

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24-008 Request 5Request 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) Concern stated by customer;
- m) Cause as stated on the repair order;
- n) Correction as stated on the repair order; and
- o) 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 CDR database were reviewed for relevance and sorted in accordance with the categories described in the following table.

Category	Description
A	Potential Cracked Injector
B	Field Service Action Remedy Applied (Powertrain Control Module Software Update, Drain Tube Installation)

The number of relevant warranty claims identified in this search that allege the defect in a subject vehicle are provided below.

Model	Category	Number of Claims
2022 to 2023 Bronco Sport; 2022 Ford Escape (Subject Vehicles)	A	27
	B	341
	Total	368

Copies of relevant warranty claims identified in this search that allege the defect in a subject or peer vehicle are provided in the document "RQ24-008 Request 5 – Warranty Data.xlsx. The categorization of each report is identified in the "Category" field.

Requests for "goodwill, field, or zone adjustments" received by Ford to date that relate to the alleged defect that were honored are included in the warranty data provided.

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