

FORD MOTOR COMPANY (FORD) RESPONSE TO RQ24014-1 Request 7Request 7

Provide a list of all labor operations, labor operation descriptions, problem codes, problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.

Answer

The list of all labor codes, customer problem codes, and DTC codes with their descriptions have been listed in the file titled 'RQ24014-1 Request 7 Response_Code Details.'

The report of warranty claims (submitted in response to Request 5) includes a column for Diagnostic Trouble Codes (DTCs) which includes the DTC code manually entered for each claim by the claims administrator.

###