

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: 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. Vehicle's make, model and model year (please use distinct fields for each data type);
- f. Subject component part number and design version installed as original equipment;
- g. Vehicle type if known (cutaway, van, RV, school bus, etc):
- h. Repair date (MM/DD/YYYY);
- i. Vehicle mileage at time of repair (numeric data type);
- j. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- k. Labor operation number(s);
- l. Problem code(s);
- m. Diagnostic trouble code(s);
- n. Replacement part number(s) and description(s);
- o. Concern stated by customer;
- p. Cause as stated on the repair order;
- q. Correction as stated on the repair order; and
- r. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Answer

Records identified in a search of the GSAR and Concern Driven Reporting (CDR) databases, as described in Ford's response to Request 6, were reviewed for relevance and sorted in accordance with the categories described in the response to Request 2. The number and copies of relevant warranty claims identified in this search that may relate to the alleged defect in a subject vehicle are provided below in Figure 2 and provided in the file "RQ24-003 Request 5 – Warranty Data" respectively. The categorization of each report is identified in the "Category" field.

| Category | Warranty Claims (GSAR) |
|----------|------------------------|
| A1 | 29 |
| A2 | 21 |
| B | 10 |

| | |
|-------------|--------|
| C | 339 |
| D1 | 24 |
| D2 | 186 |
| E | 23,189 |
| F | 20 |
| Total | 23,818 |
| Unique VINs | 23,145 |

Where 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 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 VIN. These claims have been counted separately.

There are certain warranty claims submitted for the inspection of 22V-089 which have no customer and/or technician comments. These claims were identified as category "E" due to the labor operations code used. As described in Response 7, the labor operations code "22S08A" is used by dealerships to indicate when a vehicle was inspected and passed the criteria of 22V-089. Additionally, there are instances where Ford's warranty system indicates multiple 22V-089 inspections. While it is not intended for vehicles to be inspected multiple times under 22V-089, Ford understands that this scenario is possible due to processing delays in Ford's warranty and recall databases. In an effort to be abundantly responsive, these reports are included in the summary table above and are included in the file "RQ24-003 Request 5 – Warranty Data."

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 above in response to Request 2. Such claims that were honored are included in the warranty data provided. Ford assumes that providing the warranty claims in the electronic database format meets the requirements of this request as the agency can review or order the claims as desired.