to make sure there is oil coming out of oil feed tube line before replacing a damaged turbo on this vehicle. tku you for your assistance

RECOMM 10/31/2017 09:44AM JEFFREY KRAHULEC(FSE MSS - FCSD - SOUTHWEST REG
Ernie, You are welcome for the assistance, thank you for the update that installing a new oil pump has resolved the concern with no oil pressure at the turbo charger. If you believe that this should added to the testing for a turbo charger use the report a problem button in

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

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

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

the upper left on PTS publications to ensure that this information is

the upper left on PTS publications to ensure that this information is directed to the correct department for review. If time allows completing the survey will allow this information to be added to the technician self help tool and it may be used by other technicians in the future when diagnosing similar concerns.

ADD-ON 10/31/2017 02:26PM TECHHOT
Survey Completed - replaced engine oil pump and new turbocharger

CONCER 04/07/2018 02:48PM FPEREZ59
Web Form Data (113675510) …Description of Vehicle Concern: Lack of power on acceleration. … …Please list any diagnostics already performed: EEC Tests: No DTCs. Checked air filter. Performed diag per WSM. Found broken impeller shaft in turbo. Removed turbo. Started engine. Oil just trickles out of oil supply tube to turbo after 15 seconds of running. Base Oil pressure test: 75 psi when engine started. … …Parts Replaced: This vehicle has had a turbo replaced on Sept 19,2016 @ 52470 miles. A turbo and oil pump replaced on Oct 11, 2017 @ 81,352 miles for the same concern of no oil supply to turbo. … …Your Question: I don't want to just replace the turbo and oil pump without checking with the hotline. Is there any block checks in need to perform?

RECOMM 04/07/2018 02:48PM FPEREZ59
John, With the turbocharger failing from lack of lubrication, and oil seen to 'dribble' out of the supply line only after several seconds of the engine running, we either have a restriction in that supply line or in the cylinder head itself. Remove the supply line from the cylinder head and inspect it for a restriction. Also, carefully repeat your test to see if we also get a dribble out of the cylinder head with the supply line removed. Be sure to have a rag in place to prevent oil spraying everywhere. If we see strong oil pressure, then our restriction is in the supply line and it should be replaced with the turbocharger. If we see oil 'dribble' out of the cylinder head then we would want to inspect for sludge from a lack of maintenance. Review GSB G0000149 regarding lack of maintenance concerns. If we do not have a sludge concern, and since base oil pressure is within specification, it would be necessary to replace the cylinder head along with the supply line and turbocharger.

CONCER 04/07/2018 02:56PM TECHHOT
The oil feed is from the engine block, not the cylinder head.

RECOMM 04/09/2018 12:40PM ELIAS PACHECO MSS - FCSD - SOUTHEAST REGION
John, Thank you for the clarification. The diagnostic principles remain the same and will be applied to the engine block rather than the cylinder head. Proceed with removing the oil supply tube and observing the oil flow from the block. If the flow is sufficient, replace the oil supply tube. If there is a restriction within the engine block, inspect for lack of maintenance. If there are no other concerns found, the short block is to be replaced in addition to the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

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

--TYPE-- ---------- COMMENT TEXT ----------
supply tube and turbocharger.

supply tube and turbocharger.
ADD-ON 06/15/2018 04:31PM TECHHOT
Survey Completed - I was advised to replace short block because of a lack of oil pressure / flow to turbo. While replacing short block I had the timing cover off. Behind the timing cover there is a plug. I remove the plug and there is a filter screen for the oil to the turbo. There was debris plugging the screen stopping the oil flow.

---------- 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#PASSE
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	YES
TSB/OASIS#:			Adjustment To:	From:

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 01/23/2014 Warranty Start Date: 05/15/2014
Date of Sale: 05/15/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 362 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: D2 BG DA
Bld Dt: Calb: ECT2F10 A
Serial #:
0100A081013410723D2BG 6007 DA FE

- - - T R A N S M I S S I O N - - -
Trans: 5 SPEED IB5 M/T Part #:
Bld Dt:
Serial #:
T6TA1 020913000984 CA6R 7002 NBB
Model: Shft:

- - - A D D I T I O N A L - - -
Tire : 185/60R15 H AS Brand :
Radio : A/C : AC C-??????????????????????
Paint : PNW-??????????????????????????--------- GREEN ENVY

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/23/2017

---------- 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 07784 - Greenwood Ford Ph#: [redacted]
City: Hollister State : California
Country: United States Region : San Francisco

Claim #/Date : [redacted] 04/09/2018

Specialist's
Name : ALEXANDER BELTZ

---------- 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
04/26/2018	[redacted]	CACVOC	DRV	PERF			USA 07784

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/04/2018

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

VEHICLE: 2014 FIESTA (NA),SE,5 DOOR ,HATCH VIN [redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 56,290 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: LACK OF POWER
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 09/04/2018 12:30PM BRAMM
Web Form Data (114531339) …Description of Vehicle Concern: Vehicle has lack of power. Feels like turbocharger is not engaging. … …Please list any diagnostics already performed: Vehicle came in on 8/24 for this lack of power concern. I found that the turbo system was not boosting properly. Removed intake tubes and inspected turbo charger, found excessive play in turbine and seizing. Replaced faulty turbocharger and retest. Vehicle ran great and boosted fine, accelerating great. After driving for about 10 minutes, I heard a pop and lack of power resumed. Turbo was no longer boosting properly. Back at the shop I inspected turbine and it has seized again. I popped off the turbo oil inlet feed, there is some oil in there. Engine oil level is good. While turbo was off, inspection of the oil inlet tube showed no restrictions of the tube. … …Parts Replaced: Turbo charger assembly and related gaskets / hardware. … …Your Question: I see other hotline reports with the same issue regarding repeat turbo failing. Is this being caused by an oil delivery concern? What is the next step in correcting this issue? Thank you.
RECOMM 09/04/2018 12:30PM BRAMM
Ryan, Repeat turbocharger damage is due to oil flow concerns, debris ion the oil or debris in the CAC system. If the oil condition is not low, sludge up and not full of debris, inspect for signs of oil flow concerns before and after the lines tot hew turbocharger. A fault in the oil pan or block could affect oil flow to the turbochargers. Place the line in a container and crank the engine to monitor oil flow. Compare to a like unit if available if the flow is suspect to be low. If oil flow is not the concern inspect for debris in the CAC system or catalysts.
CONCER 09/14/2018 06:11PM TECHHOT
at crank engine to monitor oil flow, no oil feeding turbo, removed oil pan found metal debris and excessive sludge, plugging the turbo oil inlet feed, and oil pump screen, (in block), customer only is able to provide the last 3 maintenance records, (oil changes) at 4/1/2017 38,509 miles, 2/17/2018 49,878 miles, 7/25/2018 55469 miles, with this

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/04/2018

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

--TYPE-- ---------- COMMENT TEXT ----------
information, what is the recommendation to the customer, or the next

information, what is the recommendation to the customer, or the next step to resolve this concern, tanks for your help.

RECOMM 09/15/2018 10:30AM FPEREZ59
Ryan, If the engine oil is being changed as necessary, sludge will not occur. Even though mileage may be within the recommended intervals, extended idling requires that oil be changed more frequently. Review the 'Engine Oil Maintenance Inspection' General Service Bulletin (GSB) G0000149 for supporting documentation and example images to help determine if this fault should be warrantable. Ultimately, a failure resulting from lack of maintenance is not a warrantable failure. Please refer to section 3, pages 172-173 of the 2017 V2.6 Warranty and Policy Manual for more details. If the stated non-warrantable root cause (as defined in the list above) is directly attributable to the failure, please complete the Warranty Cancellation request form on <A href='http://www.fmcdealer.dealerconnection.com/' target=_blank>FMCDealer</A> by following these steps: <OL> <LI>Select <B>Parts &amp Service</B> tab</LI> <LI>Select <B>Warranty Administration &amp Warranty Parts Return</B> from the left navigation menu</LI> <LI>Select <B>Warranty Cancellation/Reinstatement Request Form</B> (right side of the screen, near the bottom)</B></LI> <LI>Complete the form, including photo uploads and details about failure and reason for warranty denial request</LI></OL>This can be a difficult determination to make. It is recommended to obtain customer authorization for diagnosis and complete basic diagnostic steps to determine root cause.

---------- 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: 10/11/2013 Warranty Start Date: 10/21/2013
Date of Sale: 10/21/2013 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 8461P
Dealer Special Order: Gross Vehicle Weight: 362 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 09/04/2018

- - - E N G I N E - - -
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: D2 BG DA
Bld Dt: Calb: ECT2F10 A
Serial #:
0100A220813410189D2BG 6007 DA 01
- - - T R A N S M I S S I O N - - -
Trans: 5 SPEED IB5 M/T Part #:
Bld Dt:
Serial #:
T6TA1 220813000114 CA6R 7002 NBB
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : P195/50R16 H RATED Brand :
Radio : A/C : AC C-????????????????????
Paint : PN4-??????????????????????????--------- INGOT SILVER 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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : [redacted] Title: TECHNICIAN
Phone : [redacted]

Rpr Dlr:USA 02677 - Advantage Ford Lincoln Ph#: [redacted]
City: Duarte State : California
Country: United States Region : Los Angeles

Claim #/Date : [redacted] 09/15/2018

Specialist's
Name : BRAMM -??????????????????

---------- 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
10/04/2018	[redacted]	CACVOC	DRV	PERF		USA 02677
09/20/2018		CACVOC	DRV	PERF		USA 02677

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2019

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

VEHICLE: 2014 FIESTA (NA),SE,4 DOOR ,SEDAN VIN:[redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 86,920 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: repeat turbocharger failure
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 04/30/2019 11:08AM AHYDORN
Web Form Data(116600421) Description of Vehicle Concern: vehicle came in running poorly and had loud noise from turbo. Removed cat converter found turbo bearings gone. replaced turbo test drove a few miles turbo stopped making boost. Pulled cat off again found turbo blades rubbing housing. replaced turbo again test drove ten miles turbo locked up. Please list any diagnostics already performed: loosed turbo oil fiiting when running oil comes out. Parts Replaced: turbos Your Question: What can be causing the turbo failures? There is oil at the turbo feed fitting. The drain back appears to be open. There is coolant in the turbo when I take them off. Hard to make sure coolant is actually flowing to them though.

RECOMM 04/30/2019 11:08AM AHYDORN
Benjamin,<P> <P>With repeat turbo failure taking place it sounds like an incomplete repair is taking place or an oil flow concern causing premature turbo failure. This is mentioned because most of the time when turbo failure takes place, this causes metal in the engine oil (does not mentioned oil changed) and if metal was found in the engine oil an oil change should have taken place. If no metal found or an oil changed performed after turbo replacement, remove the turbo oil feed line from the turbo, place end of tube in a bottle/bucket and briefly ide engine. Even though there are no pressure specs for this, monitor for good oil flow. If good oil flow is not present this will show short block replacement is necessary (replace engine if sludge is found). If no oil flow concerns or sludge found, install the necessary turbo components for hte failure found and test for excessive exhaust pressure, which can be found in PC/ED>pinpoint test HF>step-8. If no concerns are found that would cause premature turbo failure, contact PACO with the direction below to see if any parts concerns are being noticed with the turbo part number.<P> <P>For questions regarding parts availability or part number discrepancies please contact the Parts Assistance Center Online (PACO) through FMCDealer by completing and submitting the Catalog Inquiry form. To access PACO, go to www.FMCDealer.com and click on the Parts &amp Service tab at the top

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2019

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

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

of the screen. From the left hand menu click on the plus (+) symbol

of the screen. From the left hand menu click on the plus (+) symbol next to Parts Department Tools to expand the selection and then click on PACO (Parts Assistance Center Online) to access the PACO menu. Click on Catalog Inquiry and complete the online form for parts assistance. PACO will respond back to you with the requested parts related information. To review replies from PACO select the PACO Ticket History and Ticket Reply link found to the right of the PACO Catalog Inquiry link within the PACO menu on FMCDealer.<P>

CONCER 05/02/2019 11:11AM GTCGCQSP
no metal was found in oil. pulled oil line off had flow at idle. at higher rpms flow seemed to slow down. Check oil pressure. ok at idle. 15-20 didn't go up much with rpms 2000 rpm 20-25 hot. Should short block be replaced?

RECOMM 05/04/2019 09:39AM KEITH LING(FSE) MSS - FCSD - CENTRAL REGION
Benjamin, With the turbochargers failing in a short amount of time, it is suspected that the turbocharger oil filter is restricted and causing a lack of oil flow under load. The turbocharger oil filter in the 1.0L engine resides within the Cylinder Head behind the front cover. Continue with removing this filter, inspecting it for restrictions or sludge, and replace it. If it is determined that the filter is sludged up, verify the maintenance of the engine using GSB G0000149. If a maintenance concern is found, the repeat turbocharger failures would not be considered warrantable. If the filter is found to just be restricted, replace it and reevaluate the concern.

CONCER 05/07/2019 01:17PM DABBOT22
Inbound call from Ben. Ben advised that the oil pressure for the vehicle is low and we suspect this is why the turbocharger failed again. Ben was wondering if he should change the oil pressure control solenoid before investigating further.

RECOMM 05/07/2019 01:17PM DABBOT22
Hi Ben, Per our conversation, the oil pressure control solenoid is not likely to be causing the low oil pressure. Typically, when the oil pressure control solenoid fails, it will fail in a manner that is supplies maximum oil pressure at all times. With low oil pressure present, it is more likely that the oil pump drive belt is damaged or the oil pump itself is faulty. It is recommended to remove the timing cover so that the pump drive belt can be inspected and replaced if necessary. If the belt is in good condition, replace the oil pump. Although there was no evidence of lower end damage such as a knocking sound or metal debris in the oiling system, it is still recommended to inspect the engine for signs of wear or damage. Several bearing caps should be removed so the bearings can be inspected. The same should be done for the cam caps. You can compare the condition of these components to the examples provided on pages 11-22 of the Engine Failure Analysis <a href="[redacted]url=/vdirsnet/TSB_SSM/D

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2019

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

--TYPE-- ---------- COMMENT TEXT ----------
isplayArticle.aspx?&type=TSB&id=G0000184" target="_blank">GSB

isplayArticle.aspx?&type=TSB&id=G0000184" target="_blank">GSB G0000184. If excessive wear is found, the damaged components will need to be replaced. If no damage is found, proceed with replacement of the oil pump, turbocharger, and turbocharger oil feed line.

CONCER 05/14/2019 12:16PM GTCGCQSP
removed oil pan belt ok. checked rod and main bearing both look like new. replaced oil pump and turbo. Test drove all ok.

RECOMM 05/15/2019 04:21PM KEITH LING(FSE) MSS - FCSD - CENTRAL REGION
Benjamin, Thank you for the update regarding your findings for this concern. When time is available, please fill out a survey for this repair. At the Technical Assistance Center, we use these surveys to indicate how we are doing as a center and to populate the Self-Help Tool. This tool will show similar concerns encountered by other technicians in the field based on the symptom coding provided. It will show the technician s comments and questions, along with the direction given by the Technical Assistance Center. This tool can help other technicians in their diagnosis of a similar concern. Have a great rest of your week Benjamin!

---------- 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: 04/21/2014 Warranty Start Date: 07/12/2014
Date of Sale: 07/12/2014 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 362 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: D2 BG DA
Bld Dt: Calb: ECT2F10 A
Serial #:
0100A291113410047D2BG 6007 DA FF

- - - T R A N S M I S S I O N - - -
Trans: 5 SPEED IB5 M/T Part #:
Bld Dt:
Serial #:
T6TC1 240114002228 CA6R 7002 NBC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/30/2019

Model: Shft:

- - - A D D I T I O N A L - - -

Tire : 185/60R15 H AS Brand :
Radio : A/C : AC B-????????????????????
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

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : [redacted] Title: TECHNICIAN
Phone : [redacted]

Rpr Dlr:USA 07526 - Bening Ford of Perryville Ph#: [redacted]
City: Perryville State : Missouri
Country: United States Region : Kansas City

Claim #/Date : [redacted] 04/23/2019

Specialist's
Name : AHYDORN -??????????????????

---------- 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
11/18/2019	KXRD4003	NHL	DRV PERF		USA 07526
04/17/2019	K4QMX566	CACVOC	DRV PERF		USA 07526

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2020

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

VEHICLE: 2017 FIESTA (NA),SE,4 DOOR ,SEDAN VIN:[redacted]
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 91,762 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 54 2 02 DRIVING PERFORMANCE LACK/LOSS OF POWER
ACCELERATION ALWAYS
Additional Symptom: Lack of boost, CEL on
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 06/25/2020 06:18PM DKENYON8
Web Form Data(117343994) Description of Vehicle Concern: INSTALLED A LONG BLOCK ENGINE ASSY. DUE TO OIL PUMP BELT FAILURE AND OIL CONTAMINATION FROM BELT RESIDUE. CUSTOMER PICKED UP VEHICLE AND BROUGHT IT BACK FOR SES LIGHT ON AND LOW PERFORMANCE. FOUND LARGE OIL LEAK FROM FRONT CRANK SEAL AND ENGINE OIL LEVEL VERY LOW. THIS STARVED OIL SUPPLY TO THE TURBO AND SUBSEQUENT TURBO BEARING FAILURE. Please list any diagnostics already performed: INSPECTED FOR OIL LEAK, PULLED CAC TUBES AND INSPECTED TURBO, CODE RETRIEVAL, ETC. Parts Replaced: LONG BLOCK FOR PREVIOUS ENGINE FAILURE Your Question: FRONT CRANK SEAL LEAKING CAUSED OIL LEVEL DROP AND TURBO BEARING FAILURE. SINCE THE LONG BLOCK WAS REPLACED, SHOULD WE REPLACE LONG BLOCK AND TURBO AGAIN, OR SHOULD WE ATTEMPT TO REPLACE THE FRONT CRANK SEAL ONLY? PLEASE ADVISE ON HOW WE SHOULD PROCEED TO REPAIR THIS VEHICLE.
RECOMM 06/25/2020 06:18PM DKENYON8
Robert, The repairs performed will depend entirely on the extent of any damage and the results of the Cost Cap, if applicable. With the oil leak having caused severe low oil levels, turbocharger damage is expected to happen first before damage to the engine bearings begins to occur. To assess the engine, remove the engine oil filter and cut it open, referencing GSB G0000165 to determine whether any metal debris found in the element is excessive or normal. Keep in mind that some small amounts of metal fleck in the filter element are normal on a new engine, resulting from the break-in process. If you do not find excessive metal debris in the oil filter element, and the engine oil pressure is correct when the oil level is proper, then damage to the lower end is not suspected. Replace the front crankshaft seal and the turbocharger and reevaluate. If you find excessive metal debris in the oil filter element per the GSB, then use GSB 20-7062

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2020

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

--TYPE-- ---------- COMMENT TEXT ----------
to inspect the lower end bearings and the camshaft caps for damage.

to inspect the lower end bearings and the camshaft caps for damage. Remove the oil pan for inspection of the lower end bearings. Determine the extent of the damage. If the repairs will exceed 2500, then complete the Cost Cap listing only the parts/assemblies that are confirmed damaged as a result of the failure. Do not list any parts that are not damaged or are cleanable and reusable (the presence of metal debris alone is not considered damage unless actual damage is found). Follow Cost Cap direction.

CONCER 11/23/2020 05:26PM KURT MCINTOSH(FSE) MSS - FCSD - CALIFORNIA REGION Web Form Data(117750443) Description of Vehicle Concern: lack of power and check engine light on Please list any diagnostics already performed: eec and pid data Parts Replaced: has had turbo ,tcbp and map engine was unrelated to boost issues has had vac line and sol assy for wastegate Your Question: if your rpm are above 2500 it will accel and tcbp will hit 30psi and desired is 30psi, its not instant but responsive, noticed if we let rpm fall to 2000 and go to wot the tcbp dsd is 30 however the tcbp only reads about 18 and struggles to increase unless u downshift then tcbp climbs to 30psi, no boost leaks noted, we did back press test at oxygen sensor port and reads 0 psi, any other items to look at, after the new motor was put in the front seal was leaking and the oil dropped to less than 1 qt, warranty declined letting us replace the long block again, could the be a product of engine lack of lubrication damage WEB-Ford-EXT-Nov 23 2020 17:26:33-KMCINTO9: Christopher, Based on the information provided, it is possible that the lack of boost is due to a failed turbocharger. To answer your question, a lack of lubrication could definitely cause a turbocharger failure. It is understood that the turbocharger has been replaced on this vehicle twice already since March of this year. With this being the case, the root cause of these turbocharger failures should be isolated and repaired. First, perform the oil pressure test in section 303-00 of the Workshop Manual. If no concerns are found during the oil pressure test, check for an exhaust restriction. Step 9 of pinpoint test HF in the PC/ED directs how to test for an exhaust restriction. If no exhaust restrictions are found, refer to the check for free rotation on vehicle test in section 303-04D of the Workshop Manual. Both sides of the turbocharger shaft should be inspected and there should be no contact between the fins and the housing. There should also be no binding or noises. If you find that the turbocharger is binding again, inspect the turbocharger oil supply and return lines for restrictions and repair as necessary. The root cause must be found before the turbocharger and oil supply and oil return lines are replaced to prevent another turbocharger failure. If additional assistance is required, update this form with the results of the testing provided for further evaluation. …WEB-Ford-INT-Nov 23 2020 17:26:33-KMCINTO9: Consulted Devon Kenyon. Advised to check oil pressure first. Then check for an exhaust restriction. PPT HF9 in the PC/ED will show how to do the exhaust restriction test. If no restrictions are found, check the turbo for binding. Refer to 303-04D, diag and testing, check for free rotation. Lower the exhaust or CAC

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2020

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

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

tube, whichever is easier. Technically you do want to inspect both

tube, whichever is easier. Technically you do want to inspect both sides. When inspecting for free spin, the fins should not contact the housing ever and spin freely with no binding or noises. There is no spec for shaft end play but the fins can never touch the housing. If it s binding up again, the root cause must be found. If they find this damage, they have to replace the oil supply and return lines at the same time. Check oil tubes for restrictions. …

RECOMM 11/23/2020 05:26PM KURT MCINTOSH(FSE) MSS - FCSD - CALIFORNIA REGION
Christopher, Based on the information provided, it is possible that the lack of boost is due to a failed turbocharger. To answer your question, a lack of lubrication could definitely cause a turbocharger failure. It is understood that the turbocharger has been replaced on this vehicle twice already since March of this year. With this being the case, the root cause of these turbocharger failures should be isolated and repaired. First, perform the oil pressure test in section 303-00 of the Workshop Manual. If no concerns are found during the oil pressure test, check for an exhaust restriction. Step 9 of pinpoint test HF in the PC/ED directs how to test for an exhaust restriction. If no exhaust restrictions are found, refer to the check for free rotation on vehicle test in section 303-04D of the Workshop Manual. Both sides of the turbocharger shaft should be inspected and there should be no contact between the fins and the housing. There should also be no binding or noises. If you find that the turbocharger is binding again, inspect the turbocharger oil supply and return lines for restrictions and repair as necessary. The root cause must be found before the turbocharger and oil supply and oil return lines are replaced to prevent another turbocharger failure. If additional assistance is required, update this form with the results of the testing provided for further evaluation.

ADD-ON 11/23/2020 05:26PM KURT MCINTOSH(FSE) MSS - FCSD - CALIFORNIA REGION
Consulted Devon Kenyon. Advised to check oil pressure first. Then check for an exhaust restriction. PPT HF9 in the PC/ED will show how to do the exhaust restriction test. If no restrictions are found, check the turbo for binding. Refer to 303-04D, diag and testing, check for free rotation. Lower the exhaust or CAC tube, whichever is easier. Technically you do want to inspect both sides. When inspecting for free spin, the fins should not contact the housing ever and spin freely with no binding or noises. There is no spec for shaft end play but the fins can never touch the housing. If it s binding up again, the root cause must be found. If they find this damage, they have to replace the oil supply and return lines at the same time. Check oil tubes for restrictions.

---------- 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:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2020

Prior Repair Attempts: Repair Prior to Call: NO
UNKNOWN#P0151,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 ----------

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 06/19/2017 Warranty Start Date: 07/17/2017
Date of Sale: 07/17/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 362 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 1.0L 12V DI TC I3 GS 120PS FOX Tag: D2 BG DC
Bld Dt: Calb: GCT2F10 A
Serial #:
0100A17122410166D2BG 6007 DC FC
- - - T R A N S M I S S I O N - - -
Trans: 5 SPEED IB5 M/T Part #:
Bld Dt:
Serial #:
T6TA1 101216006040 CA6R 7002 NBF
Model: Shft:
- - - A D D I T I O N A L - - -
Tire : 185/60R15 H AS Brand :
Radio : A/C : AC B-????????????????????
Paint : PN4-??????????????????????????--------- MAGNETIC

---------- 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 04546 - Jordan Ford, Ltd. Ph#[redacted]
City: San Antonio State : Texas
Country: United States Region : Houston

Claim #/Date : [redacted] 11/16/2020

Specialist's
Name : DKENYON8 -????????????????????

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 06/25/2020

--- 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 #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/09/2020

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

VEHICLE: 2017 FOCUS,SE,4 DOOR ,SEDAN VIN:1FADP3FE0HL221437
Engine : 1.0L 12V DI TC I3 GS 120PS FOX Odometer: 49,371 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 48 1 02 START/RUN/MOVE NOISE
RUNNING/STANDING ALWAYS
Additional Symptom: Engine Knocking
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 07/09/2020 03:53PM NPOLNASE
RO: 794866 RO Date: 2020/07/08 Warranty Type: FWR SPW Install Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. customer states check engine light is on and oil light indicator 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.). eec test system P0012/P0014/P0036/P0340/P1450/P2196. loud knocking noise heard from engine while running. check oil level. found oil to be extremely dark in color, but in spec on the dip stick. removed oil fill cap to peek inside valve cover and found lots of metal shavings inside valve train. no oil change sticker inside vehicle, only a date on the aftermarket oil filter (11/16/19). dont know if this is the lasttime the oil was changed or when it was due next. when the oil pan was removed for pictures found a very large amount of debris of some sort inside the oil pick up tube/screen. enough debris that would stop flow. List major components (by name, not part) needed for repair: long block assembly, various one time use gaskets and bolts for engine removal and install. Please list part (by name, not part) that was root cause of failure: vacuum pump, oil pump 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: <ol> 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/09/2020

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

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

RECOMM 07/09/2020 03:53PM NPOLNASE

RECOMM 07/09/2020 03:53PM NPOLNASE
Christopher, When submitting a Prior Approval request all pertinent information must be provided in the request. No faults, root cause, or test results are provided in this request as they should. Please reply with the root cause of the engine noise. All components found to have damage or that require replacement should have their damage or defects reported in this request. Finding and reporting the root cause will ensure that the repair is not only warrantable but that the fault is not present to cause a repeat engine failure. Ford s policy is to always make repairs to engines unless the cost to repair exceeds the cost of replacing the assembly. By only including components that require replacement the Cost Cap will provide this decision. When replying it should be provided why each component requires replacement. If pictures are available, they should be provided in the repair to help indicate the fault. GSB 20-7062 should be used when trying to determine what should be replaced and what components can be cleaned and reused during the engine repair. If needed a new costcap can be completed. If a repair decision is given the parts listed in the costcap can be ordered and assembled at the dealership. If the costcap is accurate, or a new replace decision is received, the request should be updated with images and details of the damaged components for further review. If you feel that the knocking noise was influenced by a lack of maintenance then oil change records can be obtained. GASPA Additional Information Required

CONCER 07/09/2020 04:02PM GTCGCQSP
IT WOULD APPEAR THAT THE VACUUM PUMP LOCKED UP AND CAME APART SENDING METAL DEBRIS THROUGH THE VALVE TRAIN, THEN INTO OIL CIRCULATION RESTRICTNG THE OIL FLOW FROM THE OIL PUMP. BUT ALSO THE OIL PUMP PICK UP TUBE/SCREEN IS FULL OF A MATERIAL THAT I CAN ONLY GUESS LOOKS LIKE THE PAPER MATERIAL FROM INSIDE AN OIL FILTER. LOOKS LIKE THESE PIECES ALSO HELPED WITH STOPPING THE OIL FLOW THROUGH THE ENGINE. THERE IS BEARING DAMAGE TO THE ROD BEARINGS AND MAIN CAP BEARINGS FROM THE LACK OF OIL FLOW. THIS VEHICLE WOULD NEED A LONG BLOCK, VACUUM PUMP AND ALL THE ONE TIME USE BOLTS, NUTS AND GASKEST NEEDED FOR THE REPLACEMENT.

RECOMM 07/09/2020 04:13PM THOMAS MASCARIN VO - VEHICLE OPERATIONS
Christopher, Thank you for the clarification of the root cause of failure. However, the cost cap lists that the cylinder head and camshafts must also be replaced, however, no related damage was identified within these components. If these components can be reused and removed from the cost cap, this would change the determination from a replace to a repair decision. If related damage is present on the cam shafts and cylinder head, please update this request with images showcasing this related damage for further warranty assistance. GASPA Additional Information Required

CONCER 07/09/2020 04:30PM GTCGCQSP
SENDING MORE PICTURES CAM CAPS, CAM, PICK UP SCREEN AND OIL PAN.

RECOMM 07/09/2020 05:02PM AASHOUR
Christopher, After reviewing this request, the root cause of the engine failure is reported as the vacuum pump (2A451) and there is no

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/09/2020

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

--TYPE-- ---------- COMMENT TEXT ----------
warranty coverage for the vacuum pump. If it is suspected there might

warranty coverage for the vacuum pump. If it is suspected there might be another source of the debris it should be provided along with pictures showing the fault. The picture of the camshafts does not show any wear or fault that would require replacement of the cylinder head or camshafts. Figure 14 in GSB 20-7062 looks like the camshafts in the pictures that were provided and are normal wear. If no faults or damage is found with the cylinder head, it should be cleaned and reused. GASPA Additional Information Required

ADD-ON 07/09/2020 05:02PM AASHOUR
Main Inquiry: PART NUMBER: 2A451 (PUMP ASY-BRAKE VACUU) REPAIR DATE: 07/08/2020 REPAIR DISTANCE: 49371 Miles COUNTRY: USA STATE: FL NO COVERAGE FOUND EXTENDED COVERAGES NO ESP INFORMATION AVAILABLE

CONCER 07/10/2020 08:47AM GTCGCQSP
yes it does look like the vacuum pump is the root cause of the failure and no I have no idea what the other debris is in the oil pick up screen. there is signs of heat damage and wear from lack oil flow on the main caps, rod bearings, cam caps and cams. it would probably be easier to see if the max size of pictures on here was greater than 2mb. now if your saying that the head and cams are reusable then I would like to know the workshop manual sections that shows/explains how to remove all the metal from inside of it and also the labor op for that. I guess we will explain to the customer that the root cause of there engine failure is a component that is not covered under their powertrain warranty and that they have two options now. spend the money on a new motor and vacuum pump or replace the failed vacuum pump and oil pump put the vehicle back together with the ok cams, cam caps, main caps and rod bearings (deemed to be ok by prior approval processing) and hope that the engine knock is no longer there.

RECOMM 07/10/2020 09:24AM NPOLNASE
Christopher, Thank you for the updated information. As you have verified the root cause of failure was the air pump and the air pump has no warranty coverage, the replacement of the Long Block (base part 6006) is not warrantable. When uploading images a file size of up to 5mb can be uploaded. As no warranty coverage was present on the causal component it will be left to the dealership and customer to decide if the engine will be cleaned and repaired or a new engine installed. If the engine is repaired there is likely little debris in the internal oil passages as the cams were not damaged. Any visible debris can be washed down the drain back valleys using the appropriate cleaner. Regarding labor ops you can refer to SLTS on PTS or it is recommended to verify the labor ops with your service manager. GASPA Out Of Warranty

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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/09/2020

---------- 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
PCM#P0012:00-EC,P0014:00-68,P0035:00-68,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

---------- V E H I C L E D E T A I L S ----------
Vehicle Build Date: 01/11/2017 Warranty Start Date: 05/15/2017
Date of Sale: 05/15/2017 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 #:
0100A16314410581 F1FG 6007 MC 00

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD MAN - B6 Part #:
Bld Dt:
Serial #:
TTFL0 141215215807 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 : PN4-??????????????????????????--------- WHITE GOLD

---------- 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 03073 - Mullinax Ford Ph#: [redacted]
City: Apopka State : Florida
Country: United States Region : Orlando

Claim #/Date : [redacted] 07/08/2020

Specialist's
Name : NPOLNASE -????????????????????

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/09/2020

---------- C Q I S V I N H I S T O R Y ----------

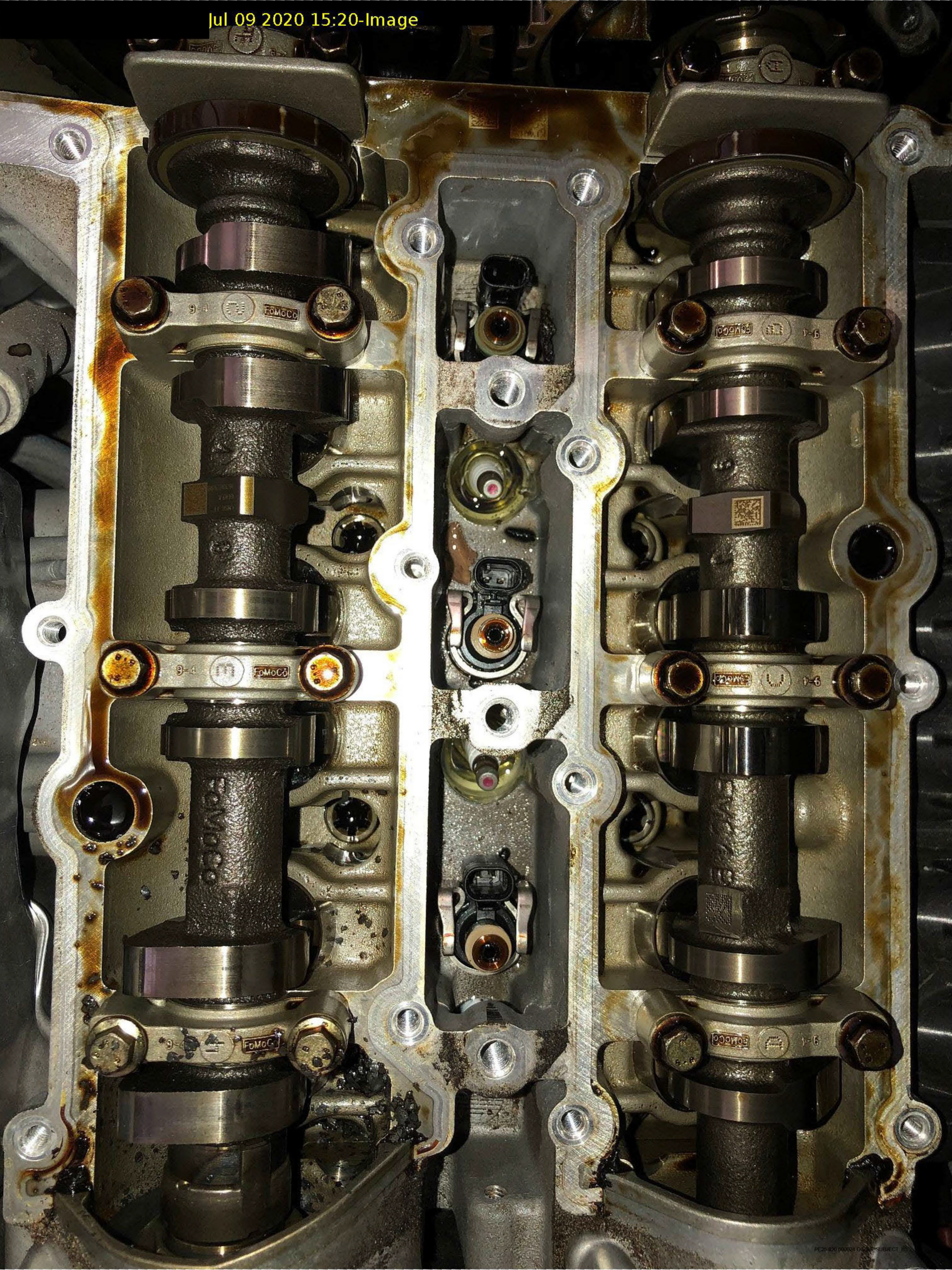
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- 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


Jul 09 2020 15:20-Image
FoMoCo
9-4
1-6
PE28.020.000024 GC03 SUBJECT_B3

ul 09 2020 15:21-Image

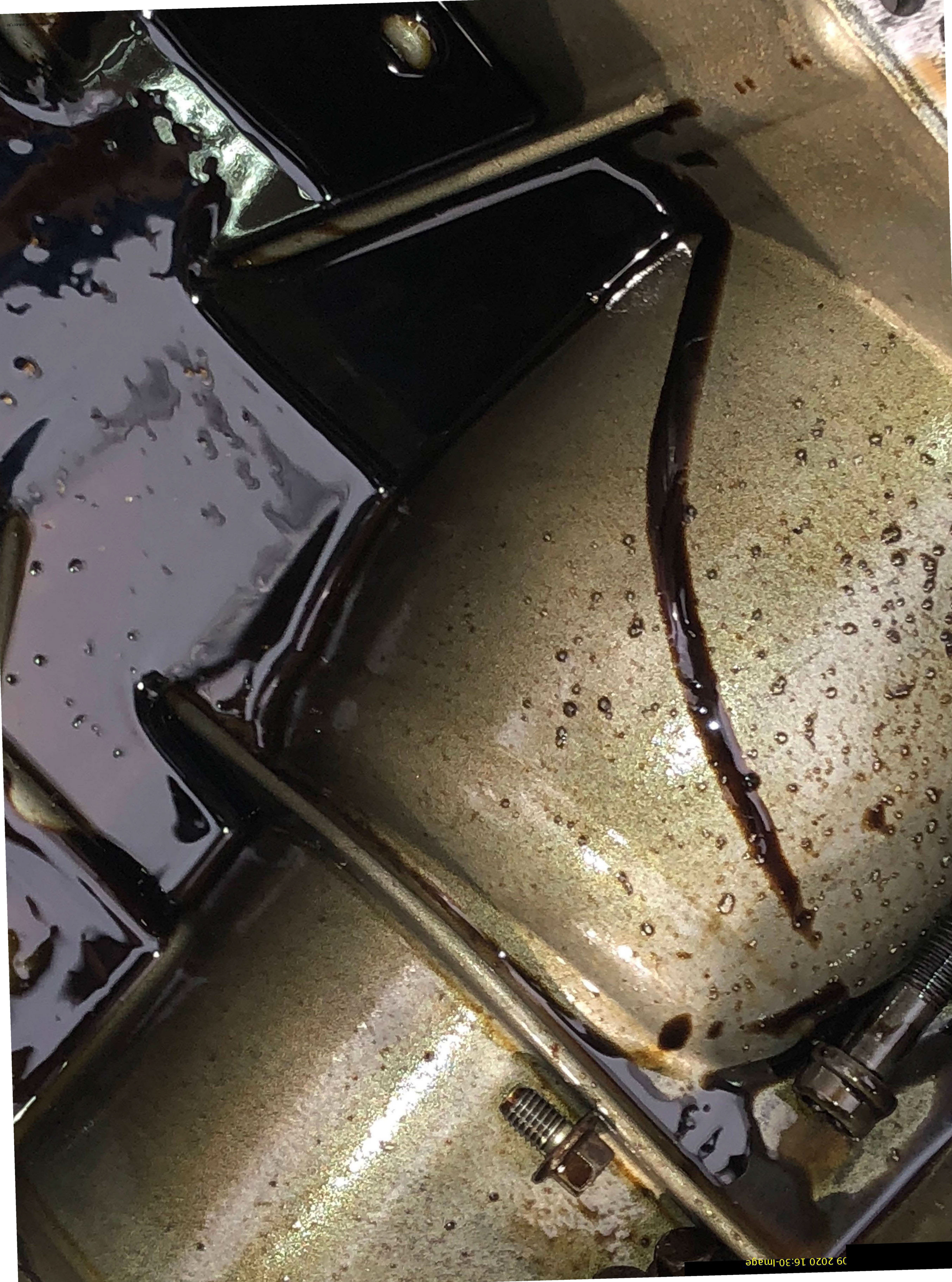
PE26-020 000025 GCQIS_SUBJECT_B3

09 2020 15:20-Image

PE25-020 000026 GCQIS_SUBJECT_B3

09 2020 16:30-Image

PE25.020.000028 GCQS_SUBJECT_33





CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

---------- 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: 96,768 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 4 41 5 02 START/RUN/MOVE RUNNING
COOLANT FROM EXHAUST ALWAYS
Additional Symptom: OIL LIGHT CAME ON, STALLED
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: CUST X CUSTOMER EXPECTATIONS
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 05/25/2021 01:50PM CHYER
Web Form Data(118150090) Description of Vehicle Concern: vehicle had oil light come on and stop running Please list any diagnostics already performed: found oil pump belt to have came apart and get stuck in oil pick up Parts Replaced: long block Your Question: upon install of long block found oil return tube for turbo does not fit correctly, found excessive amount of play when hold down bolt is tightened. what is the cause of this?
RECOMM 05/25/2021 01:50PM CHYER
Cordell, Since excessive play was found with the turbo oil return tube after tightening the bolts, then it is likely that the bolt hole the specific bolt is feeding into is either too large or the threads are damaged. If the play is found in the turbocharger end of the oil return tube, then inspect the threads in the turbo for damage. If damage is found, then replace the turbocharger. If the play is found in the short block end of the oil return tube, then inspect the threads for damage. If no damage is found, then see if the hole was machined too large. In either situation, the new short block would need to be replaced to resolve the concern. Have a fantastic day, Cameron H. Ford Technical Assistance Center
CONCER 05/25/2021 01:56PM GTCGCQSP
the bolt hole is correct for the bolt, concern is on the block side where the tube is inserted, tube goes in hole and bolt is properly tightened to spec the tube has an excessive play in the block part where the oring and tube slide in, is this block related
RECOMM 05/26/2021 12:22PM CHYER
Cordell, I apologize for getting the area you were talking about confused. With the clarification that you provided, there are three possible causes for the excessive play you are finding. They are damage to the end of the oil return tube that is not allowing the portion of the tube going into the block to seal, the hole in the new block is too large, or debris is one of the bolt holes that is stopping the bolt from going all the way down. At this time, proceed with inspecting the bolt holes to ensure that nothing is stopping the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

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

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

bolt from going all the way in. If no debris is found, then inspect

bolt from going all the way in. If no debris is found, then inspect the oil return tube portion that goes into the block for any damage/bending/etc. If damage/bending is found, then replace the oil return tube. If no concern is found with the oil return tube, then replace the short block as the last possible cause is the hole in the block being too large. Have a fantastic day, Cameron H. Ford Technical Assistance Center

ADD-ON 05/26/2021 12:22PM CHYER
Consulted with SME Tim Rolwands: I was confused about what the tech was referring to since I though that with the bolts tightened down the tube should not be able to move. Tim pointed out that if debris was present in one of the bolt holes, then it would stop the bolt from going all the way in but still allow it to tighten. If no debris is found, then to inspect the end of the oil return tube that goes into the block for damage. If no damage is found, then replace the short block.

CONCER 06/10/2021 09:18AM GTCGCQSP
obtained a new block, found tube that we orginally ordered to still fit incorrectly, reordered oil return tube, found new tube to fit extremely loose in both new engines we have for this vehicle. what is the next step to get the tube to properly fit in block?

RECOMM 06/10/2021 04:42PM AHYDORN
Cordell, With the turbo oil return tube showing loose, if caused by the fastener bolt not going in all the way make sure you are installing the correct bolts since this would have to be swapped from the existing motor due to a long block and short block not coming with a turbo system (turbo only comes with complete fully dressed engine assembly 6007). According to ECAT the turbo oil return tube bolt that connects to the turbo should be M6 X 16mm and the bolt to the block side is M6 X 14mm (make sure they were not accidently swapped since they will look the same just one longer than the other). If same concern exists with fasteners showing correct length with ECAT listings above, COPIS will need to be contacted for parts concern/defect. We see a catalog inquiry was submitted, but this is a parts concern not a catalog concern. When submitting a ticket make sure to be specific as possible with listed VIN, full part number in question including prefix/base/suffix (include tube and bolt) and in great detain what is being found with what is taking place. <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> and click on the Parts &amp Service tab. From the left-hand menu, click on the plus (+) symbol next to Parts Department Tools to expand the selection and then select COPIS (Customer Online Parts Inquiry System). Click on the hyperlink labeled COPIS at the top of the page. Right below this link, is a link for Dealer Job Aid which will help you navigate through the

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

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

--TYPE--	COMMENT TEXT
	system. NOTE: When you click on the link, it may
	system. 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. 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. Sincerely, Andrew H. Ford technical assistance center
CONCER	07/13/2021 10:25AM GTCGCQSP found engine to be correct per copis, and also found oil return tube to be correct but it will notseat properly in hole in block what step is next
RECOMM	07/15/2021 11:42AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION Cordell, The Ford Technical Assistance Center has reviewed your request and has determined that it is necessary to discuss this matter verbally over the telephone. You will be contacted shortly by a Ford Technical Assistance Center representative. Thank you, Tyler B. Ford Technical Assistance Center
ADD-ON	07/15/2021 11:42AM TYLER BISHOP(FSE) MSS - FCSD - GREAT LAKE REGION Consulted with SME Devon Kenyon to determine what should be done. He mentioned to call to determine if the original block is still present with the tube and to determine what part is wrong. Does the original tube fit in the new block? Does the new tube fit in the old block? ETC
CONCER	07/15/2021 01:13PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Outbound call to technician Cordell to retrieve some more information regarding the parts received and fitment. It was mentioned the original drain tube is seized onto the original engine block and is unable to be retrieved without damage. The drain tube has been replaced three times and all result in the same concern. Engine block replaced twice.
RECOMM	07/15/2021 01:13PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Cordell, Thank you for speaking with me today. With our discussion, since unable to retrieve the original drain tube to determine if it ll fit on the new engine blocks and also if the new tube fits on the original block, it is recommended inquiring with COPIS again and confirm correct part number for the drain tube. Technical Assistance Center Terence P.
ADD-ON	07/15/2021 01:13PM TERENCE PERREAULT(FS MSS - FCSD - GREAT LAKE REGION Made OBC for team member, Tyler Bishop. I explained to the technician that this is a parts concern and there is nothing in regards of technical direction from the TAC that can help resolve this.
RECOMM	08/30/2021 01:28PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION The Technical Assistance Center has determined that additional dealership outreach is necessary to further assist in resolving this vehicle s concern(s). One of the Technical Assistance Center Vehicle Off Road Specialists will contact you and/or the Service Manager within 1 business day to obtain additional

CQIS Report Number: M[redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

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

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

information and provide recommendations to assist in successfully

information and provide recommendations to assist in successfully repairing the vehicle.
 If you have not been contacted or provided additional information from your service team within 1 business day, please contact the Technical Assistance Center Hotline (800) 826-4694 and request to speak with your designated Vehicle Off Road Specialist.

ADD-ON 08/30/2021 01:28PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Reason For Escalation : Technical Progress

CONCER 08/30/2021 02:10PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell. The long block has been replaced and the new turbocharger return tube does not fit correctly in the new block. A second 6006 was ordered with the same issue. Several tubes have been ordered with the same issue. The long block part number: F1FZ-6006-C. The tube part number: CM5Z-6L092-A.

RECOMM 08/30/2021 02:10PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Thank you for taking the time to discuss this vehicle with me. As we discussed, please upload pictures of the tube and the block. I am going to do further research on the parts and then call you back.

CONCER 08/30/2021 02:25PM GTCGCQSP
tube with measurement of diameter

CONCER 08/30/2021 02:30PM GTCGCQSP
a few pictures show measurements of the tube and holes in both blocks

RECOMM 08/30/2021 03:22PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Thank you for uploading the pictures. I have reached out to my resources and will call you as soon as I hear back, no later than Wednesday.

CONCER 09/01/2021 10:41AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell. When installing the new turbocharger return line into the new 6006, it does not feel like the O-ring is contacting the bore.

RECOMM 09/01/2021 10:41AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, As we discussed, please attempt to remove the turbocharger return line from the original engine and compare the line and the bore to the new parts. Please update this form with the results.

CONCER 09/01/2021 11:32AM GTCGCQSP
unable to remove line and compare size, engine was sent back as core due to miscommunication since we had it stored for 3 months

CONCER 09/01/2021 02:17PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell. Cordell verified the engineering number on the engine is F1FG-6006-BA which matches the parts catalog.

RECOMM 09/01/2021 02:17PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, I am doing further research. I will call you no later than Thursday.

ADD-ON 09/01/2021 02:17PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Sent an email to COPIS to verify the correct part number. COPIS verified the correct part numbers and recommended reaching out to product analyst. Made an outbound phone call and talked to FSE Keith Hallberg. We discussed the turbocharger oil return line fits loose in

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

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

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

the engine bore. Keith is not aware of any issues and provided a PVT

the engine bore. Keith is not aware of any issues and provided a PVT contact. Made an outbound phone call and talked to Zachary Latour. We discussed that the turbocharger oil return line fits loose in the engine block bore. Zach recommended reaching out to the reman team to see if they have any specifications. Sent email to Dan Kulha in reman to see if there are any issues with the turbocharger oil return line bore in the block and to see if he can provide the bore diameter specification.

CONCER 09/01/2021 04:15PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call to Cordell and received a voicemail.

RECOMM 09/01/2021 04:15PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Could you please measure the outside diameter of the oil return line and update this form with the measurements and a picture.

CONCER 09/02/2021 09:18AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell.

RECOMM 09/02/2021 09:18AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell. The bore in the engine block should be 20.0 - 20.5mm in diameter. The depth should be 10.1mm. The outside diameter of the tube should be 19.87+/-0.25mm. The distance from the bottom of the mounting bracket to the centerline of the O-ring on the tube should be 6.3mm. Please update this form with the actual measurements.

CONCER 09/02/2021 03:16PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell. Cordell has not been able to take the measurements on the block bore or tube.

RECOMM 09/02/2021 03:16PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Please update this form with the measurement. If the form is not updated by Friday, I will call you Friday.

CONCER 09/03/2021 07:41AM GTCGCQSP
depth of bore is 11.2mm center line is 6.5mm

CONCER 09/03/2021 08:01AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell.

RECOMM 09/03/2021 08:01AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Thank you for the update with the bore depth and centerline to the O-ring. Please measure the outside diameter of the tube and update this form with the measurement.

CONCER 09/03/2021 08:06AM GTCGCQSP
ouside diameter of tube is 19.84mm, upon farther inspection found the oring to be fairly close to flush with the diameter of the tube

CONCER 09/03/2021 09:13AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call and talked to Cordell. The outside diameter of the tube is 19.84mm. The outside diameter or tube/O-ring is 20.00mm. The part number on the tube is CM5G-6K677-HA.

RECOMM 09/03/2021 09:13AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Cordell, Based on the measurements, there appears to be a .16mm gap between the O-ring and the Bore. I will do some more research and call you back.

CONCER 09/07/2021 12:37PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION
Made an outbound phone call to Cordell and received a voicemail.

RECOMM 09/07/2021 12:37PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

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

--TYPE--	COMMENT TEXT
	Cordell, Please update this form when you are available to talk and I Cordell, Please update this form when you are available to talk and I will call you back.
ADD-ON	09/07/2021 12:37PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone call to FSE Keith Hallberg. We discussed that the O-ring is too small. Since the O-ring comes on the tube, I cannot find an O-ring part number to replace the O-ring with. Keith is going to reach out to some of his resources.
CONCER	09/08/2021 09:52AM GTCGCQSP Good morning, sorry for missing your call yesterday, I was off work. Whenever you are available feel free to call
CONCER	09/08/2021 10:42AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone call and talked to Cordell.
RECOMM	09/08/2021 10:42AM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Cordell, Please order part number CM5Z-6L092-B. The engineering number on the part should be CM5G-6K677-GA. Please update this form with the status of ordering the part. If the form is not updated by Friday, I will call you Friday.
CONCER	09/08/2021 11:14AM GTCGCQSP ran part number, according to our catalogue the number is invalid, ran engineering number, it changed to the suffix of the tube we already have
CONCER	09/08/2021 02:14PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone call and talked to Cordell. Cordell attempted to order part number CM5Z-6L092-B but the part number is invalid. When attempting to order engineering number CM5G-6K677-GA, it reverts back to CM5Z-6L092-A.
RECOMM	09/08/2021 02:14PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Cordell, We have referred this concern to the Field Service Engineer (FSE) in your market area. The FSE should contact you and/or the Dealership management (Service Manager or Service Director) within one (1) business day to discuss further recommendations. If the FSE does not contact you directly, please consult with your Dealership management to discuss further recommendations and steps to assist in the resolution of this vehicle concern.
ADD-ON	09/08/2021 02:14PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION Made an outbound phone to FSE Keith Hallberg and received a voicemail. I notified Keith a TAR is being opened.
TARVOR	09/08/2021 02:22PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION NOTE TO FSE. THE 6006 LONG BLOCK IS BEING REPLACED DUE TO BROKEN OIL PUMP …BELT. WHILE SETTING UP THE NEW LONG BLOCK, THE NEW TURBOCHARGER OIL RETURN …LINE FITS LOOSE IN THE ENGINE BLOCK BORE. IT HAS BEEN DETERMINED THAT THE …OIL RETURN TUBE O-RING IS TOO SMALL. THE O-RING COMES WITH THE TURBOCHARGER …TUBE AND WE CANNOT IDENTIFY A REPLACEMENT O-RING. THE DEALER HAS ORDERED TWO …6006 LONG BLOCKS AND TWO OIL RETURN TUBES. A 6007 ASSEMBLY IS NOT AVAILABLE. …THIS VORTAR IS BEING OPENED DUE TO THE VEHICLE HAS BEEN DOWN FOR 146 DAYS.
AUDIT	09/08/2021 02:22PM KEVIN SANDERS(FSE) MSS - FCSD - SOUTHEAST REGION TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	09/17/2021 11:21AM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

C O M M E N T S

--TYPE--	COMMENT TEXT
	BOTTOM LINE: I BELIEVE THE PARTS ARE WITHIN SPECIFICATION AS MY
	BOTTOM LINE: I BELIEVE THE PARTS ARE WITHIN SPECIFICATION AS MY MEASUREMENTS WERE A BIT DIFFERENT THEN THE TECHS ? BUT I SAW HIS POINT IN SAYING THAT THE TUBE WITH THE O-RING INSTALLED APPEARED TO BE LOSE IN THE ENGINE BORE. SO I REMEASURED AND CAME TO SOME SLIGHTLY DIFFERENT MEASUREMENTS. I ALSO FOUND A SLIGHTLY BIGGER O-RING IN THE PARTS DEPARTMENT ? THIS ONE WAS ABOUT 1MM ON THE OD AND FIT THE GROOVE VERY WELL. UNFORTUNATELY THAT 1MM MADE IT TOO DIFFICULT TO INSTALL THE TUBE IN THE BORE ? IT WAS JUST TOO BIG. …THE STATED PURPOSE OF THIS TUBE IS FOR ALREADY USED OIL, THAT HAS CIRCULATED THROUGH THE TURBO CHARGER, TO DRAIN BACK TO THE SUMP. THE INNER DIAMETER OF THE BORE IS LARGER THAN THAT OF THE OIL FEED BECAUSE ITS PURPOSE IS TO SIMPLY DRAIN TO THE SUMP WITH NO PRESSURE. THE DESIGN OF THE TUBE AND THE SINGLE O-RING ARE JUST TO RETURN THE OIL TO SUMP UNDER ZERO PRESSURE (OIL PULLED DOWN BY GRAVITY.) SO BY UNDERSTANDING THE DESIGN, THE TECHNICIAN WAS COMFORTABLE WITH SIMPLY INSTALLING THE TUBE. FOR PEACE OF MIND, I RECOMMENDED THAT THE TECH APPLY A SMALL BEAD OF SILICONE SEALER ABOVE THE O-RING WHEN INSTALLING AND ALLOWING IT TO SQUISH AND FORM AN ADDITIONAL SEAL ABOVE THE O-RING ? THIS MADE HIM FEEL MORE CONFIDENT WITH HIS EFFORTS. AFTER SEEING THIS TUBE, I WAS REMINDED OF OTHERS SUCH TUBES THAT I HAVE WITNESSED BEING REMOVED WITH ABSOLUTELY NO SIGNS OF OIL ABOVE THE O-RING. WE WILL COUNT THIS ONE TODAY AS TRAINING FOR A YOUNG TECHNICIAN. … …
AUDIT	09/17/2021 11:21AM KEITH HALLBERG(FSE) MSS - FCSD - GREAT LAKE REGION TECH ASSIST REFERRAL HAS BEEN 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
CB#NOWN#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

Repair Type	Component Number	Number Type	Description	Causal Comp.
CUS	CUST X	SERVICE	CUSTOMER EXPECTATIONS	YES

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

Vehicle Build Date: 01/05/2017 Warranty Start Date: 01/16/2017
Date of Sale: 01/16/2017 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 399 LBS
LH/RH Drive:

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 05/25/2021

- - - 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 #:
0100A091115410929 F1FG 6007 MC

- - - T R A N S M I S S I O N - - -
Trans: 6 SPD MAN - B6 Part #:
Bld Dt:
Serial #:
TTFN0 151215055958 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 B --------- ABSOLUTE BLACK

---------- 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 03919 - Byers Ford, LLC Ph#[redacted]
City: Delaware State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [redacted] 04/16/2021

Specialist's
Name : CHYER -????????????????????

---------- 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
12/06/2021	[redacted]	CACVOC	SP/ST/RD		USA 03919
06/03/2021	[redacted]	CACVOC	AID/INFO		USA 03919

--- 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 000039 GCOIS_SUBJECT_03




-Aug 30 2021 14:28-Image





Aug 30 2021 14:26-Image

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

---------- 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: 42,305 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 5 50 A 02 DRIVING PERFORMANCE RUNS ROUGH
ALL RUNNING MODES ALWAYS
Additional Symptom: runs rough
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 27
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

---------- C O M M E N T S ----------
--TYPE-- ---------- COMMENT TEXT ----------
CONCER 10/25/2021 02:24PM BELSMORE
RO: [redacted] RO Date: 2021/10/18 Warranty Type: FWR SPW Install Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. CUSTOMER STATES THE ENGINE RUNS ROUGH, AND THE CEL IS ON. If applicable, please list any prior repair attempts (driveability or transmission related) which may have contributed to the customer symptom. NO PRIOR REPAIR ATTEMPTS 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.). REMOVED VALVE COVER, OIL PAN, AND SPLIT OPEN OIL FILTER. METAL DEBRIS THROUGHOUT THE OIL AND HAS BLOCKED THE OIL PUMP. List major components (by name, not part) needed for repair: LONG BLOCK ASSY Please list part (by name, not part) that was root cause of failure: ENGINE 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: <ol> 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
RECOMM 10/25/2021 02:24PM BELSMORE
Mark, Thank you for the details regarding this engine issue. When reviewing the supplied information, we see that the Cost Cap has components listed that do not have damages identified. Please ensure that only damaged components that cannot be cleaned, flushed, and reused are listed on the Cost Cap. Metal contamination does not condemn an assembly as components can be cleaned and reused if undamaged. Please refer to the <A target=_blank href=https://www.fordtechservice.dealerconnection.com/Transport?link=0

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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

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

01&ampparam=20-7062 target=_blank>Engine Failure Analysis GSB

01&ampparam=20-7062 target=_blank>Engine Failure Analysis GSB 20-7062</A> when determining whether a component can be reused or not. Please advise of the damages to the following components: Timing components (chains/belts, guides) Water Pump Thermostat Camshaft(s)(x2) Cylinder Head Short Block (please ensure the bearing surfaces are wiped clean, and an image of the clean bearing surfaces showing damage are submitted and/or a description of the damage) If the Cost Cap is inaccurate, please submit a new Cost Cap with only damaged components listed. If the determination given is to REPAIR, prior approval is not required and this request does not need to be updated. If the determination given is to REPLACE, please ensure a description and/or picture of the damages is provided as well as the root cause of failure. Please advise of the component that caused the engine to fail, as engine or long block is not suitable as a root cause of failure justifying replacement of the long block. GASPA Additional Information Required

ADD-ON 10/25/2021 02:24PM BELSMORE
PART NUMBER: 6006 (ENGINE ASSY/BARE) REPAIR DATE:10/18/2021 REPAIR DISTANCE:42305 Miles COUNTRY:USA STATE:CO IS COVERED UNDER -POWERTRAIN WARRANTY (BEGIN 07)

CONCER 10/26/2021 08:38AM ASPEZIA2
RO: 549933 RO Date: 2021/10/18 Warranty Type: FWR SPW Install Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. car idles rough and cel is on If applicable, please list any prior repair attempts (driveability or transmission related) which may have contributed to the customer symptom. no prior repairs 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.). scan test, vct codes oil pressure light is on oil pressure test- o psi engine rattles/grinds List major components (by name, not part) needed for repair: 6006 Please list part (by name, not part) that was root cause of failure: lack of oil lubrication due to plugged oil pick up tube 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: <ol> 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

RECOMM 10/26/2021 08:38AM ASPEZIA2
Adrian, Thank you for contacting us about this 2018 Focus. Reviewing this contacts information we can see that this is a duplicate request to contact 118477360. With that being said, the original request should be updated with any additional information that is necessary

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
for us to proceed with a proper determination. Unfortunately, we are

for us to proceed with a proper determination. Unfortunately, we are unable to assist you on duplicate requests and the original contact should be used and updated as necessary. Once contact 118477360 is updated with the additional information requested we may proceed with a proper determination and assist you as necessary. GASPA Duplicate Request

CONCER 10/26/2021 04:58PM GTCGCQSP
THE COST CAP HAS BEEN COMPLETED AND SAYS TO REPLACE THE LONG BLOCK. THE OIL PUMP DRIVE BELT CAME APART AND CLOGGED THE OIL PUMP, AND ENGINE FAILED DUE TO LACK OF LUBRICATION.

RECOMM 10/26/2021 05:43PM SCARSTEN
Mark, We understand there was a failure with the Oil Pump Belt that led to a lack of lubrication. However, the extent of damage to the internals has still not been documented. A lack of lubrication or metal in the oil does not condemn the assembly or the components. Specific damage must be found to warrant their replacement. Please update this request with the damage found to the following components or submit a new accurate cost cap without these components as components that are not damaged should be cleaned and reused. -Timing components (chains/belts, guides) -Water Pump -Thermostat -Camshaft(s)(x2) -Cylinder Head -Short Block (please ensure the bearing surfaces are wiped clean, and an image of the clean bearing surfaces showing damage are submitted and/or a description of the damage) If a new Cost Cap is submitted and a REPLACE determination is returned, please update this request with the extent of damage to the components listed above detailed. If a new Cost Cap is submitted and a REPAIR determination is returned, the repair (replacing the components on the Cost Cap) should be performed. The repair of the assembly does not require Prior Approval, so there would be no need for any further update to this request. GASPA Additional Information Required

CONCER 10/27/2021 11:13AM ASPEZIA2
RO: [redacted]RO Date: 2021/10/18 Warranty Type: FWR SPW Install Mileage: SPW Install Date: Please describe customers concern. Include as many details as possible. CUSTOMER STATES THE ENGINE RUNS VERY ROUGH AND THE CEL IS ON If applicable, please list any prior repair attempts (driveability or transmission related) which may have contributed to the customer symptom. NO PRIORS 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.). OIL PRESSURE TEST, ECC TEST, REMOVED VALVE COVER AND OIL PAN TO INSPECT. FOUND THE OIL PUMP SEIZED WHICH CAUSED EXCESSIVE WEAR ON THE OIL PUMP DRIVE BELT CAUSING THE OIL PUMP PICK UP TO BE CLOGGED CAUSING ENGINE OIL STAVATION. SCORED BEARINGS AND DAMAGED TURBO List major components (by name, not part) needed for repair: LONG BLOCK REPLACEMENT Please list part (by name, not part) that was root cause of failure: OIL PUMP 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

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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

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

to www.fmcdealer.com and follow

to <a [redacted]
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

RECOMM 10/27/2021 11:13AM ASPEZIA2
Mark, Reviewing this contacts information we can see that this is the second duplicate request that was submitted for this VIN. With that being said, we can only assist you and proceed with a determination on the original request that was created for this vehicle. Please update the original contact ID 118477360 with the additionally requested information and we can proceed to assist you as necessary on that contact. Please refrain from updating this contact, or creating another duplicate request as we are unable to properly assist you on duplicate requests due to OWS claiming issues. Once the original contact ID 118477360 is updated with the additional information requested we can proceed with a proper determination and assist you as necessary. GASPA Duplicate Request

CONCER 10/27/2021 12:05PM GTCGCQSP
I HAVE ATTEMPTED TO DO THAT. BUT YOU GUYS KEEP COMING BACK AND SAY TO REDO THE COST CAP IF ITS INACCURATE. THE ORIGINAL COST CAP IS INACCURATE SO WHEN I GO TO DO A NEW ONE IT AUTOMATICALLY GOES TO A NEW PRIOR APPROVAL FOLLOWING THE STEPS EXACTLY IN THE COST COST. YOUR SYSTEM JUST KEEPS HAVING ME MAKE THIS CIRCLE, AND YOU GUYS KEEP SAYING ITS A DUPLICATE WHEN I AM JUST FOLLOWING THE EXACT INSTRUCTIONS ON THE COST CAP. PLEASE ADVISE.

CONCER 10/27/2021 12:18PM GTCGCQSP
I HAVE FOLLOWED THE STEPS AND THE COST CAP IS INACCURATE, SENT IN NEW COST CAP THAT MAKES ME DO A NEW PRIOR APPROVAL, AND THEN THE NEW PRIOR APPROVAL YOU GUYS REVIEW AND SAYS ITS A DUPLICATE, I NEED GOING ROUND AND ROUND. PLEASE HELP.

RECOMM 10/27/2021 12:27PM SCARSTEN
Mark, We understand that is the case. However, when submitting a new Cost cap a new request does not need to be created. After the new Cost cap was created, the original request (Contact ID: 118477360) should have been updated with any additional information. But, as the system we use does not allow more then one request to be processed for a VIN/RO the original request should be updated and that request can be processed. As this is the duplicate request we cannot proceed with this request. GASPA Duplicate Request

RECOMM 10/27/2021 12:28PM ASPEZIA2
Mark, We apologize for the confusion, for future reference when a new Cost Cap is submitted a new prior approval contact does not need to be submitted and the original contact can just be updated in regards to the new Cost Cap submission/determination. As a lack of lubrication was present and damages to the components submitted on the Cost Cap has been confirmed we would agree that replacement of the long block

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

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

--TYPE-- ---------- COMMENT TEXT ----------
is necessary. Please proceed with replacement of the long block per

is necessary. Please proceed with replacement of the long block per workshop manual instructions and a prior approval code will be provided in this contact. 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]url=/vdirsnet/TSB_SSM/DisplayArticle.aspx?type=SSM&id=45788 target=_blank>SSM 45788</A> 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=[redacted]url=/vdirsnet/TSB_SSM/DisplayArticle.aspx?&type=TSB&id=G0000155 target=_blank>GSB G0000155</A> for additional details. </P> GASPA Approved THGE465356

---------- 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
PCM#P00180021:13F
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: 12/06/2017 Warranty Start Date: 03/05/2018

CQIS Report Number: [redacted] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 10/25/2021

Date of Sale: 03/05/2018 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 #:
0100A17283410986 F1FG 6007 MC

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

Trans: 6 SPD MAN - B6 Part #:
Bld Dt:
Serial #:
TTFL0 280917153325 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 : PN4-??????????????????????--------- MAGNETIC

---------- 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 03140 - Phil Long Ford Lincoln Ph#[redacted]
City: Colorado Springs State : Colorado
Country: United States Region : Denver

Claim #/Date : [redacted] 10/18/2021

Specialist's
Name : BELSMORE -??????????????????

---------- 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
12/12/2018	[redacted]	NHL	DRV PERF		USA 03140

--- 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


Oct 25 2021 14:00-Image
PE25-020 000049 GCQIS_SUBJECT_B3

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.

PE25-020 000050 GCQIS_SUBJECT_ID

