

## FORD MOTOR COMPANY (FORD) RESPONSE TO PE24-002

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 the warranty database by a claims administrator.

Answer

The GSAR report of warranty claims (from request 5) includes a column for Diagnostic Trouble Codes (DTCs) which includes the DTC code manually entered for each claim by the claims administrator. This column also includes additional repair order confirmation codes that are manually entered. A manual search of all relevant DTC codes per the responsive claims from the warranty claims per request 5 have been separated and included in the file titled 'PE24-002 Part 1\_Request 5\_Appendix E\_amendment.xlsx.'

The list of all labor codes, customer problem codes, and DTC codes with their descriptions have been listed in the file titled 'PE24-002 Part 1\_Request7\_LaborCodes.'