

FORD MOTOR COMPANY (FORD) RESPONSE TO PE24-027

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 vehicles and peer vehicles, separately: 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.

Answer

For purposes of identifying potentially responsive claims related to the alleged defect, Ford has gathered warranty claims using GSAR, formerly Analytical Warranty Systems (AWS), for both the subject and peer vehicles. The following categorizations were used in the review of reports located in each of these searches:

Category	Definition
A1	Rear Brake Hose Leak
A2	Rear Brake Hose Bubble or Bulge
B	Ambiguous Brake System Tube or Hose Leak

A summary of the total potentially responsive claims for the subject and peer vehicles is shown below:

	<b>Vehicle Make / Model</b>	<b>Model Year</b>	<b>A1</b>	<b>A2</b>	<b>B</b>
<b>Subject</b>	Ford Edge	2015	11	1	0
		2016	14	0	0
		2017	23	3	0
<b>Total</b>			48	4	0

	<b>Vehicle Make / Model</b>	<b>Model Year</b>	<b>A1</b>	<b>A2</b>	<b>B</b>
<b>Peer</b>	Ford Edge	2018	1	0	0
		2019	1	0	0
	Lincoln MKX	2016	9	0	1
		2017	6	1	0
		2018	0	0	0
<b>Total</b>			17	1	1

The additional requested information for each potentially responsive warranty claim for subject and peer vehicles is detailed in the file "PE24-027 Part 1\_Request5\_Appendix E."