

FORD MOTOR COMPANY (FORD) RESPONSE TO PE23-015 REQUEST 5Request 5

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject and peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a) Ford's claim number;
- b) Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c) Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d) 17-character VIN;
- e) Repair date (MM/DD/YYYY);
- f) Vehicle mileage at time of repair (numeric data type);
- g) Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- h) Labor operation number(s);
- i) Problem code(s);
- j) Diagnostic trouble code(s);
- k) Replacement part number(s) and description(s);
- l) Concern stated by customer;
- m) Cause as stated on the repair order;
- n) Correction as stated on the repair order; and
- o) Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

Answer

Records identified in a search of the CDR database were reviewed for relevance and sorted in accordance with the categories described in the following table.

Category	Allegation
A1	Oil Pump Failure w/ Loss of Motive Power and No Mention of "Progression" Symptoms (NVH, Check Engine Light, Oil Pressure Light, Reduced Power/Limp Mode)
A2	Oil Pump Failure w/ Loss of Motive Power and Mention of "Progression" Symptoms (NVH, Check Engine Light, Oil Pressure Light, Reduced Power/Limp Mode)
B1	Oil Pump Failure w/ Reduced Power/Limp Mode
B2	Oil Pump Failure w/ Mention of "Progression" Symptoms (NVH, Check Engine Light, Oil Pressure Light) and No Mention of Reduced Power/Limp Mode
C	Oil Pump Failure w/ Ambiguous Customer Symptoms

The number of relevant warranty claims identified in this search that allege the defect in a subject or peer vehicle are provided below.

Model	Category	Number of Claims
2018 to 2022 EcoSport (Subject Vehicles)	A1	60
	A2	161
	B1	98
	B2	804
	C	10
	Total	1,133

Model	Category	Number of Claims
2016 to 2018 EcoSport (Peer Vehicles)	A1	67
	A2	201
	B1	122
	B2	563
	C	13
	Total	966

Copies of relevant warranty claims identified in this search that allege the defect in a subject or peer vehicle are provided in the document "PE23-015 Request 5 – Warranty Data.xlsx". The categorization of each report is identified in the "Category" field.

Requests for "goodwill, field, or zone adjustments" received by Ford to date that relate to the alleged defect that were honored are included in the warranty data provided.

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