

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24-008 Request 6Request 6

Describe in detail the search criteria used by Ford to identify the claims identified in response to Request 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used.

Answer

Detailed descriptions of the search criteria, including all pertinent parameters, used to identify the claims is provided below.

**WARRANTY**

Ford's Global System for Analytics and Research (GSAR) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

**CONCERN DRIVEN REPORTING (CDR)**

The CDR system is a database which receives a nightly feed of data from multiple Ford systems. GSAR provides a nightly feed to the CDR system.

The CDR system created a common data repository to house reports across different systems. To do this, CDR uses both structured and unstructured data. The structured data is used to map from the Source system codes to the CDR commodity codes.

- GSAR - Warranty Classification Code (WCC) to CDR Commodity

CDR Commodity Codes are hierarchical codes with up to five levels depending on the commodity.

Two examples are:

- Body – Glass – Back glass - Heated back glass elements
- Chassis - Service Brakes - Air Brake System

Once the structured mapping is completed, CDR then text mines the unstructured data to further qualify the commodity levels within the commodity main level. In addition, CDR uses text mining to assign a CDR symptom(s) to the report.

Two examples are:

- Air in system
- Battery - dead / weak

CDR also utilizes text mining to flag reports for review for the five TREAD significant events of: Fatality - Personal Injury – Fire – Rollover - Property Damage where appropriate.

In responding to this information request, Ford electronically searched the CDR database using the following criteria for subject vehicles:

**Selection Summary**

Make	Ford LM.
Vehicle line	BRONCO SPORT; ESCAPE;
Vehicle prod date	2022-10-17 to 2023-01-13

Commodity Category	Powertrain
Commodity Level 1	Engine
Commodity Level 2	Fuel System
Commodity Level 3	Injectors/Seals

Reports were then filtered for vehicles with appropriate production dates by vehicle line (i.e., Escape vehicles produced between October 17, 2022 and December 15, 2022) and manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

Those reports identified by the search described here were reviewed for relevance.

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