

Request 8

State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject 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 the subject 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. The subject components are covered by the Bumper-to-Bumper warranty. The New Vehicle Limited Warranty, Powertrain Coverage begins at the warranty start date and lasts for five years or 60,000 miles, whichever occurs first.

Optional Extended Service Plans (ESPs) are available to cover various vehicle systems, time in service, and mileage increments. As of the date of the information request, 2,162 new and used vehicle ESP policies have been purchased for 2021 model year and 2022 model year E-350 and E-450 vehicles that could potentially cover the alleged defect in the subject vehicles. Ford is unable to determine how many of the ESP policies are applicable to the subject vehicles. The details of the various plans are provided in the file "RQ24-003 Request 8 – ESP Data."