

Request 7

Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

Answer

File "EA23-002 Request 7 – Data" provides a list of all labor operations, labor operation descriptions, problem codes, problem code descriptions, diagnostic trouble codes, and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. Information applicable to specific claims as requested above can be found in Ford's response to Request 5. Diagnostic trouble codes are manually entered into the warranty database by the claims administrator.