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. 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. If the vehicle has ever had its molded lead frame replaced and date of replacement;
m. If the vehicle has ever had its Output Speed Sensor replaced and date of replacement;
n. Concern stated by customer;
o. Cause as stated on the repair order;
p. Correction as stated on the repair order; and
q. 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." 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 Ford's warranty database were reviewed for relevance and sorted in accordance with the categories described in the following table.

Category	Definition
A1	Wheel Lock-Up due to Sudden (Unexpected) Downshift
A2	Sudden (Unexpected) Transmission Downshift
B1	Wheel Lock Up Unknown Cause
B2	Harsh Downshift and Other Downshifting Issues

The number of warranty claims identified in this search that relate to the categories above in subject vehicles are provided below.

Category	Warranty Claims (GSAR)
A1	18
A2	282
B1	8
B2	1133

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 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.

Ford is providing the date of replacement for the molded lead frame, main control assembly or transmission assembly in answer to Request 5(l). The main control and transmission assemblies contain the molded lead frame. The Output Shaft Speed (OSS) sensor is not a serviceable part as it is hard wired onto the molded lead frame. Replacement dates in Request 5(l) were used in answer to Request 5(m).

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 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.

In response to Request 5(b) and 5(c), Ford is providing the names and contact information of customers who sought warranty service at the dealership and is providing its best approximation based on the available data for the warranty service.

Copies of relevant warranty claims identified in this search are provided in the document “RQ24-005 Request 5 – Warranty Data.” The categorization of each report is identified in the "Category" field.

Ford is providing electronic copies of reports categorized as “B1” and “B2” as "non-specific allegations" for your review because of the broad scope of the request. However, based on Ford's engineering judgment, the information in these reports is insufficient to support a determination that they pertain to sudden or unexpected downshifting of the automatic transmission.