

Appendix E – Warranty Search Criteria

WARRANTY

Ford's Global System for Analytics and Reporting (GSAR) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe. Ford performed a search of GSAR for potentially responsive reports using the following search criteria for subject vehicles:

CONCERN DRIVEN REPORTING (CDR)

The CDR system is a database which receives a nightly feed of data from multiple Ford systems. GSAR provides a nightly feed to the CDR system.

The CDR system created a common data repository to house reports across different systems. To do this, CDR uses both structured and unstructured data. The structured data is used to map from the Source system codes to the CDR commodity codes.

- GSAR - Warranty Classification Code (WCC) to CDR Commodity

CDR Commodity Codes are hierarchical codes with up to five levels depending on the commodity.

Two examples are:

- Body – Glass – Back glass - Heated back glass elements
- Chassis - Service Brakes - Air Brake System

Once the structured mapping is completed, CDR then text mines the unstructured data to further qualify the commodity levels within the commodity main level. In addition, CDR uses text mining to assign a CDR symptom(s) to the report.

Two examples are:

- Air in system
- Battery - dead / weak

CDR also utilizes text mining to flag reports for review for the five TREAD significant events of: Fatality - Personal Injury – Fire – Rollover - Property Damage where appropriate.

In responding to this information request, Ford electronically searched the CDR database using the following criteria for subject vehicles:

Selection Summary

Make	Ford LM.
Model year	2018; 2017; 2016; 2015; 2014;

Vehicle line	FIESTA; FOCUS;
Engine code	1.0L 12V DI TC I3 E85 A; 1.0L 12V DI TC I3 GAS 95PS FOX; 1.0L 12V DI TC I3 GAS FOX B; 1.0L 12V DI TC I3 GAS FOX UPG; 1.0L 12V DI TC I3 GS 105PS FOX; 1.0L 12V DI TC I3 GS 120PS FOX; 1.0L 12V DOHC NA I3 GS/FLX A; 1.0L FOX D; 1.0L FOX E; 1.0L SOHC 8V ROCAM FLEX FSAO; 1.0L TC GAS NEW FOX A; 1.0L TC GAS NEW FOX B; 1.0L TC GAS NEW FOX C; 1.0L V/C DI NA I3 GAS 75PS FOX; 1.0L12V TIVCT GDI NA I3 GAS A;
Transmission code	6 SPD MAN TRANS - B6; 5 SPD MAN TRANS A EAO B5/IB5;
Plant Code	CUAUTITLAN PLANT BUILD; MICHIGAN PLANT BUILD;
selling country key	ASM; GUM; MNP; PRI; USA; VIR;
Commodity Category	Powertrain;
Commodity Level 1	Engine;
Commodity Level 2	Oil System; Timing System;
Commodity Level 3	Oil Pump; Timing Belt/Chain;

Those reports identified by the search described here were reviewed for relevance.

In responding to this information request, Ford electronically searched the CDR database using the following criteria for peer vehicles:

Selection Summary

Make	Ford LM.
Model year	2021;2020;2019;2018; 2017; 2016; 2015;
Vehicle line	ECOSPORT; FOCUS;
Engine code	1.0L 12V DI TC I3 E85 A; 1.0L 12V DI TC I3 GAS 95PS FOX; 1.0L 12V DI TC I3 GAS FOX B; 1.0L 12V DI TC I3 GAS FOX UPG; 1.0L 12V DI TC I3 GS 105PS FOX; 1.0L 12V DI TC I3 GS 120PS FOX; 1.0L 12V DOHC NA I3 GS/FLX A; 1.0L FOX D; 1.0L FOX E; 1.0L SOHC 8V ROCAM FLEX FSAO; 1.0L TC GAS NEW FOX A; 1.0L TC GAS NEW FOX B; 1.0L TC GAS NEW FOX C; 1.0L V/C DI NA I3 GAS 75PS FOX; 1.0L12V TIVCT GDI NA I3 GAS A;
Transmission code	6 SPD AUTO TRANS 6F15;
Plant Code	MICHIGAN PLANT BUILD; CHENNAI (INDIA) PLANT BUILD;

selling country key	ASM; GUM; MNP; PRI; USA; VIR;
Commodity Category	Powertrain;
Commodity Level 1	Engine;
Commodity Level 2	Timing System;
Commodity Level 3	Timing Belt/Chain;

Those reports identified by the search described here were reviewed for relevance.

As discussed with the agency, Oil System/Oil Pump commodities were not queried for the peer vehicles. These reports we previously reviewed as part of the response to PE23-015 and relevant to the oil pump tensioner defect that was recalled. Reports containing only the labor op “23S64E” or “23S64F” without any additional mechanic time were determined unresponsive and not reviewed. These labor ops correspond to the proactive remedy for 23V905 and indicate there were no prior issues with the engine. The other labor ops for 23V902 and labor ops including mechanic time were reviewed for relevance.