

FORD MOTOR COMPANY (FORD) RESPONSE TO PE25-007

Request 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 and peer 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) Trim panel(s) that detached;
- i) State of detachment (partial or full);
- j) Whether an evasive maneuver by another vehicle is alleged because of the detachment;
- k) Whether the detached component is alleged to have struck another vehicle;
- l) Labor operation number(s);
- m) Problem code(s);
- n) Replacement part number(s) and description(s);
- o) Concern stated by customer;
- p) Cause as stated on the repair order;
- q) Correction as stated on the repair order; and
- r) Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Excel 2010, or a compatible format, entitled "WARRANTY DATA."

Answer

For purposes of identifying potentially responsive claims related to the alleged defect, Ford has gathered warranty claims using GSAR, formerly Analytical Warranty Systems (AWS), for both the

subject and peer vehicles. The following categorizations were used in the review of reports located in each of these searches:

Category	Definition
A1	Missing or Detached B-Pillar Trim
A2	Loose B-Pillar Trim

A summary of the total potentially responsive claims for the subject and peer vehicles is shown below:

	Vehicle Make/ Model	Model Year	A1	A2
Subject	Ford Flex	2019	882	1010
Total			882	1010

	Vehicle Make/ Model	Model Year	A1	A2
Peer	Ford Flex	2018	721	1023
	Ford Flex	2017	103	148
	Ford Flex	2016	96	282
	Ford Flex	2015	27	79
	Ford Flex	2014	143	351
	Ford Flex	2013	89	243
	Ford Flex	2012	44	82
	Ford Flex	2011	56	91
Total			1279	2299

The additional requested information for each potentially responsive warranty claim for subject and peer vehicles is detailed in the file "PE25-007_Request5_Appendix E_Warranty Data."