

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

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. Cause as stated on the repair order
- n. Correction as stated on the repair order
- o. 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

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	Inverted image
A2	Loss of image, intermittent loss of image, and/or flickers
A3	Image is distorted, blurry, cloudy, and/or pixelated

An updated summary of the responsive warranty claims is shown below in the table for the subject and peer vehicles:

	Vehicle Make / Model	Model Year	A1	A2	A3
Subject	Ford Flex	2019	600	1368	38
Peer 1	Ford Flex	2015	73	494	21
	Ford Flex	2016	75	681	78
	Ford Flex	2017	15	165	18
	Ford Flex	2018	31	324	73
Peer 2	Ford Fiesta	2019	71	405	23
Peer 3	Ford Taurus	2019	5	36	8
Peer 4	Lincoln MKT	2019	12	57	17

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.

The amended requested information for the responsive warranty claims for MY 2015 -2018 Ford Flex is in the file titled, "PE24-030 Part 1\_Request 5\_Warranty\_Peer\_Flex\_2015\_2018\_amendment."

The additional requested information for each potentially responsive warranty claim for subject and peer vehicles is detailed in the file "PE24-030 Part 1\_Request 5\_Warranty\_(*Subject or Peer Vehicle name*)."