

FORD MOTOR COMPANY (FORD) RESPONSE TO PE25-020

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) 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.
- p) Whether a loss of motive power is alleged; and
- q) Whether a progression of symptoms and/or detectability prior to incident is alleged.

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	Degraded or damaged timing belt with allegation of loss of motive power with no mention of prior warning
A2	Degraded or damaged timing belt with allegation of loss of motive power with prior warning listed (Check Engine Light, Low Oil Pressure Light, NVH, Reduction in vehicle performance)
A3	Degraded or damaged timing belt with no allegation of loss of motive power
B1 (Subject Vehicles Only)	Oil pump failure or oil pump drive belt degraded/damaged with allegation of loss of motive power with no mention of prior warning
B2 (Subject Vehicles Only)	Oil pump failure or oil pump drive belt degraded/damaged with allegation of loss of motive power with prior warning listed (Check Engine Light, Low Oil Pressure Light, NVH, Reduction in vehicle performance)
B3 (Subject Vehicles Only)	Oil pump failure or oil pump drive belt degraded/damaged with no allegation of loss of motive power

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

	Vehicle Make/ Model	Model Year	A1	A2	A3	B1	B2	B3
Subject	Ford Fiesta	2014	0	0	0	0	0	2
		2015	0	0	0	0	0	0
		2016	0	0	1	0	0	1
		2017	0	0	0	0	0	1
	Ford Focus	2015	2	1	8	0	1	3
		2016	0	0	1	0	0	2
		2017	1	2	5	1	1	4
	2018	0	1	3	1	1	1	
Total			3	4	18	2	3	14

	Vehicle Make/ Model	Model Year	A1	A2	A3
Peer	Ford EcoSport	2018	10	25	113
		2019	5	13	84
		2020	7	20	114
		2021	0	0	1
	Ford Focus	2016	6	1	18
		2017	9	4	33
		2018	8	9	65
Total			45	72	428

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