

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24-008 Supplemental IR Request 4Request 4

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 and peer vehicles after the applicable recall remedy was performed: 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-Supplemental Response." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Answer

In responding to this information request, Ford electronically searched their Global System for Analytics and Research (GSAR) database using the following criteria for subject vehicles:

## Selection Summary

Model Years: 2020, 2021, 2022, 2023

Cost Category: All Vehicle Coverages / Contractual[1]

Engine Global: DRAGON GAS I3 (GTDI) - CH3[E5412]

Part Num Base: 5297, 9F593

Replace Flag = Yes

Reports were then filtered for vehicles with appropriate production dates by vehicle line (i.e., subject Escape vehicles produced between October 17, 2022 and December 15, 2022), whether

the vehicle was manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands, and whether the report for a given VIN noted an occurrence after the applicable recall remedy was performed.

Records identified in a search of the Ford's Global System for Analytics and Research (GSAR) database were reviewed for relevance and sorted in accordance with the categories described in the following table.

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 did not include claims where injectors were replaced under customer satisfaction program 22N18 with no symptoms mentioned in the warranty claim. Ford testing of injectors replaced under 22N18 and returned to Ford has identified no cracked injectors to date. Ford does not prevent dealers from replacing injectors with no symptoms indicative of leaking if the customer requests it. Warranty claims citing injectors replaced under 22N18 with symptoms mentioned in the claim are included as a potentially related claim.

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
All MY 2022-2023 Ford Bronco Sport vehicles produced between October 17, 2022 and January 13, 2023, as well as all MY 2022 Ford Escape vehicles produced between October 17, 2022 and December 15, 2022	A	16
	B	9
	C	0

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

Model	Category	Number of Claims
All MY 2020-2023 Ford Escape vehicles produced between November 19, 2018 and October 17, 2022, as well as all MY 2021-2023 Ford Bronco Sport vehicles produced between February 5, 2020 and October 17, 2022	A	532
	B	634
	C	0

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 Supplemental IR Request 4 – 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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