

7. Provide a list of all labor operations, labor operation descriptions, problem codes, and 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.

Response to Request No. 7

Phoenix has attached a list of the relevant and requested codes as “LABOR AND DIAGNOSTIC CODES.XLSX” to the data room. Phoenix does not employ an automatic or automated system for these requests. It is a manual process.