

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. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Whether a loss of motive power is alleged;
- 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
A1	Low pressure fuel system failure with allegation of loss of motive power (LOMP) which was caused by, or may have been caused by, any of the subject components with no mention of progression of detectable symptoms (e.g., NVH, reduction in vehicle performance, check engine light)
A2	Low pressure fuel system failure with allegation of LOMP which was caused by, or may have been caused by, any of the subject components with mention of progression of detectable symptoms (e.g., NVH, reduction in vehicle performance, check engine light)

B1	Low pressure fuel system failure resulting in engine stall; no allegation of LOMP
B2	Low pressure fuel system failure, no start
B3	Low pressure fuel system failure with progression of detectable symptoms but no LOMP or engine stall
C	Low pressure fuel system failure with ambiguous customer symptoms

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	A1	164
	A2	39
	B1	85
	B2	255
	B3	51
	C	9
Peer Vehicles	A1	1570
	A2	565
	B1	1065
	B2	4016
	B3	3443
	C	689

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 experienced 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 "PE24-019 Request 5 - Warranty Data." The categorization of each report is identified in the "Category" field.