

EA23-002 Figure 1 - 2021 Ford F-150

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 36                                   | 51                       | 146                       | 0                          | 0    | 2                          | 0      | 0        | 3    | 0                  |
| B1          | 7                                    | 6                        | 40                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| B2          | 6                                    | 9                        | 22                        | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| B3          | 8                                    | 15                       | 73                        | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| C           | 10                                   | 16                       | 54                        | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| Total       | 67                                   | 97                       | 335                       | 0                          | 0    | 3                          | 0      | 0        | 7    | 0                  |
| Unique VINs | 67                                   | 96                       | 333                       | 0                          | 0    | 3                          | 0      | 0        | 7    | 0                  |

Total of 502 reports (346 unique VINs)

EA23-002 Figure 1 - 2022 Ford F-150

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 0                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B1          | 0                                    | 0                        | 5                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 2                        | 2                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| C           | 2                                    | 2                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 2                                    | 4                        | 9                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Unique VINS | 2                                    | 4                        | 9                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |

Total of 15 reports (14 unique VINs)

EA23-002 Figure 1 - 2021 Ford Bronco

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 37                                   | 30                       | 72                        | 1                          | 24   | 1                          | 0      | 0        | 7    | 0                  |
| B1          | 2                                    | 2                        | 17                        | 0                          | 2    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 4                                    | 8                        | 15                        | 0                          | 2    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 4                                    | 10                       | 30                        | 0                          | 2    | 0                          | 0      | 0        | 1    | 0                  |
| C           | 6                                    | 7                        | 19                        | 1                          | 2    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 53                                   | 57                       | 153                       | 2                          | 32   | 1                          | 0      | 0        | 8    | 0                  |
| Unique VINS | 52                                   | 57                       | 152                       | 2                          | 31   | 1                          | 0      | 0        | 7    | 0                  |

Total of 298 reports (159 unique VINs)

EA23-002 Figure 1 - 2022 Ford Bronco

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 2                                    | 1                        | 0                         | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| B1          | 1                                    | 1                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 1                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| C           | 4                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 7                                    | 3                        | 2                         | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| Unique VINS | 7                                    | 3                        | 2                         | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |

Total of 13 Reports (13 Unique VINs)

EA23-002 Figure 1 - 2021 Ford Edge

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 7                                    | 5                        | 17                        | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| B1          | 3                                    | 0                        | 3                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 0                        | 2                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 2                        | 6                         | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| C           | 0                                    | 0                        | 3                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 10                                   | 7                        | 31                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| Unique VINS | 9                                    | 7                        | 31                        | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |

Total of 48 Reports (31 Unique VINS)

EA23-002 Figure 1 - 2022 Ford Edge

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B1          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| C           | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Unique VINS | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |

Total of 0 Reports (0 Unique VINS)

EA23-002 Figure 1 - 2021 Ford Explorer

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 8                                    | 22                       | 73                        | 0                          | 0    | 3                          | 0      | 0        | 5    | 0                  |
| B1          | 1                                    | 3                        | 25                        | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| B2          | 5                                    | 6                        | 18                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| B3          | 3                                    | 2                        | 43                        | 0                          | 0    | 2                          | 0      | 0        | 1    | 0                  |
| C           | 13                                   | 9                        | 23                        | 1                          | 0    | 1                          | 0      | 0        | 1    | 0                  |
| Total       | 30                                   | 42                       | 182                       | 1                          | 0    | 7                          | 0      | 0        | 9    | 0                  |
| Unique VINS | 30                                   | 42                       | 179                       | 1                          | 0    | 7                          | 0      | 0        | 8    | 0                  |

Total of 262 Reports (194 Unique VINS)

EA23-002 Figure 1 - 2022 Ford Explorer

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 2                                    | 2                        | 2                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B1          | 0                                    | 2                        | 2                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 1                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| C           | 0                                    | 2                        | 5                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 3                                    | 6                        | 10                        | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Unique VINS | 3                                    | 6                        | 10                        | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |

Total of 19 Reports (17 Unique VINS)

EA23-002 Figure 1 - 2021 Lincoln Nautilus

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 6                                    | 2                        | 11                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| B1          | 0                                    | 0                        | 2                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| B3          | 1                                    | 1                        | 6                         | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| C           | 1                                    | 0                        | 4                         | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| Total       | 8                                    | 3                        | 24                        | 0                          | 0    | 1                          | 0      | 0        | 4    | 0                  |
| Unique VINS | 8                                    | 3                        | 24                        | 0                          | 0    | 1                          | 0      | 0        | 3    | 0                  |

Total of 36 Reports (26 Unique VINS)

EA23-002 Figure 1 - 2022 Lincoln Nautilus

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B1          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| C           | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Unique VINS | 0                                    | 0                        | 0                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |

Total of 0 Reports (0 Unique VINS)

EA23-002 Figure 1 - 2021 Lincoln Aviator

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 9                                    | 8                        | 25                        | 0                          | 1    | 1                          | 0      | 0        | 0    | 0                  |
| B1          | 1                                    | 1                        | 7                         | 0                          | 0    | 2                          | 0      | 0        | 0    | 0                  |
| B2          | 0                                    | 1                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 2                        | 21                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| C           | 11                                   | 5                        | 9                         | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |
| Total       | 21                                   | 17                       | 63                        | 0                          | 1    | 3                          | 0      | 0        | 4    | 0                  |
| Unique VINS | 21                                   | 17                       | 63                        | 0                          | 1    | 3                          | 0      | 0        | 4    | 0                  |

Total of 105 Reports (74 Unique VINS)

EA23-002 Figure 1 - 2022 Lincoln Aviator

| Category    | Consumer Complaints<br>(GCCT/FMC360) | Field Reports<br>(GCQIS) | Warranty Claims<br>(GSAR) | Customer Surveys<br>(QNPS) | VOQs | Lawsuits & Legal<br>Claims | Injury | Fatality | Fire | Property<br>Damage |
|-------------|--------------------------------------|--------------------------|---------------------------|----------------------------|------|----------------------------|--------|----------|------|--------------------|
| A           | 1                                    | 8                        | 4                         | 0                          | 0    | 1                          | 0      | 0        | 0    | 0                  |
| B1          | 1                                    | 1                        | 5                         | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| B2          | 0                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| B3          | 0                                    | 1                        | 4                         | 0                          | 0    | 0                          | 0      | 0        | 1    | 0                  |
| C           | 3                                    | 0                        | 1                         | 0                          | 0    | 0                          | 0      | 0        | 0    | 0                  |
| Total       | 5                                    | 10                       | 15                        | 0                          | 0    | 1                          | 0      | 0        | 2    | 0                  |
| Unique VINS | 5                                    | 10                       | 15                        | 0                          | 0    | 0                          | 0      | 0        | 2    | 0                  |

Total of 31 Reports (24 Unique VINS)