

Request 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. Failed part number(s) and description(s);
- l. Replacement part number(s) and description(s);
- m. Concern stated by customer;
- n. Cause as stated on the repair order;
- o. Correction as stated on the repair order; and
- p. Additional comments, if any, by dealer/technician relating to claim and/or repair.

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

Answer

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

Category	Definition
A	Secondary fuel filter housing breach which results in a fuel leak. Secondary fuel filter crack, seam leak, pinhole leak, ambiguous leak, or fuel filter port break / crack.
A1	Potential or alleged secondary fuel filter housing related report with an alleged fire starting in the engine compartment.
B	Ambiguous fuel leak (unclear if it is at the Secondary fuel filter or Primary fuel filter)

The number of warranty claims identified in this search that relate to the categories above in subject or peer vehicles are provided below.

Vehicle	Category	Number of Claims
Subject Vehicles	A	2199
	A1	3
	B	519
Peer Vehicles	A	60
	A1	0
	B	24

When Ford was able to identify that duplicate claims for an alleged incident were received, each of these duplicate claims was marked accordingly and the group was counted as one report. In other cases, certain vehicles may have reported more than one incident and have more than one claim associated with their VINs. These claims have been counted separately.

Requests for "goodwill, field, or zone adjustments" received by Ford to date that relate to the alleged defect that were not honored, if any, would be included in the GCCT reports identified in response to Request 2. Such claims that were honored are included in the warranty data provided. Ford is providing the warranty claims in the electronic database format as requested, so the agency may review and order the claims appropriately.

Copies of relevant warranty claims identified in this search that allege the defect in a subject or peer vehicle are provided in the document "PE24-014 Request 5 - Warranty Data." The categorization of each report is identified in the "Category" field.

As part of the warranty search, Ford identified records associated with Safety Recall 22S01, NHTSA Recall 22V013. The records are provided in the document "PE24-014 Request 5 – 22S01 Warranty Data." Since these records were the subject of a previous action, the records were not categorized, and the "Category" field was left blank.