

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24-008 Supplemental IR Request 1Request 1

State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject and peer vehicles after the applicable recall remedy was performed:

- a) Consumer complaints, including those from fleet operators;
- b) Field reports, including dealer field reports;
- c) Reports involving a crash, injury or fatality;
- d) Reports involving a fire
- e) Property damage claims
- f) Third-party arbitration proceedings, both pending and closed, where Ford is or was a party to the arbitration; and
- g) Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts “a” through “g” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “g” provide a summary description of the alleged problem and causal and contributing factors and Ford’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “f” and “g,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Answer

The requested numbers of items identified in searches for the alleged defect are provided in “RQ24-008 Supplemental IR Request 1 – Figure 1.pdf. The categorization of these items is identified in the “Category” field, using the following categories:

Category	Description
A	Potential cracked injector w/ customer noting fuel leak or odor symptoms
B	Potential cracked injector w/ customer noting effects or failure modes effect management (FMEM) remedy software or presence of diagnostic trouble code (DTC) associated with triggering of FMEM
C	Potential cracked injector w/ ambiguous customer symptoms

Ford has identified 0 VINs among the remedied subject vehicles that have experienced underhood fires that may relate to cracked fuel injectors. Ford has identified 11 VINs among the remedied peer vehicles that have experienced underhood fires where Ford has been unable to inspect or otherwise rule out cracked fuel injectors as the root cause. Between legal claims, consumer complaints, field reports, and warranty, Ford has identified 10 records containing fire allegations and 7 records containing property damage claims associated with these 11 VINs. To date, Ford has been able to repurchase and inspect 1 of these 11 VINs. Based on the level of vehicle damage from the fire this VIN experienced, Ford was unable to determine the root cause of the underhood fire; Ford's testing of the injectors recovered from this VIN identified that one of the vehicle's BB-level injectors was cracked.

Ford has identified 3 claims of injury among the 11 VINs above. These claims did not involve the VIN with the cracked injector. In one claim, a customer reported stress headaches following the underhood fire. In another, a customer reported mental anguish following the underhood fire. In the third, a customer sustained a scrape on the right elbow exiting the vehicle. Ford learned of this third incident through a VOQ and has received no direct customer outreach.

No reports of crash or fatality pertaining to the alleged defect in subject or peer vehicles have been identified.

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