

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

**Model Year 2015- 20218 Ford Flex,
Model Year 2019 Ford Fiesta, Ford Taurus, and Lincoln MKT
Rear-view Camera Failure or Malfunction**

Request 6

Describe in detail the search methods and search criteria used by Ford to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

Answer**WARRANTY**

Ford's Global System for Analytics and Reporting (GSAR), formerly Analytical Warranty System (AWS), contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe. Ford performed multiple searches of the GSAR for potentially responsive reports using the following search criteria described below.

Ford performed a search of GSAR for potentially responsive reports using the following search criteria for subject vehicles:

Search 1:

| | |
|------------------------|--|
| Model Year: | 2019 |
| Vehicle Line: | Ford Flex |
| Country Sold: | Vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands. |
| Repair Date: | Through October 21, 2024 (the date of this inquiry) |
| Part Num Base (Causal) | 19G490 |

Search 2:

| | |
|------------------------|--|
| Model Year: | 2019 |
| Vehicle Line: | Ford Fiesta |
| Country Sold: | Vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands. |
| Repair Date: | Through October 21, 2024 (the date of this inquiry) |
| Part Num Base (Causal) | 19G490 |

Search 3:

| | |
|---------------|-------------|
| Model Year: | 2019 |
| Vehicle Line: | Ford Taurus |

Country Sold: Vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

Repair Date: Through October 21, 2024 (the date of this inquiry)

Part Num Base (Causal) 19G490

Search 4:

Model Year: 2019

Vehicle Line: Lincoln MKT

Country Sold: Vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

Repair Date: Through October 21, 2024 (the date of this inquiry)

Part Num Base (Causal) 19G490

Search 5:

Model Year: 2015-2018

Vehicle Line: Ford Flex

Country Sold: Vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

Repair Date: Through October 21, 2024 (the date of this inquiry)

Part Num Base (Causal) 19G490

Reports were manually reviewed for relevance and filtered on the warranty condition code, customer concern codes below.

Customer Concern Code(s):

| CCC | Description |
|-----|----------------------------|
| A71 | Front/rear camera |
| A77 | Connector damage/corrosion |
| A78 | Connector disconnects |
| A92 | Wiring damage/appearance |

Warranty Condition Code(s):

| WCC | Description |
|------|--------------------------------|
| 7W15 | Parking Aid System/Side Vision |

Condition Code(s):

| CC | Description |
|----|---------------------------|
| 42 | Does not operate properly |