

FORD MOTOR COMPANY (FORD) RESPONSE TO PE24-030 PART 1

Request 8

State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject and peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Answer

For 2015-2019 model year Ford Flex, Fiesta, and Taurus vehicles, the New Vehicle Limited Warranty, Bumper-to-Bumper Coverage begins at the warranty start date and lasts for three years or 36,000 miles, whichever occurs first.

For 2019 model year Lincoln MKT vehicle, the New Vehicle Limited Warranty, Bumper-to-Bumper Coverage begins at the warranty start date and lasts for four years or 50,000 miles, whichever occurs first.

Please refer to attachments titled:

- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2019 Flex_Fiesta_Taurus Vehicles_amendment."
- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2019 Lincoln MKT Peer Vehicle."
- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2015 Ford Flex Peer Vehicle."
- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2016 Ford Flex Peer Vehicle."
- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2017 Ford Flex Peer Vehicle."
- "PE24-030_Part 1_Request 8_Warranty Addendum for Model Year 2017 Ford Flex Peer Vehicle."
- "PE24-030_Part 1_Request 8_New Vehicle Warranty Coverage for Model Year 2018 Ford Flex Peer Vehicle."

Optional Extended Service Plans (ESPs) are available to cover various vehicle systems, time in service, and mileage increments. As of the date of information request, 34,328 new and used vehicle ESP policies have been purchased for the 2019 Ford Flex, Fiesta, Taurus and MKT vehicles that could potentially cover the alleged defect. As of the date of information request, 35,168 new and used vehicle ESP policies have been purchased for the 2015 -2018 Ford Flex vehicles. Ford is unable to determine how many of the ESP policies are applicable to the subject and peer vehicles.

The complete list of vehicle VINs with extended warranty plans for subject and peer vehicles is listed in the files titled, "PE24-030_MY19_Flex_Fiesta_Taurus_MKT_Extended Warranty VINs" and "PE24-030 Supplement MY2015-2018 Flex_Extended Warranty VINs."