



Warranty and Policy Manual

WARRANTY & POLICY MANUAL

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WARRANTY AND POLICY MANUAL ORDERING INSTRUCTIONS

The Warranty & Policy Manual is available to all dealers on-line through the “FMCDDealer.com” website under the “SERVICE” heading under the subheading WARRANTY.”

If you would like to purchase a printed copy of the manual or other warranty publications, you can do so on-line through the FMCDDealer.com website or by calling Archway Publications at 734-713-3446.

ORDERING ON-LINE

After logging into FMCDDealer.com:

- Click on **Dealer eStore**.
- Under Department in the “**Search by category**” section, select “**Service**”
- Under Topic, select “**Warranty and Policy**”
- Click on “**Search for Matching Items**”.
- Scroll through the selections until you reach the **Warranty & Policy Manual**
- Click on “**View Next Items**” as needed to continue scrolling on the next page.
- Enter the quantity you would like to purchase in the “**Enter Order Quantity Field**”.
- Click on “**Add to Shopping Cart**” This will take you to the “**Your Shopping Cart**” screen.
- Click on “**Check Out**”
- Verify your order and shipping method, then click on “**Place Order**”
- The appropriate amount will be charged to your Parts Account.

Note: For assistance click “**Help**.”

ONLINE NAVIGATION INFORMATION

When viewing the Warranty & Policy Manual using Adobe Acrobat, press Control and 7 at the same time OR go to “View” and select “Bookmarks and Page.” This will reveal an outline of the Section which is currently being viewed. Clicking on any of the entries will take you to the indicated section. Any entry with a triangle to the left of it has subheadings, clicking on the triangle will reveal the subheadings, which can also be clicked on to take you directly to the indicated section.

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WARRANTY & POLICY MANUAL – CHANGE SUGGESTION

Dealer,

If you have suggestions for improvements or notice any errors in the publication, please help us by letting us know where changes are necessary.

You may fax this form to 313-845-4338, or mail it to:

Dealer Name:
Dealer P&A Code:
Phone Number:
Name:

FORD CUSTOMER SERVICE DIVISION
WARRANTY ADMINISTRATION
REGENT COURT BUILDING
16800 EXECUTIVE PLAZA DRIVE
MAIL DROP 3NE-1D
DEARBORN, MI 48126

Section and Page where change is requested:

Description of Requested Changes

WARRANTY & POLICY MANUAL

INTRODUCTION

The purpose of the **Warranty and Policy Manual** is to assist dealers in providing owners of Ford Motor Company vehicles the warranty service to which they are entitled. This Manual serves as a supplement to and an extension of the **Sales and Service Agreement** and the warranty statements. No policy or procedure contained in the Warranty and Policy Manual is intended to be inconsistent with, or contrary to the Sales and Service Agreement or state law.

The Manual is essential to a dealership because it contains the information all employees need to provide warranty and policy services fairly and uniformly. It provides detailed information about the responsibilities of the Company, the dealers, and vehicle owners in regard to all warranty and policy coverages. This introductory section explains how to use the Manual and presents the terminology needed to understand it.

This Manual generally addresses warranty and policy requirements/repairs; however, the conditions and requirements outlined apply to all types of repair claims submitted to the Company for reimbursement, including ESP/ESC claims and in-transit loss and damage claims unless specifically noted otherwise. The Company has been designated as the administrator for the American Road Insurance Company for new Extended Service Contracts (ESC).

Ford Motor Company or Ford Motor Vehicle Assurance Company (a subsidiary of Ford Motor Company) provides the New Vehicle Limited Warranty. The warranty is a written statement of the warranty provider's responsibility for the repair or replacement of defective parts. This warranty is a legal obligation that must be fulfilled. Where Ford Motor Vehicle Assurance Company (FMVA) provides the warranty, it uses Ford Motor Company as its agent and administrator. When this Manual refers to Ford Motor Company, the Company or Ford, it is also referring to Ford Motor Company acting as agent and administrator for FMVA. Where Ford Motor Vehicle Assurance Company provides the New Vehicle Limited Warranty, dealers should not be representing that warranty as a "manufacturer's warranty."

Policy programs are developed to pay for certain repairs not covered by the warranties. While these are not legal obligations, dealers are responsible for performing these repairs. Policy programs include: Customer Satisfaction, After-Warranty Assistance and Recalls.

Applying the provisions of this Manual will help us to satisfy new vehicle owners and protect the good name of Ford Motor Company and your dealership by providing quality warranty and policy service. These practices will help all of us as partners to accomplish our goal of having the best satisfied vehicle owners in the world.

How to Use This Manual

This Manual is divided into nine sections, some of which are further divided into sub-sections. These sections and sub-sections are listed and described in the Table of Contents. The detailed Index appearing in the back of the Manual is cross-referenced and will direct you to the information in the Manual.

New and revised information contained in this Manual is identified by a vertical line on the outside margin of the page like the line adjacent to this paragraph. Major changes are also summarized in the Warranty & Policy Training Guide.

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SECTION 1

DEALERSHIP ADMINISTRATION

RESPONSIBILITY OVERVIEW

AUTHORIZATION REQUIREMENTS – REPAIRS REQUIRING PRIOR APPROVAL

Certain repairs and claims require prior approval. The dealer is responsible for obtaining and documenting authorization when required. **Authorization does not exempt the dealer from complying with the warranty and policy provisions outlined in this Manual, including price and time verification.**

All dealers must have Company approval before making certain repairs or submitting certain claims or inquiries. The following situations require authorization:

- Accident or fire claims — any condition which could have contributed to personal injury or property damage
- Company approved After-Warranty Assistance claims
- Assembly Repairs — when the cost of repair exceeds the cost cap established for Ford remanufactured exchange assemblies
- ESP/ESC — Selected Repairs — prior approval is required for all ESP/ESC repairs that are over the assigned dealer's approval level. Ford will notify dealers of their prior approval level.
- Misbuilt Vehicles (Vehicles Not Built as Ordered) — authorization is required from the Misbuilt Vehicle Claims Team (via the dealer's Repair Register)
- Repeat Repair Program — Customer Service Manager approval required for reject codes P010 and P011. Dealer Self Approval of repeat repairs applies to all other repeat repair reject codes.
- Super Seal Corrosion Repairs — ESP Headquarters approval is required before repairing the vehicle
- Repairs to Ford Power Products (see Ford Power Products - Section 3)
- Disclosable damage exceeding \$500 on a new unit or if the vehicle is critically damaged (See In-Transit Damage - Section 2)
- Prior Approval Programs — All gasoline, diesel engine, and automatic transmission assembly replacements under the New Vehicle Limited Warranty, Service Parts Warranty, and After Warranty Assistance will require prior approval from the Ford Technical Hotline.
- Items specified to the dealer by the Company (e.g., if dealer is on a dealer panel)

NOTE: Although Company prior approval is no longer required for actual time operations, Ford claims processing may require you to obtain Customer Service Manager approval for actual time on a post repair basis.

Claims with Company Involvement/Approval - Disallowable and Non Disallowable Situations

The following policy provides guidelines for warranty review/audit of claims in which some level of prior approval has occurred.

Conditions Subject To Disallowance - On-Site Inspector, Video Imaging, Tech Hotline, Phone Prior Approval

Phone approval, on-site inspector approval, video imaging approval or Technical Hotline involvement with a repair does not negate dealership responsibility to adhere to the provisions of the Warranty and Policy Manual and to verify that repairs are needed due to a defect. Also, such approval does not exempt the repair from ACES II edits or review/audit examination.

The following list provides **examples** of areas subject to review/audit disallowance. This list is **not** all inclusive:

- Repeat/Ineffective Repairs
- Used Vehicle Reconditioned Under ESP
- Continuation Claim Bypasses Deductible
- Service Part Not Supported
- Add-on Repair Not Approved
- Over-Repair (excluding conditions listed below for on-site inspection, Technical Hotline, and phone prior approval).
- Supporting Documentation Not Available (example: sublet invoices, alignment printouts, OASIS printout).
- Mileage/Date Alteration
- VIN or Owner Name misrepresented
- Non-Ford Part Claimed as Genuine
- Part Damaged, Not Defective

Conditions NOT Subject To Disallowance

On-Site Inspector Approval/Video Imaging Approval

- Coverage eligibility - provided all relevant information (i.e. complete service history) was accurately provided at the time of inspection.
- Extent/Cost of Repair (for example, replacing an engine vs. repairing an engine) provided that diagnostic and repair direction from inspector was followed. This condition only applies to the aspects of the repair in which the on-site inspector/video imaging activity was involved.

Technical Hotline Involvement (OASIS call required)

- Extent/Cost of Repair - provided that accurate and complete information was provided to the Hotline and Hotline direction was followed. This condition only applies to the aspects of the repair in which the Hotline was involved.

NOTE: The Technical Service Hotline only provides guidance with diagnosis and repair. The Technical Service Hotline does not provide repair approval or make financial commitments. The dealer technician must run a symptom code through OASIS for the vehicle s/he is working on and perform the noted repair. If, at that time, the technician is unable to fix the vehicle, s/he should contact the Hotline for assistance.

Conditions NOT Subject To Disallowance (cont'd)

Phone Prior Approval

- Coverage eligibility - provided all relevant information (i.e. complete service history) was accurately provided during the phone call.
- Extent/Cost of Repair - (for example, replacing an engine vs. repairing an engine) provided that accurate and complete information was provided during the phone call and dependent upon confirmation that diagnostic and repair direction was followed. This condition only applies to the aspects of the repair in which the prior approval activity was involved.

Prior Approvals For Specific Components

Ford Motor Company has established a number of programs involving groups of dealerships to assist in early vehicle concern identification or warranty cost control. (Examples include the RTDA program and Digital Imaging.) These programs may require dealerships to obtain prior approval before initiating certain repairs. Failure to obtain prior approval may result in denial of claim payment. Dealerships are notified of the details of each particular program by dealer letter on FMCDealer.com.

Regional Authorization to Submit Claim

Some claims must have Regional Management authorization before they can be submitted. (Refer to “Authorization Requirements” on page 1-1.) When authorization is required, **Form 1863/6125-2** must show the approval in one of the following ways:

- Obtain a five-digit computer-generated code from an FCSD Customer Service Manager. Enter the code in the Approval Number box.
- Enter a five-digit code for a Concern Definition Panel repair which was issued by a Company Plant or Engineering Activity in the Approval Number box. The approval form number must be entered in the Description of Concern area of the claim.

Dealer Principal/Owner Operator/GM Authorization to Submit Claim

Prior to submission, all claims submitted to Ford for payment must be reviewed and signed by the Dealer Principal/Owner Operator or General Manager. This responsibility may be delegated to other members of management. A written copy of this authorization should be kept on record at the dealership and must be available for review by Company personnel. In some instances, Ford may rescind the Dealer Principal's/Owner Operator's ability to delegate this responsibility and require his/her personal review and authorization of every claim submitted to Ford for payment.

IMPORTANT: Regardless of whether an 1863/6125-2 Form or an alternative repair order is used, the authorized signature is based on knowledge and compliance with the following statement:

“I certify that the information on this claim is accurate and, unless shown, the services were performed at no charge to the owner. To my knowledge, this claim contains no parts repaired or replaced that are connected in any way with any accident, negligence or abuse.”

Repair Authorization for Dealership Vehicles

- For any vehicle in dealership inventory, all safety, compliance and emission recalls, B and L Customer Satisfaction Programs, and Special Service Instructions should be performed and do not require Dealer Principal, General Manager, or Service Manager approval.
- Any warrantable repair work, adjustment, or Customer Satisfaction Program (M programs only) to be performed on the following vehicles that will result in a claim being submitted to the Company for reimbursement must be authorized by the Dealer Principal, General Manager, or Service Manager on the appropriate repair order.
 - New vehicles in dealer inventory
 - Dealer demonstrator vehicles
 - All used vehicles owned by a dealer and/or auto group
 - Dealership rental units (e.g., FRACS or L/M DDR units)
 - Parts Department delivery truck
 - Service Department courtesy shuttle

Warranty Solicitation

Under the terms of the New Vehicle Limited Warranty, Ford Motor Company will cover the cost of repairs for a defect in materials or workmanship when the customer presents the vehicle for repair during the warranty period. Except as noted below, dealer solicitation of customers for the correction of warranty conditions is prohibited. Dealers may not solicit (advertise, contact by phone or mail, etc.) customers for warranty service. In those instances where it is determined that a dealer has solicited a customer for warranty service, repairs may be subject to chargeback.

NOTE: Dealers may contact individual customers whose vehicles are involved in Safety or Emissions Recalls, or Customer Satisfaction Programs with a “B” designation (e.g. 99B29).

Parts Inventory

Dealers must stock an adequate inventory of new Ford parts. Company reimbursement for parts is based on dealer compliance on parts management as outlined in the Sales and Service Agreement which includes:

- Use of new Ford parts.
- Use of remanufactured parts included in the Company Remanufacturing Program.
- Use of parts included in the Supplier Direct Ship Program.

IMPORTANT: Remanufactured assemblies should NEVER be used to repair UNSOLD vehicles.

NOTE: The Company will reimburse dealers for the use of non-Ford parts used in emergency repairs when new Ford parts are not available. (See guidelines on Emergency Repairs in Section 3.)

Warranty Responsibility

In accordance with provisions of the Sales and Service Agreement and this Manual, dealers are required to provide warranty and policy service (e.g., warranty, ESP/ESC, Customer Satisfaction Programs, and recalls) for all vehicles they are franchised to sell. Owners of Ford vehicles are recommended, but not required, to return to their selling dealer for warranty service.

Visiting Owner — Emergency Repair

Warranty Repairs — Ford recommends that an owner take the vehicle to the selling dealer for warranty repairs; however, an owner may take the vehicle to any Ford, Lincoln, Mercury, or TH!NK dealer authorized to repair their vehicle for warranty work. (See Emergency Repairs Section 3.)

Magnuson-Moss Act

It is important for all Ford, Lincoln, Mercury, and TH!NK dealers to become familiar with the Magnuson-Moss Act because it applies to consumer products which include cars and light trucks as well as parts and accessories for them. It does not cover 600 and higher series trucks or parts unique to them.

The Act regulates warranties and service contracts for consumer products; however, it does not require that a supplier give a warranty, or that any particular coverage be provided.

The new vehicle warranty provided by Ford or FMVA is a Limited Warranty which complies with the Act. As permitted under the Act, implied warranties are limited to the same time and mileage as the written warranty. The Limited Warranty also enables Ford and FMVA to require customers to share the expense of certain repairs.

Under the Act, all warrantors of consumer goods costing \$15 or more are required to make their written warranties available to customers prior to sale of the goods. Ford Motor Company and FMVA requires the dealers to:

- Display the wall poster which lists car and light truck warranty statements in a prominent place in the dealership's new vehicle showroom.
NOTE: The posters are made available to dealers by Ford.
- Show the warranty to the customer before the customer signs the buyer's order by:
 - Pointing out the warranty on the poster, or
 - Showing the buyer the coverage in the Warranty Guide.
- Give the customer the Warranty Guide at the time the new vehicle is delivered. This booklet is supplied with each vehicle.

NOTE: Customers purchasing Ford vehicles that have been modified, altered, or final stage manufactured by an entity other than Ford must be informed that the modified parts, as well as Ford parts that fail because of the modification, are not covered by either the Ford New Vehicle Limited Warranty or ESP/ESC. Not all modifications though will void the New Vehicle Limited Warranty or ESP/ESC Coverage.

The Act also applies to parts and accessories for cars and light trucks. Ford provides a warranty to dealers for parts and accessories sold to them, but does not warrant them directly to retail customers. Dealers are not required under the Act, or by their Sales and Service Agreement, to convey the Ford warranty or any warranty to the purchaser. However, in order for the dealer to invoke the Ford-to-dealer warranty, the dealer must have provided the customer with a dealer-to-customer warranty that is as good as, if not better than, the Ford-to-dealer warranty. Any written warranty which a dealer gives to purchasers of parts and accessories would be covered by the Act.

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The Act authorizes the FTC to issue trade regulation rules (which have the effect of law) imposing further requirements including warranty disclosure terms and warranty limitations.

Because the Act is particularly complex, including its interaction with State warranty laws, Ford Motor Company recommends that all dealers consult their legal counsel, especially in regard to implied warranties. Violations of the Act and the FTC rules can carry severe penalties.

For warranty issues, you may want to consult your Customer Handling Roadmap online at FMCDealer.com under **Customer Satisfaction**. See the “Escalated Concerns” section under “Legal Contacts.” As in all circumstances involving litigation or where you need legal guidance, consult your legal counsel.

DEALER AND SERVICE SUPERVISION RESPONSIBILITIES

Dealer Responsibilities

- The dealer is required to administer warranty and policy repair service in accordance with the provisions of the Sales and Service Agreement, the Company's Warranty Statements, and this Manual.
- The dealer is responsible for carrying out the inspections and adjustments outlined in the Predelivery Service Record checksheet. These include inspection, storage, and high quality predelivery of new vehicles.
- The dealer is responsible for reporting vehicle sales (including demonstrators). Warranty start dates must be reported accurately. If deliveries are delayed and the warranty start date is affected, the Company **must** be notified. (See Delivery Guidelines, Section 2.)

IMPORTANT: The warranty on a vehicle starts on the day a vehicle is delivered to the first retail purchaser or first put into service. Examples of first use is a demonstrator or a Ford Company service vehicle.

- The dealer is responsible for explaining the warranty to the owner at the time of sale so that the owner understands what services must be paid for and what services are covered by warranty.
 - Use the Warranty Guide and the Owner Guide.
 - Have the new owner sign and date the Delivery Checklist. Retain this document in the Customer Service File.
- The dealer must provide warranty service to owners with vehicles under warranty, regardless of whether you are or are not the selling dealer.
 - The warranty is in effect for the specified period unless it is invalidated.
 - Any defect in factory workmanship or material will be corrected on either a no-charge, deductible, or pro-rata basis, as appropriate.
 - High quality repairs with courteous, prompt, and efficient service is the process for developing and maintaining excellent customer satisfaction. The key to satisfying customers is effectively listening to their concerns and clearly writing the concern description on the repair order to assure that the vehicle is fixed right on the first repair visit.

NOTE: Under the new vehicle warranty, the owner may not be charged for items such as diagnosis, shop material or supplies, road testing, etc. These items may, however, be reimbursable from Ford under warranty, if stipulated as reimbursable in other Company publications such as TSBs dealer letters, etc.

- The dealer is responsible for providing service training and equipment. This includes:
 - Holding regular in-dealership training sessions.
 - Sending designated personnel to Company-sponsored training programs.
 - Maintaining files of Company service publications.
 - Obtaining and using recommended special service tools and equipment.

- The dealer is responsible for submitting claims immediately after completion of repairs and for maintaining documents which support these claims.
- The dealer must not have pay plans that pay service management (e.g., Service Advisor, Service Manager, Dispatcher), warranty claims administrators, or an outside vendor an incentive based directly on warranty sales. Pay plans that include incentives on a total basis, such as adjusted selling-gross or total shop sales, are acceptable if adequate safeguards are used to prevent improper warranty practices.

Service Supervision Responsibilities

Service management, including body shop management, must:

- Verify each customer complaint, where possible, and document at the time of write-up any special circumstances under which the problem occurs (e.g., at 45 mph, only when warm, when going over large bumps).
- Supervise all Company paid repairs.
- Verify, approve, and initial additional (ADD-ON) repairs that are required, but discovered after the initial write-up. These additional repairs must be verified, approved, and initialed by service management before being performed. Service management's approving initials must appear on the service (hard) copy of the claim, even if the repairs are written by service management, and must appear on the same line as the additional repairs on the shop copy of the claim.

NOTE: The ADD-ON repair must be identified by entering ADD in the labor operation column as detailed in the ACES II User Manual.

- Approving usage of the No Problem Found (NPF) repair process. If normal diagnosis of a hard to find customer-identified complaint does not reveal a problem, NPF actual time is available to ensure that every possible attempt has been made to diagnose and repair the customer's vehicle.

NOTE:

- NPF is not for driveability related customer concerns.
- NPF labor time cannot exceed 2.5 hours.
- NPF claiming preparation procedures are detailed in the ACES II User Manual.
- See Section 4, No Problem Found (NPF) Usage Guidelines for additional information.
- Implementing controls to eliminate improper or unnecessary repairs.
- Conducting pre or post repair road tests when not specifically directed to do so by a published repair procedure (Work Shop Manual, Recall, or TSB) is Service Supervision Responsibility. Refer to Road Test (Section 5) and to NPF usage guidelines (Section 4).
- Ensuring complete and accurate claim preparation. This includes:
 - Entering on the repair order an accurate, complete, and clear description of the vehicle problem, the Condition Code and the Customer Concern Code.
 - Issuing clear repair instructions.

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- Identifying the employee(s) assigned to the repair **by the last four digits of their Social Security Number (SSN).**
- Verifying that the technician enters an accurate, complete description of the repair on the shop copy which:
 - Identifies causal part
 - Identifies cause of failure
 - Clarifies the repair
 - Supports labor operations
 - Identifies diagnostic equipment results
 - Identifies all diagnostic test codes
- Verifying that all diagnostic equipment printouts (e.g., computer alignment rack) are attached to the claim shop copy along with OASIS printout. In those instances where diagnostic equipment is used which does not have print capability, handwritten documentation of tests and the test results must be noted on the claim shop copy.
- Identifying labor operation(s) from service labor time standards manuals and entering required time recording.
- Maintaining a “LOG” when an owner complains of oil usage (consumption). The “LOG” must identify: the VIN, the amount of oil, the date, and the mileage on the vehicle when the oil is added. (The “LOG” must support the need for a major engine repair according to the fluid usage guideline and the “LOG” outlined in Section 3.0.)

Technician Team Service Operation

A technician team usually includes four to six line technicians plus a team leader. The leader is considered a member of service management because of his supervisory responsibility. Teams are usually identified by color code (“Red,” “Blue,” etc.).

The requirements outlined in this Manual that apply to technicians working individually also apply to members of a team. For instance, the team leader (as a member of service management) may be assigned the responsibility for:

- Identifying on the Dealer Service Copy (hard copy) each technician (including the team leader) who worked on the vehicle **by the last four digits of their Social Security Number (SSN).**
 - All technicians assigned to a repair must have their SSN entered on the Ford Claim Copy and their SSN must be entered in DWE/ACES II when prompted for this information.
- Entering each technician’s time separately on the shop copy of the claim form or daily time ticket.
- Approving any additional required repairs (Add-Ons) found after the initial repair write-up.

IMPORTANT: Team-only identification and team-only time recording are not adequate to support claim payment.

WARRANTY RECORD RESPONSIBILITIES

Warranty Record Keeping

CUSTOMER SERVICE FILE REQUIREMENTS

The dealer is required to maintain complete individual service history files for all vehicles sold and serviced by the dealership. These files are to be maintained by the vehicle identification number of the serviced vehicle. The records and documents should be retained as long as the vehicles are within warranty, but must be kept for one year following Company notification of payment. Notification is by a Company check or through information on the ACES II Daily Repair Register.

The supporting documents must be available for Company examination (in the dealership or upon request, sent to a Company location) during the one-year time period. This may include mail audit requests for supporting documentation involving outside labor, actual time, service part warranty, customer refunds, time/mileage rejects resubmitted as P05, etc. Dealers are encouraged to maintain service records, including warranty records, beyond one year to support customer service, but warranty records beyond one year from notification of payment are not subject to audit.

Customer Service File Types

Dealers must maintain a Customer Service File. The records may be computerized or in a manually-maintained filing system. In either case, the records (including claim-supporting documents, signatures, and clocking) must be available for review by Company personnel.

Computer Service Systems

It is dealership owner/operator responsibility to work with system providers to ensure that computerized administration systems can and are configured in a manner consistent with, and allowing adherence to, the provisions of the Warranty and Policy Manual and the warranty claim form data field requirements outlined in the ACESII User Manual. The dealership owner/operator is solely responsible for determining whether or not a current system or system considered for purchase is fully compliant with the above requirements. It is the dealership owner/operator's responsibility to develop a contingency plan to assure compliance if the system is incapable, regardless of the reason, of allowing configuration in a compliant manner. Failure to assure the dealership computer system fulfills the requirements could have a detrimental effect on warranty payments including Company issuance of chargebacks.

Required Functionality - Examples

Some examples of functionality necessary to meet Warranty and Policy Manual administration requirements include, but are not limited to, the following:

- The system must have appropriate levels of security to prevent tampering and unauthorized access to repair orders and supporting documentation.
- Technicians may not have time recorded on more than one repair order at a time and only one repair order may be assigned at a time.
- Accurate time recording is the responsibility of Service Management. Time recording cannot begin until the technician has physically checked-in for the day and initiated repairs to an assigned vehicle.

- Additions and/or modifications to documentation must have an associated identifier indicating the individual making the change and/or addition and the date and time of the change and/or addition. This would include, but is not limited to, additional repairs noted after initial customer write-up, technician comment entries, time clocking entries, and changes to vehicle information. In the case of modifications, all versions must be retained.
- Any scanned images must be fully legible.
- Customer and Dealer representative signatures (authorizing review for submission) must be captured.
- Entry of Service Management authorization signatures (actual or electronic identifier) must be allowed on a per repair line basis. These entries must carry a date and time stamp.
- Menu driven technician comments may be utilized, but technician comments must be repair specific, include test results, and accurately reflect the work that was performed and why it was performed.

Document Retrieval

Complete vehicle service histories including internal, warranty/customer, and accounting copies as well as all associated supporting documentation must be accessible by vehicle identification number. Retention must be structured so that complete service histories, including all associated supporting documentation, can be provided within one business day of a request.

Record Retention

The following records are needed to support claims and other payments reimbursed by the Company:

- Accounting copy of all claims submitted
- Automatic Transmission Diagnosis Information Sheet (FCS 8601) required when Ford remanufactured transmissions are used in Ford paid repairs.
- Bill of Lading/Delivery Document
- Body shop estimate (copy)
- Copies of computer-generated claims (Alternative Forms)
- ACES II Repair Register
- Dealer Core Receipt (top yellow copy of the Core Identification Form #FCS 8602) required when applicable for all Ford Remanufactured engines and transmissions
- Engine Diagnostic Results Sheets required when Ford remanufactured engines are used in Ford paid repairs
- Diesel Engine performance chart
- DOES II screen printout (to support parts back orders or repair delays)
- Ford Auto Club towing claim forms (dealer copy), and requests for tow reimbursement
- Form FCS-900 and supporting documents (Notification of delayed delivery date or in-transit mileage accumulation)

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- Form 1863/6125-2 copies (standard or alternative) (Warranty claim form)
- Form 3715 copies (Loss and Damage claim form)
- Form 8240 (ESP Application and ESP Inspection Check sheet)
- Form 8376 (Authorization to Submit Claim) when issued for a repair under a Concern Definition Program
- Invoices (original) of OSP, OSL, tow bills, and transportation charge receipts, carlite glass documentation, plus record of payment
- Internal dealership repair orders
- Maintenance service repair orders (copy)
- Motorcraft Battery warranty tear off tag is required for all batteries shipped before October 1, 1995. Attach to file copy of Form 1863/6125-2.
- New vehicle factory invoices
- OASIS printout for each repair visit
- Owner refund repair invoice and Customer-paid repair orders
- Owner invoices for new and used vehicle sales
- Payroll records (detailed records used to prepare payrolls – e.g., daily time and job tickets)
- Quality Delivery Assurance Checklists
- Repair tag 1878, No. 1 copy (radio, tape player, clock, electronic speedometer)
- Diagnostic equipment printouts (when applicable)
- Service copy (hard copy) of claim
- Service-installed/over-the-counter parts and accessories claim including supporting documentation. This includes:
 - Repair order for accessory or previous warranty claim
 - Owner-paid repair order or over-the-counter parts sale invoice
- Towing “log” for dealer-owned tow truck or sublet towing invoice
- Transportation-charge receipts for parts returned to the Company
- Transportation Assistance Program Logs
- ANY OTHER RECORDS WHICH SUPPORT CLAIMS REIMBURSED BY THE COMPANY

Claims Pending File

Claims which have been submitted but not paid by the Company should be kept in a pending file. This Claims Pending File can be either a computer file or a manually-maintained file. When a response appears in the “Paid Repairs” section of the ACES II Daily Repair Register for these claims, the pending file should be purged.

Warranty and Policy Register Journal (FMC-19)

A register journal should be maintained in dealerships that do not have computerized claim tracking and accounting capability. The Journal is maintained on Form FMC-19 to provide a record of claims submitted to the Company and to record and distribute the sales and cost of all labor and material. It can also provide follow-through information to the dealer about:

- Company payment of claims
- Differences between amounts claimed and amounts paid
- Any delays in payment on resubmitted claims

Form FMC-19 may be ordered from outside suppliers.

In order to account for Warranty and Policy Claims accurately, when claims are adjusted, charge the difference to either the Parts, Service, or New Policy Adjustment accounts based on the dealership's accounting practices.

TIME RECORDING

Time recording requirements apply to all labor for which reimbursement is claimed. All dealerships must follow Warranty and Policy Manual procedures according to their time recording requirements.

The Company strongly recommends that time clocks be used to time record instead of handwritten time recording.

Time recording means entering the following information on the claim shop copy or daily time ticket:

- The time and date when a repair is performed.
- The repairing technician's identification.

A technician's time that is electronically recorded is an acceptable method of time recording provided that the computer system administrative controls are in place and operational.

Time Recording Requirements

The following requirements apply to all claims submitted to Ford Motor Company for payment.

- Time recording requirements apply to all employees involved in performing a repair.
- Accurate time recording is the responsibility of service management.
- **All** dealerships must time record **actual time repair** operations (B, MT, NPF).
 - Record the start and finish times of each actual time repair. This must include stopping and starting times if the repair is interrupted.
 - If actual time is claimed and your time clock(s) measure time in minutes, each six minute time period equals 0.1 (one tenth). Round time up to the nearest tenth for additional three to five minute periods, and round time down to the nearest tenth for additional one to two minute periods (e.g., 44 minutes clocked = 0.7 hours + 2 minutes - claim 0.7 hours).
 - If actual time is claimed and your time clock(s) measure time in hundredths round up or down as follows. For time periods of .01 to .04 round time down to the nearest tenth. For time periods of .05 to .09 round time up to the nearest tenth (e.g. 1.14 hours clocked - claim 1.1 hours).

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- **Some** dealerships are notified by the Regional Office via certified mail that they must also time record **standard** repair operations.
- Technicians may not have time recorded on more than one repair order at a time. Only one repair order may be assigned at a time.
- Warranty repairs must be clocked separately from other repair types (i.e. customer pay, internals, etc.).

IMPORTANT: Actual time may not be claimed for time spent calling the Technical Service Hotline, other Company hotlines, prior approval lines, or for checking OASIS.

Actual Time Claiming Procedure

When “MT” actual time is claimed, you must include either a labor operation or base part number along with “MT” for the applicable repair.

“MT” Using a Base Part Number

- When claiming labor for a repair where no labor operation exists for the parts replaced/ repaired or when abnormal diagnosis time is required, you must include the base number of the part with “MT.”
For example: A loose defroster control cable (part number 18548) is repaired and there is no scheduled labor operation. Claim actual time as “MT18548.”

“MT” Using a Labor Operation

- When a scheduled labor operation is available, but additional time is required to perform the repair due to unusual circumstances, or when no time is available for the vehicle being repaired, you must include the labor operation with “MT.”
For example: You grind the valves on a 1999 F150 with a 4.2L MFI engine. There is a labor operation to grind valves (6051A1), but there is no time listed for this vehicle application. Claim actual time as “MT6051A1.”

IMPORTANT: Claiming “MT” actual time without a labor operation or base part number will result in your claim being returned for correction.

- Claims with actual time of 2.0 hours or more require that comments supporting the need for the actual time be input in ACES II.
- When actual time is claimed, technician comments supporting the actual time must be recorded on the claim shop copy.

Time Recording Procedure

Whenever time recording is required, dealerships must follow these procedures:

- Record time on the claim shop copy or on a daily time ticket affixed to the claim shop copy. (This also includes body and paint repairs.)
- Enter the identification number (SSN) of all employees assigned to the repair, including the team leader if the dealership is using the team system.
- Service management must record separately the time spent by each employee involved in performing repairs on a vehicle. Team-only time recording does not fulfill time recording requirements.
- If a repair is interrupted for any reason, record the time that the repair is stopped and when it is resumed.
- Retain any document which shows time recording.

Dealerships not required by the Company to time record standard labor operations

When actual time repair operations are mixed with standard repair operations, dealerships not required to time record standard labor operations must:

- Record starting and finishing time for each actual time repair if not done in sequence. This must include stopping and starting times if the repair is interrupted.
- If two or more actual time repairs are done in sequence, record starting time of the first actual time repair and completion time of the last actual time repair.

Dealerships required by the Company to time record standard labor operations

Standard Labor Operations Only

When all labor operations on a claim are standard, dealerships required to time record standard operations must:

- Record the starting time of the first repair and completion time of the last repair.

Standard and Actual Time Labor Operations

When actual time repair operations are mixed with standard operation repairs, dealerships must time record the claims using one of the following methods.

Separate time recording:

- Record the starting time of the first repair.
- Record the starting time and completion time for each actual time repair if not done in sequence.
- For two or more actual time repairs performed in sequence, record starting time of the first actual time repair and completion time of the last actual time repair.
- Record the time when all repairs are completed.

Combined time recording:

- Record the starting time of the first repair and completion time of the last repair.
- When time recording is combined, only the difference between the standard labor operation allowance and the time recorded on the claim shop copy is allowed for an actual time labor operation.

Filing Copies of the Repair Set

Copies of Form 1863/6125-2 must be filed as follows:

- Dealer Repair Copy — Retain in dealership for electronic entry to the Company. If dealership does not have electronic entry capability, then an alternate claim input service must be arranged by the dealership.
- Dealer Accounting Copy — office
- Customer Copy — to be given to the customer
- Dealer Service Copy — customer service file

Delay in Submitting Repair (Parts Not Available)

Supporting Documentation

Follow these instructions when a repair is delayed because parts are not available and/or are back ordered. (See Section 2 for instructions on handling in-transit damage claims delayed due to parts not being available.)

Retain all documents showing:

- The date and mileage when the vehicle was originally presented for diagnosis/repair.
- The date parts were ordered.
- The parts status at the time originally ordered (e.g., back ordered).
- The date the parts were received.
- The date and mileage when repairs were completed.

Claim Submission Procedures

Claims are eligible for submission when repairs have been completed. Submit claims involving special order parts as **one** repair at the time the part is installed and the repair is completed. Diagnostic labor is not eligible for submission until the part has been installed and the repair completed.

Claiming diagnostic labor as a separate repair at the time a special order part is ordered will inflate the Repair per 1000 measure on the 362-126 Warranty Trend Analysis Report.

The above represents claiming procedures only. Under no circumstances should a drivable vehicle be held by the dealership while waiting for a special order part. Drivable vehicles are to be returned to the customer and the “date/mileage in” and “date/mileage out” fields accurately completed on the warranty repair order form. Additionally, the repair order form should contain a written statement that the vehicle is drivable and was returned to the customer while waiting for the parts to arrive.

Some dealerships may choose to keep a log for delayed repairs. Warranty claims are prepared later when repairs are completed. Log information, claim preparation, and document support must follow all guidelines.

When submitting the claim:

- Use the same repair date and mileage as the original repair visit where the parts were ordered, and
- Enter the following statement in the Description of Concern area of the claim:
“Repair submission delay due to (use one) part not available (or) part back ordered. Repair completed on (date) at (mileage).”

Ordering New Parts for Unsold In-Stock Vehicles

When a “new” part is required for an unsold in-stock vehicle in which the service part exists only as remanufactured, follow these instructions:

- The parts department is to contact the FCSD Parts Assistance Center (PAC).
- The dealership employee will be required to indicate to the PAC employee that a “new” replacement part is required for an unsold vehicle because certain state laws and Ford policy prohibit the sale of a new vehicle using remanufactured parts.
- The PAC will contact the manufacturing source for the new part and have it shipped directly to the dealer.

DISPOSITION OF CLAIMS

Warranty/ESP claims submitted to Ford via ACES II will have one of four possible dispositions as indicated on the next day's warranty register.

- Paid claims can be the same or can differ in the dollar amount paid from what was calculated by the dealer. The most common reason for a difference is the pricing of parts and labor by ACES II. Occasionally, paid claims may be adjusted by an FCSD claim assessor as explained below. When this happens, the reason for the adjustment will be included on the warranty register.
- Under Review means that an FCSD claims assessor is reviewing the claim before it is paid. Normally, this will add just one extra day to the payment process. Claims with higher dollar amounts or higher actual time hours are the most frequent reason for selecting claims for review.
- An On Hold status is shown if more time is needed by the dealership to verify information on a claim.
- Occasionally, an FCSD claims assessor may adjust values on the claim or remove certain parts and labor operations or miscellaneous expense items that are deemed inconsistent with Company policy or generally accepted repair practices. If there is a disagreement, the ACES II appeals process is available to the dealer within 120 days of payment.
- A Returned claim means that one or more items on the claim cannot be processed by ACES II. Reject messages are sent back with the claim for dealer review and action to correct for payment. The ACES II User Manual and Warranty Assistance Team (1-800-423-8851) are available to assist dealers with returned claims.
- A deleted claim is a claim that has been returned by Ford and not acted upon by the dealer within thirty days.

WARRANTY PARTS RETENTION/RETURN PROCEDURES AND RESPONSIBILITIES

Dealer Group: Contact Dealers

General Instructions - Parts Handling

Dealers in this group are required to hold ALL warranty/ESP parts (including parts from Customer Satisfaction Program and vehicle recall claims) until claims are paid in ACES II and parts disposition instructions are received from the Company.

Parts disposition instructions for the replaced parts will appear on the dealership overnight Parts Entry And Return System (PEARS) register on FMCDealer.com. The Warranty Parts Return Center (WPRC) electronically posts the daily PEARS register on FMCDealer.com by the next business day after warranty claims have been accepted for payment by the Company.

The Parts Manager prints the daily PEARS register and FCS-700 return documents from FMCDealer.com. This register advises dealerships which warranty parts may be scrapped and which parts are required by Ford, including the method by which the parts will be recalled (FCS-700 Return Documents printed at the dealership, or picked up by a Ford Regional Core Recovery Center, RCRC).

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Parts Retention

Hold ALL replaced warranty parts until disposition instructions are received on the PEARS Register (including Original Equipment Manufacturer (OEM) warranty parts replaced with Ford remanufactured parts).

IMPORTANT: LEGAL PARTS - Parts from vehicles involved in accident or fire, personal injury, and/or property damage **MUST NOT** be scrapped until authorized by the dealer's FCS Regional Office. (For additional information, see ACCIDENT CLAIM in Section 3.)

SPECIAL HANDLING PARTS - Refer to the write up under Parts Retention for All Dealers.

ESP REPAIRS - For ESP repairs, parts must be held until prior approval is obtained, when applicable.

ENGINE AND TRANSMISSION ASSEMBLIES - Return per the instructions provided with the new engine/transmission. For No Cost assemblies, failure to return the old assembly within 30 days will result in a chargeback of the claim for non-return of exchange assemblies.

"ALL PARTS" RECALLS - All parts on the repair are to be returned in a carton with the tag wired to the causal part. A copy of the claim must be included in the carton. Use special shipping/identification labels provided.

Warranty parts not recalled by the Company or awaiting pick up by an authorized remanufacturer/distributor must be scrapped on a weekly basis.

Dealer Group: FCS Select Dealer Region Dealerships

General Instructions - Parts Handling

Parts disposition instructions for the replaced parts will appear on the dealership overnight Parts Entry And Return System (PEARS) register on FMCDealer.com. The Warranty Parts Return Center (WPRC) electronically posts the daily PEARS register on FMCDealer.com by the next business day after warranty claims have been accepted for payment by the Company.

The Parts Manager prints the daily PEARS register and FCS-700 return documents from FMCDealer.com. The register advises dealerships which warranty parts may be scrapped and which parts are required by Ford, including the method by which the parts will be recalled (FCS-700 Return Documents printed at the dealership, or picked up by a Ford Regional Core Recovery Center, RCRC).

Parts Retention

Select Dealer Region dealerships may scrap (at the time of repair) all warranty/ESP parts (including parts from Customer Satisfaction Program and vehicle recall claims) with the exception of parts in the following categories, which must be held until parts disposition instructions are received on the dealership's daily PEARS register.

- Legal Parts
- Mandatory - General and Remanufacturable
- Special Handling - Refer to the write up under Parts Retention for All Dealers

Parts not recalled by the Company or picked up by an authorized distributor must be scrapped on a weekly basis.

IMPORTANT: LEGAL PARTS - Parts from vehicles involved in an accident, fire, personal injury, and/or property damage **MUST NOT** be scrapped until authorized by the dealer's FCSD Regional Office. (For additional information, see ACCIDENT CLAIM in Section 3.)

Mandatory Parts - General

Select Dealer Region Dealerships must hold ALL mandatory parts for possible recall by the Company.

Part Description

All air bags
All air bag sensors
All bumpers
All catalytic converters
All flexible fuel parts
All mirrors
All power antennas
All seat belt components
All TWC (tire warranty claim) tires
All wheels

Parts may be added to or deleted from the mandatory list during the year. Dealers will be notified of any changes by separate communication.

Mandatory Parts - Remanufacturable

Select Dealer Region dealerships must retain ALL warranty parts with a core deposit as well as ALL remanufacturable warranty parts listed below until parts disposition is received on the dealership daily PEARS register.

For warranty cores related to selected Motorcraft Ford remanufactured parts/assemblies, the warranty core will be picked up by the dealership's RCRC. For Select Dealer Region dealers **ONLY**, the WPRC will not recall Motorcraft Ford remanufactured part/assembly cores. These parts may be exchanged with the dealership's RCRC at the time of repair.

Engine and transmission exchange assemblies must be returned per the instructions provided with the new engine/transmission within 30 days. Failure to return the old assembly within 30 days will result in an assessment charge to the dealership for non-return of exchange assemblies.

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Additional Mandatory Parts - (Remanufacturable Parts List)

BASE NUMBERS	PART DESCRIPTION
2B120/21	FRONT DISC BRAKE CALIPERS
2B373	ABS MODULES (not all 2B373 base parts have a core charge)
2552/53	REAR DISC BRAKE CALIPER
3504	RACK AND PINION STEERING GEAR
3L547	RACK & PINION STEERING GEAR (short assembly)
3A674	POWER STEERING PUMP
6006	LONG BLOCK
6007	ENGINE ASSEMBLY
6009	CYLINDER BLOCK (short)
6010	CYLINDER BLOCK (bare)
6049	CYLINDER HEAD
6250	CAMSHAFT
6303	CRANKSHAFT
6600	OIL PUMP
7000, 7002/3	TRANSMISSION ASSEMBLY
8501	WATER PUMP
9350	FUEL PUMP
9H307,9A407,9C407	ELECTRIC FUEL PUMPS
9E527	FUEL INJECTOR NOZZLE (diesel)
9A543	FUEL INJECTOR PUMP ASSEMBLY (diesel)
9F715	MASS AIR FLOW SENSOR
10346	ALTERNATOR
11002	STARTER
12127	DISTRIBUTOR
12A650	POWERTRAIN CONTROL MODULE (PCM)
12B565	TRANSMISSION MODULE (7.3L diesel)
19703	A/C COMPRESSOR
*23394/95	POWER WINDOW MOTORS (right & left)

*These part numbers are preceded by body style identification numbers (e.g.,5423394). Parts may be added to or deleted from the mandatory list during the year. Dealers will be notified of any changes by separate communication.

Dealer Group: All Dealers

Parts Retention for ALL Dealerships

Special Handling Parts

- Batteries - Some dealers are notified by mail to hold certain batteries for pickup by a carrier designated by the Company. For the remaining warranty batteries, the proper disposition (e.g. recycling) of defective batteries that cannot be recharged is the responsibility of the Dealer. Each Dealer should be aware of laws applicable to the disposition of batteries and should consult legal counsel for clarification of those laws.
- Clutch Discs and Pressure Plates - Return these parts to your FAD (except Dana Spicer parts). OEM clutch discs and pressure plates may be requested for quality review by the WPRC and must be retained until parts disposition instructions are received on the dealership daily PEARS register.
- Torque Converters - Return to your FAD. OEM torque converters may be requested for quality review from the WPRC and must be retained until parts disposition instructions are received on the dealership daily PEARS register.
- Engines, Transmissions, and Axles - Follow return instructions in the Powertrain Reference Guide or other Company communications to the dealer.
- 7.3L Diesel Engine Parts - A Diesel Engine Performance chart and copy of the repair order must be enclosed in the container with the following 7.3L Diesel Engine Parts:

BASE NUMBER	PART DESCRIPTION
6K682	TURBO CHARGER ASSEMBLY/PEDESTAL
9350	FUEL PUMP
9E527	FUEL INJECTORS
9A543	PUMP ASSEMBLY
9C968	REGULATOR - INJECTION CONTROL PRESSURE
12B599	INJECTOR DRIVE MODULE
12A650	POWERTRAIN CONTROL MODULE (PCM)

Warranty Parts Return Procedures (All Dealers)

Parts Awaiting Disposition Instructions

- Clean all retained parts and drain all fluids.
- Tag the parts with identification tag (FPS-718), write the RO# (Repair Order Number), date of repair, and the part number on the tag.
- Pack the defective parts in the same containers which held the replacement part.
- Write the RO# and the RO date on the end of the box that contains the part number.



IMPORTANT: Cores returned to the Company may not exceed the quantity of the same new or remanufactured part purchased from the Company. The WPRC will not reimburse dealers for cores removed from salvage vehicles.

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FCS-700 Parts Return Document

The FCS-700 Return Document is the primary means used by the Company to retrieve warranty parts from dealerships.

- Print two ORIGINAL copies (barcode scanner cannot read photocopies) of the FCS-700 return document from FMCDDealer.com.
- Insert the first copy of the FCS-700 return document in the plastic bag (QC WPRC 0008) and attach to the part that is being returned.
- Insert the second copy of the FCS-700 return document in the plastic shipping sleeve (QC WPRC 0009) and attach to the outside of the replacement part box that is being returned.

ATTN: Part Manager Warranty Parts Return Document PROCESS DT: 08/26/2003	
SHIP --> 1L2Z 16451 DAA <--	WPRC USE: 1L2Z 16451 DAA
STEP ASY	STEP ASY
SHIP QTY 1 SHIP BY: 09/15/2003	SSUPP: F544L FLEX N GATE INC
Unrepaid freight no air freight	VEH: 2001 EXPLORER 4X2
Ford Warranty Parts Return Ct	RAC: BAD FG REQ: 21132 PANEL:
	FORD MOTOR COMPANY
15090 Commerce Drive North	CURT RONTO WPRC
Dearborn, MI 48120	15090 COMMERCE DR.N
SVC AGENT: USA	DEARBORN, MI 48120-0000
	(F)HOLD FOR PICK-UP FLEX-N-GATE-BUMPEI
	
	TAG: 014913515-4 YL
=====	
Do not return fluids or hazardous material. Enclose this document in plastic pouch with barcode showing and attach to the removed part.	
=====	
RETURN: 1L2Z 16451 DAA TAG: 014913515-4	
RO NBR 495013-01 RO DATE: 08/11/2003	
WCC:6B07 CPSC:XXXX01	
APPROVAL 1 / 2:	
VEH: 2001 EXPLORER 4X2 1FMYU60E81UC61498 ENG: 1L2416451DDACA5	
ODOM 40331 M WSD: 04/19/2001 BUILD: 04/10/2001 PAID DATE: 08/26/2003	
AXL:D4 3200F3.73L N TRN:D A5LDE COV:PAWADLR QUALITY REVIEW: LEV	
ENG:E 4.0L SOHC 1FMXT04.02F4 HPL	
CAUS 1L2Z 16451DAA CC: D7 CORROSION (PERFORATION)	
WCC: B62 MOLDINGS, EXTERIOR TRIM CORRODED TCODE: P05	
AN SERV 04/19/2001 ACCRD: ORG RO NBR: AP: LOUIS	
CUST COMM STEP PADS RUSTING OUT ON BOTH SIDES OF THE TRUCK	
TECH COMM REPLACED BOTH RUNNING BOARDS DUE TO COROSSION	
=====	
PART NUMBER QTY PRICE CORE EXT AMT LABOR OP TIME TECH	
* 1L2Z 16451 DAA 1 0.00 MT16450 1.5	
1L2Z 16450 DAA 1 0.00	
<<< DTC CODES >>>	
	BODY:
	CHASIS:
	KOEC:
	KOEO:
MIL ON FLAG N	KOER:
	OTHER:
	UNDEFINED:
TOTALS: LBR:	PRTS: MISC: 0.00 RPR:
CORE: 0.00 PART MRKUP: L/RATE:	
<input type="checkbox"/> IF PART IS NOT APPROVED FOR CREDIT, RETURN AT DEALER'S EXPENSE.	

Preparation of Warranty Parts for Shipment

- Print two ORIGINAL copies (barcode scanner cannot read photocopies) of the FCS-700 return document from FMCDealer.com.
- Insert the first copy of the FCS-700 return document in the plastic bag (QC WPRC 0008) and attach to the part that is being returned.
- Insert the second copy of the FCS-700 return document in the plastic shipping sleeve (QC WPRC 0009) and attach to the outside of the replacement part box that is being returned.
- Cap air conditioning compressors (using caps from new assemblies).
- Drain all parts of oil and fluids (e.g. drain fuel pumps and any parts containing fuel).
- Use the replacement part box to return the warranty part.
- Ensure all parts are complete and assembled.
- Pad any parts subject to damage in transit.
- When shipping parts recalled on an “ALL PARTS RETURN,” pack the heavier parts on the bottom of the box to avoid damage to smaller lighter parts.

CAUTION: UNDER NO CIRCUMSTANCES SHOULD FLUIDS OF ANY KIND OR ENTIRE FUEL TANKS WHICH HAVE EVER CONTAINED FUEL BE RETURNED.

Shipping Instructions

- Give parts to your RCRC on or prior to the “Ship By” date printed on the return documents.
- Parts with an FCS-700 Return Document will be picked up by RCRC.
- Write “Accident Claim” on the shipping carton for parts considered “Legal Parts.”
- Use your RCRC for returning parts. (DO NOT USE UPS, Fedex, or AIR FREIGHT. This will result in shipments being returned at dealership’s expense.)

NOTE: If a prepaid shipping label is provided with the replacement part, use the label and ship the part to the location on the prepaid shipping label.

NOTE: While most parts are returned via the RCRC at no expense to the dealership, in certain instances, some parts may be requested for review by Ford Engineering (requires PEARS tag number) resulting in a freight expense for the dealer. Under these special circumstances, dealers should enter the shipping expense on the warranty claim using miscellaneous expense code “FRGHT”. You must also list the PEARS tag number in the Tech Comments field.

Core Reimbursement from RCRC

The Regional Core Recovery Center (RCRC) will provide dealer core credit for non-700 tag parts that have a core deposit (both retail and Ford paid repairs). Related core allowances should NOT be submitted on any claims for Ford paid repairs.

Core Reimbursement from the Company

If the WPRC generates a 700 tag for a part that has a core value, the dealer must submit an appeal for the core amount via ACES II. The 700 tag number must also be entered in the Tech Comments field.

Mass Air Flow Sensor Cores (12B579)

Mass Air Flow Sensor (12B579) cores should be returned to:

Hitachi, Core Receiving Facility
475 Alaska Ave.
Torrance CA 90503

All cores returned under this program must be undamaged, genuine Ford MAFs and cannot be previously rebuilt, opened, or removed from the housing. Proper handling procedures must be followed when preparing MAFs for return, core credit will appear on the dealership's parts statement.

Appeal of Debits (Chargebacks)

Requests for appeals of chargebacks must be made in writing or via e-mail to the WPRC within 120 days from the date the chargeback notification was received. Appeals greater than 120 days old require FCSD Regional Sales Office approval to submit to the WPRC.

When submitting the request by mail or e-mail, be sure to include:

- the dealership P&A code
- the repair order number (if request is e-mailed) or a copy of the daily PEARS register showing the notification of the debit (if request is mailed)
- the reason claim is being appealed

P66 (Parts Not Returned) Chargebacks

For claims that have been charged back with a code of P66 (parts not returned), dealerships can submit appeals via mail, e-mail or Web-Based Appeal Evaluation on FMCDealer.com. (See ACES II manual for detailed web-based appeal submission instructions.) Claim submissions must include the following:

- the dealership P&A code
- the repair order number (if request is e-mailed) or a copy of the daily PEARS register showing the notification of the debit (if request is mailed)
- the reason claim is being appealed
- the tag number
- a copy of the shipping receipt (if request is mailed) or the tracking number (if request is e-mailed).

Mail appeals to:

FCSD Warranty Parts Return Center
15090 Commerce Drive North
Dearborn, Mich. 48120

WPRC Help Line

The WPRC operates a toll free dealer help line that is open from 8:00a.m. to 4:30p.m. (EST). The toll free phone number is 1-800-416-WPRC (9772) and is operational on Company workdays.

SERVICE TECHNICIAN SPECIALTY TRAINING STANDARDS - ACES II EDITS

Dealership Service Technician Specialty Training (STST) Standards were developed in ten specialty repair categories to enhance dealership repair competency. This can help to improve dealership Fix-It-Right-The-First Time (FIRTFT) performance and can lead to increased customer satisfaction. Edits have been incorporated into the Automated Claims Editing System (ACES II) which place each labor operation into one or more of the ten specialty repair categories. When each edit is activated, ACES II will only pay repairs in those applicable specialty categories if the technician who performed the labor operation has successfully completed the applicable STST Training, or if the dealership is shop competent in the primary specialty repair category. Exceptions are Diesel Specialties; Engine Performance (51) and Engine Repair (52), where shop competency does not apply to Diesel. The technician training edits were activated in four stages.

Edit Timetable

<u>Specialty Repair Category</u>	<u>Date Activated</u>
Electrical (34)	July 1998
Engine Performance (31) (Gasoline Engines)	July 1998
Brakes (38)	July 1999
Climate Control (35)	July 1999
Steering/Suspension (33)	April 2000
Automatic Transmission (37)	April 2000
Engine Repair (32)	December 2000
Manual Transmission (36)	December 2000
Diesel Engine Performance (51)	January 2003
Diesel Engine Repair (52)	January 2003

Claims Subject to the Edits

The edits will apply to all U.S. Ford and Lincoln Mercury dealers who perform warranty repairs, After-Warranty Assistance, or Service Part Warranty repairs on any Ford, Lincoln, or Mercury car or light truck.

The edits will not apply at this time to: Repairs to 600 & Higher Series Trucks, Extended Service Plan (ESP) Repairs, Recalls, Customer Satisfaction Programs, Loss & Damage Claims, Misbuilt Vehicle Claims, or Sublet Repairs.

Marketing Communications Center

For questions about training requirements, about enrolling a technician in a training course, or for assistance with STARS or password resets, contact the Marketing Communications Center at 1-800-548-3212.

Warranty Counseling Process

Claims that successfully pass the Technician Training Edit in the ACES II system are still eligible for review and are subject to possible chargeback during any/all stages of the Warranty Counseling Process.

Edit Status Levels

Dealerships will fall under one of four edit status levels within each of the eight specialty repair categories. The four levels are: shop competent, technician fully trained, edit deferred, or no fully trained technicians.

- **Shop Competent** - The dealership has achieved their “minimum number to be trained.” Dealerships that have a sufficient number of fully trained technicians to attain their “minimum number to be trained” in a specialty repair category are shop competent, and all dealership technicians are eligible to perform repairs in that specialty repair category.
- **Technician Fully Trained** - The dealership is below their “minimum number to be trained.” There is at least one technician within the dealership who is fully trained in the applicable specialty repair category who may perform repairs within that specialty repair category. The fully trained technicians are identified in the monthly reports that will be mailed to the dealers. If a dealership submits a claim with a labor operation(s) for repairs within a specialty repair category, and the dealership is not in an edit deferred period, the technician performing the repair must be fully trained or ACES II will not pay the repair.
- **Edit Deferred** - The technician training edit for the applicable specialty repair category is turned off. The dealer reports will indicate what date the edit(s) will be activated. During the period that a dealer is on edit deferred status, claims submitted in the applicable repair category will not be returned if a technician who is not fully trained performed the repairs. Dealerships will be placed on edit deferred status in the following situations:
 - **Shop Competency:** If a dealership was previously Shop Competent for a specific specialty, they will be put on edit deferred status for 3 months when the number of fully trained technicians falls below the “minimum number to be trained” on the Shop Competency Status Report for that specialty.
 - **Shop Competency & Diesel Certification:** When a dealership goes from one or more fully trained technicians to no fully trained technicians in a specific specialty, the dealership will be put on edit deferred status for a period of 12 months for that specialty. If a dealership loses one or more fully trained technicians in multiple specialty areas, the dealership will be placed in edit deferred status for those specialties. The length of the deferral in each specialty will be based on the following table:

<u># Of Specialties</u>	<u>Deferral Periods (# of months)</u>
1	12
2	12
3	15
4	18
5	21
6	24
7	27
8	30
9	31
10	32

- A Select Dealer may be issued a deferment if a technician has completed and passed all of the FMT, self study, and FordStar courses for a specialty, but the required classroom course(s) is not currently available. The dealership must have a course request entered in STARS for the required course(s) to be considered for this type of deferral.
- If there is an STST curriculum change that will require additional technician training, dealerships will be put on edit deferred status for a period of at least six months for the affected specialty.
- Dealers will be notified of adjustments to their minimum number to be trained levels at the beginning of each year. If your dealership's minimum number to be trained increases from the prior year, and your current number of fully trained technicians falls below the new minimum number to be trained requirement, the dealership will be put on edit deferred status for a period of three months.

NOTE: For buy/sell agreements - The new dealer will be put on Edit Deferred status for twelve months from the date the new dealership's P&A code is added to the Global On-Line Dealer Database (GOLDD).

For new dealer points - Dealership shop competency targets will be calculated using an average repairing technician count multiplied by the specialty repair mix in each specialty repair category over a six month period (from dealer appointment date in GOLDD). Once these training requirements have been established, the dealer will receive a letter advising them of their shop competency targets. The dealer will then be placed on edit deferred status for twelve months from the date of the shop competency target letter.

For buy/sell agreements where the new dealer retains the prior dealer's parts and accessories (P&A) code, the new dealer will not be placed on edit deferred status unless the number of fully-trained technicians decreases, with the result being that the dealership's STST status level changes (e.g., from shop competent to technician fully-trained).

- **No Fully-Trained Technicians** - The dealership does not have at least one fully trained technician in the applicable specialty repair category, and the dealership is not on edit deferred status. If a dealership submits a claim with a labor operation(s) for repairs within that specialty category, ACES II will not pay the repair.

Dealership Reports

Dealers will receive one report on a monthly basis that will list each dealership technician's training status/history. The report, which is titled "Technical Training Planner," lists all courses available for each of the ten specialties, the names of all service personnel who have taken at least one course, and the service personnel's status for each course. **Dealers should refer to this report for the most current curriculum requirements.**

Dealer's shop competency status will be reported weekly via a COMBAT broadcast message. In instances where the dealership status changes to no fully trained technicians, dealers will also receive a letter advising them of the status change.

Multiple Repairing Technicians or Team System

If more than one technician works on the same repair, the technician training edit will not result in the claim being returned if any of the technicians that performed the repair is fully trained in the applicable specialty repair category. In these instances it is important for a dealer to enter more than one technician identification for the same repair (e.g., labor operation 6007A - Tech ID = 6682 and operation 6007A1 - Tech ID = 7522). In instances where a dealership is shop competent in a specialty repair category, any technician within the dealership is considered eligible to perform the repair.

SUBLET INVOICE REQUIREMENTS

When reimbursement is claimed for any repair that is sublet to an outside repair facility, the sublet invoice must contain the following information:

- The name, address and phone number of the sublet facility
- A pre-printed sublet invoice number
- The date of repair
- The dealership repair order number and purchase order number
- The VIN of the vehicle being repaired
- The mileage of the vehicle being repaired
- A list of all parts (including description and part number) used to complete the sublet repair, and the cost of each part
- A complete description of all work performed
- Separate parts and/or labor totals

NOTE: Refer to Glass Replacement in Section 3 for unique claiming procedures.

Customer concerns must be verified by dealership service management prior to any repair work being initiated by an outside repair facility.

Warranty repairs sublet to an outside repair facility that is owned (in part or entirely) by the dealer (e.g., offsite body shop) may not be claimed as a sublet repair.

A copy of the sublet invoice must be attached to the accounting copy of the dealer warranty claim.

When there is a comparable Ford Service Labor Time Standards Manual operation, either the standard operation or the actual OSL amount may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the dealer's approved warranty labor rate. Actual time must be listed separately, and payment is based on actual cost if the cost is reasonable.

Sublet repairs must use new Ford parts or remanufactured parts authorized by Ford. If the part is out of stock nationally, or when the part used by the sublet facility is not offered by the Company, payment for the outside part is based on actual cost (not to exceed the Dealer Price of the comparable Ford or Ford authorized part) plus the applicable parts allowance, if the actual cost is reasonable.

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SECTION 2

CARRIER DROP-OFF THROUGH DELIVERY TO CUSTOMER

CARRIER DROP OFF INSPECTION

Receiving and Inspecting New Vehicles

The receipt of vehicles and the regulations for submitting and settling loss and damage claims are governed by the Interstate Commerce Commission (ICC). These regulations protect both the dealer and the carrier.

According to the Ford and THINK Sales and Service Agreements, the ordering dealer becomes the owner of a new vehicle when it is turned over to the carrier at the assembly plant. **Under these agreements, it is the dealer's responsibility to accept new vehicles unless they are damaged to the point of being worthless.**

NOTE: Vehicles sent out on consignment are an exception to this responsibility; they remain the property of Ford Motor Company.

Bill of Lading/Delivery Receipt

The bill of lading/delivery receipt is an inspection delivery document used by all carriers. The document allows for more than one vehicle to be delivered on the same document. Space is provided on the form to allow you to annotate transportation damages, missing items, as well as a remarks section. A card listing all of the damage codes is provided to you by the delivering carrier. Other than the exception coding, the form provides the same information as the prior delivery document. An example of the form is shown on page 2-2.

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BILL OF LADING NO / WAYL558592

E. and L. Transport Company L.L.C.
35005 Michigan Ave.
Wayne, MI 48184
734-729-9500

Origin: WAYNE
Phone: 734-324-0770

Carrier Code: ELTP
Shipper: FORD MOTOR COMPANY

Driver:
Truck: Trailer:
Dealer Code: F99999
Dispatch Date:

Ship to: ANY FORD DEALER
123 ANY STREET
DEARBORN, MI
Special Instructions:

Page: 1
Drop: 1 of 1

Unit/Position/Orientation	Vehicle Number	Description	Color	COO Type/Amt
1 / /	1FAFP13P1 WJ311775	ESCORT SE 4DR SEDAN	GREEN	/
Loc: 2-10	/WAY			
Exceptions:	*****			
2 / /	1FAFP13P2 WJ311784	ESCORT SE 4DR SEDAN	BEIGE	/
Loc: 3-15	/WAY			
Exceptions:	*****			
3 / /	1FAFP13PX WJ311791	ESCORT SE 4DR SEDAN	WHITE	/
Loc: 1-24	/WAY			
Exceptions:	*****			
4 / /	1FAFP13P9 WJ313990	ESCORT SE 4DR SEDAN	RED	/
Loc: 7-4	/WAY			
Exceptions:	*****			
5 / /	1FAFP13P9 WJ311796	ESCORT SE 4DR SEDAN	GREEN	/
Loc: 12-22	/WAY			
Exceptions:	*****			
6 / /	1FAFP13P7 WJ311795	ESCORT SE 4DR SEDAN	GREEN	/
Loc: 3-18	/WAY			
Exceptions:	*****			
7 / /	1FAFP13P7 WJ311781	ESCORT SE 4DR SEDAN	SILVER	/
Loc: 2-17	/WAY			
Exceptions:	*****			
8 / /	1FAFP13P6 WJ311772	ESCORT SE 4DR SEDAN	WHITE	/
Loc: 1-18	/WAY			
Exceptions:	*****			
9 / /	1FAFP13P5 WJ311780	ESCORT SE 4DR SEDAN	WHITE	/
Loc: 2-23	/WAY			
Exceptions:	*****			
10 / /	1FAFP13P3 WJ313995	ESCORT SE 4DR SEDAN	BLUE	/
Loc: 5-12	/WAY			
Exceptions:	*****			
11 / /	1FAFP13P3 WJ311793	ESCORT SE 4DR SEDAN	GREEN	/
Loc: 1-28	/WAY			
Exceptions:	*****			
12 / /	1FAFP13P3 WJ311762	ESCORT SE 4DR SEDAN	WHITE	/
Loc: 1-34	/WAY			
Exceptions:	*****			

REMARKS DEALER: _____
Dealer Signature: _____
Date: ___/___/___ Time: ___:___:___ M.

REMARKS DRIVER: _____
Driver Signature: _____
Date: ___/___/___ Time: ___:___:___ M.

Coding System for Bill of Lading/Delivery Receipt and Loss & Damage Claims

Use the following five-digit code system to document damage or loss on the Bill of Lading/Delivery Receipt and on the 3715 claim form:

- The first two digits describe the area of damage and/or shortage.
- The next two digits indicate the type of damage.
- The last digit indicates the severity (size of damage area).

IMPORTANT: Damage codes must be noted in the space immediately below the appropriate VIN. No other notations should be made on this document. Damage not noted on this document, or on dealership letterhead as directed in the sections on hidden damage and late/after hour deliveries, will be the dealership's responsibility.

The codes and corresponding explanations are included in the New Vehicle Receiving and Inspection Procedures Manual and on the following pages.

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NOTE: The New Vehicle Receiving and Inspection Procedures Manual also includes procedures for receiving and inspecting vehicles and photographs of damaged areas with damage type code definitions. Dealership personnel responsible for receipt and inspection must be familiar with this manual.

DAMAGE AREA CODES (FIRST AND SECOND DIGITS)

LEFT SIDE	10 DOOR, LEFT FRONT 11 DOOR, LEFT REAR 14 FENDER, LEFT FRONT 15 QTR. PANEL OR P.U. BOX L. 30 MIRROR, OUTSIDE LEFT 35 ROCKER PANEL, LEFT 38 RUNNING BD./STEP LEFT (T) 70 PILLAR - LEFT CENTER 72 PILLAR - W/SHIELD, LEFT FRONT 74 PILLAR - LEFT REAR 75 CAB PANEL, LEFT SIDE (T) 78 QUARTER PANEL, EXT. L.R. 82 FENDER REAR LEFT (T) 88 BLANK	REAR END	34 END PANEL - REAR 40 SPARE TIRE/WHEEL 43 BUMPER VALANCE/FILLER REAR 45 TAIL LIGHT/RIM 47 TIRE/WHEEL-EXCEPT SPARE 52 DECK LID/TAIL GATE/HATCHBACK 55 CARGO AREA, OTHER 57 WHEEL COVERS/CAP/RINGS 61 BOX INTERIOR, P.U. (T) 64 DEFLECTOR/SPOILER, REAR 77 CAB PANEL REAR (T) 84 TOOLS/JACK 87 PANEL-REAR COMPARTMENT FRONT 92 LICENSE BRACKET
FRONT END	01 ANTENNA 03 BUMPER/COVER/EXT, FRONT 05 BUMPER GUARD/STRIP FRONT 20 GLASS WINDSHIELD 22 GRILLE 23 HEADER PANEL OR HOOD EXT. 24 HEADLIGHT/COVER/TURN SIG. 25 LAMPS-FOG/DRIVING/SPOT LT. 27 HOOD 42 PANEL - BELOW BUMPER/FRONT 59 WIPERS, WINDSHIELD 80 COWL	UNDERCARRIAGE & MISC.	02 BATTERY 37 ROOF 41 FILLER ABOVE BUMPER 44 GAS TANK 53 SUN ROOF/T-TOP 54 UNDERCARRIAGE/OTHER 56 VINYL/CONVERTIBLE TOP 62 CATALYTIC CONVERTER 63 RAILS, TRUCK BED/ROLL BARS 65 LUGGAGE RACK (STRIPS) 81 GAS/CAP COVER 86 BLANK 90 FRAME 91 EXHAUST SYSTEM 93 SUSPENSION SYSTEM 99 ENGINE COMPARTMENT, OTHER
RIGHT SIDE	09 DOOR, CARGO RIGHT (T) 12 DOOR, RIGHT FRONT 13 DOOR, RIGHT REAR 16 FENDER, RIGHT FRONT 17 QTR. PANEL OR P.U. BOX R. 31 MIRROR, OUTSIDE RIGHT 36 ROCKER PANEL, RIGHT 39 RUNNING BD./STEP RIGHT (T) 69 PILLAR - RIGHT CENTER 71 PILLAR - W/SHIELD, RIGHT FRONT 73 PILLAR - RIGHT REAR 76 CAB PANEL, RIGHT SIDE (T) 79 QUARTER PANEL EXT. R.R. 83 FENDER, REAR RIGHT (T) 89 BLANK	INTERIOR	26 HEADLINER 28 KEYS/REMOTE 29 MIRROR INSIDE 33 RADIO/TAPE PLAYER/CD 48 TRIM PANEL, FRONT LEFT 50 TRIM PANEL, FRONT RIGHT 58 RADIO SPEAKERS 66 DASH/INSTRUMENT PANEL 67 CIGARETTE LIGHTER/ASH TRAY 68 CARPET, FRONT 85 CB/TELEPHONE 94 SEAT, FRONT LEFT 95 SEAT, FRONT RIGHT 96 SEAT, REAR 97 CARPET, REAR 98 INTERIOR OTHER
REAR END	04 BUMPER/COVER/EXT. REAR 06 BUMPER GUARD/STRIP, REAR 07 DOOR, BACK CARGO, RIGHT (T) 08 DOOR, BACK CARGO, LEFT (T) 18 FLOOR MATS FRONT 19 FLOOR MATS REAR 21 GLASS REAR		00 NO EXCEPTIONS

(T) = TRUCK ONLY

DAMAGE TYPE CODES (THIRD AND FOURTH DIGITS)

- 01 BENT
- 02 BROKEN
- 03 CUT
- 04 DENTED
- 05 CHIPPED (EXCEPT GLASS OR PANEL EDGE)
- 06 CRACKED (EXCEPT GLASS)
- 07 GOUGED
- 08 MISSING (EXCEPT MOULDING/EMBLEM)
- 09 SCUFFED
- 10 STAINED OR SOILED INTERIOR
- 11 PUNCTURED
- 12 SCRATCHED (EXCEPT GLASS)
- 13 TORN
- 14 DENTED, PAINT/CHROME NOT DAMAGED
- 18 MOULDING/EMBLEM/WEATHERSTRIP DAMAGE
- 19 MOULDING/EMBLEM/WEATHERSTRIP LOOSE, MISSING
- 20 GLASS CRACKED
- 21 GLASS BROKEN
- 22 GLASS CHIPPED
- 23 GLASS SCRATCHED
- 24 MARKER LIGHT DAMAGED
- 25 DECAL/PAINT STRIPE/WOODGRAIN TRANSFER, DAMAGE
- 30 FLUID SPILLAGE, EXTERIOR
- 34 CHIPPED PANEL EDGE
- 36 INCORRECT PART/OPTION - NOT AS INVOICED
- 37 HARDWARE - EXTERIOR DAMAGED
- 38 HARDWARE - EXTERIOR LOOSE, MISSING

DAMAGE SEVERITY CODES (FIFTH DIGIT)

- 0 NO EXCEPTION
- 1 LESS THAN AND INCLUDING 1" LENGTH/DIAMETER
- 2 OVER 1" UP TO AND INCLUDING 3" LENGTH/DIAMETER
- 3 OVER 3" UP TO AND INCLUDING 6" LENGTH/DIAMETER
- 4 OVER 6" UP TO AND INCLUDING 12" LENGTH/DIAMETER
- 5 OVER 12" LENGTH/DIAMETER
- 6 REPLACEMENT - SEVERE DAMAGE/MISSING

Dealership Responsibilities When Receiving New Vehicles

It is the dealer's responsibility to inspect new vehicles received by the dealership and document any damage to the vehicles or any conditions which caused them to differ from the new vehicle order.

The dealer must:

- Establish a vehicle inspection procedure within the dealership and train adequate personnel to be responsible for receiving new vehicles according to established procedures.
NOTE: Vehicle check-in personnel must be available during all hours of dealership operation.
- Inspect each vehicle in the carrier representative's presence.
- Describe all transportation loss and damage on all copies of the bill of lading/delivery receipt accurately and in detail.
- Not have pay plans that incentivize vehicle check-in personnel based on the number or repair cost of exceptions noted during the inspection process.

IMPORTANT: Damages or shortages added to the bill of lading/delivery receipt after the carrier representative has received their signed copy and left are not reimbursable from the Company or carrier.

- Sign for delivery by clearly writing the name of the dealer's representative, the date, and the time of delivery.
- Notify the carrier in writing (certified mail with return receipt recommended) within 48 hours (two working days) of all concealed loss or damage discovered after delivery.
- Hold for the carrier any parts removed from the vehicle due to transportation damage. (These are called "salvage parts." See Disposition of Salvage Parts later in this section.)

IMPORTANT: Failure to do any of these things will, in most cases, relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

Carrier Responsibilities When Delivering New Vehicles

The carrier representative must:

- Verify that any transportation loss or damage notation on the bill of lading/delivery receipt is complete and accurate.
- Sign the bill of lading/delivery receipt and write the date and time of delivery.

The carrier company is responsible for:

- Processing and investigating each claim thoroughly.
- Settling claims for loss or damage which occurred during transportation.

Unloading Vehicles

The carrier is responsible for unloading the vehicles and for any damage which occurs during unloading.

- Normal shipments:
 - Vehicles delivered by haulaway are unloaded and inspected in a safe area agreed upon by the carrier and dealer.

NOTE: For disabled vehicles, assist the carrier representative under their supervision and responsibility.

- Saddle mount and fullmount shipments:
 - Dealer must provide adequate facilities to unload the vehicles at no charge to the carrier.
 - If unloading facilities are not provided, carrier will dismount vehicles at dealer's expense.
 - If assistance is given by dealership personnel, it is done under the carrier's responsibility and the carrier representative's supervision.

Dealership personnel cannot drive vehicles until the bill of lading/delivery receipt is signed except to wash them before they are inspected. Inspect for accessories prior to washing.

Inspection Process at Time of Carrier Drop-Off

- Begin inspection before vehicles are unloaded.
 - Check that vehicles are securely positioned on the carrier.
 - Inspect the undercarriage of upper level vehicles.
- After unloading, walk around the vehicle beginning with the first item on the bill of lading (left quarter panel or left fender) and inspect the exterior, including visible undercarriage areas.

IMPORTANT: Neither dealership nor carrier personnel should attempt to identify the source of damage to a vehicle by using statements such as "factory damage," "carrier damage," "not carrier liability," etc. All personnel should, however, try to distinguish between damage to be reimbursed by the carrier and a factory defect to be reimbursed by Ford. Add any comments which clarify and support descriptions of damage to the bill of lading/delivery receipt. **Factory defects must not be noted on the bill of lading/delivery receipt.**

- Verify that equipment and accessories listed on the Loose Item Checklist are included on the vehicle. The carrier is responsible only for those items listed. An example of the Loose Item Checklist is shown later in this section.
- Inspect trunk or cargo areas for all parts and/or options stored or transported in this area.
- Inspect the interior, including trim panels, headliner, carpets, and upholstery.
- Do not note minor paint chips (e.g. less than 1" in length or diameter, generally denoted as severity code "1"), scratches, and other blemishes which can be corrected by brush or polish. Touch up of minor chips and scratches is included in the Predelivery Inspection allowance.

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- Unless evidence of impact or abrasion is present to the RapGard (white protective wrap), dents, dings, chips, scratches, etc. found under the RapGard should not be written on the bill of lading/delivery receipt. These are factory defects which are covered by warranty.
- Do not include repairs covered by warranty on the bill of lading/delivery receipt.
- If one key is missing, a warranty claim should be filed. If both keys are missing it should be noted on the bill of lading/delivery receipt, and a Carrier Loss & Damage claim should be filed.
- Missing key fobs are considered a warranty repair unless they were shipped in a key bag. If a key bag was used and the seal is disturbed, the missing fobs should be noted on the bill of lading/delivery receipt, and a Carrier Loss & Damage claim should be filed.
- Battery:
 - Maintaining the state-of-charge while vehicles are in dealership storage is the dealer's responsibility.
 - Check battery state-of-charge within 72 hours of vehicle receipt. If the battery eye is "red," recharge the battery until the eye turns green. For batteries without an eye, recharge if the voltage is less than 12.40 volts.
 - Claims will not be accepted for battery recharges made between 72 hours after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer.

LOSS & DAMAGE TO BE REIMBURSED BY CARRIER (FORM 3715)

Conditions which must be noted on the bill of lading/delivery receipt and claimed as Loss and Damage because they are considered transportation loss or damage are:


- Damage caused by physical impact, abrasion, or forced entry. Be specific on size, area, and extent of damage.

IMPORTANT: Paint and sheet metal damage found under the RapGard used to protect painted surfaces from environmental fallout is not transportation damage unless the RapGard is physically damaged at the time of delivery, and it is so noted on the delivery receipt.

- Tire and wheel rim damage and loss, including spare.
NOTE: The only acceptable repair technique for damaged tires is replacement.
- Damage to undercarriage.
- Missing parts and accessories that are noted on the Loose Item Checklist.
- Items shipped loose as defined by the Loose Contents Checklist. Options not invoiced cannot be claimed.
- Exterior glass scratched, chipped, or broken.
- Damage or soiling of the driver's area of the interior and obvious vandalism or abuse to any of the interior.


Loose Item Checklist

RA06




B&F Roberts Ford
666 American Road
Novi, MI


2FMDA51U5TBA96946



2FMDA51U5TBA96946



2FMDA51U5TBA96946



LOOSE ITEM CHECKLIST

FIXED ANTENNA


FRNT FLOORMATS

JACK ASSY

REAR FLOORMATS


SPARE TIRE

WHEEL COVERS



**OAKVILLE
WRAP ACCEPTANCE**

RA06



**2FMDA51U5
TBA96946**

CAI _____ WRAP _____

BAAO 386

2FMDA51U5TBA96946

B&F Roberts Ford
666 American Road
Novi, MI

CONDITIONS TO BE REIMBURSED BY FORD (FORM 1863/6125-2)

Conditions which are not considered transportation loss and/or damage which **should not be noted** on the bill of lading/delivery receipt and which should be claimed as warranty include the following:

- Wavy sheet metal; file, grinder, or weld marks.
- Outward dents in sheet metal.
- Paint runs, overspray, sags, blistered or peeling paint, or foreign material in paint.
- Bumper under-chrome defects; thin or peeling chrome.
- Missing parts that are not options, and are not listed on the Loose Item Checklist are plant responsibility and should be claimed on a warranty claim (condition code 39 may be used).

WARRANTY & POLICY MANUAL

- Minor chips, scratches, dents or dings found under RapGard unless there is evidence of impact or abrasion to the RapGard.
- Customers have up to one week from the new vehicle delivery date to report any pre-existing dents, dings, chips, or scratches to the selling dealer. Dealers have up to one month in service to begin warranty repairs for these conditions that are not the carrier's or the dealer's responsibility.
- Paint chips on closeable panel edges other than the driver's door.

NOTE: Although not a factory defect, airborne material/environmental fallout (e.g., acid rain, or fluid dripping) damage to exterior finish or trim should not be noted on the bill of lading. Environmental fallout is reimbursable within 12 months/12,000 miles, whichever occurs first, and must be claimed on an 1863/6125-2 claim form through DWE/ACES II.

Misbuilt —

- Conditions when vehicle is “not built as ordered.” (Refer to Section 2 – Misbuilt/Misinvoiced Vehicles.)

NOTE: When a vehicle has to be towed to or from an intransit repair dealer or destination dealer for warranty repairs, the tow charge should be claimed through DWE/ACES II on the warranty claim using miscellaneous expense code “TOW.” Enter “Intransit Repair” in the comments section. These vehicles are not eligible for Roadside Assistance.

Dealership Letterhead Receipt

If there is no carrier bill of lading/delivery receipt, a letterhead receipt is acceptable if it includes:

- All of the notations that would normally be on a bill of lading/delivery receipt (including the five-digit area, damage, and severity code).
- Carrier name.
- VIN.
- Date and time of delivery indicated by representatives of dealer and carrier.
- Signature of both representatives.

A copy of the letterhead receipt must be given to the carrier representative.

Carrier Waiting Time

Carrier tariffs and / or contracts provide free time for unloading and inspection of vehicles. The free time begins with the arrival of the carrier and is one hour for full loads and proportionately less time for less than full loads. Inspection must be performed as quickly and accurately as possible. Dealers are responsible for any delay charges incurred. If a carrier representative refuses to wait in accordance with the above, contact the carrier ramp phone number listed on the bill of lading/delivery receipt or contact the Vehicle Claims Administration Unit: 888-445-4234. Enter the arrival and departure time on the bill of lading/delivery receipt. Note the duration of any delay on the bill of lading/delivery receipt.

Missing Printed Material

Missing Owner Guides, Warranty Guides, or other printed material may be requested from:

- Owner Guide – To purchase an Owner Guide contact Helm at 1-800-782-4356. For missing (at the time of carrier drop-off) or wrong Owner Guides, file a misbuilt vehicle claim using “OWNERGD” as the casual part (no charge repair), “MVC” as the program code, and “38” or “39” as the condition code along with appropriate comments.
- Warranty Guide – Contact the Customer Relationship Center (CRC).

Late/After Hours Deliveries

When deliveries are made after business hours or at regular closing time, follow these steps:

- Note the date and time of delivery on the bill of lading/delivery receipt.
- The carrier must write the following statement on the bill of lading/delivery receipt: “Vehicles received at the close of or after regular business hours, subject to later inspection.”

NOTE: Do not sign the bill of lading/delivery receipt for late deliveries without the above statement.

- When business hours are resumed, immediately inspect the vehicles for intransit loss and damage.
- Either notify the carrier in writing (certified mail with return receipt recommended) of any damages or shortages, including any concealed damage or shortage, or return the signed copy of the carrier bill of lading/delivery receipt within 48 hours of the inspection. Failure to properly notify the carrier within the proper time frame could relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

Concealed Damage

Each vehicle should be placed on a hoist for an undercarriage inspection and, when necessary, road tested. Concealed damage is:

- Damage which can be detected only through on-hoist inspection or road testing after the carrier representative has left the dealership.
- A vehicle’s trunk that cannot be inspected for loss or damage because of missing keys.

The dealer, accepting delivery from the carrier, must notify the carrier in writing of any concealed damage within 48 hours and prior to the customer delivery or dealer-to-dealer transfer (certified mail with return receipt recommended).

IMPORTANT: Damage or shortage noticed anywhere on the vehicle after the removal of snow, ice, or dirt (except that found when placed on a hoist or road tested) is not considered concealed damage. This damage is reimbursable only if it is discovered prior to the departure of the carrier representative and noted on the bill of lading.

	Dealer Letterhead Date: _____
TO:	(Carrier's Name) (Street Address) (City and State)
Subject:	Report of Delayed Inspection or Concealed Damage Vehicle Identification No. _____ Carrier Bill of Lading No. _____ Date of Delivery _____
Type Appropriate Paragraph(s): The vehicle shown above was received at the close or after our regular business hours. We were not able to inspect it for damage or shortage at the time of delivery. Therefore, a joint inspection could not be made with your representative. Our subsequent inspection disclosed the following damage or shortage: _____ _____	
Since the time the vehicle was received, we have discovered the following concealed damage or shortage: _____ _____	
Signature of Dealer or Authorized Representative _____	

A form letter on dealership letterhead, like the example above, can be used to notify the carrier.

Deliveries to Body Companies (Primary and Secondary Moves)

This information pertains to deliveries to body companies or other locations (primary move) and transportation from the body company or other location (secondary move).

- Primary Move — The selling dealership is responsible for claiming any damage or shortage expense on vehicles (including drop-ship vehicles) during this move. The dealership must arrange to:
 - Have the Warranty Start Date changed,
 - Have the vehicle inspected for damages or shortages.
 - Have the bill of lading/delivery receipt noted as usual.
 - Have all documents forwarded to the selling dealership.
 - When loss or damage occurs, submit through the Direct Warranty Entry (DWE/ ACES II) System using **Form 3715** within 60 days of new vehicle receipt and prior to installation of special equipment, if necessary (Using Form FCS-900).
- Secondary Move — This transportation is also the selling dealership's responsibility. Handle any claims directly with the carrier as Ford does not act as intermediary for transportation arranged by a dealership or body company.

IN-TRANSIT DAMAGE/LOSS & DAMAGE REPAIRS **(Destination Dealers)**

Ford has two methods of helping dealers resolve problems associated with vehicles damaged during transportation. They are:

- **In-Transit Repair Program** which provides for repair of vehicles prior to delivery to the dealership.
- **Vehicle Loss and Damage Claims Service** which simplifies the loss and damage claim process for vehicles repaired at the dealership.

NOTE: Unless loss or damage is properly noted on the bill of lading/delivery receipt, dealership letterhead receipt, or is correctly noted as directed for late/after hours deliveries, no claim should be submitted.

In-Transit Damage Repairs

Vehicles damaged in-transit between the assembly plant and the dealership or other location must be restored to new vehicle condition as soon as possible. Damage must always be corrected before retail delivery.

- Repair damaged cars or trucks as long as none of the following conditions exists:
 - Total disclosable repair cost exceeds \$500 (see page 2-14 in this section)
 - Vehicle is critically damaged, making new vehicle status doubtful. Critical damage usually involves at least one of the following:
 - Axles – Drivetrain
 - Brakes – Frame
 - Steering system – Suspension system
 - Body panel damaged beyond repair and requires welding to replace.

If one of these conditions exist, report the vehicle damage to the FCSD Damaged Vehicles Operations Coordinator within five days of receiving the vehicle. The Regional Office will either authorize the repair or arrange disposal of the vehicle.

- If repair is authorized:
 - Complete repairs at once, restoring the vehicle to new condition.
 - Use only new Ford parts. (See non-Ford parts in Section 3, pg. 35)
 - Use only Carlite Glass replacements.
 - Replace damaged or punctured tires. Never repair tires for use on a new vehicle.
 - Place the vehicle in dealer stock.

In-Transit Damage Repair Process

This process provides for the repair of vehicles damaged during transportation and vehicles that are undeliverable because of mechanical malfunctions. Each dealer must:

- Select the appropriate repair procedure for handling vehicles damaged on the way from the assembly plant to the dealer from the following:

1. Receive and repair all vehicles at their own dealership.

EXCEPTIONS:

- A vehicle which must be repaired in-transit for safety reasons or for prevention of additional damage.
 - A vehicle which is too damaged to be repaired and sold as a new unit. The damaged vehicle is rebilled to Ford.
2. Have damaged vehicles with more than \$500 worth of damage repaired at in-transit repair locations (selected Ford or Lincoln Mercury dealerships located near carrier shipping and receiving locations).
- Advise the Ford or Lincoln Mercury Division Regional Manager in writing of the repair method selected. (see example below). Once established, this method remains in effect until a change is requested.
 - Dealers who have signed agreements with Predelivery Service Centers are not required to follow this requirement.

(DEALERSHIP LETTERHEAD)

Date _____

To: (Regional Manager Name)
Regional Manager
(Ford or Lincoln-Mercury Regional Office as appropriate)
(Address)

Subject: Election to Repair Vehicles Damaged In-Transit

This dealership requests that all vehicles designated for delivery to us that are damaged in-transit and which can be repaired to Ford standards for sale as new vehicles be shipped directly to us for repair. The request will not apply if it is necessary in your judgment to repair a vehicle in-transit because of safety considerations, the possibility of additional damage occurring if it is not repaired (e.g., glass replacement), or the need to operate the vehicle (e.g., battery or tire replacement). We also understand that Ford Customer Service Division will assist us to the extent possible in obtaining required parts on an expedited basis.

This dealership requests that vehicles designated for delivery to us that receive damage in-transit continue to be repaired prior to delivery to us.

This authorization will continue through the current Model Year and will automatically be extended for each subsequent model year thereafter unless notified in writing by us.

(Officer)

(Dealer Name)

(Dealer Address)

(Distribution Code)

In-Transit Damage Disclosure (To Customer)

Some states require that certain types of damage occurring to new vehicles before delivery to the purchaser must be disclosed in writing if the repair cost exceeds a certain limit or if certain types of repairs are involved. These requirements will vary. Dealers must meet both state and Company requirements for damage disclosure.

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Ford normally prohibits the sale of vehicles as new if they require over \$500 of disclosable in-transit loss or damage repairs. In these instances contact your FCSD Damaged Vehicles Operations Coordinator within five days of receiving the vehicle for handling procedures. If Ford determines that the vehicle cannot be repaired and sold as new, the Company:

- Voids the original vehicle sale to the dealer.
- Transfers vehicle title to Ford.
- Reschedules a new vehicle as replacement.

Disclosable Conditions

For Company policy purposes, these include all in-transit damage repairs that involve:

- Straightening, realigning, refinishing, and / or painting repaired or replaced sheet metal/ bolt-on parts, except for insignificant dents and scratches.

Non-Disclosable Conditions

For Company policy purposes, these include all in-transit loss or damage conditions that can be corrected by installing similar parts or accessories such as:

- Bolt-on parts (bumpers, fenders, hood, deck lid, instrument panel, moldings).
NOTE: Generally, bolt on parts do not require painting or additional work as they are generally supplied in a manner in which they can merely be “bolted on.” However, in the instances where some additional work is required, such as refinishing/repainting, that portion of the repair would be considered disclosable damage and would go toward the \$500 damage disclosure requirement.
- Parts and accessories used to replace identical original components (glass, radios, tires and wheels, etc.).
- Airborne material (environmental fallout) damage is not considered transportation damage and Federal law does not require disclosure to a new vehicle purchaser. The \$500 disclosable limit does not apply to damage resulting from airborne material.
 - Dealers should be aware, however, that state or local laws may require disclosure of environmental fallout repairs.
 - When requested, the dealership should provide a copy of the repair order which lists details of repairs performed to the new vehicle purchaser.

IMPORTANT: Consult your legal counsel for the effect of state or local laws.

Loss and Damage Claims – Intransit Repair Dealers

A number of dealerships (In-transit Repair Dealers) have been authorized by Ford to repair vehicles damaged in transit before they are delivered to their final destination dealerships. Vehicles determined to need intransit repairs will have a Form AAD10032 (Authorization and Notification of Unit Repaired Intransit) prepared by the ramp operator and will be examined by a Ford designated inspection agency who will prepare a damage estimate and assign a damage category. Any repairs performed by the Intransit Repair Dealer must be authorized on the adjusting agency’s estimate. Any additional needed repairs found after completion of the estimate must be authorized in writing by the inspection agency before the additional repairs are performed.

WARRANTY & POLICY MANUAL

Claims for these repairs must be submitted as 3715 claims via ACESII with "Intransit Repair as per American Road estimate. See 10032 form" noted in the comments section.

Delayed Carrier Delivery due to In-Transit Repair

When a damaged vehicle will be delayed 5 days or more for in-transit repair, the ordering dealer is immediately notified of the delay by a regular-mail post card. See the example below.

This notice:

- Identifies the unit by VIN
- Describes the damage

ATTENTION MR. DEALER	
VIN _____ IS BEING REPAIRED IN-TRANSIT TO YOUR DEALERSHIP AND WILL BE DELAYED FOR 5 DAYS OR MORE. REPAIRS ARE BEING MADE BY:	

(REPAIRING DEALER)	

(ADDRESS)	
AREA OF VEHICLE BEING REPAIRED: _____	

_____	_____
(RAMP OPERATOR & LOCATION)	(DATE)

On category "A" vehicles (New vehicles damaged in transit that are repairable and can be sold for new), a copy of an "Authorization and Notification of Unit Repaired In-Transit" (Form AAD 10032) and a copy of the repairs estimate are sent to the destination dealer by Certified Mail return receipt requested. These forms must be retained for one year.

Vehicle Loss and Damage Claim Reimbursement

There are two ways of seeking reimbursement for Vehicle Loss and Damage.

- First is where Ford acts as an intermediary between the dealer and the carrier. Dealers may submit in-transit loss and damage claims to Ford and receive reimbursement on the Daily Repair Register so long as the dealer uses proper vehicle inspection procedures and follows in-transit loss and damage claims guidelines.

NOTE: Outside purchased parts or outside labor will be reimbursed at actual cost not to exceed the price of the comparable Ford part or applicable published operation amount. For claims over \$500, the invoice from the source of the OSL/OSP must be mailed in with the claim documents, failure to provide an OSL/OSP invoice will result in non-payment of that portion of the claim.

- Second, dealers may handle in-transit loss and damage claims directly with the carrier, railroad, or warehouse. In this case dealers must:
 - Direct all inquiries to the carrier, railroad, or warehouse, not Ford
 - Not use Ford claim forms

Submitting Loss and Damage Claims (Destination Dealers)

Loss and Damage claims are used to request payment for vehicle loss and damage that occurred during delivery of the vehicle to the dealership, and the loss and damage was noted on the delivery document (Bill of Lading/Delivery Receipt). After documenting in-transit loss and damage to a new vehicle, complete the repairs necessary to restore the vehicle to a new vehicle condition. Follow the Receiving and Inspecting New Vehicles guidelines outlined in this Section.

Loss and Damage claims should be submitted immediately upon completion of the repair, preferably no later than 90 days from the Carrier drop-off date. If the repair can not be completed within 90 days of the Carrier drop-off date due to part availability, an Intent Claim (see below for filing instructions) should be filed within 90 days of the Carrier drop-off date. Repairs returned for correction, completion, or additional information should be resubmitted within 48 hours.

DWE/ACES II Repairs — After submitting the information on the completed repair, file the repair set with the supporting documents attached in the Customer Service File.

For repairs greater than \$500, mail the Bill of Lading/Delivery Receipt, Repair Estimate, certified letter delivery notification and a copy of the DWE/ACES II supporting document register (when available) with the control number highlighted and stapled on top of the supporting documents, to the address given below after payment is received. The \$500 level to mail in paperwork for in-transit damage is based on the total repair visit (e.g., 1 repair @ \$550, or 3 repairs on the same vehicle @ \$200 each - the repair totals would exceed the \$500 limit. Note: in the second example, since none of the repairs exceed \$500, no supporting document register would be available).

This documentation must be mailed within 30 days of DWE/ACES II submission of the completed repair. Failure to comply will result in a chargeback of the repair and will be reflected in the repair register.

Vehicle Loss & Damage Claims Administration Unit
P.O. Box 309
Dearborn Heights, Michigan 48127
Phone 1-888-445-4234

IMPORTANT: If Loss & Damage claims or Intent claims are submitted with 90 days of Carrier drop-off, supporting documentation mailed in within 30 days of Aces II submission, and repairs returned for corrections, completion, or additional documentation are corrected and resubmitted within 48 hours - final claim disposition will be determined within 8 months of the payment date. Claims handled according to this procedure will not be disallowed beyond 8 months of the payment date unless serious errors or omissions occurred.

NOTE: Dealers who submit repairs directly to the carriers may not file Loss and Damage claims and should not follow the mailing instructions outlined above.

IMPORTANT: Under no circumstances will Ford accept a Loss and Damage repair older than six months from the date the vehicle was received from the carrier.

Submitting Intent Claims

In the situation where a Carrier Loss & Damage repair cannot be completed within 90 days of Carrier drop-off because of part availability, the dealership should submit an Intent claim. Submitting an Intent claim will satisfy the requirement that a claim be submitted within 90 days of Carrier drop-off and will prevent the claim from the possibility of it being charged back more than 8 months after the claim payment date (see above for additional requirements).

To submit an Intent claim:

- Enter the VIN
- Enter the program code "TD"
- Enter the damage code and delivery information (Carrier code, date, etc.)
- Enter all vehicle information as normal
- Enter the base part number of the part which is delayed (do not enter the entire part number)
- Enter comments to explain the delayed repair and provide the full part number of the part(s) on backorder. Include the estimated total repair cost.

The claim will be paid at zero (\$0) dollar value. When parts become available, complete the repair and submit an appeal of the claim containing the appropriate parts and labor entries to obtain payment. Documentation to support the parts delay must be retained as indicated in Section 1- Dealership Administration.

IMPORTANT: If more than 90 days elapse between the payment of the Intent claim at zero dollars and the completion of the repair, a new repair order must be submitted to obtain payment for the repair. The new repair order should have a repair date equal to the repair completion date, and the comments section of the new repair order **MUST CROSS REFERENCE THE REPAIR ORDER NUMBER OF THE INTENT REPAIR.**

INTENT CLAIM EXAMPLE

```

DM1ACEBB      *** Ford ACES II Intransit Loss/Damage      *** 2001/08/16
09:56:00
==>          P&A: 00000 /          GSC: USA          Stat: Paid
VIN: 1FTZX17281NA35535 RprDt: 2001/08/15 Dist: 8 M SvcId 003615 LIC ST: ___
RO/Rpr: 043297 01 PgmCd: TD DmgCode: 05120
Carrier C          Doc: 0024687486 Deliv Dt: 2001/08/11
Apvl: 1 2          MU: 00.00
CstCmt: LEFT FRONT DOOR DAMAGED REPLACE
TechCmt: DOOR ON BACK-ORDER XL3Z-1520124-BA Cost est 600.00

  AC Ty      Part/LaborOp/Misc      Key Qty/Hrs      Ea Amt Invc # Tech/Core      Total
A  _ P          1520124          ___  0.00      0.00          0.00      0.00
B
C
D
E
F
G
H
I
J
K
>P  0.00 L      0.00 M      0.00 PTC      0.00 TOT      0.00
F2=Appeal F4=ComOv F5=Cod F6=Stat F7=Prv F8=Nxt F9=Err F11=Anlst F12=Rtn
    
```

Repair Verification by Carrier

Carriers are required by law to investigate any in-transit damage and determine their liability for the damage. Therefore, they may inspect vehicles after transportation damage repairs have been made to verify completion of repairs. Any other method of verifying repairs (photographs, reports, etc.) must be agreed to by carrier and dealer.

Delayed/Denied Loss & Damage Claims Payment

Prompt, careful inspection of each new vehicle and accurate noting of any loss or damage found during the inspection are essential.

- Ford reserves the right to debit dealers for claims that are rejected wholly or in part by the carrier.
 - If a claim is denied, the Dealer's Daily Repair Register reflects the debit. The reason for the debit is shown on the face of the claim.
- If claims are submitted improperly, Ford may:
 - Delay payment until final settlement with the carrier.
 - Require the dealership to submit claims directly to the carrier.
- Although Ford provides immediate reimbursement for loss and damage claims submitted by dealerships, claims are not considered final until settlement is reached with the carrier.
- When a claim has been determined to not be carrier or dealer responsibility, you will receive one of the following messages:
 - Damage under plastic wrap - Please file a warranty claim.
 - D/R (Delivery Receipt) states Factory Responsibility - Please file a warranty claim.
 - Stress Crack - Please file a warranty claim.
 - Wavy Metal - Please file a warranty claim.
 - Poor Metal Finish - Please file a warranty claim.
 - Dirt/Trash in Paint - Please file a warranty claim.
 - Misassembled Unit - Please file a warranty claim.
- In instances where a Loss and Damage claim is charged back and you receive a message that instructs you to "file a warranty claim" and the repair has now exceeded the 90 day repair submission time limit, file a warranty claim within 120 days from the date of chargeback and enter the following comments in the Tech Comments Field of the claim: "Resubmission of In-Transit Damage Chargeback as Warranty Repair." Repairs submitted without this statement may be returned as being "Beyond 90 Days."

Supporting Documents – Retention Requirements

The following documents must be retained for one year following notification of payment to support loss and damage claim payment:

- Bill of Lading/Delivery Receipt.
- Invoices for outside-purchased parts or labor.
- Delayed Inspection or Concealed Damage Letter.

- Copy of the new vehicle invoice.
- Invoice for replacement glass purchased from an outside source.
- Copy of certified mail receipt if either a salvage parts notification or concealed damage/delayed inspection letter was required.
- All other documents supporting the repair(s).

Disposition of Salvage Parts

It is the carrier's responsibility to tell the dealership what to do with salvage parts. Hold the salvage parts for 20 days from the claim payment date. The carrier will instruct the dealership to either:

- Hold the parts for pickup by the carrier
- Ship the parts to the carrier
- Scrap the parts

NOTE: Damaged glass may be disposed of immediately.

Carrier Pickup of Parts

Dealer Responsibilities:

- Before pickup, circle the damaged area on the part with crayon or grease pencil.
- Hold parts to be picked up for 60 days after receiving instructions from the carrier. (After 60 days, mutilate and scrap the parts.)
- When the parts are picked up, have the carrier representative sign the Dealer File Copy of Form 3715. Retain this as a receipt.

Shipping Salvage Parts to Carrier

Attach a tag to the parts shipment showing:

- Vehicle Identification Number
- Form 3715 Number
- Bill of Lading/Delivery Receipt Number
- Dealership Name

Ship the parts collect. Retain a copy of the freight documents or express receipt as proof of shipment.

No Carrier Instructions or Instructions to Scrap

If the carrier does not issue instructions for disposition of salvage parts within 20 days, or the carrier instructs the dealership to scrap the parts:

- Mutilate and scrap the parts.
- Retain the document received from the carrier that instructs the dealership to scrap the parts.

MISBUILT/MISINVOICED VEHICLES

Misbuilt Vehicles

IMPORTANT: Corrective action of any kind (i.e., ordering parts and/or making repairs) cannot be taken until the repair appears in the repair register under the “paid repairs” section. The repair is then approved. Failure to adhere to this policy could result in denial of the claim.

Misbuilt vehicles are those not built as ordered. This includes vehicles:

- Received with an incorrect option versus what was ordered
- Received with an option not ordered
- Received without an ordered option
- Received without standard equipment that can be an option
- Received without an Owner Guide, or received with an incorrect Owner Guide for the vehicle. Refer to the ACES II User Manual for claiming procedures.

Missing items subject to theft or loss, that are noted on the Loose Item Checklist, are carrier responsibility and should be claimed as loss and damage, not as a misbuilt vehicle claim.

Missing or wrong parts that are not options and are not listed on the Loose Item Checklist are plant responsibility and must be claimed on a warranty repair (condition codes 38 and 39 may be used) within 30 days of carrier drop off.

Responsibility:

This program is administered by the Misbuilt Vehicle Claims (MVC) Team for all cars and light trucks. Misbuilt conditions should be identified at time of receipt during check-in inspection.

Dealers should initiate their misbuilt claim request **immediately — no later than seven days after receipt of vehicle**. The dealership repairing the misbuilt condition should file the claim.

The claim must be signed and dated by an authorized representative of the dealership. Documentation must be maintained for one year following Company notification of payment.

Dealers must submit a claim through DWE/ACES II prior to making any repair.

FCSD Field Service Engineers, Customer Service Managers, or Sales Division Field Managers may be asked to verify misbuilt conditions but are not authorized to approve repairs or make adjustments.

Misbuilt Procedure – Cars & Light Trucks

Misbuilt claim requests are to be submitted through the Direct Warranty Entry (DWE/ACES II) System using Form 1863/6125-2. Program Code MVC is required on all claims, and only condition codes 38 (wrong part) or 39 (missing part) may be used.

When initiating a claim, refer to the ACES II User Manual for the following claim examples:

- General Procedure
- Tire Procedure
- Radio Procedure

WARRANTY & POLICY MANUAL

- Option Credit Procedure
- Complete Assembly Procedure

Misbuilt Vehicle Claim status is available via the Repair Register. You may receive any one of the following responses (R99):

- Approved for repair
- Denied
- Returned for more information (further action required)
- Plant shipment of parts
- Reinvoice vehicle to reflect existing condition
- Replacement vehicle (handled through your field office)

Questions on any response should be directed to Misbuilt Vehicle Claims (1-800-423-8851). For software concerns, consult your software vendor. Payment for repairs, if approved, is reflected on the Dealer Repair Register.

IMPORTANT: CORRECTIVE ACTION OF ANY KIND INVOLVING A MISBUILT CONDITION (i.e., ordering parts and/or making repairs) CANNOT BE TAKEN UNTIL THE REPAIR APPEARS IN THE REPAIR REGISTER UNDER THE “PAID REPAIRS” SECTION. THE REPAIR IS THEN APPROVED. FAILURE TO ADHERE TO THIS POLICY MAY RESULT IN DENIAL OF THE CLAIM.

Misbuilt Procedures — 600 and Higher Series Trucks

Misbuilt vehicles are those not built as ordered. This includes vehicles:

- Received with an incorrect option.
- Received with an option not ordered.
- Received without an ordered option.
- Received without standard equipment.

Correcting Misbuilt Conditions

- Misbuilt conditions should be identified at time of delivery during check-in inspection.
- Dealers should initiate the misbuilt request immediately — no later than seven working days after receipt of vehicle. The Dealer must:
 - Identify missing or incorrect items.
 - Estimate cost of repair, installation, etc.
 - Complete Form 1863/6125-2, including all pertinent data identifying the component involved (e.g., rear axle code and tag date).
- Claims must be submitted through DWE/ACES II prior to making any repair using Form 1863/6125-2. Program code MVC is required on all claims and only condition codes 38 (wrong part) or 39 (missing part) may be used. See ACES II User Manual for additional processing instructions.
- Dealers will receive approval or additional repair direction on the ACES II Repair Register.

WARRANTY & POLICY MANUAL

Complete repairs only after approval has been received via the ACES II Repair Register.

- The dealership must maintain documentation supporting claim payment for one year following payment. The claim must also be signed and dated by an authorized representative of the dealership.

IMPORTANT: Corrective action of any kind (i.e. ordering parts and/or making repairs) cannot be taken until the repair appears in the ACES II repair register under the “Paid Repairs” Section. The repair is then approved. Failure to adhere to the policy may result in denial of the claim.

Misinvoiced Vehicles

Misinvoiced vehicles are those with invoice problems only. For example:

- An item that has been invoiced as optional equipment, when in fact it is standard on vehicle line.
- Vehicle qualifies for certain value option discount, but receives lesser value option discount.
- Invoiced for an option, not ordered or received.

For Correction Dealers may:

Submit letter to:

Ford Motor Co.
Vehicle Billing Section
P.O. Box 6235
Dearborn, MI 48121 USA

or FAX letter to:

313-845-1572
Attn.: Vehicle Billing Section

Once information is received by the Vehicle Billing Section it is reviewed and, if necessary, an adjustment will be processed. Dealerships should be prepared to provide the Vehicle Billing Section with a copy of the invoice along with other detail (Dealer Order Receipt Acknowledgment, buyer’s order, etc.). If the request is not valid the dealer will be notified of the reason why it is not valid. In some instances requests may require additional review by the Controller’s Office for “exception payments”, or may be referred to other activities (e.g., misbuilt claims) for review and processing. Response time is normally (3) working days.

STORAGE OF NEW VEHICLES

It is the dealer's responsibility to store new vehicles properly. This responsibility includes maintaining vehicles in new condition. When a vehicle is sold, the dealership must follow predelivery procedures to deliver a vehicle which meets the Company's standards. Repairs that are required because of improper storage, maintenance, or damage that occurs while the vehicles are in dealership storage are the responsibility of the dealer and are not reimbursable by Ford Motor Company.

IMPORTANT: Throughout the duration of the vehicle's storage time, any battery with a RED battery eye indicator must be recharged to minimize the possibility of permanent battery damage.

New Vehicles Damaged in Dealer Stock Before Delivery

New vehicles damaged while in dealer stock should be repaired and restored to new condition before retail delivery. If the vehicle cannot be repaired and sold as a new unit, the Company may void the new vehicle warranty (but not the Emissions Control Systems Warranties). The Company will offer guidance in disposing of the vehicles.

When vehicles are sold on "as-is" or "salvage" basis by the dealer or his insurer:

- The new vehicle warranty is voided, but the Emissions Control Systems Warranty remains in effect.
- For the dealer's protection, prepare a purchaser's acknowledgment statement on the Retail Buyer's Order Form or on dealer stationery (See example below).
- Follow disclosure of damage regulations per Company rules and your state laws.

IMPORTANT: All damaged vehicles that are not repaired and sold as new units **must** be reported to Ford Customer Service Division Regional Management. Damaged vehicles which are unsaleable as new vehicles to retail customers or which are purchased by an insurance company are not eligible for any Ford Division or Lincoln Mercury Division contest or incentive program.

- Battery
 - Battery recharging done between 72 hours after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer is not reimbursable by Ford.

IMPORTANT: A battery with a RED or YELLOW state of charge (indicator test eye) should not be replaced. A RED or YELLOW indicator shows the battery is only discharged, not defective. In this condition, the battery can be brought back to full capacity/functional state of charge. The battery must then be fully recharged and re-tested.

PURCHASER'S ACKNOWLEDGMENT STATEMENT

I, the undersigned, do hereby acknowledge my understanding that the Ford vehicle I purchased from

_____ (Enter Dealership Name)

bearing Vehicle Identification Number _____

was purchased on an "as-is" basis and is not eligible for new vehicle warranty service under the terms of the Ford warranty.

Purchaser's Signature

Date

Dealership Representative's Signature

Date

PRE-DELIVERY/DELIVERY TO CUSTOMER

Delivery of New Vehicles

All vehicles must conform to a high appearance and performance standard at the time of delivery regardless of when the predelivery service was performed.

The Company periodically inspects vehicles and reviews Customer Service Files to verify that new vehicle predelivery inspections are performed according to Company standards.

Under the Sales and Service Agreement, the dealer is responsible for inspecting, conditioning, and repairing each vehicle before it is delivered to the retail purchaser. The dealer:

- Should designate a section of the Service Department for new vehicle preparation.
- Should assign new vehicle preparation responsibility to selected Service Department personnel.
- Must have the equipment necessary to properly prepare new vehicles.

Predelivery/Delivery Guidelines

Prior to customer delivery:

- The service department must check OASIS at the time of the predelivery inspection for outstanding Customer Satisfaction Programs, Special Service Instructions and recalls. All of the previously mentioned checks must be performed prior to delivery to the customer.
- The Sales Department should check with the Service Department in order to inform new owners of an accurate delivery time.
- The Service Department must prepare new vehicles according to the Predelivery Service Record (checksheet.)
- A Predelivery Service Record (checksheet) must be completed for each new vehicle and retained in the Customer Service File.
- The Service Department should perform any warranty repairs noted during the new vehicle inspection.
- Sales, service, and predelivery personnel should jointly inspect each vehicle prior to delivery to verify that it meets the Company's quality standards.
- The Sales Department must complete the Quality Delivery Assurance Checklist. The dealer:
 - must complete and sign the checklist,
 - must obtain the customer signature on the checklist,
 - must retain a copy of the checklist in the New Vehicle Sales File,
 - must give a copy of the checklist to the customer.

NOTE: When a Predelivery Service Record shows "**Check**," required adjustments and repairs are to be performed under Warranty and submitted through the Direct Warranty Entry (DWE/ACES II) System using Form 1863/6125-2.

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When a Predelivery Service Record shows “**Check and Adjust**” (or correct, tighten, top-up, etc.), required labor services are part of the predelivery allowance. If fluids must be added, the actual quantity used may be claimed through the DWE/ACES II System using Form 1863/6125-2. Ford or Motorcraft branded material must be used.

IMPORTANT: The Company randomly selects vehicles to be evaluated by Company personnel before they are shipped to dealers. A decal will be on the window of vehicles driven more than 15 miles. **Do not remove the decals before delivering the vehicles.** The warranty will be extended to cover the evaluation mileage. Owners should keep the decals to support repairs required during the mileage extension.

New Vehicles Delivered by Other Than the Selling Dealer

The selling dealer is responsible for the predelivery inspection of vehicles delivered to locations other than the selling dealership. This includes all vehicles (fleet and retail) shipped directly from the assembly plant to a body builder or another dealer. The selling dealer:

- Must arrange for the inspection at time of carrier drop-off and predelivery inspection through an authorized dealer or predelivery contractor near the place of delivery. The Preparation and Conditioning Allowance will be paid directly to the dealer performing the courtesy delivery.
- Is responsible for damage resulting from failure to arrange for proper predelivery preparation.

Delivery Guidelines

Normal Deliveries

- Report the vehicle sale, including the accurate warranty start date on:
 - The Dealer Computer Services Direct Sales Entry.

or

 - The Retail Delivery **Form (FDLM-9949)**.
- Hand the warranty documents to the owner. Explain them before the owner takes delivery of the vehicle.

NOTE: If a location other than the selling dealer is delivering the vehicle, the selling dealer is responsible for both of the above requirements.

IMPORTANT: The warranty on a vehicle starts on the day a vehicle is first placed in service. If a vehicle is a dealership demonstrator unit, the in-service date (Warranty Start Date) is the date the vehicle was placed in demonstrator service.

Delayed Deliveries

Incorrect warranty start dates can be corrected using Form FCS 900. This form is available in Section 9. Dealerships should complete and submit Form FCS 900 for all vehicles when:

- There has been a delay due to special equipment installation, the warranty start date can be considered the date on which the vehicle is actually placed in service. This applies to Dealer-delivered units and Body Company Deliveries.
 - For 700 and higher series trucks dealers may ask their customers to submit the FCS 900 form which is included in their Warranty Guides.

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- There is a Warranty Start Date discrepancy. Claims will be returned when a vehicle:
 - Is unsold or not registered as a demonstrator and the accrued mileage is over 750 miles (Cars and Light Trucks).
 - Is unsold and the accrued mileage is over 4,000 miles (Medium and Heavier Trucks, and Cutaways Cabs purchased from pools).
 - Has an incorrect warranty start date (normally because of a delayed delivery) and the vehicle is beyond warranty coverage.

NOTE: Claims may be resubmitted when the vehicle has been reported as sold or placed in demonstrator service, or has had the warranty start date discrepancy resolved.

- A vehicle requires a repair that appears to be beyond warranty, but is eligible because the body company failed to report the date the vehicle was actually placed in service. In these instances the dealer should:
 - Perform the repair.
 - Complete the warranty claim.
 - Complete and mail the Form FCS-900.
 - Submit the warranty claim through DWE/ACES II 7 days after the revised warranty start date is shown on OASIS.

IMPORTANT: Supporting documentation (new sales invoice, state registration, etc.) must be attached to the forms when requesting a warranty start date change.

NOTE: When there is a question about the eligibility of a vehicle because of delayed warranty start date or in-transit mileage accumulation, contact the Regional Sales Office.

Warranty Start Date Errors or Omissions

Vehicle sales reporting is the responsibility of the dealer through the Vehicle Sales Division. If OASIS shows no warranty start date, contact the Regional Sales Office to report the **original sale** of the vehicle. The dealer should follow one of the procedures listed below when the **original sale** of an older vehicle (beyond three model years) cannot be reported through the Vehicle Sales Divisions:

- Submit a copy of the Retail Delivery Form to:
ACTIONDATA INC.
23077 Greenfield Road
Suite 525
Southfield, MI 48075
- Complete and submit a Form FCS-900 with all supporting documents (see Section 9 for a copy of Form FCS-900).

Direct Deliveries by the Company

In certain cases the assembly plant arranges to precondition vehicles delivered directly by the Company. These vehicles are considered visiting owner units and qualify only for predelivery-type adjustments. An entire predelivery inspection is the responsibility of the purchaser or the dealer selected by the Regional Sales Office to deliver the vehicles and perform the predelivery service. Direct deliveries are usually made for, but not limited to:

- U.S. Government agencies
- American National Red Cross
- Body and equipment companies

In-Transit Mileage Accumulation

Occasionally new vehicles (usually trucks) are driven from assembly plants to dealers or to body companies and then to dealers or other locations. Whoever delivers the vehicle should complete Form **FCS-900** to extend the mileage warranty. The extension is equal to the actual number of miles accumulated before delivery up to a maximum of 4,000 miles.

IMPORTANT: It is not necessary to submit the **FCS-900** to Ford Motor Company for a mileage extension unless a repair is required beyond warranty but within the mileage extension period. Attach a copy of **Form 1863/6125-2** and supporting documentation to the back of the **FCS-900**, mail to the address on the form when the repair is completed, and submit claim for payment in DWE/ACES II.

NOTIFICATION OF DELAYED DELIVERY DATE OR IN-TRANSIT MILEAGE ACCUMULATION			
This form is to be used to notify Ford Motor Company of a delayed warranty start date or to report an in-transit mileage accumulation on a vehicle driven (not transported) from the assembly plant to a body builder or to the receiving location.			
VEHICLE IDENTIFICATION NUMBER <input style="width: 100%; height: 15px;" type="text"/>			DATE _____
NAME AND ADDRESS OF RETAIL BUYER			
FIRST INITIAL	SECOND INITIAL	LAST NAME ONLY	STREET ADDRESS
<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 100%; height: 15px;" type="text"/>	<input style="width: 100%; height: 15px;" type="text"/>
CITY OR TOWN		STATE	ZIP CODE
<input style="width: 100%; height: 15px;" type="text"/>		<input style="width: 20px; height: 15px;" type="text"/>	<input style="width: 40px; height: 15px;" type="text"/>
RETAIL BUYER'S SIGNATURE _____			MAIL TO: FORD CUSTOMER SERVICE DIVISION P.O. BOX 1597 DEARBORN, MI 48121
WARRANTY DATE REQUESTED	REASON FOR DELAY OF WARRANTY START DATE Please attach documents to support revised warranty start date. (For example: a copy of the new vehicle sales invoice or state registration.)		MILEAGE AT TIME OF DELIVERY
<input style="width: 20px; height: 15px;" type="text"/> <input style="width: 20px; height: 15px;" type="text"/> <input style="width: 20px; height: 15px;" type="text"/> <small>MONTH DAY YEAR</small>	_____ _____ _____		<input style="width: 40px; height: 15px;" type="text"/> <small>(NO TENTHS)</small>
NOTE: When this section of the form is completed, submit IMMEDIATELY to Ford Motor Company with supporting documentation attached.			REASON FOR IN-TRANSIT MILEAGE ACCUMULATION Please attach documents to support accumulated mileage.
			_____ _____ _____
			<input style="width: 40px; height: 15px;" type="text"/> <small>(NO TENTHS)</small>
			NOTE: When this section of the form is completed, DO NOT submit to Ford Motor Company, when a repair is required beyond warranty but within the mileage extension period. Provide a copy of this form and supporting documents to the Ford dealer performing the repair.

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SECTION 3

WARRANTY COVERAGES

COVERAGE SUMMARY/INTRODUCTION

Warranty Responsibility

In accordance with provisions of the Sales and Service Agreement and this Manual, dealers are required to provide warranty and policy service (e.g., warranty, ESP/ESC, and recalls) for all vehicles they are franchised to sell, and for all Company Products they are authorized to service. Owners of Ford vehicles are recommended but not required to return to their selling dealer for warranty service, but must take their vehicles to an authorized Ford dealer/subdealer for warranty repairs.

When the U.S. Warranty Applies

In addition to all cars and light trucks sold, registered/licensed, and operated in the United States (including Alaska and Hawaii), the **U.S. Warranty** applies to cars and light trucks designed and built for sale and use in the U.S. and the U.S. federalized territories that are:

- Ordered through a post exchange or ship's store of the U.S. Armed Services and shipped to the U.S. federalized territories or a foreign country, or
- Purchased from and delivered directly by the Company (e.g., U.S. Government, American Red Cross), or
- Originally registered/licensed and operated in the U.S. federalized territories of Puerto Rico, Guam, Commonwealth of the Northern Mariana Islands (Saipan), American Samoa, U.S. Virgin Islands, or any other U.S. federalized territory, or
- Purchased, registered/licensed, and operated in the U.S., but then taken by the owner (one who did not purchase the vehicle for resale purposes) to a U.S. federalized territory or any foreign country for business/personal use.

If the vehicle presented for warranty service falls into one of the four categories listed above but is not a model ordinarily sold in that U.S. federalized territory or that foreign country through an authorized dealer, dealers are to provide warranty service and are encouraged, but not required, to provide that warranty service at no cost to the customer. Alternatively, it may be necessary for the vehicle owner to pay the servicing dealer and then present the paid repair order/invoice to a U.S. Ford dealer for refund consideration under the U.S. warranty. When submitting a refund claim, the Dealer must price the claim in U.S. dollars at the current exchange rate at its local bank, and the repair cost must be reasonable.

When the U.S. Warranty Does Not Apply

The U.S. Warranty **does not** apply if a vehicle is purchased from an authorized dealer in the U.S. or a federalized territory, and the vehicle is not registered/licensed in the United States or its federalized territories or Canada, and:

- Is subsequently shipped out of the United States or its federalized territories to foreign countries specifically for the purpose of resale in that foreign country, or
- Is registered/licensed for use in countries other than the United States, its federalized territories or Canada.

These vehicles may or may not assume the warranty offered by Ford in the country in which they are ultimately sold/registered/licensed/operated.

Canadian Warranty Coverage in the United States

U.S. dealerships are required to perform warranty and policy service on any Company product they are certified to sell; this includes vehicles originally sold in Canada or Mexico. OASIS should be consulted prior to performing repairs to verify warranty coverage.

NOTE: Some 2002 and later model year Canadian vehicles are sold with a 5 year/100,000 km powertrain warranty. Canadian vehicles registered in the United States are NOT eligible for powertrain coverage beyond the bumper-to-bumper period (3 years/60,000 km). Exceptions to this are powertrain components covered by the Emissions System warranty or the 6.0L and 7.3L DI Diesel Engine warranty. These coverages remain in effect. To be eligible for the 5 year/100,000 km Canadian powertrain warranty, vehicles must have Canadian license plates and the message “5yr/100,000 km Powertrain Coverage (Canadian Registered Vehicles Only)” must appear in OASIS. If the vehicle does not have Canadian license plates, or the message “Powertrain Warranty Coverage Cancelled – Vehicle Not Registered in Canada” appears in OASIS, the vehicle is NOT ELIGIBLE for powertrain coverage beyond the bumper-to-bumper period.

Coverage Priority

Certain components have additional coverage beyond the basic new vehicle warranty coverage. There are different time and mileage limits and owner deductibles which apply under these additional coverages. The following coverage priority chart for cars and light trucks shows which coverage should be applied. When two or more coverages apply to a repair and all repairs/parts are eligible for both coverages, charge the customer the lowest of the two deductible amounts. The ACES II System will automatically apply the lowest applicable deductible amount to the claim.

CARS AND LIGHT TRUCKS COVERAGE PRIORITY			
PRIORITY SEQUENCE	COVERAGE	TIME / MILEAGE LIMITS	DEDUCTIBLE FEE
1	Service Part Warranty	Variable	None*
2	Basic Warranty	12/12	None
3	Reacquired Vehicle Warranty (California)	12/12 12/Unlimited	None None
4	Maintenance and Warranty Programs	Variable	None
5	Emissions Warranties	Variable	None
6	Bumper-to-Bumper New Vehicle Coverage: (Lincolns) (Ford/Mercury) (TH!NK Neighbor)	4 yr./50 3 yr./36 3 yr./Unlimited	None None None
7	Extended Service Plan (ESP)	Variable	None
8	Extended Service Plan (ESP)	Variable	\$25
9	Extended Service Plan (ESP/ESC)	Variable	\$50
10	Extended Service Plan (ESP/ESC)	Variable	\$100
11	Extended Service Plan (ESP/ESC)	Variable	\$200

* Labor charges or copay may apply unless covered by another warranty.

Related Damage

A component with one coverage may fail and damage another component covered for a different length of time or mileage. To determine if the repair is reimbursable, check the coverage of the component which caused the failure.

- If the component that caused the failure is covered and damages a component that is no longer covered, the entire repair is reimbursable on the same basis as the failed component.
- If the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is not reimbursable. (See Emissions Coverage this Section for exception under the Emissions Performance Warranty).
- Also, see Section 4 for “Related Damage on Recalls” or Section 6 for “Related Damage on Customer Satisfaction Programs.”

Non-Reimbursable Conditions

The New Vehicle Limited Warranty does not provide coverage, and repairs are not reimbursable under warranty, when any of the following conditions/situations occur.

Damage Resulting From:

- Accidents, collision or objects striking the vehicle
- Theft, vandalism, or riot
- Fire or explosion
- Freezing
- Misusing the vehicle, such as driving over curbs, overloading, racing, or using the vehicle as a stationary power source.
- Alteration or modification of the vehicle - including the body, chassis, or components - after the vehicle leaves Ford’s control.
- Installation of non-Ford parts installed after the vehicle leaves Ford’s control.
- Tampering with the vehicle, tampering with the emissions systems, or with other parts that affect these systems.
- Disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined.
- Using contaminated or improper fluids.
- Customer applied chemicals or accidental spills.
- Driving through water deep enough to cause water to be ingested into the engine.

Damage Caused by Use and/or the Environment

The New Vehicle Limited Warranty does not cover surface rust and deterioration of paint, trim, upholstery, and other appearance items that result from use and/or exposure to the elements. Some examples include:

- Stone chips, scratches (e.g., on paint and glass)
- Dings, dents
- Cuts, burns, punctures or tears
- Road salt, tree sap
- Bird and bee droppings

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- Lightning, hail, windstorm
- Earthquake, water, or flood

Damage Caused by Improper Maintenance

The New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids.

Maintenance/Wear Items

Parts and Labor needed to maintain the vehicle and the replacement of parts due to normal wear and tear are the responsibility of the vehicle owner and are not covered under the New Vehicle Limited Warranty. Examples from the Scheduled Maintenance Guide are:

- Spark plugs, oil changes, oil filters, air filters, fuel filters, tire rotation, cleaning/polishing, and engine tune-up.
- Adding oils, lubricants and other fluids (except refrigerant).
- Wear items such as wiper blades (beyond 12 months in service), brake linings/pads, and clutch linings.

NOTE: 2004 and Newer Ford/Mercury Vehicles: Brake pad/lining coverage is 12 months/18,000 miles, whichever occurs first, even if caused by normal wear.

NOTE: 2004 and Newer Lincoln Vehicles: Receive complimentary scheduled maintenance for 12 months/12,000 miles, whichever occurs first, provided by Lincoln Commitment. 2001-2003 Lincoln vehicles receive complimentary maintenance for 3 years/36,000 miles, whichever occurs first. In addition, the following wear items are covered for 3 years/36,000 miles by the Lincoln bumper-to-bumper warranty for 2001-2003 Lincoln vehicles: shock absorbers, clutch disc (if equipped), engine belts and hoses, brake pads and linings, wiper blades and spark plugs.

Other Items and Conditions Not Covered by the New Vehicle Limited Warranty

- Non-Ford parts installed on a vehicle, for example, parts installed by body builders or manufacturers other than Ford, or damage to Ford components caused by installation of non-Ford parts other than “certified” emissions parts.
- Vehicles that have ever been labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “rebuilt”, “reconstructed”, or “salvaged”; this will void the New Vehicle Limited Warranty.
- Vehicles that have been determined to be a “total loss” by an insurance company; this will void the New Vehicle Limited Warranty.
- Converted ambulances that are not equipped with the Ford Ambulance Prep Package.
- The mileage or the date of repair has been misrepresented or altered to place a vehicle within the coverage period.
- Repairs that are required to correct incomplete or improper previous repairs.

NOTE: The Company pays dealers “one time only” for repairs or adjustments unless a part failure occurs or new technical information becomes available.

- Repairs that are made to improve appearance or performance beyond normal standards.

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- Repairs that are not performed at a Ford, Lincoln Mercury, or TH!NK dealership unless performed as an emergency repair or as a dealer authorized sublet repair .
- Non-defective parts that are replaced to modify a vehicle to the latest production design levels, unless authorized by the Company.
- Repairs that alter the vehicle's original specifications.
- The part being replaced, repaired, or adjusted has no defect in factory-supplied materials or workmanship.
- Engine Noise (Internal Engine Problem) — Is not reimbursable if the engine has not been properly maintained.
- Failure of Low Speed or Reverse Gear (Manual Shift Transmission) — Is not reimbursable if there is evidence of repeated abnormal shifting.
- Rear Axle Noise — Is not reimbursable unless a diagnosis (road test) confirms that the noise is abnormal.
- Valve Grinding — Is not reimbursable unless engine performance is not acceptable.
- Damage caused by spilled liquids. Dealers should carefully examine electronic components (audio components, automatic temperature control heads, etc.) to ensure that the cause of failure was not liquid spillage. The presence of liquid residue (a sticky or shiny substance) or buttons/knobs which don't operate freely are evidence of abuse and may result in claim denial.

FORD/LINCOLN/MERCURY/TH!NK CARS & LIGHT TRUCKS

Warranty Coverage Summary Charts

The warranty coverage for 1997-2004 model cars and light trucks is summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

- Bumper-to-Bumper coverage
- Corrosion Perforation coverage
- Emissions Defect and Performance coverage
- Safety Restraint coverage
- Battery coverage
- 7.3L Direct Injection (D.I.) Powerstroke Diesel Engine and 6.0L Diesel Engine coverage

IMPORTANT: The information shown on the following charts is of a summary nature. For more complete information see the applicable Warranty Guide or specific areas of this manual (e.g., Emissions, Service Parts).

Bumper-to-Bumper Coverages

Bumper-to-Bumper Coverage on Ford, Lincoln, Mercury, and TH!NK cars and light trucks is as follows:

Ford and Mercury Cars and Light Trucks

- 1997-2004 model year cars and light trucks eligible for the Bumper-to-Bumper warranty are covered for 3 years or 36,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

Lincoln

- 1997-2004 model year Lincoln products eligible for the bumper-to-bumper warranty are covered for 4 years or 50,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

TH!NK

- 2002 model year TH!NK Neighbors eligible for the bumper-to-bumper warranty are covered for three years/unlimited miles. See Warranty Guide for specific exclusions.

ALL 2004 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper-to-Bumper Coverage • Ford/Mercury Vehicles (5) (6) (7) • Lincoln Vehicles (5) (7)	No Deductible				
Corrosion Perforation	Unlimited Miles				
6.0L Diesel Engine	100,000 Miles			\$100 Deductible (1)	
Federal Emission Defect (2) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. (4) • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel and 6.0L Diesel Engine) • Lincoln Vehicles • Certain Emissions Parts (4)					
Federal Emissions Performance (2) • All Emissions Related Parts • Certain Emissions Parts (4)					
Safety Restraint • Ford/Mercury/Lincoln					
Battery • Other Ford/Mercury • Lincoln					
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more details				
Damage, Maintenance	Not covered by Ford				

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 6.0L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Passenger cars and light duty trucks are eligible for 8/80 coverage. Vehicles with a GVWR over 8,500 lbs. are not eligible for 8/80 coverage. Covers catalytic converters (including heat shields), comp valve, electronic emissions control unit (PCM), onboard emissions diagnostic device, and vehicle communication link (VCL) module.
- (5) Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- (6) Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- (7) Tire vibration, ride harshness and uneven/rapid tire wear coverage is 12 months/12,000 miles, whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 2003 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)					
Bumper-to-Bumper Coverage • Ford/Mercury Vehicles • Lincoln Vehicles (6)	No Deductible				
Lincoln Complimentary Maintenance					
Corrosion Perforation					Unlimited Miles
7.3L Powerstroke Direct Injection Diesel Engine and 6.0L Diesel Engine	100,000 Miles		\$100 Deductible (1)		
Federal Emission Defect (2) (5) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. (4) • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel and 6.0L Diesel Engine) • Lincoln Vehicles • Certain Emissions Parts (4)					
Federal Emissions Performance (2)(5) • All Emissions Related Parts • Certain Emissions Parts (4)					
Safety Restraint • Ford/Mercury/Lincoln					
Battery • Other Ford/Mercury • Lincoln					
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more details				
Damage, Maintenance	Not covered by Ford				

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L and 6.0L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Passenger cars and light duty trucks are eligible for 8/80 coverage. Vehicles with a GVWR over 8,500 lbs. are not eligible for 8/80 coverage. Covers catalytic converters (including heat shields), compuvalve, electronic emissions control unit (PCM), onboard emissions diagnostic device, and vehicle communication link (VCL) module.
- (5) Emissions Warranties do not apply to TH!NK vehicles.
- (6) Shock absorbers, clutch disc (if equipped), engine belts and hoses, brake pads and linings, wiper blades, and spark plugs will be covered for 3 years or 36,000 miles for replacements necessary due to wear.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 2002 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART							
COVERAGES (Coverage expires when either time or mileage limit is reached.)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES		
	(MILEAGE EXCEPTIONS ARE INDICATED BELOW)						
Bumper-to-Bumper Coverage on Ford/Mercury Cars and Light Trucks	████████████████████		No Deductible				
Bumper-to-Bumper Coverage on Lincoln Vehicles (6)	████████████████████		No Deductible				
Lincoln Complimentary Maintenance	████████████████████						
Corrosion Perforation	████████████████████				Unlimited Miles		
7.3L Powerstroke Direct Injection Diesel Engine (Engine Code "F")	████████████████████		100,000 Miles		████████████████████		\$100 Deductible (1)
Federal Emission Defect (2) (5) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. (4) • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel) • Lincoln Vehicles • Certain Emissions Parts (4)	████████████████████		████████████████████				
Federal Emissions Performance (2) • All Emissions Related Parts • Certain Emissions Parts (4)	████████████████████		████████████████████				
Safety Restraint	████████████████████		████████████████████				
Battery • Other Ford/Mercury • Lincoln	████████████████████		████████████████████				
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more details						
Damage, Maintenance	Not covered by Ford						

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Passenger cars and light duty trucks are eligible for 8/80 coverage. Vehicles with a GVWR over 8,500 lbs. are not eligible for 8/80 coverage. Covers catalytic converters (including heat shields), compuvlve, electronic emissions control unit (PCM), onboard emissions diagnostic device, and vehicle communication link (VCL) module.
- (5) The Federal Emission coverage is limited to vehicles not eligible for the California Emissions Warranty.
- (6) Shock absorbers, clutch disc (if equipped), engine belts and hoses, brake pads and linings, wiper blades, and spark plugs will be covered for 3 years or 36,000 miles for replacements necessary due to wear.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

ALL 2001 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES (Coverage expires when either time or mileage limit is reached.)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES	
(MILEAGE EXCEPTIONS ARE INDICATED BELOW)						
Bumper-to-Bumper Coverage on Ford/Mercury Cars and Light Trucks			No Deductible			
Bumper-to-Bumper Coverage on Lincoln Vehicles (6)			No Deductible			
Lincoln Complimentary Maintenance						
Corrosion Perforation					Unlimited Miles	
7.3L Powerstroke Direct Injection Diesel Engine (Engine Code "F")			100,000 Miles		\$100 Deductible (1)	
Federal Emission Defect (2) (5) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. (4) • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel) • Lincoln Vehicles • Certain Emissions Parts (4)						
Federal Emissions Performance (2) • All Emissions Related Parts • Certain Emissions Parts (4)						
Safety Restraint						
Traction Battery • Electric Ranger			Percent beyond 12 months or 10,000 miles			
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more details					
Damage, Maintenance	Not covered by Ford					

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Passenger cars and light duty trucks are eligible for 8/80 coverage. Vehicles with a GVWR over 8,500 lbs. are not eligible for 8/80 coverage. Covers catalytic converters (including heat shields), compuvalve, electronic emissions control unit (PCM), onboard emissions diagnostic device, and vehicle communication link (VCL) module.
- (5) The Federal Emission coverage is limited to vehicles not eligible for the California Emissions Warranty.
- (6) Shock absorbers, clutch disc (if equipped), engine belts and hoses, brake pads and linings, wiper blades, and spark plugs will be covered for 3 years or 36,000 miles for replacements necessary due to wear.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

ALL 2000 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES
	(MILEAGE EXCEPTIONS ARE INDICATED BELOW)				
Bumper-to-Bumper Coverage on Ford/Mercury Cars and Light Trucks	No Deductible				
Bumper-to-Bumper Coverage on Lincoln Vehicles	No Deductible				
Corrosion Perforation	Unlimited Miles				
7.3L Powerstroke Direct Injection Diesel Engine (Engine Code "F")	100,000 Miles		\$100 Deductible (1)		
Federal Emission Defect (2) (5) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. (4) • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel) • Lincoln Vehicles					
Certain Emissions Parts (4)					
Federal Emissions Performance (2) • All Emissions Related Parts					
Safety Restraint					
Traction Battery • Electric Ranger	20,000 Miles Percent beyond 12 months or 10,000 miles				
Towing/Roadside Assistance (3)	Covered under all warranties – See Section 6 for more detail				
Damage, Maintenance, Tires	Not Covered by Ford				

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Passenger cars and light duty trucks are eligible for 8/80 coverage. Vehicles with a GVWR over 8,500 lbs. are not eligible for 8/80 coverage. Covers catalytic converters (including heat shields), electronic emissions control unit (PCM), and onboard emissions diagnostic device.
- (5) The Federal Emission coverage is limited to vehicles not eligible for the California Emissions Warranty.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

WARRANTY & POLICY MANUAL

ALL 1997-1999 MODEL CARS AND LIGHT TRUCKS

WARRANTY SUMMARY CHART					
COVERAGES (Coverage expires when either time or mileage limit is reached.)	2 yrs 24,000 MILES	3 yrs 36,000 MILES	4 yrs 50,000 MILES	5 yrs 50,000 MILES	8 yrs 80,000 MILES
	(MILEAGE EXCEPTIONS ARE INDICATED BELOW)				
Bumper-to-Bumper Coverage on Ford/Mercury Cars and Light Trucks	No Deductible				
Bumper-to-Bumper Coverage on Lincoln Cars	No Deductible				
Corrosion Perforation	Unlimited Miles				
7.3L Powerstroke Direct Injection Diesel Engine (Engine Code "F")	100,000 Miles			\$100 Deductible (1)	
Federal Emission Defect (2) • Ford/Mercury Cars & Light Duty Trucks • Vehicles with a GVWR over 8,500 lbs. • Vehicles with a GVWR over 8,500 lbs. (7.3L D.I. Powerstroke Diesel) • Lincoln Cars					
Certain Emissions Parts (4)					
Federal Emissions Performance (2) • All Emissions Related Parts					
Safety Restraint					
Towing/Roadside Assistance (3)	Covered under all warranties - See Section 6 for more detail				
Damage, Maintenance, Tires	Not Covered by Ford				

- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Covers catalytic converters (including heat shields), electronic emissions control unit, and onboard emissions diagnostic device (required 8 years/80,000 mile coverage per the Clean Air Act).
- (5) The Federal Emission coverage is limited to vehicles not eligible for the California Emissions Warranty.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details.

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$35 per day rental assistance.

CARS AND LIGHT TRUCKS Coverage, Conditions, & Procedures

New cars and light trucks have warranty coverage against defects in factory workmanship or materials. Coverage for some components may vary under Basic Warranty, Powertrain Warranty, or Bumper-to-Bumper Warranty, or one of the maintenance/warranty programs. This section explains these variations and other unique conditions or requirements.

IMPORTANT: References to basic vehicle coverage can refer to 12/12 and can also apply to vehicles having a longer basic vehicle coverage (e.g., Bumper-to-Bumper, and New York State coverage unless otherwise noted).

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ACCESS TIME	<p>Actual time taken to remove a properly installed Ford or non-Ford part (includes conversions such as motor homes) in order to perform a warranty repair — reimbursable.</p> <p>When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:</p> <ul style="list-style-type: none"> • When possible the dealership should remove the component and clock the time to be added to the repair as actual time before sending the vehicle to an outside shop. • If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately and payment is based on actual cost if the cost is reasonable.
ACCIDENT OR FIRE CLAIM	<p>This involves any condition which could have contributed to personal injury or property damage. In such a case:</p> <ul style="list-style-type: none"> • Contact Ford Consumer Affairs via fax using “Dealer Request for Consumer Affairs Review” which can be found in the forms section (Section 9) of this manual. Failure to obtain prior authorization from consumer affairs may result in denial of the warranty claim. • Do not begin no-charge repairs until authorized by the Company. • Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
ACTUAL TIME LABOR OPERATIONS	<p>An actual time labor operation (B, MT, NPF) is used when there is no published labor operation in the Ford Service Labor Time Standards or other Company publications, or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the repair form and the request must be reasonable. Dealerships must comply with time recording requirements noted in this manual whenever actual time labor operations are claimed.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ADJUSTMENTS & ALIGNMENTS	<p>Adjustments required to correct factory defects (no parts replaced) are reimbursable if they are not:</p> <ul style="list-style-type: none"> • Listed on the Predelivery Service Record (checksheet) as a required adjustment. • Performed to improve vehicle appearance or performance beyond normal standards. • A scheduled maintenance requirement. • To correct prior improper or incomplete dealer adjustments. (The Company reimburses dealerships only once for an adjustment unless a TSB, ONP, or recall is subsequently issued.) • Prohibited elsewhere in this Manual or in other Company publications. <p><u>1995 and Newer models</u> Service adjustments and alignments with or without a replacement of a part are covered for the full bumper-to-bumper warranty with the following exception:</p> <ul style="list-style-type: none"> • Front-end alignment and wheel balancing are covered during the first 12 months or 12,000 miles (whichever occurs first), unless required by a warranty repair. See “Wheel Alignments” in this section for additional coverage information. <p><u>HEADLAMP ADJUSTMENT</u></p> <ul style="list-style-type: none"> • Preset during assembly <ul style="list-style-type: none"> – Adjust only when beyond specification • Headlamp adjustment required because of special bodies added to incomplete vehicles or because of special equipment installation (modification-conversion) after the vehicle leaves the assembly plant is not reimbursable. <p><u>STEERING WHEEL ADJUSTMENT</u> When correction is required, correction is reimbursable as follows:</p> <ul style="list-style-type: none"> • Adjustments to correct Clear Vision on 1995 and later model light trucks having one tie rod adjuster sleeve are reimbursable under warranty. • Never remove and re-index a steering wheel in a car or light truck with two tie rod adjuster sleeves. • When special bodies are added to incomplete vehicles (i.e. chassis cabs), alignment and wheel adjustments are not reimbursable under warranty. <p>NOTE: Adjustments needed because special equipment (such as a snow plow) has been installed are not covered.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>AIR CONDITIONING COMPONENTS (Including Refrigerants)</p>	<p>Reimbursable:</p> <p><u>1992 and Newer Model Coverage</u></p> <ul style="list-style-type: none"> • Lincoln Bumper-to-Bumper Coverage, 4 yrs/50,000 miles • All other Car and Light Truck Bumper-to-Bumper Coverage, 3 yrs/36,000 miles <p>IMPORTANT</p> <ul style="list-style-type: none"> • <u>Air Conditioner Refrigerant</u> - The amount of refrigerant that can be claimed for an air conditioning system repair is limited to the actual amount used, not to exceed the refrigerant capacity of that vehicle. For occasional situations where "leak checking" is necessary, a small additional amount can be claimed (up to two ounces for standard systems and four ounces for auxiliary systems). <p>NOTE: Ford or Motorcraft branded refrigerant <u>MUST</u> be used.</p> <ul style="list-style-type: none"> • <u>A/C Recovery/Recycling Equipment</u> – UL approved recovery/recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery/recycling equipment are not eligible for reimbursement.
<p>AIRBORNE MATERIAL (Environmental Fallout)</p>	<p>For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles, whichever occurs first (12 months/unlimited mileage for THINK Neighbor). The policy covers vehicles:</p> <ul style="list-style-type: none"> • Received damaged from carriers • In dealer stock • Sold and in possession of owners <p>IMPORTANT: Environmental Fallout repairs are not reimbursable beyond 12 months/12,000 miles (12 months/unlimited miles for THINK Neighbor).</p> <p><u>Environmental conditions not covered by Policy</u></p> <p>This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include:</p> <ul style="list-style-type: none"> • Damage caused by bird droppings • Damage caused by tree sap • Stone chips/scratches • Hail damage • Damage from lightning • Damage resulting from flood
<p>(continued)</p>	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>AIRBORNE MATERIAL (Environmental Fallout) (continued)</p>	<p>Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event (e.g., overspray from a crop duster) should be sought through the dealership's insurance company, not Ford.</p> <p>Dealers are responsible for minimizing fallout damage during inventory storage.</p> <ul style="list-style-type: none"> • RapGard should be left on vehicles until sold up to a maximum of 4 months. <p>Owners are expected to wash and wax their vehicles frequently to remove harmful deposits from the vehicles' surfaces to help protect the finish.</p> <p>IMPORTANT: Environmental fallout claims submitted to Ford MUST contain:</p> <ul style="list-style-type: none"> • Program Code R23 • Condition Code – C8 for Industrial/Environmental Fallout
<p>ALTERATIONS OR MODIFICATION</p>	<p>All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation/use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.</p> <p>For example, the new vehicle warranty <u>does not</u> cover damage caused by:</p> <ul style="list-style-type: none"> • Alteration or modification of the vehicle including body, chassis or components after the vehicle leaves Ford Motor Company's control (Lift Kits, Oversized Tires, Roll Bars, etc.). • Misuse of vehicle, such as driving over curbs, overloading, racing or using the vehicle as a stationary power source (hauling in excess of G.V.W.). • Tampering with the vehicle, tampering with emissions systems or with other parts that affect these systems (Performance Chips, Exhaust, Intake Systems, etc.).
<p>AMBULANCE</p>	<p>Vehicles converted to ambulances must be equipped with the Ford Ambulance Prep Package (see information plate, driver's side rear door pillar). Converting vehicles that are not equipped with the Ford Ambulance Prep Package to ambulances will result in the New Vehicle Limited Warranty being voided (emissions warranty remains valid).</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ANTENNAS	<p>Bent or damaged antennas are not covered under warranty.</p> <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts, with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a “bowed” condition. This does not include antenna assemblies (Base P/N 18850) or “kinked/bent” masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p>
ASSEMBLIES	<ul style="list-style-type: none"> • Company-Supplied at No Charge <p>All assemblies available for exchange may ONLY be used for repairs covered by the New Vehicle Limited Warranty. A fixed handling allowance is paid for major assemblies such as diesel engines. See the Powertrain Reference Guide for current handling allowance amounts for other parts. 1.0 hour at the dealership’s labor rate may be claimed.</p> <ul style="list-style-type: none"> • Priced Ford assemblies. <p>Ford remanufactured and new assemblies are PRICED and PART NUMBERED assemblies distributed through dealerships’ facing Ford Authorized Distributors (FAD’s) and Ford High Cube Centers (HCC’s). They are available for use in all repairs, including New Vehicle Warranty, ESP, AWA, Service Part Warranty, and retail. Remanufactured assemblies are remanufactured to Ford Motor Company specifications and are identified by a Ford remanufactured emblem. The Handling Allowances listed in the Powertrain Reference Guide also apply to PRICED remanufactured or new engine and transmission assemblies. These exchange engine and transmission assemblies are NOT eligible for a parts mark-up unless otherwise notified by the Company. Any Ford remanufactured assembly that does not have a handling allowance is eligible for parts markup.</p>
AUDIO SYSTEM	<p>This special preparation applies to the following components when it is necessary to send them to authorized service stations (or Radio Exchange Centers for Canada) for no-charge repairs -</p> <p>During the Bumper-to-Bumper warranty period, repairs to most audio parts are ultimately the responsibility of the vendor, who will be billed by the authorized service station. Please consult your authorized audio service station to verify part coverage before performing audio repairs under the Bumper-to-Bumper warranty.</p> <p>IMPORTANT: It is critical that dealerships complete form 1878 for all Audio System component repairs, paying careful attention to entering a detailed customer description of concern and an accurate VIN number.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>AUDIO SYSTEM (continued)</p>	<p><u>1992 and Newer Vehicle - Bumper-to-Bumper Warranty</u></p> <ul style="list-style-type: none"> Audio Product repair costs are not reimbursable by Ford under the Bumper-to-Bumper warranty. Repair costs are ultimately vendor responsibility. Labor to remove and install a radio is reimbursable (ONE TIME ONLY PER REPAIR) under warranty. <p><u>Audio System Diagnostics</u></p> <ul style="list-style-type: none"> Audio system diagnostics are available from your authorized service station or by calling the Audio Call Center at 1-800-367-3333. Replace defective antennas, antenna leads, or speakers, with parts obtained from the Parts Distribution Center. <p>NOTE: Do not send defective antennas, antenna leads, or speakers to the service station for repairs. These parts must be purchased from the PDC.</p> <p><u>Audio Core Return Policy</u></p> <ul style="list-style-type: none"> Dealers using the advance audio exchange program, overnight product delivery, will have thirty (30) days to return the defective radio core to the authorized service station. Cores not returned within 30 days will be billed to dealerships. <p>NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return. When a special shipping bracket is provided on the advance exchange radio it must be removed and installed in the core radio being returned. Instructions will be included in the advance exchange shipping container for Audio products requiring such devices. Failure to use special shipping brackets on returned radios may result in a charge to the dealer for additional damage done to the unit.</p> <p>Ford Motor Company DOES NOT cover damage to or failure of an audio component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if an audio product (radio, tape or CD player) is eligible for warranty repair/replacement</p> <ul style="list-style-type: none"> Carefully inspect bezel face for liquid residue (sticky or shiny substance). Determine if all buttons and knobs operate freely - liquid frequently causes buttons to stick or require excessive pressure to actuate. After unit is removed from instrument panel, inspect top and bottom cover for signs of liquid residue. Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject. Open player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins).
<p>(continued)</p>	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>AUDIO SYSTEM (continued)</p>	<p>If any of the previously listed conditions exist, the unit is <u>not covered under warranty</u>. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local repair facility for retail repair rates.</p> <p>If there are no visible signs of liquid residue or mechanical damage (including foreign objects) as described above, and the unit qualifies under Bumper-to-Bumper time and mileage limits, handle the repair as warranty. In the absence of the above signs of abuse or neglect, dealerships will not be subject to repair charges.</p> <p>For radios equipped with a removable security bezel, the bezel must be returned with the core radio. A missing security bezel is not a warrantable concern. Warranty claims for non-defective radios which are missing the security bezel will be returned to the dealership.</p> <p>NOTE: Products returned to the Ford authorized radio repair center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.</p> <p>Exceptions: In the following situations, submit parts and labor on Form 1863/6125-2 using ACES II:</p> <ul style="list-style-type: none"> • If the repair is performed under an ESP Service Contract, the dealership is responsible for paying the Radio Service Center for repair charges, including R&R and freight. These repair charges may then be claimed by the dealership through ACES II. (Under the bumper-to-bumper coverage the repair will be handled on a no-charge basis through the authorized service station.) <ul style="list-style-type: none"> – Ship authorized audio system components with completed Form 1878 and prepaid transportation to the vendor's authorized service station. – Submit claim for removing and replacing the unit, and for one-way shipping (if applicable) via ACES II. <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
BATTERY REPLACEMENT	<p><u>1996 and Newer Models - Bumper-to-Bumper Coverage.</u></p> <p><u>1995</u></p> <ul style="list-style-type: none"> • Ford/Mercury Cars & Trucks - Full coverage within 12 months/36,000 miles. Pro-rated beyond 12 months, within 3 yrs/36,000 miles. • Lincoln - Full coverage within 2 yrs/50,000 miles. Pro-rated beyond 2 yrs, within 4 yrs/50,000 miles. <p>See Batteries in this Section for additional information, pro-rata tables, and coverage for THINK Neighbor and Ford Electric Ranger batteries.</p> <p>IMPORTANT: All battery warranty replacement claims in ACES II (except for THINK Neighbor and Ford Electric Ranger claims) must have battery codes generated from the Rotunda Micro 490 Tester. Dealers are required to use the tester for diagnosis prior to all battery warranty repairs. For all batteries which prove to be defective, the tester will generate a unique ACES II approval code and an engineering defect code. Both codes will be required for ACES II warranty claim submissions (including AWA and Service Parts Warranty, but not for ESP claims).</p>
BRAKE LININGS	<p><u>Ford and Mercury Vehicles</u></p> <ul style="list-style-type: none"> • 2004 and Newer Models: <ul style="list-style-type: none"> – Normal Wear and Factory Defect: Coverage for brake pad/lining replacements is 12 months/18,000 miles, whichever occurs first, even if caused by normal wear. No coverage beyond 12/18. • 2003 and Earlier Models: <ul style="list-style-type: none"> – Maintenance: Replacement of worn brake pads/linings is a maintenance service and is not reimbursable. – Factory Defect: Coverage for brake pads/linings replacement is 3 years/36,000 miles, whichever occurs first, for defect only. <p><u>Lincoln Vehicles</u></p> <ul style="list-style-type: none"> • 2004 and Newer Models: <ul style="list-style-type: none"> – Maintenance: No coverage. – Factory Defect: Coverage for brake pad/lining replacements is 4 years/50,000 miles, whichever occurs first. • 2001 thru 2003 Models: <ul style="list-style-type: none"> – Maintenance: Under Lincoln Commitment, coverage is 3 years/36,000 miles, whichever occurs first. – Factory Defect: Coverage for brake pad/lining replacements is 4 years/50,000 miles, whichever occurs first.
BRAKE ROTOR RESURFACING (Machining)	<ul style="list-style-type: none"> • Dealers are required to resurface brake rotors using the Pro-Cut On-Car Brake Lathe during the Bumper-to-Bumper Coverage period. Rotor replacement will only be allowed when the rotor is broken or does not have enough material to allow turning. Such replacements must be authorized by Service Management. Service Management's initials must appear on the service (hard) copy of the claim on the same line as the labor operation to replace rotors. All rotor resurfacing and replacement claims in ACES II must have the initial and final measurements for runout and thickness.
(continued)	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>BUMPER SYSTEM (continued)</p>	<p><u>What is Not Covered:</u></p> <ul style="list-style-type: none"> • Any bumper system that has been altered or modified after the vehicle leaves Ford Motor Company’s control (i.e., assembly plant). (See category “Alterations or Modifications.”) Alterations/Modifications include, but are not limited to: addition of holes, repainting, bumper stickers (inability to remove), brush guards, and any after-market packages. (Warranty for any after-market packages should be pursued from the maker of the after-market part.) • Damage because of normal deterioration or due to improper maintenance/care of the system. <p>Note: Owners are expected to wash and wax their vehicle, including the bumper system, to remove harmful deposits from the vehicle’s surfaces to help protect the finish.</p> <ul style="list-style-type: none"> • Damage due to abuse/misuse of vehicle or using the vehicle outside of its intended function (i.e., pushing another vehicle by bumper contact, use of abrasive materials and/or harmful chemical cleaners to clean the bumper). • Damage due to an accident. • Rust/Corrosion or paint defects caused by conditions such as chips, scratches, dents, dings, nicks, bird droppings, tree sap, hail or other “acts of nature” that are not reported by the customer within one week of the new vehicle delivery date. (See Category “Paint Defects.”) • Damage due to placing an object that applies excessive downward force on the front or rear bumper.
<p>CELLULAR PHONE (MOBILE PHONE)</p> <p style="text-align: right;">(continued)</p>	<ul style="list-style-type: none"> • Bumper-to-Bumper Coverage • Service replacement handsets, transceivers, antennas, data connect cables (coil cords), and microphones are supplied by Autocraft Electronics using Form 8560. Contact them at 1-800-755-4161 for diagnostic assistance and advance exchange requests for handsets and transceivers. A replacement unit will be sent overnight express. Send defective equipment, along with Form 8560, to: <ul style="list-style-type: none"> <li style="text-align: center;">Autocraft Electronics 1612 Hutton Drive, Suite 120 Carrollton, TX 75006 • Autocraft Electronics will refer dealers to the Parts Distribution Center for non-sourced cellular related parts. Claims for replacement of these repair parts should be submitted through DWE/ACES II

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS																		
CELLULAR PHONE (MOBILE PHONE) (continued)	<ul style="list-style-type: none"> Dealers using the advance cellular phone exchange program, overnight product delivery, will have thirty (30) days to return the defective handset, transceiver, or coil cord to the authorized service station. Cores not returned will be billed to the dealership. <p style="color: red;">IMPORTANT: Handset damage due to customer abuse or water intrusion, and bent or damaged antennas are not covered under warranty.</p>																		
CELLULAR PHONE (Docking Station)	<ul style="list-style-type: none"> Bumper-to-Bumper Coverage The Ford Premium Hands-Free System by Cell Port (supplier's brand name) is a cell phone docking station developed to meet Ford specifications. This system is available as a "fleet only" Regular Production Option for certain Ford Fleet accounts on select Ford Motor Company vehicles. This system is also sold as a Ford dealer-installed accessory to any retail customer. The system consists of: <table style="margin-left: 20px; width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: left;"><u>Ford Service Part Base Number</u></th> </tr> </thead> <tbody> <tr> <td>Docking Station</td> <td>1606024 (Windstar) or 19A384 (Taurus/Sable and Ford dealer accessory kits)</td> </tr> <tr> <td>- Microphone</td> <td>19A391</td> </tr> <tr> <td>- Antenna Mast</td> <td>18A886</td> </tr> <tr> <td>- Antenna Base</td> <td>19A390</td> </tr> <tr> <td>- Main Wire Harness</td> <td>14588</td> </tr> <tr> <td>- Mic./Antenna Wire Harness</td> <td>18812</td> </tr> <tr> <td>- Mounting Bracket</td> <td>19A384</td> </tr> <tr> <td>- Pocket Adapters</td> <td>19A464</td> </tr> </tbody> </table> All of these component parts are warranted by Ford Motor Company and serviced by it's dealers. They are covered by either Ford Motor Company's 3/36 or Lincoln's 4/50 Bumper-to-Bumper warranty (RPO) or by the Ford/Lincoln Accessory Warranty (dealer installed kit). <p style="margin-left: 40px;">For technical hotline assistance contact: Cell Port System 4888 Pearl East Circle - Suite 300E Boulder, Colorado 80301 (866) 235-5767</p> 	<u>Description</u>	<u>Ford Service Part Base Number</u>	Docking Station	1606024 (Windstar) or 19A384 (Taurus/Sable and Ford dealer accessory kits)	- Microphone	19A391	- Antenna Mast	18A886	- Antenna Base	19A390	- Main Wire Harness	14588	- Mic./Antenna Wire Harness	18812	- Mounting Bracket	19A384	- Pocket Adapters	19A464
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Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
CLOCKS	<p>Basic Vehicle Coverage/Bumper-to-Bumper Coverage.</p> <ul style="list-style-type: none"> • Stand Alone — Replace complete assembly except when only an illumination bulb is needed. <ul style="list-style-type: none"> – Obtain replacement clocks from the Parts Distribution Center. – Do not send inoperative clocks to the service station for repair. • Clock/Radio Chassis — Forward the defective clock/radio (transportation prepaid) with Form 1878 to the vendor's authorized service station.
CLUTCH LINING (Disc)	<p>Replacement of clutch lining due to normal wear and tear (disc) is a maintenance service and is not reimbursable, except for 2001-2003 Lincoln vehicles which have coverage for 3 years or 36,000 miles, whichever comes first. If, however, the lining wear-out is due to a factory defect in material or workmanship, the clutch lining is reimbursable during the Bumper-to-Bumper coverage. The claim should be annotated with the specific defect.</p>
COBRA "R" MUSTANG	<ul style="list-style-type: none"> • SVT Cobra "R" Mustangs are equipped with a competition package and are designed for competition purposes. • All Competition Package equipped Mustang Cobra "R's" are void of all manufacturer's warranties except for Federal and California Emissions Warranties. • Failure to properly maintain the vehicle, including performing any modification of emissions control equipment will void the Federal and California Emissions Warranties. • Questions on SVT products may be directed to the SVT Hotline at 1-800-FORD-SVT.
COMEBACKS & REPEAT REPAIRS	<p>Not reimbursable. Comebacks or Repeat Repairs (second or subsequent attempts to correct the same complaint) will be charged back if adequate technical information was published at the time of the original repair. (See Section 4 for additional information on the Dealer Self-Approval of Repeat Repair Guidelines.)</p>
COMPANY- OWNED VEHICLES	<p>All Ford Motor Company-Owned Vehicles (excluding non-certified vehicles such as pre-production test vehicles) are covered by the New Vehicle Limited Warranty as well as Customer Satisfaction Programs, Special Service Instructions and Recalls.</p>
CO-PAY REPAIRS (WARRANTY)	<p>In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 600 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
CONVERTIBLE TOP	<p>Basic Vehicle Coverage/Bumper-to-Bumper Coverage</p> <ul style="list-style-type: none"> • Covers convertible top and backlite for defects in materials and workmanship. • Not covered – damage to the convertible top or backlite caused by improper storage or handling, and deterioration due to exposure, wear, or extreme environmental conditions. • Ford service parts must be used when necessary to correct backlite concerns, or other factory defects noted after the vehicle has been placed in service. <p>NOTE: Owners are expected to clean and wash convertible tops according to instructions shown in the vehicle owner’s guide to protect and preserve the convertible top material and backlite against harmful deposits.</p>
COOLING SYSTEM CLEANING	Reimbursable only when required due to foreign material entering the system at the assembly plant. Bumper-to-Bumper Coverage on 1995 and newer models.
CORROSION	<ul style="list-style-type: none"> • If body sheet metal has corrosion damage without perforation, and the damage is not the result of abnormal usage and/or extreme environmental conditions, the corrosion damage repairs are covered in the Bumper-to-Bumper period — 3 years or 36,000 miles for Ford and Mercury Cars & Light Trucks, 4 years or 50,000 miles for Lincoln, 3 years unlimited miles for TH!NK Neighbor. • Rust damage resulting in perforation (holes) in body sheet metal panels is covered on 1995 and newer models for 5 years/unlimited miles.
DIAGNOSIS TIME	<ul style="list-style-type: none"> • See Reimbursement Policies Section 5
DIESEL (7.3L D.I. and 6.0L) ENGINE WARRANTY (Does not apply to In-Direct Injection Diesel Engines)	<p><u>1994 and later models</u></p> <ul style="list-style-type: none"> • 5 years or 100,000 miles, whichever occurs first on certain direct injection diesel engine components. A \$100 deductible per repair visit applies after the Bumper-to-Bumper Warranty coverage period (3 years or 36,000 miles). • Refer to Parts Coverage Directory for a list of parts covered by the 7.3L D.I. and 6.0L Diesel Warranty. <p>NOTE: Engines covered by this warranty can be identified by an “F” for 7.3L or a “P” for 6.0L engine code in VIN (8th position).</p>
(continued)	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>DIESEL (7.3L D.I. and 6.0L) ENGINE WARRANTY (Does not apply to In-Direct Injection Diesel Engines) (continued)</p>	<ul style="list-style-type: none"> • Covered components: cylinder block, heads and all internal parts, intake and exhaust manifolds, flywheel, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel pump (Fuel pump is covered on 2000 and prior model year vehicles only) and fuel system (excluding fuel lines and fuel tank), high pressure lines, gaskets and seals glow plugs, turbocharger, powertrain control module, electronic driver unit, injectors, injection pressure sensor, high pressure oil regulator, exhaust back pressure regulator and sensor, camshaft position sensor, accelerator switch. <p>NOTE: Some components also may be covered by the Emissions Warranties with no deductible.</p> <p>IMPORTANT: Complete diesel engine assemblies (6007) are not to be used for Ford-paid warranty repairs, except for occasions when a no-cost assembly is supplied through the Ford Technical Hotline. If engine repair will exceed repair cost cap, Ford remanufactured long block (6006), or Ford remanufactured short-block (6009) assemblies should be used as required.</p> <p>NOTE: There is a limited number of reasons why multiple injectors would fail. If the injectors do not have an electrical or mechanical defect, it is very likely they have been contaminated by one or more tanks of contaminated fuel. The fuel in the vehicle during testing may or may not be contaminated. Multiple injector contamination is a maintenance issue and is not covered under warranty. Typically, any exceptions to this would be communicated to dealerships via Ford technical publications. Always check OASIS and FMCDDealer.com for the latest service information.</p>
<p>ELECTRIC POWERED VEHICLES (Warranty coverage on vehicles converted to electric power)</p>	<p>Ford Motor Company vehicles that have been converted to electric power generally are covered by the standard Ford New Vehicle Limited Warranty.</p> <p>The warranty, however, will not cover any part or component that has been affected by a modification to or conversion of the vehicle that was performed by anyone other than Ford Motor Company. The following components will typically not be covered by the Ford warranty on vehicles that have been converted to electric power:</p> <ul style="list-style-type: none"> • any parts or components installed by the converter • electrical systems (unless fully isolated from the power source) • the vehicle frame (or sub-frame for uni-body vehicles) • the brake and suspension systems (unless vehicle weight is not increased) <p>Components such as sheet metal, paint and interior trim would typically continue to be covered by the Ford warranty. Each warranty claim, however, must be reviewed on a case-by-case basis by the servicing Ford dealer. Such caution is recommended by the Ford Motor Company because a conversion to electric power may have adverse effects upon the operation or durability of the converted vehicle that cannot be foreseen by Ford Motor Company.</p> <p>If assistance is required in a repair situation, you should contact your FCSD Field Service Engineer or Customer Service Manager.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ELECTRIC RANGER	<ul style="list-style-type: none"> • Electric Rangers may only be serviced at “Electric Vehicle” (EV) certified Ford dealerships. Locations for these authorized facilities can be obtained by contacting the Alternative Fuel Customer Assistance Center at 1-877-ALT-FUEL. Certified fleet locations may service their own Electric Rangers. • Ford Motor Company Electric Rangers are covered by the terms of the Ford New Vehicle Limited Warranty as specified in the Warranty Guide, except as indicated below. • The traction battery is covered against defects in factory-supplied materials or workmanship for the first 12 months in service or 10,000 miles (whichever occurs first) at no charge. After the first 12 months/ 10,000 miles, the traction battery will be replaced on a customer-participation basis. See Battery Coverage section of the Warranty & Policy Manual for Pro-rata chart. • The electric powertrain is included in the Bumper-to-Bumper Coverage. Because the vehicle has no emissions or emissions components, there is no Emissions Defect or Emissions Performance Warranty. • Electric Rangers are included in the Ford Roadside Assistance Program. Ford will reimburse towing charges to the closest EV certified Ford dealer, not to exceed 100 miles.
EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER)	<p>New Ford or Ford remanufactured parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or Lincoln Mercury dealers or from Ford or Motorcraft Authorized Distributors. Ford will allow the use of a FAR, Motorcraft, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:</p> <p><u>OWNER IS NOT TRAVELING</u> If the owner is <u>NOT</u> traveling and the vehicle is inoperative, and DOES II displays one of the following messages:</p> <ul style="list-style-type: none"> • Ford part is out-of-stock nationally (D-99 status) • OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen • No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen <p><u>OWNER IS TRAVELING (VISITING OWNER)</u> If the owner <u>IS</u> traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership.</p>

(continued)

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER) (continued)</p>	<p><u>Supporting Document Requirements</u></p> <ul style="list-style-type: none"> • A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment. • An explanation of the reason for using the Ford Authorized Remanufactured, Motorcraft or new non-Ford part must be entered in DWE/ACES II. • The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment. <p><u>Reimbursement</u></p> <p>When the “Actual Cost” of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part “Dealer Price”, the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount.</p>
<p>EMISSIONS CONTROL SYSTEMS COMPONENTS</p>	<ul style="list-style-type: none"> • Emissions Components and Warranty Coverage — See Parts Coverage Directory. • Administrative Procedures — See Emissions Coverage in this section.
<p>FLUIDS & FLUID USAGE GUIDELINES (oils, lubricants, coolant, refrigerant)</p> <p style="text-align: right;">(continued)</p>	<p>Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications. The cost of non-Ford/Motorcraft oils, lubricants, fluids, and refrigerant used for a warranty or ESP/ESC repair without supporting documentation justifying their use, (e.g., emergency repair), is not reimburseable and subject to chargeback.</p> <ul style="list-style-type: none"> • Fluid only (not labor) is reimbursable at predelivery, when not supplied in the specified amount at the assembly plant, up to the specified level. • Fluid lost or not usable due to a component defect is reimbursable for the same period as the component. <p><u>Refrigerant</u></p> <ul style="list-style-type: none"> • Refrigerant and labor are reimbursable within applicable coverage. • Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable. <p><u>Coolant</u></p> <ul style="list-style-type: none"> • Engine Coolant-Fluid only (not labor) reimbursable at predelivery when not supplied in the proper amount at the assembly plant.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS								
<p>FLUIDS & FLUID USAGE GUIDELINES (oils, lubricants, coolant, refrigerant) (continued)</p>	<p><u>Engine Oil Usage Guidelines</u></p> <ul style="list-style-type: none"> • Oil usage is normally greater during the first 10,000 miles of service. As mileage increases during the warranty coverage period, oil usage generally improves. • Cars and light trucks in normal service should get at least 1500 miles/quart after 10,000 miles of service. Severe service (e.g., towing, hauling, short trips, taxi, extended idling, or law enforcement use) may result in greater oil usage. Diesel engines used in severe service should get at least 1000 miles/quart after 7,500 miles of service. <p>NOTE: When an owner complains of oil usage (consumption), the dealership must determine the amount of oil the engine uses before any major engine repairs are started. The owner should be told to return to the dealership each time the engine needs oil. The amount of oil, the date, and the mileage on the vehicle when the oil is added must be recorded in a “LOG” maintained by VIN. (See Service Supervision Responsibility in Section 1)</p> <p><u>EXAMPLE OF AN OIL CONSUMPTION “LOG”</u></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">VIN</th> <th style="text-align: left;">DATE</th> <th style="text-align: left;">AMOUNT OF OIL ADDED</th> <th style="text-align: left;">MILEAGE</th> </tr> </thead> <tbody> <tr> <td>1FAPP1485PW156887</td> <td>12/7/93</td> <td>1 QT.</td> <td>4,293</td> </tr> </tbody> </table>	VIN	DATE	AMOUNT OF OIL ADDED	MILEAGE	1FAPP1485PW156887	12/7/93	1 QT.	4,293
VIN	DATE	AMOUNT OF OIL ADDED	MILEAGE						
1FAPP1485PW156887	12/7/93	1 QT.	4,293						
<p>FORD POWER PRODUCTS</p>	<p>When authorized by Ford Power Products (1-800-521-0370) dealerships may perform warranty repairs to Ford Power Products.</p> <p>Mail claims to: Power Products Division Suite 300 28333 Telegraph Southfield, MI 48034</p> <p>NOTE: Ford parts (engines, transmissions, etc.), installed in motor homes or other modified vehicles are covered by the Ford new vehicle warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., Gillig, Spartan, Oshkosh, LaForza, John Deere, Coachmen) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Power Products Division (1-800-521-0370).</p>								
<p>FORD REMANUFACTURED PARTS</p> <p>(continued)</p>	<p>The following Ford remanufactured parts may be used for New Vehicle Warranty, ESP, AWA, Service Part Warranty, and other program repairs paid by Ford AFTER new vehicle delivery.</p> <p>Ford remanufactured assemblies should NEVER be used to repair UNSOLD vehicles. When a new part is required for an unsold in-stock vehicle in which the service part exists only as remanufactured refer to the policy in Section 1 titled “Ordering New Parts for Unsold In-Stock Vehicles”.</p>								

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>FORD REMANUFACTURED PARTS (continued)</p>	<ul style="list-style-type: none"> • <u>OBTAINED FROM THE FORD PARTS DISTRIBUTION CENTER:</u> <ul style="list-style-type: none"> – Diesel Fuel Injector Nozzles – Diesel Fuel Injector Pump – Fuel Computer – Fuel Gauge Display – Instrument Cluster Assembly – LCD Speedo Module – LCD Speedo/Odometer – Message Center Display – Message Center Control Module – Powertrain Control Module – Speedometer Display – T5OD Transmission – Tripminder – ZF Transmission (Automatic only) • <u>OBTAINED FROM THE FORD AUTHORIZED DISTRIBUTOR (FAD)</u> <p>Ford remanufactured Service Assemblies are REQUIRED for use in Warranty, ESP, AWA, and RAV repairs. Ford remanufactured engine and transmission assemblies, when available, must be used in all warranty, ESP, AWA, and RAV repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission. Refer to the Master Parts Catalog for application information and to the Powertrain Reference Guide for cost caps and other program data. Ford remanufactured parts obtained from FADs are:</p> <ul style="list-style-type: none"> – Ford remanufactured clutch disc and pressure plate. – Ford remanufactured torque converter. – Ford remanufactured small parts (non-Powertrain). – Ford remanufactured engine and transmission assemblies. – Ford remanufactured engine components. – Ford remanufactured Diesel engines and associated parts (Cylinder heads, connecting rods, crankshaft kits, water pumps, turbochargers, high pressure oil pumps, and fuel injectors.)
<p>(continued)</p>	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>FORD REMANUFACTURED PARTS (continued)</p>	<ul style="list-style-type: none"> • Ford remanufactured engines and transmissions are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. • Ford remanufactured small part assemblies are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. • When a Ford remanufactured assembly fails and must be replaced under Service Parts Warranty, Handling Allowances and repair Cost Caps for Ford-Paid repairs still apply to the second exchange (refer to the Powertrain Reference Guide for details). • Reimbursement for damaged cores on warranty repairs should be obtained directly from the Ford Authorized Distributor. Damaged Core reimbursement on ESP claims should be submitted on the ESP claim. See Section 1 for Core Reimbursement from the Company for exceptions. <p style="color: red;">IMPORTANT: All gasoline and diesel engine assemblies and automatic transmission assemblies replaced under the New Vehicle Limited Warranty, Service Part Warranty, and After Warranty Assistance will require additional prior approval from the Technical Hotline. Examples of engine assembly base part numbers included in the prior approval program are: 6006-sealed long block, 6007-complete engine, 6012-remanufactured long block, 6V012-Motorcraft engine, 6V007-MC Complete engine, direct ship engines and free diesel engine exchanges. Examples of automatic transmission assembly base part numbers that are included in the prior approval program are: 7000-transmission assembly, 7V000-Motorcraft transmissions, and direct-ship transmissions.</p>
<p>FUEL INJECTION PUMP 7.3L Diesel (In-Direct Injection Diesel Engine Only)</p>	<ul style="list-style-type: none"> • 1992 to 1995 model: Emissions Defect Warranty. • 1992 and later: Bumper-to-Bumper Coverage. • Includes pumps and lines. • A Diesel Engine Performance Chart and a copy of Form 1863/6125-2 must be enclosed in the container with the pump and returned to WPRC. Only the diagnostic steps needed to determine the cause of the concern should be completed on the Diesel Engine Performance Chart.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
FUEL INJECTOR NOZZLE	<ul style="list-style-type: none"> Covered under Emissions Warranty. Coverage includes diagnosis and replacement of both gasoline and diesel engine injector nozzles, but cleaning of nozzles is covered only for gasoline engines without deposit resistant injectors (DRI). A Diesel Engine Performance Chart and a copy of Form 1863/6125-2 must be enclosed in the container with the nozzle and returned to the WPRC. Only the diagnostic steps needed to determine the cause of the concern should be completed on the Diesel Engine Performance Chart
FUEL SHORTAGE NEW VEHICLES	<p>Reimbursable at actual cost (no markup) when vehicles are delivered with less than the invoiced amount of fuel.</p> <p>Form 1863/6125-2 may only be submitted for the amount of fuel required to refill the vehicle to the invoiced amount.</p>
FUEL SYSTEM CLEANING	<ul style="list-style-type: none"> Only reimbursable when required due to foreign material entering the system at the assembly plant – Bumper-to-Bumper Coverage on 1995 and newer models.
FUEL USAGE GUIDELINES	<ul style="list-style-type: none"> Unleaded gas with an octane rating of at least 87 must be used. Gasoline with Detergents or Blended Fuels, e.g., ethanol (maximum 10%), Methanol (maximum 5%), MTBE, or other oxygenated fuels are acceptable. (See Owner Guide for further details.)
GASKETS & SEALS	<ul style="list-style-type: none"> Reimbursable: Defective gaskets and seals are covered when installed properly for the same warranty period as the covered part with which they mate. Not reimbursable: Non-defective gaskets and seals that have been installed improperly during a previous repair or must be replaced as part of a normal maintenance procedure.
GLASS REPLACEMENT	<p>Covered under the Bumper-to-Bumper Warranty (stone chips and scratches that result from use are not covered under the New Vehicle Limited Warranty). For 2004 and later models, windshield replacement coverage due to stress cracks is limited to 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.</p> <ul style="list-style-type: none"> All glass replacements under warranty MUST be made with Carlite glass. Parts Reimbursement - Parts reimbursement for the glass is at the Dealer's actual cost plus applicable parts allowance (e.g., 40%). The actual cost plus applicable parts allowance may not exceed Dealer Price of the glass plus applicable parts allowance.
(continued)	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
GLASS REPLACEMENT (continued)	<ul style="list-style-type: none"> Labor Reimbursement - If the Dealer performs the glass replacement, labor reimbursement is at the standard labor operation hour(s) multiplied by the Dealer's approved warranty labor rate. If the Dealer chooses to sublet the glass replacement, either the standard operation or the actual Outside Labor (OSL) charge may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the Dealer's approved labor rate. <p>NOTE: The Carlite Autoglass Replacement System (CARS) Warranty Glass Program, which required Dealers to contact the CARS headquarters for certain glass repairs, was discontinued effective July 1, 2000.</p>
GOVERNMENT VEHICLES	<p>U.S. Government vehicles have the same warranty coverage as U.S. vehicles.</p> <ul style="list-style-type: none"> Parts and labor are covered only when the vehicles are operated in the 50 States, or the U.S. federalized territories and are serviced by Ford dealers. If the vehicles are not serviced by Ford dealers, or are operated outside of the U.S. 50 States or the U.S. federalized territories, the Government may exchange defective parts for new parts (parts only, labor is not covered).
INSTRUMENT CLUSTER PRODUCTS (continued)	<p>For replacement of:</p> <ul style="list-style-type: none"> – 10849 - Electronic Instrument Cluster (EIC) – 10849 - Hybrid Electro Mechanical Cluster – 10849 - Programmable Speedometer/Odometer Module cluster (PSOM) – 10D922 - Electronic Displays – 17C269 - Odometer NVM Module – 17255 - Mechanical Speedometers (94/95 Taurus/Sable/Windstar) – 17255 - Electro-Mechanical Speedometers – 17B383 - Electronic Speedometers <p>IMPORTANT: Parts 10849 (Hybrid Electro Mechanical Cluster) and 17255 (Electro-Mechanical Speedometer) cannot be returned to the authorized service station for credit once the odometer has been set with the specific mileage requested by the dealership.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
INSTRUMENT CLUSTER PRODUCTS (continued)	<p>Cluster Core Return Policy Dealers using the advance cluster exchange program, overnight product delivery, will have thirty (30) days to return the defective cluster core to the authorized service station. Cores not returned within 30 days will be billed to the dealership.</p> <p>All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return.</p> <p>Replacement exchange cluster cores returned to the warranty service station unused will be charged to the dealership's parts statement.</p> <p>Dealers should place orders and direct questions to 1-800-259-9700.</p>
INTEGRATED CONTROL PANEL (ICP)	<p>The ICP (18C858) contains the radio, heater control and some automatic temperature controls. For 1996 and newer Taurus/Sable and 1997 and newer Escort/Tracer vehicles, follow the normal radio EXCHANGE process. During the Bumper-to-Bumper Warranty period, repairs to this part on the vehicles noted are ultimately the responsibility of the vendor. All other vehicles are eligible for replacement parts ordered through the PDC.</p> <p>Labor to remove and install this component is reimbursable.</p> <p>For technical assistance, call the Audio Hotline (800-367-3333).</p>
KEYLESS ENTRY REMOTE BATTERY	<ul style="list-style-type: none"> • Covered under the Bumper-to-Bumper Warranty.
LABOR-ONLY OPERATIONS	<ul style="list-style-type: none"> • Non-reimbursable labor operations: <ul style="list-style-type: none"> – Inspections, adjustments, alignments, and cleanup included in predelivery. – Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications. (Refer to the Predelivery Service Record checksheet.) – Adding oils, lubricants, and other fluids (except refrigerant). – Inflating tires. – Touching up paint chips, scratches, or minor blemishes. • Reimbursable labor operations: <ul style="list-style-type: none"> – All other labor-only operations are reimbursable unless stated otherwise in this Manual or other Company publications.
LABOR PERFORMED AT OTHER THAN AUTHORIZED DEALERSHIP	<p>Reimbursable when:</p> <ul style="list-style-type: none"> • Sublet to an outside specialty shop. • Performed on an emergency basis and Ford and Lincoln Mercury dealerships are closed. (Refer to Section 5 "Sublet")
LEGAL PARTS	<p>Parts involved in accident, personal injury, or property damage MUST not be scrapped until authorized by the Company. (See "ACCIDENT OR FIRE" CLAIM in this section for additional information.)</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LIGHT BULBS	Interior and exterior light bulbs are covered for the duration of the Bumper-to-Bumper warranty.
LIMOUSINES (Lincoln Town Cars and Ford Excursions converted to Limousines)	<ul style="list-style-type: none"> • Ford Motor Company authorizes only Qualified Vehicle Modifiers (QVM's) to perform Lincoln Town Car or Ford Excursion Limousine conversions. • Lincoln Town Cars are suitable for limousine conversions only if equipped with the Ford Limousine Builder's Package (418) option. The wheelbase on Lincoln Town Cars with the Limousine Builder's Package (418) MAY NOT be extended beyond 120" (237.7" total wheelbase) <u>or</u> in a manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7100 pounds for 2002 MY & prior and 7500 pounds for 2003 MY. • Ford Motor Company authorizes only those Qualified Vehicle Modifiers (QVM's of limousines as listed at www.certifiedlimo.com to perform Ford Excursion limousine conversions using the XLT package with a 6.8L engine and 4.30 axle (XC3). In addition, the Excursion, limousine must have the limousine retro-fit package installed that includes the brake hydro-boost, tire upgrade and spring package. The wheelbase on Ford Excursions modified into limousines cannot exceed the maximum extension of 120 inches or exceed a total Gross Vehicle Weight Rating (GVWR) of 9,900 pounds. • For 1999, and all subsequent model years, if a Lincoln Town Car limousine is NOT equipped with the Limousine Builder's Package (418) option <u>or</u> it is equipped with the Limousine Builder's Package (418) but its wheelbase is extended beyond 120" <u>or</u> its GVWR exceeds 7100 pounds then the New Vehicle Limited Warranty is voided, any Ford Extended Service Plan (ESP) contract is voided, applicable Emissions Warranties may also be voided, and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions warranty, recall, and in-use compliance). • For 2000, and all subsequent model years, Lincoln Town Cars that are converted to limousines must meet the requirements specified above and may only be modified by a Lincoln Qualified Vehicle Modifier. If the converted limousine does not meet the requirements specified above <u>or is modified by an entity or person other than a Lincoln Qualified Vehicle Modifier</u>, then the New Vehicle Limited Warranty is voided, any Ford Extended Service Plan (ESP) contract is voided, and applicable Emissions Warranties may also be voided.
(continued)	

CARS & LIGHT TRUCKS

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LIMOUSINES (Lincoln Town Cars and Ford Excursions converted to Limousines) (continued)	<ul style="list-style-type: none"> Beginning with the 2002 model year, <u>conversion to a Limousine of any Lincoln vehicle other than a Town Car equipped with the Ford Limousine Builder's Package</u> will cause the New Vehicle Limited Warranty and any Ford Extended Service Plan to be voided. Emissions Warranty may also be voided and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions warranty, recall, and in-use compliance). Any Ford or Mercury vehicles (except 2001 and subsequent model years, Excursion modified as previously indicated in this section, that are converted to limousines will cause the New Vehicle Limited Warranty and any Ford Extended Service Plan to be voided. Emissions Warranty may also be voided and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions warranty, recall, and in-use compliance).
LINCOLN COMPLIMENTARY MAINTENANCE	<p><u>2004 and Later Lincoln Vehicles</u></p> <p>Lincoln covers all normal scheduled maintenance as outlined in the Scheduled Maintenance Guide for the first year or 12,000 miles (whichever occurs first) of ownership. Normal Scheduled Maintenance provides maintenance services at 5,000 mile intervals, or 6 months (whichever occurs first). This includes:</p> <ul style="list-style-type: none"> Change engine oil and replace oil filter Inspect tires for wear and rotate Multi-point inspection <p><u>2001-2003 Lincoln Vehicles</u></p> <p>Complimentary maintenance is provided as follows:</p> <ul style="list-style-type: none"> Duration is 3 years/36,000 miles (whichever occurs first). Scheduled maintenance administered through the use of ESP Quality Care Maintenance Protection Plan - 5,000 mile service intervals. <p>NOTE: Lincoln Complimentary Maintenance excludes Lincoln vehicles with the 418 Limousine package. Customers must have the maintenance work performed by a Lincoln dealership. Ford and Motorcraft branded parts and motor oil will be required for all services provided.</p>
LIQUEFIED PETROLEUM GAS (LPG) COMPRESSED NATURAL GAS (CNG) OR OTHER ALTERNATIVE FUELS	<ul style="list-style-type: none"> Unless otherwise provided, Ford engines manufactured, converted, or modified by Ford are covered by the same warranty as conventional Ford engines and components. Ford engines converted or modified by other sources are also covered provided that the conversion does not adversely affect the performance of the vehicle or affected components. Non-Ford parts are not covered.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
MAINTENANCE	<p>Not reimbursable unless covered by a special Company program such as Lincoln Complimentary Maintenance. Maintenance is an owner responsibility. See non-reimbursable conditions in this section.</p> <p>Scheduled Maintenance It is the customer's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer's Scheduled Maintenance Guide.</p>
MOTORCRAFT PARTS	<p>Motorcraft parts (except those listed below) should be used during the Ford warranty coverage when available. Motorcraft parts NOT ELIGIBLE for use during the New Vehicle Warranty are:</p> <ul style="list-style-type: none"> - any part with a base part containing "V" - I.D.I. Diesel Engines - transmission assemblies. <p>These items may be used for emergency repairs, see EMERGENCY REPAIRS in this section for details.</p>
MOTORSPORT PARTS (SVO)	<p>Competition parts are sold "as is" without any warranty whatsoever. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are excluded where allowed by law. The entire risk as to the quality and performance of such parts is with the buyer. Should such parts prove defective following their purchase, the buyer and not the manufacturer, distributor or retailer, assumes the entire cost of all necessary servicing or repair where allowed by law.</p>
NON-FORD PARTS	<p>The use of Ford or Motorcraft brand parts or products is required on all claims paid by Ford. The cost of non-Ford/non-Motorcraft products used for Ford paid repairs is not reimbursable, except as noted below.</p> <p>The use of non-Ford parts is reimbursable when:</p> <ul style="list-style-type: none"> • Required to complete an emergency repair. (Follow the guidelines outlined under Emergency Repairs in this section.) • Specified in a Recall Bulletin, Customer Satisfaction Bulletin, Special Service Instructions, Technical Service Bulletin, or other Company publication. • Used by an outside specialty shop when the parts are not sold by Ford. <p>Additional requirements are:</p> <ul style="list-style-type: none"> - Only Carlite Glass is acceptable under warranty. - The non-Ford part must meet the same standards as Ford parts. - A non-Ford part may not be installed on a new vehicle in dealer stock.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>PAINT DEFECTS (DOES NOT INCLUDE DAMAGE)</p>	<p>Bumper-to-Bumper Coverage.</p> <p><u>Covered:</u></p> <ul style="list-style-type: none"> • Any repairs necessary due to a defect in material or workmanship with the exception of the items listed under "What is Not Covered." <p>NOTE: Customers must report any pre-existing chips, scratches, dents, or dings (which may have been overlooked during the pre-delivery inspection) within one week of the new vehicle delivery date. Claims will not be accepted in ACES II for these repairs made after one month in service. For these repairs:</p> <ol style="list-style-type: none"> 1) Dealerships must determine who is responsible for any chip, scratches, dents or dings brought to their attention by the customer within one week of vehicle delivery. 2) The portion of the pre-delivery inspection procedure which covers touch up or buffing of minor chips or scratches and repairs that are required because of improper storage or damage that occurs while the vehicle is in dealership storage are the responsibility of the dealership and are not reimbursable by Ford. 3) All repairs which are not the responsibility of the customer or the dealerships should be submitted to Ford. 4) When using Ford Service Labor Time Standard paint labor operations that end in a "C", time for the removal of paint using machine sand or plastic media blast is included. Extra time for chemical stripping is <u>not included</u>. 5) The Ford Service Labor Time Standard Labor Operations include an allowance to "blend" the paint to one adjacent vertical panel. Additional time for blending is not allowed. <p>For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles (12 months/unlimited miles for THINK Neighbor), whichever occurs first. The policy covers vehicles:</p> <ul style="list-style-type: none"> • Received damaged from carriers • In-dealer stock • Sold and in possession of owners <p><u>What is Not Covered:</u></p> <ul style="list-style-type: none"> • Paint damage caused by conditions such as chips, scratches, dents, dings, nicks, bird droppings, tree sap, hail or other "acts of nature" that are not reported by the customer within one week of the new vehicle delivery date as outlined above. • Damages due to collision, accident damage or owner abuse. • Normal paint deterioration due to exposure

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
POWERTRAIN COMPONENTS	Refer to Parts Coverage Directory for component coverages.
POWERTRAIN CONTROL MODULE (PCM) REPROGRAMMING	<ul style="list-style-type: none"> • Reimbursable during Bumper-to-Bumper Coverage, and Emissions Defect Coverage • Replace PCM's only when they cannot be reprogrammed to complete a warrantable repair. <p><u>Claiming Procedures</u> RECAL (recalibration) and RECALEM (recalibration-emissions) are causal part numbers used for claiming technician time to reprogram a powertrain control module during a warranty repair. RECAL and RECALEM have replaced 12A650 as the causal part number for claims where the PCM can be reprogrammed to complete the repair. For situations where the PCM is defective and cannot be reprogrammed, follow normal Powertrain Control Emissions Diagnosis manual diagnostic and warranty claiming procedures. Use the following guidelines when submitting a claim:</p> <ul style="list-style-type: none"> • RECAL is to be used for non-emission-related driveability concerns. • RECALEM is to be used for emissions-related driveability concerns (e.g., check engine light on). • RECAL or RECALEM must not be claimed for PCM replacement. <p>NOTE: If no problem is found and the customer's concern cannot be verified, refer to DIAG USAGE REQUIREMENTS in Section 5 for claiming procedures.</p>
PRO-RATA AND OWNER PARTICIPATION ADJUSTMENTS	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
RACING	Repair, replacement, or adjustment of any component adversely affected by racing is not reimbursable. <ul style="list-style-type: none"> • Racing includes events judged by time trials, competition with another vehicle, or any similar situation in which abnormal stress is placed on the vehicle or its components.
RADIATOR CLEANING	Reimbursable during the Bumper-to-Bumper Warranty Period only when required due to foreign material entering the system at the assembly plant or caused by another covered component.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>REAR SEAT ENTERTAINMENT SYSTEM</p>	<p><u>COVERAGE</u></p> <ul style="list-style-type: none"> • Bumper-to-Bumper Warranty Coverage • Labor to remove and install the center console assembly for the purpose of system diagnostics is reimbursable. • Dealers should contact their local audio repair center once the console has been removed for specific component assembly replacement. • Diagnostic assistance is available by calling 1-800-367-3333. <p><u>REAR SEAT ENTERTAINMENT CONSOLE - CORE RETURN POLICY</u></p> <ul style="list-style-type: none"> • Dealers using the advance Rear Seat Entertainment exchange program, overnight product delivery, will have fifteen (15) days to return the defective Rear Seat Console core to the authorized service station. Cores not returned within 15 days will be billed to the dealership. <p>NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product returns.</p> <p>Ford Motor Company DOES NOT cover damage to or failure of a Rear Seat Entertainment component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if a Rear Seat Entertainment System is eligible for warranty replacement.</p> <ul style="list-style-type: none"> • Carefully inspect the console inside and out for liquid residue (sticky or shiny substance). Determine if all buttons and knobs operate freely - liquid frequently causes buttons to stick or require excessive pressure to actuate. • After console is removed from vehicle, inspect top and bottom cover for signs of liquid residue. • Inspect VCR player door area and interior of player for pry marks, especially if a tape is in the deck and will not eject. • Open VCR player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins). <p>If any of the above conditions exist, the unit is <u>not covered under warranty</u>. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local repair facility for retail repair rates.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
REPLACEMENT OR REPAIR POLICY (COMPLETE ASSEMBLIES)	<p>The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when:</p> <ul style="list-style-type: none"> • Disassembly reveals that the assembly cannot be repaired. • The cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly. • The repair cost exceeds the cost cap for a specific Ford remanufactured exchange assembly. • If a remanufactured assembly is not available, obtain documentation from your Ford Powertrain Distributor that the part is out of stock. With the documentation, contact your region for an approval code. The approval code MUST be entered on the warranty claim upon submission. • ESP covered repairs only — for dealers on ESP prior approval, the region approval code is NOT a substitute for an ESP prior approval. Dealers MUST call 1-800-321-7790 for separate ESP prior approval. <p>NOTE: The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form.</p> <ul style="list-style-type: none"> • The assembly replacement is authorized in this Manual or other Company publications (e.g., the Powertrain Reference Guide). • The part or parts required to repair the assembly are not available from the PDC System, i.e., D-99. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair) <p>NOTE: When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable when it is listed on the claim for the replacement assembly.</p>
(continued)	

CARS & LIGHT TRUCKS

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>REPLACEMENT OR REPAIR POLICY (COMPLETE ASSEMBLIES) (continued)</p>	<p>Assemblies that must be replaced rather than repaired:</p> <ul style="list-style-type: none"> • Alternator • Fuel Pump (mechanical & electrical) • Headlamp Dimmer (Auto) • Power Steering Pump • Integral Steering Gear • Rack & Pinion Steering Gear* • Speedometer Head • Starter • Tachometer • Tripminder • Turbocharger • Water Pump • Wheel Cylinder (drum brakes) • Wiper Motor <p>*Some exterior parts on Rack & Pinion Steering Gear can be replaced (e.g., boots, input shaft seals, tie rod ends, transfer tubes).</p> <p>**Note: Refer to Powertrain Reference Guide for specific usage requirements on these assemblies.</p> <p>Dealerships must adhere to Replacement or Repair Policy on the following assemblies:</p> <ul style="list-style-type: none"> • Cylinder Head • Crankshaft • Engine** • Radiator • Rear Axle • Transaxle** • Transmission* * • Valve Body • Any other rebuildable assembly
<p>RESCU SYSTEM (REMOTE EMERGENCY SATELLITE CELLULAR UNIT)</p>	<ul style="list-style-type: none"> • Bumper-to-Bumper Coverage • Service replacement control modules, GPS antennas and antenna cables are supplied by Autocraft Electronics using form 8560. Contact them at 1-800-755-4161 for diagnostic assistance and advance exchange requests on control modules. A replacement unit will be sent overnight express. Send defective equipment, along with form 8560, to: <p style="text-align: center;">Autocraft Electronics 1612 Hutton Drive Suite 120 Carrollton, TX 75006</p> <ul style="list-style-type: none"> • Autocraft Electronics will refer dealers to the Parts Distribution Center for non-sourced RESCU related parts; overhead consoles, switch assemblies, wiring, etc. Claims for replacement of these repair parts should be submitted through DWE/ACES II.
<p>SAFETY RESTRAINT SYSTEM</p>	<ul style="list-style-type: none"> • 1991 and Newer Model Cars and Light Trucks: 5 years/50,000 miles. THINK Neighbor: 5 years/unlimited miles. • Covers safety belts, air bags, and related components.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>SATELLITE NAVIGATION SYSTEM (SNS)</p>	<p><u>Warranty Coverage</u></p> <ul style="list-style-type: none"> • Bumper-to-Bumper Coverage on all SNS components except Map Data CD ROM. • Map Data CD ROM is warranted for 30 days from date of sale against manufacturing defects. <p>NOTE: To receive a replacement Map Data CD, the consumer must contact Navigation Technologies. The customer must return the defective CD to Navigation Technologies for replacement. If the returned CD is not defective, Navigation Technologies will charge a \$25.00 fee to cover the cost of testing, shipping and handling. Navigation Technologies' address and telephone number are listed on the next page.</p> <p><u>Warranty Reimbursement</u></p> <ul style="list-style-type: none"> • Labor to remove and install SNS components, including associated diagnostic time. • Payment for SNS parts is based on the dealer or exchange price in effect on the date of repair plus a 40% parts allowance. • Freight charges (UPS) to ship defective SNS CPUs (10E887) or head units (10E889) to the Warranty Parts Return Center (WPRC) should be claimed in the same manner as other WPRC freight charges. <p><u>Core Return Policy</u></p> <ul style="list-style-type: none"> • Defective CPU (10E887) or head unit (10E889) cores must be returned to the WPRC within thirty (30) days. Cores not returned within thirty days will be billed to the dealership. Dealers should reuse the packaging in which the parts were shipped to return the defective components to the WPRC. <p><u>Diagnostic Assistance</u></p> <ul style="list-style-type: none"> • Refer to the SNS Service Manual for technical service information and for CPU "Self-Test" diagnostic instructions. Additional technical assistance may be obtained by calling VDO at 888-253-5890. <p><u>Ordering Street Map Software CD ROMS</u></p> <ul style="list-style-type: none"> • Dealers and customers may order additional street map CD ROMs through Navigation Technologies. Their address is: Navigation Technologie 740 East Arques Avenue Sunnyvale, CA 94086-3734 1-888-NAV-MAPS www.navtech.com

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
SHOP SUPPLIES	<ul style="list-style-type: none"> Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless specifically stipulated as being reimbursable in emissions or safety recalls, customer satisfaction programs, TSBs, or other Company publications.
SPARK PLUG REPLACEMENT	<ul style="list-style-type: none"> Maintenance Service: Reimbursable under Lincoln complimentary maintenance only for 2001-2003 Lincoln vehicles. Factory Defect: Bumper-to-Bumper Coverage. California Emissions coverage: 1992 - current model year, 3 years/50,000 miles or first maintenance interval whichever occurs first.
SPEEDOMETER HEADS	See INSTRUMENT CLUSTER in this section.
STATIONARY POWER SOURCE (Conversion of hours to miles)	<p>When a vehicle is used as a stationary power source, one hour of use equals 33 miles for the purpose of calculating warranty coverage limits.</p> <p>Usage of a car or light truck as a stationary power source exceeds the design intent of the vehicle and demands careful attention to proper maintenance, heat management, and power take off or clutch pump sizing. If usage of the vehicle as a stationary power source causes damage to the vehicle, the damage is not covered under the New Vehicle Limited Warranty.</p>
TACHOMETER (Electric)	<ul style="list-style-type: none"> Bumper-to-Bumper Coverage. Replace complete assembly unless only a new dial face lamp bulb is required.
THINK NEIGHBOR	<p>TH!NK vehicles have their own network of authorized dealerships. Only TH!NK dealerships are authorized to perform repairs on TH!NK vehicles. However, in certain instances Ford may authorize repairs at other than TH!NK authorized dealerships.</p> <p>TH!NK vehicles are covered by the TH!NK New Vehicle Limited Warranty which is similar to the Ford New Vehicle Limited Warranty. Coverage for the TH!NK Neighbor is only limited by time, there are no mileage limitations. For example:</p> <ul style="list-style-type: none"> the Bumper-to-Bumper Warranty period is 3 years with no mileage limitation the Safety Restraint Warranty period is 5 years with no mileage limitation damage caused by airborne material (environmental fallout) is covered by policy for 12 months <p>Additional differences between the Ford New Vehicle Limited Warranty and the TH!NK New Vehicle Limited Warranty are:</p>
(continued)	

WARRANTY & POLICY MANUAL

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS												
THINK NEIGHBOR (continued)	<ul style="list-style-type: none"> • The THINK Battery Warranty is 3 years with no mileage limitation. Customer participation is required after 12 months in service based on the following table: <table border="0" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: left;"><u>Months in Service</u></th> <th style="text-align: left;"><u>Percentage Covered by Ford</u></th> </tr> </thead> <tbody> <tr> <td>0-12</td> <td>100%</td> </tr> <tr> <td>13-18</td> <td>60%</td> </tr> <tr> <td>19-24</td> <td>40%</td> </tr> <tr> <td>25-30</td> <td>20%</td> </tr> <tr> <td>31-36</td> <td>10%</td> </tr> </tbody> </table> *Percentage reflects the portion Ford will pay of the suggested retail cost of the new replacement battery at the time of repair. 100% of the labor cost to diagnose and replace the battery is covered by the THINK Battery Warranty. Towing for battery repairs is covered under Roadside Assistance. • THINK vehicles have no Federal or California Emissions Warranty. • THINK vehicles are included in the Ford Roadside Assistance program. Ford will reimburse towing charges to the closest THINK dealer or to the selling dealer if within 60 miles. <p>Unless otherwise provided, all other aspects of the THINK New Vehicle Limited Warranty are the same as the Ford New Vehicle Limited Warranty.</p>	<u>Months in Service</u>	<u>Percentage Covered by Ford</u>	0-12	100%	13-18	60%	19-24	40%	25-30	20%	31-36	10%
<u>Months in Service</u>	<u>Percentage Covered by Ford</u>												
0-12	100%												
13-18	60%												
19-24	40%												
25-30	20%												
31-36	10%												
TIRES (continued)	<p>2000 and prior model years: not warranted by Ford, warranted by the tire or tube manufacturer unless otherwise stated in a Company program.</p> <p>2001 and subsequent model years: warranted by Ford for defects in factory supplied material and workmanship during the Bumper-to-Bumper warranty. Tire manufacturers' warranty may apply after the Bumper-to-Bumper warranty has expired. Tire vibration, ride harshness and uneven/rapid tire wear coverage is 12 months/12,000 miles, whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing.</p> <p>Normal wear and road hazards (cuts, snags, bruises, bulges, impact breaks, and punctures) are not warrantable. Damage caused by improper tire repair, inflation, alignment, tire chains, racing, spinning, mounting or dismounting is also not covered.</p> <p>Flat tires on new unsold units must be replaced, patching or plugging is not an acceptable repair technique.</p> <p>Ford does not provide a Service Part warranty on replacement tires, (except for THINK Neighbor – see the SPW section for details) however the remainder of the Bumper-to-Bumper warranty still applies as does any warranty provided by the tire manufacturer.</p>												

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TIRES (continued)	<p>P05 may be used to assist customers with tire related concerns on 2001 and newer vehicles within the standard P05 guidelines.</p> <p>When replacing tires under the Ford New Vehicle Limited Tire warranty, you must replace the defective tire(s) with the same brand/model as originally equipped with the vehicle unless specifically directed by some other Company publication such as a TSB or SSM.</p> <p>NOTE: P05 coverage only applies to warrantable concerns; road hazards, scuffs, etc. are not eligible for P05 coverage. 2000 and prior model year vehicles are not eligible for P05 assistance with tires.</p>
TOWING & ROADSIDE ASSISTANCE	<ul style="list-style-type: none"> • For most 1994 and later model cars and light trucks (excluding Daily Rental Units), towing is covered under the Roadside Assistance program. Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty coverage. See Section 6 for Program details. • Major daily rental vehicles (e.g., Hertz, Budget, Enterprise, etc.) are eligible for warranty towing. Warranty tow claims for major daily rental vehicles must be submitted for payment by the dealership through ACES II using the miscellaneous code "TOW." These vehicles are NOT eligible for Roadside Assistance while in service as a rental vehicle. Subsequent owners are eligible for any remaining Roadside Assistance coverage. • If towing is required as part of a Recall or Customer Satisfaction Program, reimbursement may be claimed through the DWE/ ACES II system. Enter "TOW" in the "Misc. Area" of the claim, enter a full explanation of the service call in the "Technician Comments" section of the claim, and enter the tow invoice number in the invoice field of the claim. See the ACES II User Manual Section 3 for complete details.
TRANSPORTATION ASSISTANCE	See Section 6.
TRAVEL OR MOTORHOME, BUS, TRUCK BODY MOUNTED ON A FORD CHASSIS (continued)	<ul style="list-style-type: none"> • The chassis is covered by the New Vehicle Limited Warranty when: <ul style="list-style-type: none"> – The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. – The unit carries a Ford VIN. <p>NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-521-0370).</p> <ul style="list-style-type: none"> • Ford parts modified by the motorhome body builder are not covered. • Damage to Ford components resulting from modification is not covered by Ford. <p>NOTE: When a motorhome, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TRAVEL OR MOTORHOME, BUS, TRUCK BODY MOUNTED ON A FORD CHASSIS (continued)	<p>Retail motorhome customers with product or service related questions or concerns can call Motorhome Customer Assistance 24 hours a day at 800-444-3311.</p> <p>NOTE: Also see LIMOUSINES in this section for warranty coverage information on vehicles that have been converted to Limousines.</p>
TRIM (Interior & Exterior)	<ul style="list-style-type: none"> • Bumper-to-Bumper Coverage. • Covers only defective materials and workmanship. Accident damage or normal deterioration is not covered.
TRIM COVERS (Seat Upholstery)	<ul style="list-style-type: none"> • Bumper-to-Bumper Coverage. • Covers only defective materials and workmanship. Customers must report any pre-existing cuts, punctures, indentions, scratches, and scuffs within 7 days of the new vehicle delivery date on a service repair order to be eligible for warranty reimbursement. • Customers are expected to maintain the seat upholstery according to the instructions in the vehicle's Owner Guide. <p>Not Covered</p> <ul style="list-style-type: none"> • Damage, burns, soil marks, cuts, scratches, scuffs, tears or punctures by foreign objects that occur after new vehicle delivery. • Leather/vinyl normal deterioration and wear. Example is leather which develops character lines/wrinkles. • Leather natural markings (scars less than 3mm in width and 100mm in length). • Cloth normal deterioration and wear. Example is minimal nap crush. • Dye transfer from customer clothing to seating surface. • Damage due to chemicals, solvents, or use of non-Ford approved cleaners. See Owners Guide for recommended cleaners. • Replacement of multiple seat trim covers when only one was replaced under warranty. Example is driver cushion cover replaced for warrantable item and the driver seat back cover was requested to be replaced to match the new appearance of the cushion cover. <p>Covered Ddefective Materials and Workmanship Examples</p> <ul style="list-style-type: none"> • Split seams caused by material tears, loose thread tension, broken thread, elongated needle holes. • Leather russet visible (sub-surface leather when topcoat is removed) and leather top coat peel. • Cloth pile yarns missing and cloth excessive nap crush. • Sub-surface wear through caused by seat structure, springs, wires.
(continued)	

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TRIM COVERS (Seat Upholstery) (continued)	<p><u>Repair Policy</u></p> <p>During the Bumper-to-Bumper warranty, dealerships are required to repair instead of replace seat trim covers if the defects are within the following limits:</p> <ul style="list-style-type: none"> • Split seams caused by loose thread or broken thread must be re-sewn. NOTE: Exception to this policy is front seat backs that have side airbags. Per Workshop Manuals these cannot be repaired. • Loose trim cover “J” clips. Secure clip by either reattaching or alternative means (adhesive, screw). • Trim covers that are misaligned must be corrected through adjustment. <p><u>Warranty Returned Parts Policy</u></p> <p>When returning seat trim covers to the Warranty Parts Return Center (WPRC) or direct shipments to the suppliers, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPRC in the container in which the replacement part was received. If cigarette burns or cuts are present and the claim was for split seams the Dealer Charge Back Process could be implemented for the claim.</p>
TURBOCHARGER	<p>Covered under:</p> <ul style="list-style-type: none"> • Powertrain Coverage (7.3 D.I. Turbo Diesel – 5 years/100,000 Miles) • 1992 and later models: Federal Emissions defect warranty <p><u>7.3 L Diesel Turbocharger Core Return Process</u></p> <p>Turbocharger cores used in Ford paid repairs, with the following part numbers must be returned per “Direct Ship” to Franklin Power Products:</p> <p>F81Z 6K682 AARM F8UZ 6K682 AARM F81Z 6K682 BARM XC2Z 6K682 AARM F81Z 6K682 CARM</p> <p>Franklin Power Products, 400 Forsythe, Franklin, IN 46131</p> <p>All other turbocharger cores will be handled by Ford Powertrain Distributors.</p>
TWIN-I-BEAM SUSPENSION	<p>Covers only replacement of defective Twin I-Beams. See Unauthorized or Unacceptable Repair Techniques.</p>
UNAUTHORIZED OR UNACCEPTABLE REPAIR TECHNIQUES	<p>The following are not reimbursable:</p> <ul style="list-style-type: none"> • Repair techniques that alter a vehicle’s specifications beyond the limits outlined in the Shop Manual or other Company publications. • Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, bending Twin I-Beams, and sleeving gasoline engine cylinder blocks. • Resurfacing cylinder head and cylinder block on 2.3L, 6.0L, 6.9L, and 7.3L diesel engines. • Resurfacing head gasket surfaces on any engine with an aluminum head and block.

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
VALVE GUIDES (Ream or Repair)	<ul style="list-style-type: none"> Covered under Bumper-to-Bumper Warranty Coverage Reaming/repairing valve guides is authorized within specifications outlined in shop manuals. Knurling is unauthorized under warranty.
VEHICLE PERSONALIZATION	Accessories installed by Ford Motor Company prior to delivery to the dealership are eligible for coverage under the vehicle's Bumper-to-Bumper Warranty. These items will be listed on the vehicle's window sticker (see 3-105 for information on Dealer Installed Accessories).
VINYL TRIM REPAIR POLICY	<p>Repairs of manufacturing defects to vinyl door trim, instrument panels, and floor consoles are covered under the Bumper-to-Bumper Warranty. Cuts, punctures, dents, scratches or scuffs must be reported by the customer within one week of the new vehicle delivery date to be eligible for warranty reimbursement.</p> <p><u>Not Covered</u></p> <ul style="list-style-type: none"> Accidental damage, normal deterioration, burns, soil marks, tears, or punctures by foreign objects that occur after new vehicle delivery are not covered by the Bumper-to-Bumper Warranty. <p><u>Repair Policy</u></p> <p>During the Bumper-to-Bumper warranty, dealerships are required to repair (instead of replace) vinyl door trim, instrument panels, and floor consoles if the defects are within the limits noted below. This policy does not apply to air bag trim covers, or vinyl seat trim.</p> <p><u>Defects/Non-Conformities that Must be Repaired</u></p> <ul style="list-style-type: none"> Cuts and tears less than one (1) inch Punctures less than 1/4 inch in diameter Dents less than 1/4 inch deep Scratches and scuffs Discoloration Bubbling
WEATHERSTRIPS (continued)	<p>Bumper-to-Bumper Coverage</p> <p><u>Reimbursable</u> - Replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> Workmanship defect Defect in material (abnormalities to surface or shape) Damage caused by normal opening/closing of door, decklid, etc.* <p>*Normal deterioration and customer misuse are not covered. Wear caused by excessive contact while entering/exiting vehicle is not covered.</p>

Coverage — Cars and Light Trucks

CATEGORY	COVERAGE & OTHER REMARKS
WEATHERSTRIPS (continued)	<p>Not Reimbursable - Do not replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> • Non-damaged or non-defective weatherstrip to repair a windnoise concern** • Non-damaged or non-defective weatherstrip to repair a loose or misaligned weatherstrip. Reattach and/or use adhesive as necessary.** <p>** Refer to service manual under Body Systems for repair instructions.</p>
WHEEL ALIGNMENT	<ul style="list-style-type: none"> • Wheel alignment normally needs no correction at predelivery, and may not be aligned as a general practice during the predelivery process. If the need for alignment is determined during the predelivery road test, the repair is reimbursable. • Wheel alignment is reimbursable one time only during the first 12 months/12,000 miles (12 months/unlimited miles for THINK Neighbor) if based on a customer concern and it is necessary to align the vehicle to adjust factory settings. • Wheel alignment beyond 12 months/12,000 miles (12 months/unlimited miles for THINK Neighbor) is reimbursable under the Bumper-to-Bumper Coverage only if the misalignment is caused by a defect in factory material or workmanship. <p>NOTE: Installation/removal of cams or shims to adjust alignment angles is not reimbursable beyond 12 months/12,000 miles unless required due to the replacement of a covered part.</p> <ul style="list-style-type: none"> • Wheel alignment required because of special bodies added to incomplete vehicles (i.e. – chassis cabs) or because of special equipment installation (modification) after the vehicle leaves the assembly plant is not reimbursable. • Correction of an out-of-alignment condition caused by customer abuse or misuse is not covered by the warranty. • The replacement of tires is covered if tires become damaged due to a vehicle defect in factory workmanship or material.
WHEEL BALANCE	<p>Balanced during assembly. Normally not required at predelivery and should not be re-balanced as a general practice during the predelivery inspection. If balancing is needed when determined by a road test, reimbursable one time only for 12 months/12,000 miles (12 months/unlimited miles for THINK Neighbor) .</p>
WIPER BLADES	<ul style="list-style-type: none"> • Maintenance: Replacement of worn wiper blades is a maintenance service. Not reimbursable except under the Lincoln Bumper-to-Bumper warranty for 3 years or 36,000 miles, whichever occurs first, for 2001-2003 Lincoln vehicles. • Bumper-to-Bumper Coverage – Wiper blade replacement is considered to be normal wear beyond 12 months in service.

WARRANTY & POLICY MANUAL

CARS & LIGHT TRUCKS

600 & HIGHER SERIES TRUCK COVERAGES

Warranty Coverage Summary Charts

The warranty coverage for 1995-2002 model 600 and higher series trucks is summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

- Basic coverage
- A/C, Heater System, Radio
- Engine (Gas and Diesel) coverage
- Drivetrain coverage
- Emissions Defect coverage
- Noise Emissions
- Frame
- Corrosion Perforation
- Cab Structure
- Battery (Ford)

Note that the 600 and higher series truck charts do not include Emissions Control Systems Performance Warranty information. The Emissions Control System Performance Warranty does not apply to 600 and higher series trucks. The Emissions Control System Defect Warranty is limited to trucks with Ford engines. (Refer to “Emissions Warranty Coverage” in this section.) Emissions warranty for trucks with non-Ford engines is provided by the engine manufacturer. (Refer to the Warranty Guide placed in the truck at the assembly plant.)

IMPORTANT: The information shown on the following charts is of a summary nature. For more complete information see the applicable Warranty Guide or specific areas of this manual (i.e., Emissions, Service Parts).

600 and Higher Series Trucks — Selected Coverage Guidelines – Components Installed by K-Tec or Mod Center

- Selected non-Ford components installed by Ford at K-Tec or Mod Center are not covered by the new vehicle warranty. Examples are: fifth wheels, liftgates, PTOs, second unit bodies (stake, dump, van, bus), tag/pusher axles, mud flaps or other non-Ford accessories.
- Non-Ford components installed at K-Tec and Mod Center that are similar to those released by Ford as RPO/DSO are covered by the new vehicle warranty. Examples are: air dryers, brake compressors, air fairings, gauges, and electrical shutdown systems.

NOTE: Refer to Warranty Guide for further information.

WARRANTY & POLICY MANUAL

F-650 and F-750 Series Trucks

2000 - 2004 MODEL F-650 and F-750 SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
	<small>(UNLIMITED MILES EXCEPT AS INDICATED BELOW)</small>					
Basic						
Engine (Ford Diesel)						
Drivetrain (Axles, Driveshaft, Transmission)						
Emissions - Federal (Ford Diesel Engine)						100,000 miles
Emissions - California (Ford Diesel Engine)						100,000 miles
Frame						
Corrosion Perforation						
Noise Emissions						
Allison Transmissions, Caterpillar and Cummins Diesel Engines, Non-Ford components, Damage, Tires, Maintenance and Wear items are not Warranted by Ford Motor Company.						

WARRANTY & POLICY MANUAL

F-800 Series Trucks

1999 MODEL F-800 SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
	(UNLIMITED MILES EXCEPT AS INDICATED BELOW)					
Basic						
Engine	Warranted by Engine Manufacturer - Not Ford Motor Company					
Drivetrain (Axles, Driveshaft, Transmission)						
Emissions Defect	Warranted by Engine Manufacturer - Not Ford Motor Company					
Noise Emissions						
Frame						
Corrosion Perforation						
Cab Structure						
Allison Transmissions, Non-Ford Batteries, Damage, Maintenance and Tires are not Warranted by Ford Motor Company.						

700 and Higher Series Trucks

1998 MODEL 700 AND HIGHER SERIES TRUCKS

WARRANTY SUMMARY CHART							
COVERAGES (Coverage expires when either time or mileage limit is reached.)	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK	
	(UNLIMITED MILES EXCEPT AS INDICATED BELOW)						
Basic • All Series Except 9500							
• Louisville 9500 (On/Off Highway)		50,000 Miles					
• Aeromax 9500 and Louisville 9500 (On Highway)		100,000 Miles					
Factory Installed: Air Conditioner, Heater System, Ford Radios or Radio/Tape Components • All Series							
Engines • Gas* (including Propane) - F-700 • Diesel		50% Warranted by Engine Manufacturer					
Drivetrain (Axles, Driveshaft, Transmission) • Gas* (F-700) • Diesel – F800-900, 8500 – B800 – 9500 Series		50%					
						50,000 Miles	
					300,000 Miles		
Emissions Defect • Gas						50,000 Miles	
Noise Emissions							
Frame							
Corrosion Perforation • Louisville and Aeromax Series • F and B Series							
Cab Structure • Louisville and Aeromax Series • F Series • B Series (Cowl Structure only)							
Ford Battery • All Series Except 9500 Series • 9500 Series							
		Months	0-3	4-8	9-13	14-18	19-24
		Miles	Unlimited				
		Ford Pays	100%	80%	60%	40%	20%
Allison Transmissions, Non-Ford Batteries and Diesel Engines, Damage, Maintenance and Tires		Not Covered by Ford					

* Owner pays 50% of parts and labor beginning with 13th month.

600 and Higher Series Trucks

1997 MODEL 600 AND HIGHER SERIES TRUCKS

WARRANTY SUMMARY CHART						
COVERAGES <small>(Coverage expires when either time or mileage limit is reached.)</small>	12 MONTHS	2 YEARS	3 YEARS	4 YEARS	5 YEARS	LIFE OF TRUCK
	(UNLIMITED MILES EXCEPT AS INDICATED BELOW)					
Basic • All Series Except 9000 and 9500 • 9000-L, LN, LS, LLS, LT, LNT, LTS, LTLS and Louisville 9500 (On/Off Road) • 9000, LA, LL, LLA, LTA, LTL, LTLA, Aeromax 9500 and Louisville 9500 (On Road)	50,000 Miles					
• 9000, LA, LL, LLA, LTA, LTL, LTLA, Aeromax 9500 and Louisville 9500 (On Road)	100,000 Miles					
Air Conditioner, Heater System, and Radio • All Series						
Engines • Gas* (including Propane) - F-700 • Ford Diesel – F600 – F700-800-900, Cargo, 7000-8000, 8500 – B600 – B700-B800	50%	50,000 Miles		50,000 Miles		
Drivetrain (Axles, Driveshaft, Transmission) • Gas* (F-700) • Diesel – F600-800-900, Cargo, 7000-8000, 8500 – B600-700-800 – 9000-9500 Series	50%			50,000 Miles		
			300,000 Miles			
Emissions Defect • Gas • Ford Diesel Except 9000-9500 Series				50,000 Miles		
				100,000 Miles		
Noise Emissions						
Frame						
Corrosion Perforation • F & B Series • All Series Except F and B						
Cab Structure • F & B Series • All Series Except F and B						
Ford Battery • All Series Except 9000 and 9500 Series • 9000 and 9500 Series	Months	0-3	4-8	9-13	14-18	19-24
	Miles	Unlimited				
	Ford Pays	100%	80%	60%	40%	20%
Allison Transmissions, Non-Ford Batteries and Diesel Engines, Damage, Maintenance and Tires			Not Covered by Ford			

* Owner pays 50% of parts and labor beginning with 13th month.

600 and Higher Series Trucks

This section describes warranty applications by various categories. Coverage may vary for some trucks and some components based on model year, series, date of sale, and engine application. In addition, some repairs require the owner to pay a percentage of the cost. To determine warranty coverage (either basic or another coverage) refer to the “Warranty Coverage Summary Charts,” Section 3.

IMPORTANT: Only certified Cargo and Ford Diesel Engine dealers are approved to perform repairs on Cargo trucks and Ford Diesel Engines.

POWERTRAIN COMPONENTS FOR 600 AND HIGHER SERIES TRUCKS

COMPONENT GROUP	COMPONENTS COVERED BY ENGINE WARRANTY	RELATED ITEMS NOT COVERED
<p>ENGINE*</p> <p>*Caterpillar, Cummins, and Detroit Diesel engines are warranted by the engine manufacturer.</p>	<p><u>Cylinder Block</u></p> <ul style="list-style-type: none"> • Connecting rods and bearings • Core plugs • Crankshaft, bearings, and seals • Front cover, gaskets, and seals • Oil pan, gaskets, and seals • Oil pump and shaft • Pistons, pins, and rings • Turbocharger & associated parts • Fuel injection pump, lines, and fuel shut-off solenoid • Fuel injector nozzles • Governor (Ford diesel) • Fuel lift pump (Ford diesel) • Thermostat (Ford diesel) <p><u>Cylinder Head</u></p> <ul style="list-style-type: none"> • Core plugs • Gaskets and valve covers <p><u>Exhaust Manifold</u></p> <p><u>Intake Manifold</u></p> <ul style="list-style-type: none"> • Baffles, gaskets, and seals <p><u>Valve Train</u></p> <ul style="list-style-type: none"> • Camshaft and bearings • Fuel pump eccentric • Rocker arm, shafts, and pivots • Timing sprockets and chain • Valve lifters and push rods • Valves, springs, dampers, and retainers <p><u>Water Pump and Gasket</u></p>	<ul style="list-style-type: none"> • Carburetor • Drive Belts • Electrical parts (ignition, charging, starting) • Engine governor (gas) • Engine ventilation or emissions parts • Exhaust system • Fan • Fuel pump (gas) • Manifold heat control • Oil dipstick • Pulleys • Radiator and cooling system components • Thermostat (gas)

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COMPONENT GROUP	COMPONENTS COVERED BY THE DRIVETRAIN WARRANTY	RELATED ITEMS NOT COVERED
FRONT AXLE ASSEMBLY	<ul style="list-style-type: none"> • 1991 and later Model <ul style="list-style-type: none"> – I-Beam – Spindles – King Pins – Bushings 	<ul style="list-style-type: none"> • Brakes • Hubs • Drums
FRONT AND REAR DRIVE AXLES	Axle Housing and All Internal Parts <ul style="list-style-type: none"> • Drive axles • Gaskets and seals (all) 	<ul style="list-style-type: none"> • Axle bearings • Electrical components
AUTOMATIC TRANSMISSION	Allison transmissions are warranted by their manufacturer.	
MANUAL TRANSMISSION	Transmission Case and All Internal Parts <ul style="list-style-type: none"> • Auxiliary transmission and all internal parts • Clutch housing • Flywheel, housing, and cover • Gaskets and seals (all) • Pilot bearing (7600) • Starter ring gear • Transfer case and all internal parts 	<ul style="list-style-type: none"> • Clutch pressure plate and disc • Clutch release bearing, lever cable, bracket, and hub • Miscellaneous external parts • Overdrive electric and external controls • Shift linkage • Speedometer-driven gear • Transmission controls
DRIVESHAFT	Driveshaft Assembly <ul style="list-style-type: none"> • Slip yoke • Support bearings • Universal joints 	

WARRANTY & POLICY MANUAL

Coverage – 600 and Higher Series Trucks (By Category)

CATEGORY	COVERAGE & OTHER REMARKS
ACCESS TIME	<p>Actual time taken to remove a Ford or non-Ford part in order to perform a warranty repair – reimbursable</p> <p>When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:</p> <ul style="list-style-type: none"> • When possible the dealership should remove the component and clock the time to be added to the repair as actual time before sending the vehicle to an outside shop. • If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately, and payment is based on actual cost if the cost is reasonable.
ACCIDENT OR FIRE CLAIM	<p>This involves any condition which could have contributed to personal injury or property damage. In such a case:</p> <ul style="list-style-type: none"> • Contact your Commercial Vehicle Operations Manager immediately for instructions. • Do not begin no-charge repairs until they are authorized by the Company. Failure to obtain prior authorization may result in denial of the warranty claim. • Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
ACTUAL TIME LABOR OPERATIONS	<p>An actual time labor operation (B, MT, NPF) is used only when there are no published labor operations in the Ford Service Labor Time Standards or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the form and the request must be reasonable. Time recording requirements are given in this manual.</p>

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
ADJUSTMENTS	<p>Adjustments required to correct factory defects (such as to windows, hoods, doors) are reimbursable during basic vehicle coverage if they are not:</p> <ul style="list-style-type: none"> • Listed on the Predelivery Service Record (checksheet) as a required adjustment. • Performed to improve vehicle appearance or performance beyond normal standards. • A scheduled maintenance requirement. • Performed to correct improper or incomplete original adjustments. (The Company reimburses dealerships only once for an adjustment unless new technical information becomes available.) • Prohibited elsewhere in this Manual or in other Company publications. <p><u>BELT ADJUSTMENT</u> Not reimbursable, predelivery responsibility.</p> <p><u>BRAKE ADJUSTMENTS</u> (Service & Parking) Reimbursable at predelivery only.</p> <p><u>CLUTCH ADJUSTMENT</u> Reimbursable at predelivery only.</p> <p><u>STEERING WHEEL ADJUSTMENT</u> When special bodies are added to incomplete vehicles (i.e. chassis cabs), wheel adjustments are not reimbursable under warranty.</p> <p>NOTE: Adjustments needed because special equipment (such as a snow plow) has been installed are not covered.</p> <p><u>TIGHTENING NUTS, BOLTS, AND FITTINGS</u> Predelivery responsibility; not reimbursable.</p> <p><u>TRANSMISSION LINKAGE ADJUSTMENT</u> Reimbursable at predelivery only.</p>

WARRANTY & POLICY MANUAL

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIR COMPRESSOR	<ul style="list-style-type: none"> • Basic vehicle coverage. • Reimbursement for Bendix Air Brake Compressors is paid by Ford, a local Bendix distributor, or a Ford dealer participating in the Bendix Air Brake SDS Program. <p>NOTE: When the dealership elects to submit claims to Ford, reimbursement is based on the outright purchase price plus applicable parts allowance, and labor. The compressor core must be held for recall by Ford.</p>
AIR CONDITIONING COMPONENTS (Including refrigerant)	<ul style="list-style-type: none"> • Reimbursable for 12 months/unlimited miles (1999 and prior model years). • Reimbursable for 2 years/unlimited miles(2000-2002 model F-650/F-750). <p>IMPORTANT: UL approved recovery/recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery/recycling equipment are not eligible for reimbursement.</p>
AIRBORNE MATERIAL (Environmental Fallout)	<p>For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles, whichever occurs first. The policy covers vehicles:</p> <ul style="list-style-type: none"> • Received damaged from carriers • In-dealer stock • Sold and in possession of owners <p><u>Environmental conditions not covered by Policy.</u></p> <p>This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include:</p> <ul style="list-style-type: none"> • Damage caused by bird droppings • Damage caused by tree sap • Stone chips/scratches • Hail damage • Damage from lighting • Damage resulting from flood <p>Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event, i.e., overspray from a crop duster, should be sought through the dealership's insurance company, not Ford.</p> <p>(continued)</p>

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AIRBORNE MATERIAL (Environmental Fallout) (continued)	<p>Dealers are responsible for minimizing fallout damage during inventory storage.</p> <ul style="list-style-type: none"> RapGard should be left on vehicles until sold up to a maximum of 4 months. <p>Owners are expected to wash and wax their vehicles frequently to remove harmful deposits from the vehicles' surfaces to help protect the finish.</p> <p>IMPORTANT: Environmental fallout claims submitted to Ford MUST contain:</p> <ul style="list-style-type: none"> Program Code R23 Condition Code C8 For Industrial/Environmental Fallout
ALLISON TRANSMISSION	Warranted by transmission manufacturer, not Ford.
ALTERATIONS OR MODIFICATIONS	All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation/use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.
ANTENNAS	Bent or damaged antennas are not covered under warranty.
ASSEMBLIES (Company-Supplied at No Charge)	There is no parts allowance when the Company supplies a part or assembly free. For parts which do not receive a handling allowance or markup, 1.0 hour labor at the dealer labor rate may be claimed.
AUDIO SYSTEM (continued)	<p>This special preparation applies to the following components when it is necessary to send them to authorized service stations (or Radio Exchange Centers for Canada) for no-charge repairs:</p> <ul style="list-style-type: none"> Compact Disc Player/Changer (18D806) Premium Sound Amplifier (18B849) Radio Chassis (18806) <p>IMPORTANT: It is critical that dealerships complete form 1878 for all Audio System component repairs paying careful attention to entering a detailed customer description of concern and an accurate VIN number.</p> <p>Audio System Diagnostics</p> <ul style="list-style-type: none"> Audio system diagnostics are available from your authorized service station or by calling the Audio Call Center at 1-800-367-3333.

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>AUDIO SYSTEM (continued)</p>	<ul style="list-style-type: none"> • Carefully inspect bezel face for liquid residue (sticky or shiny substance). Determine if all buttons and knobs operate freely-liquid frequently causes buttons to stick or require excessive pressure to actuate. • After unit is removed from instrument panel, inspect top and bottom cover for signs of liquid residue. • Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject. • Open player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins). <p>For radios equipped with a removable security bezel, the bezel must be returned with the core radio. A missing security bezel is not a warrantable concern. Warranty claims for non-defective radios which are missing the security bezel will be returned to the dealership.</p> <p>If any of the above conditions exist, the unit is not covered under warranty. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local service facility for retail repair rates.</p> <p>If there are no visible signs of liquid residue or mechanical damage (including foreign objects) as described above, and the unit qualifies under the warranty time and mileage limits, handle the repair as warranty. In the absence of the above signs of abuse or neglect, dealerships will not be subject to repair charges.</p> <p>NOTE: Products returned to the authorized radio service center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.</p> <p>Exceptions: In the following situations, submit parts and labor on Form 1863/6125-2 for Warranty Claims Payment:</p> <ul style="list-style-type: none"> • If an eligible repair is performed under an ESP Service Contract, the dealership is responsible for paying the Radio Service Center for repair charges. Repair charges, including R&R and freight charges, may then be claimed by the dealership through ACES II. <p>NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.</p>

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
AXLE — DRIVE (Front — Tandem/4x4 and Rear)	Drivetrain coverage.
AXLE — FRONT-I-BEAM	Drivetrain coverage. <ul style="list-style-type: none"> Bearings and seals not covered by drivetrain.
BATTERY REPLACEMENT	<p><u>1991-1999</u></p> <ul style="list-style-type: none"> All Series Except 9000 and 9500 Series - 12 months/unlimited-miles. 9000 and 9500 Series - Full coverage 90 days/unlimited miles. Pro-rated beyond 90 days, within 2 years. <p><u>2000-2002 Model/F-650/F-750</u></p> <ul style="list-style-type: none"> Covered for 2 years/unlimited miles - No pro-rata <p>See Battery Coverage, in this section for additional information. Non-Ford branded batteries – not warranted by Ford.</p> <p>IMPORTANT: All battery warranty replacement claims in ACES II must have battery codes generated from the Rotunda Micro 490 Tester. Dealers are required to use the tester for diagnosis prior to all battery warranty repairs. For all batteries which prove to be defective, the tester will generate a unique ACES II approval code and an engineering defect code. Both codes will be required for ACES II warranty claim submissions (including AWA and Service Parts Warranty, but not for ESP claims).</p>
BRAKE LININGS AND PADS	<ul style="list-style-type: none"> Maintenance Service: Replacement of worn brake linings/ pads is a maintenance service. Not reimbursable. Factory defect: Basic vehicle coverage.
BRAKE SYSTEM CLEANING	Reimbursable at predelivery only.
BRAKE WHEEL CYLINDER	Basic vehicle coverage.
CAB CORROSION PERFORATION	<p>Holes in sheet metal panels caused by corrosion perforation:</p> <p><u>1994 and later Models</u></p> <ul style="list-style-type: none"> F and B Series — 3 years / unlimited miles. All Series except F and B — 5 years / unlimited miles.
CAB STRUCTURE	<p><u>1994 to 1999 Models</u></p> <ul style="list-style-type: none"> F and B Series — 12 months/unlimited miles. All Series except F and B — 5 years/unlimited miles. <p><u>2000-2002 Model Year F-650/F-750</u></p> <ul style="list-style-type: none"> 2 years/Unlimited miles.

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
CLUTCH LINING (Disc)	<ul style="list-style-type: none"> Maintenance Service: Replacement of worn clutch (disc) lining is a maintenance service. Not reimbursable. Factory Defect: Basic vehicle coverage.
COMEBACKS & REPEAT REPAIRS	Not reimbursable. Comebacks and Repeat Repairs (second or subsequent attempts to correct the same complaint) will be charged back if adequate technical information was published at the time of the original repair. (See Section 4 for additional information on the Dealer Self-Approval of Repeat Repair Guidelines.)
COOLING SYSTEM CLEANING	Reimbursable at predelivery only.
CO-PAY REPAIRS (WARRANTY)	In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 600 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.
DIAGNOSIS TIME	Refer to Section 5.
DIESEL ENGINE (NON-FORD)	Caterpillar, Cummins, and Detroit Diesel engines are warranted by the engine manufacturer, not Ford.
DRIVESHAFT	Drivetrain coverage. <ul style="list-style-type: none"> Includes support bearings, U-joints, and slip yoke.
EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER)	<p>New Ford or Ford remanufactured parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or Lincoln Mercury dealers. Ford will allow the use of a Motorcraft, Ford Authorized remanufactured (FAR) part, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:</p> <p><u>OWNER IS NOT TRAVELING</u> If the owner is <u>NOT</u> traveling and the vehicle is inoperative, and DOES II displays one of the following messages:</p> <ul style="list-style-type: none"> Ford part is out-of-stock nationally (D-99 status) OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen <p><u>OWNER IS TRAVELING (VISITING OWNER)</u> If the owner <u>IS</u> traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership.</p>
(continued)	

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>EMERGENCY REPAIRS (NON-VISITING AND VISITING OWNER) (continued)</p>	<p><u>Supporting Document Requirements</u></p> <ul style="list-style-type: none"> • A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment. • An explanation of the reason for using the Motorcraft, Ford remanufactured, or non-Ford part must be entered in DWE/ACES II. • The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment. <p><u>Reimbursement</u> When the "Actual Cost" of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part "Dealer Price", the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount.</p>
<p>ENGINES</p>	<p><u>Gas and Ford Diesel: Engine coverage.</u></p> <p><u>1998 - 1999 Models</u></p> <ul style="list-style-type: none"> • Non-Ford Diesel engines are warranted by engine manufacturer (Ford Diesel not offered during 1998-1999 Model Years) • 1998 F-700 Series Trucks - Ford Gas Engines are covered for 2 years/unlimited miles (Owner pays 50% of parts and labor beginning with the 13th month). <p><u>2000-2002 Model F-650/F-750</u></p> <ul style="list-style-type: none"> • Ford Diesel engines are covered for 2 years/unlimited miles. • Non-Ford Diesel (Caterpillar, Cummins, & Detroit): NOT WARRANTED BY FORD. Refer to manufacturers' warranty statements. <p>IMPORTANT: Warranty service on Ford diesel engines and Cargo Series Trucks may only be performed by Ford dealers certified to service these engines and trucks.</p>

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>FLUIDS/FLUID USAGE GUIDELINES (oils, lubricants, coolants, refrigerants)</p>	<p>Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications.</p> <ul style="list-style-type: none"> • 600 and higher series trucks in normal service should get at least 500 miles/quart after 7,500 miles of service. • Fluid only (not labor) is reimbursable at predelivery, when not supplied in the specified amount at the assembly plant, up to the specified level. • Fluid lost or not usable due to a component defect is reimbursable for the same period as the component. • Refrigerant and labor are reimbursable during the basic or air conditioner warranty, whichever provides greater coverage. • Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable.
<p>FORD POWER PRODUCTS</p>	<p>When authorized by Ford Power Products (1-800-521-0370), dealers may perform warranty repairs to Ford Power Products. Mail claims to:</p> <p style="padding-left: 40px;">Geometric Results Inc. Power Products Division 28333 Telegraph Southfield, MI 48034</p> <p>NOTE: Ford parts (engines, transmissions, etc.) installed in motor homes or other modified vehicles are covered by the Ford New Vehicle Warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., Gillig, Spartan, Oshkosh, LaForza, John Deere, Coachmen) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Power Products Divisions.</p>
<p>FRAME</p>	<ul style="list-style-type: none"> • 1991 and later models are covered for 5 years/unlimited mileage with no owner participation.

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>FUEL INJECTOR PUMP (Ford Diesel Engines)</p>	<ul style="list-style-type: none"> • 1992 and later models with Ford Diesel Engines: Engine Coverage & Emissions Defect Warranty • 1992 and later models with Non-Ford Diesel Engines: Warranted by engine manufacturer • Repairs must be performed by Bosch Diesel Service Dealer (DSD). <ul style="list-style-type: none"> – Within Bosch Warranty — Repairs performed by Bosch DSD at no charge. Submit claim through DWE/ACES II for removal, replacement, and required towing. – Within Ford Engine Warranty but beyond Bosch Warranty (Repairs performed by Bosch DSD). Submit claim through DWE/ACES II for removal and replacement (Bosch repair charge) and for required towing. <p>NOTE: Please contact your local Bosch DSD for warranty information.</p>
<p>FUEL INJECTOR NOZZLE (Ford Diesel Engines)</p>	<ul style="list-style-type: none"> • Engine and Emissions Coverage. (1992 and later models with Ford Diesel Engines) • An Engine Performance Chart (FPS-8485) and a copy of Form 1863/6125-2 must be enclosed in the container with the nozzle(s) and returned to WPRC for 6.6L / 7.8L Ford diesel engines. Only the diagnostic steps needed to determine the cause of the concern should be completed on the diesel engine performance chart.
<p>FUEL PUMP (Gasoline)</p>	<ul style="list-style-type: none"> • Basic vehicle coverage. • Replace complete assembly.
<p>FUEL SYSTEM CLEANING</p>	<p>Reimbursable 100% for the first 30 days of service.</p>
<p>GASKETS & SEALS</p>	<ul style="list-style-type: none"> • Reimbursable: Defective gaskets and seals are covered for the same warranty period as the part with which they mate. • Not reimbursable: Non-defective valve cover gaskets replaced during normal maintenance.
<p>GLASS REPLACEMENT</p> <p>(continued)</p>	<p>Covered under the Basic Vehicle Warranty (stone chips and scratches that result from use are not covered under the New Vehicle Limited Warranty).</p> <ul style="list-style-type: none"> • All glass replacements under warranty MUST be made with Carlite glass. • Parts Reimbursement - Parts reimbursement for the glass is at the Dealer's actual cost plus applicable parts allowance (e.g., 40%). The actual cost plus applicable parts allowance may not exceed Dealer Price of the glass plus applicable parts allowance.

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
GLASS REPLACEMENT (continued)	<ul style="list-style-type: none"> Labor Reimbursement - If the Dealer performs the glass replacement, labor reimbursement is at the standard labor operation hour(s) multiplied by the Dealer's approved warranty labor rate. If the Dealer chooses to sublet the glass replacement, either the standard operation or the actual Outside Labor (OSL) charge may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the Dealer's approved labor rate. <p>NOTE: The Carlite Autoglass Replacement System (CARS) Warranty Glass Program, which required Dealers to contact the CARS headquarters for certain glass repairs, was discontinued effective July 1, 2000.</p>
GLOW PLUG SYSTEM	1992 and later models with Ford Diesel Engine <ul style="list-style-type: none"> 5/100 Federal Emissions Defect Warranty (Applies to vehicles with medium and heavy-duty Ford diesel engines).
GOVERNMENT VEHICLES	U.S. Government vehicles have the same warranty coverage as U.S. vehicles. <ul style="list-style-type: none"> Parts and labor are covered only when the vehicles are operated in the 50 States, or the U.S. federalized territories, and are serviced by Ford dealers. If the vehicles are not serviced by Ford dealers, or are operated outside of the U.S. 50 States or the U.S. federalized territories, the Government may exchange defective parts for new parts (parts only, labor is not covered).
HEATERS	<u>1992-1999 Models</u> <ul style="list-style-type: none"> Reimbursable for 12 months/unlimited. <u>2000-2002 Model F-650/F-750</u> <ul style="list-style-type: none"> Reimbursable for 2 years/unlimited.
LABOR-ONLY OPERATIONS	<ul style="list-style-type: none"> The following labor operations are not reimbursable under warranty: <ul style="list-style-type: none"> Inspections, adjustments, alignments, and cleanup included in predelivery. Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications. (Refer to the Predelivery Service Record checksheet.) Adding oils, lubricants, and other fluids (except refrigerant).

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
LABOR-ONLY OPERATIONS	<ul style="list-style-type: none"> – Inflating tires. – Touching up paint chips, scratches, or minor blemishes. • Reimbursable labor operations: <ul style="list-style-type: none"> – All other labor-only operations are reimbursable unless stated otherwise in this Manual or other Company publications.
LABOR PERFORMED AT OTHER THAN AUTHORIZED DEALERSHIP	<ul style="list-style-type: none"> • Refer to Section 5 under “SUBLET”
LEGAL PARTS	Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company. (See “ACCIDENT or FIRE” CLAIM in this section for additional information).
LIQUEFIED PETROLEUM GAS (LPG) ENGINES (Propane)	<ul style="list-style-type: none"> • Ford engines properly converted or modified are covered provided the conversion does not adversely affect the performance of the vehicle or related components. • Non-Ford parts are not covered.
MAINTENANCE	<p>Not reimbursable. Maintenance is an owner responsibility.</p> <p><u>Scheduled Maintenance</u></p> <p>It is the customer’s responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer’s Scheduled Maintenance Guide.</p>
NON-FORD PARTS	<p>The use of Ford or Motorcraft brand parts or products, is required on all claims paid by Ford. The cost of non-Ford/non-Motorcraft products used for Ford paid repairs is not reimbursable, except as noted below.</p> <p>The use of non-Ford parts is reimbursable when:</p> <ul style="list-style-type: none"> • Required to complete an Emergency Repair (follow the guidelines outlined under Emergency Repairs in this Section). • Specified in a Recall Bulletin, Customer Satisfaction Program Bulletin, Technical Service Bulletin, or other Company publication. • Used by an outside specialty shop when the parts are not sold by Ford.

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
NON-FORD PARTS (continued)	<p>NOTE: Refer also to Selected Coverage Guidelines – Components Installed by K-Tec or Mod Center (3-39).</p> <p>Additional requirements are:</p> <ul style="list-style-type: none"> – Only Carlite Glass is acceptable under warranty. – The non-Ford part must meet the same standards as Ford parts. – A non-Ford part may NOT be installed on a new vehicle in dealer stock.
PAINT DEFECTS (Does not include damage)	<ul style="list-style-type: none"> • Basic vehicle coverage. • Normal paint deterioration due to exposure is not covered. • Paint and material allowance is based on the amounts listed in the Ford Service Labor Time Standards Manual. <p>NOTE: Customers must report any pre-existing chips, scratches, dents, or dings within one week of the new vehicle delivery date. Claims will not be accepted in ACES II beyond one month in service.</p>
PRO-RATA AND OWNER PARTICIPATION ADJUSTMENTS	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
RADIATOR CLEANING	Reimbursable at predelivery only.
REMANUFACTURED PARTS	<p>The following Company remanufactured parts may be used for warranty, After-Warranty Assistance, ESC and other program repairs paid by Ford after new vehicle delivery. See Emergency Repairs in this Section.</p> <p>COMPANY REMANUFACTURED PARTS</p> <ul style="list-style-type: none"> • Company Remanufactured Parts Obtained From Ford <ul style="list-style-type: none"> – Ford remanufactured Anti-Skid Valve – Ford remanufactured Ford Diesel Engine (6.6L and 7.8L) – Ford remanufactured Cylinder Heads, Crankshaft Kits, Water Pump, Turbocharger, Oil Pump and Oil Cooler Core for Ford Diesel Engine (6.6L and 7.8L) – Ford remanufactured Ford Diesel Engine Fuel Injector Pump (6.6L and 7.8L) • Company Remanufactured Parts Obtained From the Ford Authorized Distributor. <ul style="list-style-type: none"> – Ford remanufactured Clutch Disc and Pressure Plate

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
<p>REMANUFACTURED PARTS (continued)</p>	<p>FORD AUTHORIZED REMANUFACTURED PARTS</p> <ul style="list-style-type: none"> – Parts for Emergency Repairs (see Emergency Repairs in this Section.) – Parts for After-Warranty Assistance and ESC repairs – Parts not available from the Ford PDC <p>IMPORTANT: FAR assemblies used in warranty, After-Warranty Assistance, ESC, and other program repairs paid by Ford that subsequently fail are to be claimed from the FAR using the FAR Warranty and the FAR Lifetime Parts Guarantee Coverage reimbursement table shown in this section.</p> <p>Refer to Emergency Repairs in this Section for additional important information that must be followed for reimbursement of new non-Ford parts.</p> <p>NOTE: When the FAD advises that one of the exchanged cores listed above is damaged beyond remanufacturable specifications, the core amount should be claimed from Ford.</p>
<p>REPLACEMENT OR REPAIR POLICY (Complete Assemblies)</p>	<p>The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when:</p> <ul style="list-style-type: none"> • Disassembly reveals that the assembly cannot be repaired. • The cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly. <p>NOTE: The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form.</p> <ul style="list-style-type: none"> • The assembly replacement is authorized in this Manual or other Company publications • The part or parts required to repair the assembly are not available from the PDC System, i.e., D-99. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair) <p>NOTE: When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable when it is listed on the claim for the replacement assembly.</p>

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
SERVICE CALLS	See Towing/Service Calls
SHOP SUPPLIES	<ul style="list-style-type: none"> Normal shop supplies such as adhesives, lubricants (tubes and sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless specifically stipulated as being reimbursable in emissions or safety recalls, Customer Satisfaction Programs, TSBs, or other Company publications.
SPARK PLUG REPLACEMENT	<ul style="list-style-type: none"> Maintenance Service: Not reimbursable. 1992 and later; Emissions Warranty to first scheduled maintenance interval or 5/50 (Federal), 3/50 (California) Factory Defect: Basic vehicle coverage.
SPEEDOMETER HEADS	<ul style="list-style-type: none"> Basic vehicle coverage. Replace complete assembly. Set the odometer to show vehicle's accrued mileage. For an electronic speedometer, complete the label included with the new speedometer. Affix the completed label to the door jamb.
STATIONARY POWER SOURCE (Conversion of hours to miles)	When a vehicle is used as a stationary power source, one hour of use equals 33 miles for the purpose of calculating warranty coverage limits.
SUPPLIER DIRECT SHIP PARTS (SDS) (SUPPLIER BRANDED)	<p>SDS parts are ordered through the Ford Parts Distribution Center and are:</p> <ul style="list-style-type: none"> Used for new vehicle warranty repairs — covered for 12 months/unlimited miles or the remainder of the new vehicle warranty, whichever is greater. Installed at owner expense or sold over-the-counter — covered for 12 months/unlimited miles. <p>NOTE: Certain SDS parts may have additional warranty coverage by the supplier beyond the limits of Ford coverage. SDS supplier warranties are listed in the Heavy Truck SDS price list. Dealers should assist the owners in obtaining the manufacturer's warranty coverage.</p>
TACHOMETER (Electric)	<ul style="list-style-type: none"> Basic vehicle coverage. Replace complete assembly unless only a new dial face lamp bulb is required.
TIRES & TUBES	<ul style="list-style-type: none"> Not warranted by Ford. Warranted by the tire or tube manufacturer unless otherwise stated in a company program (see Wheel Alignment in this section). Tires replaced during warranty as a result of a factory defect are reimbursed at the outside purchase price net amount. Tires are not eligible for the parts allowance.

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TOWING, SERVICE CALLS & ROADSIDE ASSISTANCE	<p><u>2000-2002 Model Year F-650 & F-750 Trucks</u></p> <ul style="list-style-type: none"> • For the 2000-2002 Model years, F-650 and F-750 vehicles are eligible for towing under the Roadside Assistance Program. Please refer to Section 6 for program details including refund provisions. <p><u>1999 and Prior Model Year 600 & Higher Series Trucks</u></p> <ul style="list-style-type: none"> • Towing required due to failure of a warranted part is reimbursable at actual cost (up to the normal retail charge) to the nearest dealer equipped to repair the vehicle, or to the selling dealer if distance is reasonable. (Refer to Aces II User Manual, Section 3.) • Damage resulting from improper hoisting or towing methods is not covered. • Service calls are reimbursable under the same conditions that cover towing. If it is more economical and practical to service an F600 or higher series Ford Truck on site rather than towing the vehicle to a dealership, Ford will reimburse (1) technician travel time at actual time at the dealership's warranty labor rate, and (2) mileage provided the total amount to be reimbursed is reasonable and does not exceed the normal amount that would have been allowed if the vehicle had been towed to the dealership. There can not be a service call and a towing charge for the same repair. The service call MUST be documented by the standard towing log requirements. The DWE/ACES II input for the service call must be designated as "TOW" in the "Misc. Area" of the warranty claim with a full explanation of the service call in the "Technician Comments" section.
TRANSMISSION CASE AND ALL INTERNAL PARTS	Drivetrain Coverage. (See Drivetrain Coverage Chart in this Section).
TRAVEL OR MOTORHOME, BUS, OR TRUCK BODY MOUNTED ON A FORD CHASSIS	<ul style="list-style-type: none"> • The chassis is covered by the New Vehicle Limited Warranty when: <ul style="list-style-type: none"> – The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. – The unit carries a Ford VIN. <p>NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-521-0370).</p> <ul style="list-style-type: none"> • Ford parts modified by the motorhome body builder are not covered. • Damage to Ford components resulting from modification is not covered by Ford.

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
TRAVEL OR MOTORHOME, BUS, OR TRUCK BODY MOUNTED ON A FORD CHASSIS (continued)	<p>NOTE: When a motorhome, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly.</p> <p>Retail motorhome customers with product or service related questions or concerns can call Motorhome Customer Assistance 24 hours a day at 800-444-3311.</p>
TRIM (Interior and Exterior) and UPHOLSTERY	<ul style="list-style-type: none"> • Basic vehicle coverage. • Covers only defective material and workmanship. Accident damage or normal deterioration is not covered. Burns, normal wear, soil marks, tears, or punctures by foreign objects are not covered. <p>IMPORTANT: When returning seat upholstery and other interior components to the Warranty Parts Return Center (WPRC) for warranty concerns, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPRC in the container in which the replacement part was received.</p>
TURBOCHARGER	<ul style="list-style-type: none"> • Engine Coverage. • 1992 and later models: Emissions Defect Warranty • An Engine Performance chart (FPS-8485) and a copy of Form 1863/6125-2 must be enclosed in the container with the turbocharger and returned to WPRC for 6.6L/7.8L Ford diesel engines. Only the diagnostic steps needed to determine the cause of the concern should be completed on the Engine Performance Chart.
UNAUTHORIZED OR UNACCEPTABLE REPAIR TECHNIQUES	<p>The following are not reimbursable:</p> <ul style="list-style-type: none"> • Repair techniques that alter a vehicle's specifications beyond the limits outlined in the Shop Manual or other Company publications. • Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, sleeving gasoline engine cylinder blocks, and resurfacing head gasket surfaces on aluminum heads and block. • Resurfacing head gasket surfaces on any engine with an aluminum head and block.
UNIVERSAL JOINTS (Includes Slip Yoke)	Drivetrain Coverage (See Drivetrain Coverage Charts in this section)
VALVE GUIDES (Ream or Repair)	Engine Coverage (See Engine Coverage Charts in this section). See Unauthorized or Unacceptable Repair Techniques.

600 & HIGHER SERIES TRUCKS

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
VINYL TRIM REPAIR POLICY	<p>Repairs of manufacturing defects to vinyl door trim, instrument panels, and floor consoles are covered under the Basic Warranty. Cuts, punctures, dents, scratches or scuffs must be reported by the customer within one week of the new vehicle delivery date to be eligible for warranty reimbursement.</p> <p><u>Not Covered</u></p> <ul style="list-style-type: none"> • Accidental damage, normal deterioration, burns, soil marks, tears, or punctures by foreign objects that occur after new vehicle delivery are not covered by the Bumper-to-Bumper Warranty. <p><u>Repair Policy</u></p> <p>During the Basic warranty, dealerships are required to repair (instead of replace) vinyl door trim, instrument panels, and floor consoles if the defects are within the limits noted below. This policy does not apply to air bag trim covers, or vinyl seat trim.</p> <p><u>Defects/Non-Conformities that Must be Repaired</u></p> <ul style="list-style-type: none"> • Cuts and tears less than one (1) inch • Punctures less than 1/4 inch in diameter • Scratches and scuffs • Dents less than 1/4 inch deep • Discoloration • Bubbling
WATER PUMP	<ul style="list-style-type: none"> • Engine Coverage (See Engine Coverage Carts in this section). • Replace complete assembly except on the 6.6L/7.8L Ford diesel engine which should be overhauled using service parts.

Coverage — 600 and Higher Series Trucks

CATEGORY	COVERAGE & OTHER REMARKS
WEATHERSTRIPS	<p>Basic Vehicle Coverage</p> <p>Reimbursable - Replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> • Workmanship defect • Defect in material (abnormalities to surface or shape) • Damage caused by normal open/closing of door, decklid, etc.* <p>*Normal deterioration and customer misuse are not covered. Wear caused by excessive contact while entering/exiting vehicle is not covered.</p> <p>Not Reimbursable - Do not replace weatherstrips under the following conditions:</p> <ul style="list-style-type: none"> • Non-damaged or non-defective weatherstrip to repair a windnoise concern** • Non-damaged or non-defective weatherstrip to repair a loose or misaligned weatherstrip. Reattach and/or use adhesive as necessary.** <p>** Refer to service manual under Body Systems for repair instructions.</p>
WHEEL ALIGNMENT	<ul style="list-style-type: none"> • Front tires damaged due to improperly set toe-in on a vehicle driven from the assembly plant to the dealer or body builder are covered at the time of predelivery if damage is noticed during new vehicle inspection and noted on the bill of lading. • Caster — installation of taper shims to correct lack of turn recovery that is noted during the predelivery inspection road test: reimbursable at predelivery only. • Camber is not adjustable: not covered. • When special bodies are added to incomplete vehicles (i.e. chassis cabs), alignments are not reimbursable under warranty. <p>NOTE: Alignments needed because special equipment (such as a snow plow) has been installed are not covered.</p>
WHEEL BALANCE (Front Only)	Reimbursable at predelivery only.
WIPER BLADES	<ul style="list-style-type: none"> • Maintenance service: not reimbursable. • Factory defect: Basic vehicle coverage.

600 & HIGHER SERIES TRUCKS

Extended Coverage Programs (ESC/Work-Ready Fleets)

600 AND HIGHER SERIES TRUCKS

General Information

Extended Coverage Programs may be purchased for certain 600 and higher series trucks. These marketing programs provide coverages beyond the new truck warranty time and mileage periods. Truck eligibility for the special coverage can be verified by checking OASIS (1998 and prior model year heavy trucks only).

Extended Service Contract (ESC) — Work-Ready and Non-Work-Ready Trucks

The ESC/Work-Ready Truck coverages supplement the warranty coverages described in the Warranty Guide for 600 and higher series trucks. Complete warranty, ESC, and Work-Ready information and coverage is published in a Product and Sales Information book titled “Warranty and ESC Guide.”

FEDERAL EMISSIONS COVERAGES

There are two Federal emissions control system warranties: a defect warranty and a performance warranty. For 1999 - 2001 model year vehicles, these warranties apply to all vehicles that are not eligible for California Emissions Warranty Coverage. For all other model year vehicles, these warranties apply to all vehicles, including those covered by the California Emissions Warranty. This section provides an explanation of these warranties and guidelines for handling them.

- **DEFECT WARRANTY** is the basic emissions control systems warranty that has been in effect for all vehicles since the 1973 model year. It covers repairs of certain emissions systems components at no cost to the owner when the vehicle is within the warranty period.
- **PERFORMANCE WARRANTY** applies to 1981 and later low altitude and 1982 and later high altitude cars and light trucks operated in areas with a vehicle inspection maintenance (I/M) program using an emissions test and standards approved by the Environmental Protection Agency (EPA). This warranty provides additional coverage for vehicles which fail to meet these standards.

California, and other States which have adopted California emissions requirements, require Ford to provide additional California emissions defect and performance warranty coverage which follow separate warranty guidelines. See California Emissions in this section for coverage information.

The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

Emission Claim Submission Requirements

Enter the two character state code (e.g., MI for Michigan) from the license plate of the repaired vehicle in the "LIC ST:_" field for all emission claim submissions. Failure to enter this information in ACES II may result in the claim being returned unpaid.

Non-Ford Diesel Engines

The emissions systems for heavy-duty diesel engines that are not built by Ford are warranted by their manufacturer. Full details of this warranty coverage are in the engine manufacturer's service policy or engine manual which is placed in the vehicle when it is built.

Federal Emissions Control Systems Defect Warranties

The Emissions Defect Warranties provide that Ford will repair or replace certain emissions control systems components if they are found to be defective during the warranty period at no cost to the owner, including diagnosis. Refer to the applicable model year summary chart for Federal Emission Warranty coverage.

NOTE: Repairs necessary to correct a condition causing Malfunction Indicator Light (MIL) illumination and to restore proper function to the MIL system are covered by the Emissions Defect Warranty. These repairs must be performed even if the failed component is not specified as an emissions component. All cases of MIL illuminations must be fully explained and documented on the repair order.

Federal Emissions Defect Warranty Checklist

Follow these steps when handling a repair under the Federal Emissions Control Systems Defect Warranty:

- Make sure the emissions defect warranty applies to the repair by verifying that:
 - The vehicle is within the warranty period.
 - The failed part is a Ford part.
 - The failed part is a covered component (See Parts Coverage Directory - FPS 8516), or is required to restore proper function of the MIL system.
 - The part failure is due to an emissions-related defect in materials or workmanship and not due to tampering, accident, use of a non-Ford part, misuse, misfueling, modification, or improper maintenance.
- If the failed part is ineligible under the conditions listed above, other parts damaged as a result of its failure are also ineligible for coverage.
 - Retain the parts removed. See “Parts Retention and Return,” Section 1.
 - Prepare an emissions defect warranty claim on Form 1863/6125-2.
- Replacement of an emissions-related component that serves both emissions and non-emissions functions is eligible under the emissions defect warranty only if the emissions function is the concern requiring the replacement.
- The emissions defect warranty does not cover maintenance, cleaning, malfunctions, damage, or conditions resulting from tampering, misuse, misfueling or lack of proper maintenance.
- If diagnosis reveals no emissions-related defect, the emissions defect warranties do not apply.

Federal Emissions Performance Warranty

The Federal Emissions Performance Warranty:

- Covers 1981 and later model low altitude and 1982 and later high altitude cars and light trucks (under 8,500 GVWR).
- Covers areas of the country which have a vehicle inspection and maintenance (I/M) program which uses an emissions performance warranty short test and standards approved by the Environmental Protection Agency (EPA).
- Does not apply to vehicles certified to meet emissions standard only at sea level when they are tested at high altitude. Check the Vehicle Emissions Control Information Label in the engine compartment to verify exemption from high altitude standards.
- Covers repairs to a vehicle that fails an eligible EPA approved emissions test at no cost to an owner if the vehicle has been properly maintained and used (Retain copy of the EPA test with the claim).

NOTE: If there is a question about eligibility, contact the Regional Office before responding to an owner's request for an emissions performance warranty repair.

- During the Federal Performance warranty limits, Ford will repair, replace or adjust the parts (listed in the Federal Emissions Defect and Performance Warranty Section of the Parts Coverage Directory) needed to make the vehicle conform to the applicable emissions standards.
- Ford will repair or replace parts not covered by the performance warranty if:
 - Their failure caused a covered part to fail.
 - The non-covered part must be repaired or replaced to allow the covered part to work properly. For example:

If a catalyst (covered) fails at 30,000 miles due to the failure of an exhaust valve (non-covered), and the exhaust valve must be replaced to make the catalyst repair effective, Ford will pay for the exhaust valve replacement.

Federal Emissions Performance Warranty Guidelines

Follow this procedure if your dealership is located in an area that is eligible for Federal performance warranty coverage, and an owner requests a repair under these warranties.

- Obtain written proof from the owner that the vehicle failed the Inspection and Maintenance (I/M) test and attach a copy to the claim.
- Verify that the vehicle is within the warranty period.
- Based on the time and mileage of the vehicle, determine whether the repair, replacement, or adjustment required to make the vehicle meet applicable standards is eligible for emissions performance warranty coverage.
- Verify and document that the vehicle has not been abused, misused, tampered with, or modified so as to cause or contribute to the emissions test failure.
- Verify that the vehicle's failure was not caused by lack of proper maintenance.

If lack of maintenance appears to be the cause of the failure, but the owner states that maintenance was properly performed, request document support such as:

- Itemized receipts from service outlets.
- Parts purchase receipts when maintenance was done by the owner.
- An owner's log book listing the dates and mileage when maintenance services were performed.
- Verify that the failure to pass the I/M test is not due to improper installation of parts or incorrect service adjustments performed outside a Ford or Lincoln Mercury dealership.
- Verify that the owner will incur a penalty because of failing the I/M test. Penalty may include being denied the right to use the vehicle (Federal Performance Warranty Only).
- Perform the authorized repair at no charge to the owner.
- When the repair is complete, run an emissions test at no charge to the owner to verify that the repair is effective if testing facility is available. Attach a copy of the test to the claim.
- Retain the required removed parts and all non-Ford parts. See "Parts Retention and Return," Section 1.
- Prepare an emissions performance warranty claim (Form 1863/6125-2).

WARRANTY & POLICY MANUAL

NOTE: When an eligible vehicle that fails an I/M test can be corrected by replacing a part covered by the emissions defect warranty, complete the repair and submit the claim under the emissions defect warranty.

- If you do not recommend the repair, contact the Regional Office Operations Manager with the results of your inspection.
 - If the Regional Office agrees that the repair is not covered by the emissions performance warranty:
 - The dealership must explain the reason for the denial to the owner.
 - The Regional Office must mail a letter to the owner confirming the reason for denial.
 - Both of the above must be done within 30 days from when the dealership received the vehicle for repair.
 - If authorized by the Regional Office, perform the repair within the 30 days (or less if specified by state or local law) from the date the vehicle was first brought in for repair.

IMPORTANT: If the owner is not notified in writing within 30 days, the owner can have the vehicle repaired by a Ford or Lincoln Mercury dealership at no charge. If the dealership is unable to repair the vehicle within 30 days, then the owner may have the warranty repair performed at any service outlet and request immediate reimbursement from the dealership.

However, the owner is not eligible for reimbursement if the owner requests or agrees to a delay in having the repair performed or if the repair delay is caused by circumstances beyond the control of the Company or the dealership.

- If the owner requests or agrees to a delay in the repair, have the owner sign an Agreement to Delay Repairs form (shown below). Retain the signed form in your service files.

AGREEMENT TO DELAY REPAIRS	
Date: _____	
This is to confirm that I, as the owner/operator of the vehicle listed below, have voluntarily requested/agreed to a _____ day delay in performing the emissions repair(s) required under the Federal Emissions Performance Warranty.	
Dealership _____ (Signature/Dealer or Authorized Person)	Owner / Operator _____ Signature
_____ Vehicle Identification Number	_____ (Address)
	_____ (City / State / Zip)

CALIFORNIA EMISSIONS COVERAGES (Includes States that adopt California Emission Standards)

The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

California Emissions Defect Warranty Coverage

The defect warranty:

- Applies to all 1998 and previous model year California certified vehicles regardless of the state where the vehicle was sold or is registered. 1998 and prior model California Certified vehicles are also eligible for Federal Emissions Coverage.
- Applies to all 1999 model year vehicles that are certified for sale in California and are registered in California, Massachusetts or New York.
- Applies to all 2000 model year vehicles that are certified for sale in California and are registered in California, Massachusetts, New York, or Vermont.
- Applies to all 2001 and newer model year vehicles that are certified for sale in California and are registered in California, Maine, Massachusetts, New York, or Vermont. 2002 and later model vehicles are also eligible for Federal Emissions coverage.
- Applies to new vehicles certified under the provisions of the AB965 Offset Program (Young Bill) or the Public Service and Emergency Vehicle Exception, and registered in California, or a state adopting California regulations.

NOTE: Vehicles certified for sale in California can be identified by the words “conforms to California regulations” or “certified for sale in California” on the Vehicle Emissions Control Information (VECI) label.

Emission Claim Submission Requirements

Enter the two character state code (e.g., MI for Michigan) from the license plate of the repaired vehicle in the “LIC ST: _” field for all emission claim submissions. Failure to enter this information in ACES II may result in the claim being returned unpaid.

California Emissions Defect Coverage

CALIFORNIA EMISSIONS WARRANTY COVERAGE					
1996-2004 Model Year Cars & Light Duty Trucks					
COVERAGES (Coverage expires when either time or mileage limit is reached.)	3 yrs 50,000 Miles	5 yrs 50,000 Miles	7 yrs 70,000 Miles	15 yrs 150,000 Miles	
Defect Coverage (1)					
• Vehicles with a GVWR of 14,000 pounds and under					
- All Emissions Related Parts					
- Certain Emissions Parts					
• Vehicles over 14,000 pounds GVWR					
• Vehicles over 14,000 pounds GVWR with Ford Diesel Engines					
• PZEV (2) Certified Vehicles					
Performance Coverage (1)					
• PZEV (2) Certified Vehicles					
• Non-PZEV					

(1) Refer to the Parts Coverage Directory for a list of parts eligible for California Emissions Coverage.

(2) Refer to the Vehicle Emissions Control Label for emissions certification information.

Non-Ford Diesel Engines

The emissions systems for heavy-duty diesel engines that are not built by Ford are warranted by their manufacturer. Full details of this warranty coverage are in the engine manufacturer's service policy or engine manual which is placed in the vehicle when it is built.

NOTE: Repairs necessary to correct the condition causing Malfunction Indicator Light (MIL) illumination and to restore proper function to the MIL system for vehicles with less than 14,000 lbs. GVWR are covered by the Emissions Defect Warranty. These repairs must be performed even if the failed component is not specified as an emissions component. All cases of MIL illuminations must be fully explained and documented on the repair order.

1995 to 2004 Model Year 600 & Higher Series Trucks - California Emissions Defect Warranty Coverage

1995 600 & Higher Series Trucks

- 5 years/50,000 miles* - Vehicles over 14,000 GVWR with Gasoline Engines
- 5 years/100,000 miles* - Vehicles over 14,000 GVWR with Ford Diesel Engines

1996 600 & Higher Series Trucks

- 5 years/50,000 miles* - Vehicles over 14,000 GVWR with Gasoline Engines
- 5 years/100,000 miles* - Vehicles over 14,000 GVWR with Ford Diesel Engines

1997 600 & Higher Series Trucks

- 5 years/50,000 miles* - Vehicles over 14,000 GVWR with Gasoline Engines
- 5 years/100,000 miles* - Vehicles over 14,000 GVWR with Ford Diesel Engines

1998 700 Series Trucks

- 5 years/50,000 miles* - Vehicles over 14,000 GVWR with Gasoline Engines
- Vehicles with non-Ford Diesel Engines - Emissions Warranted by Engine Manufacturer

1999 800 Series Trucks

- Non Ford Diesel Engines - Emissions Warranted by Engine Manufacturer

2000 - 2004 F650 and F750 Series Trucks

- Non Ford Diesel Engines - Emissions Warranted by Engine Manufacturer
- Vehicles with the 7.3L D.I. Ford Diesel Engine and 6.0L Diesel Engine
- 5 years/100,000 miles*

* Coverage expires when either time or mileage limit is reached.

California Emissions Defect Warranty Checklist

Follow these steps when handling a repair under the California Emissions Control Systems Defect Warranty:

- Make sure the emissions defect warranty applies to the repair by verifying that:
 - The vehicle is within the warranty period.
 - The failed part is a Ford part.
 - The failed part is a covered component (See Parts Coverage Directory - FPS 8516), or is required to restore proper function of the MIL system.
 - The part failure is due to an emissions-related defect in materials or workmanship and not due to tampering, accident, use of a non-Ford part, misuse, misfueling, modification, or improper maintenance.
- If the failed part is ineligible under the conditions listed above, other parts damaged as a result of its failure are also ineligible for coverage.
 - Retain the parts removed. See “Parts Retention and Return,” Section 1.
 - Prepare an emissions defect warranty claim on Form 1863/6125-2.
- Replacement of an emissions-related component that serves both emissions and non-emissions functions is eligible under the emissions defect warranty only if the emissions function is the concern requiring the replacement.
- Powertrain control module replacements/recalibrations that correct non-emission (e.g., speed control) malfunctions are not covered by the emissions warranty.
- The emissions defect warranty does not cover maintenance, cleaning, malfunctions, damage, or conditions resulting from tampering, misuse, misfueling or lack of proper maintenance.
- If diagnosis reveals no emissions-related defect, the emissions defect warranties do not apply.

The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

California Emissions Performance Warranty (1990 Models and Beyond):

- Applies to all 1990-1998 model year California certified vehicles less than or equal to 14,000 lbs GVWR that are required to be I/M tested.
- Applies to all 1999 model year vehicles certified for sale in California and registered in California, Massachusetts, or New York that have a GVWR less than or equal to 14,000 lbs. and that are required to be I/M tested.
- Applies to all 2000 model year vehicles certified for sale in California and registered in California, Massachusetts, New York, or Vermont that have a GVWR less than or equal to 14,000 lbs and that are required to be I/M tested.
- Applies to all 2001 and newer model year vehicles certified for sale in California and registered in California, Massachusetts, New York, Vermont or Maine that have a GVWR less than or equal to 14,000 lbs and that are required to be I/M tested.

NOTE: Vehicles certified for sale in California can be identified by the words “conforms to California regulations” or “certified for sale in California” on the Vehicle Emissions Control Information (VECI) label.

- California emissions performance warranty is for 3 years/50,000 miles, whichever occurs first. During this period Ford will repair, replace or adjust any part needed to make the vehicle conform to the California emissions standards.
- Does not apply to vehicles certified to meet emissions standard only at sea level when they are tested at high altitude. Check the Vehicle Emissions Control Information Label in the engine compartment to verify exemption from high altitude standards.
- Covers repairs of a vehicle that fails an eligible EPA approved emissions test at no cost to an owner if the vehicle has been properly maintained and used (Retain copy of the EPA test with the claim).

NOTE: If there is a question about eligibility, contact the Regional Office before responding to an owner’s request for an emissions performance warranty repair.

The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

California Emissions Performance Warranty Guidelines

Follow this procedure if your dealership is located in an area that is eligible for California performance warranty coverage, and an owner requests a repair under this warranty.

- Obtain written proof from the owner that the vehicle failed the Inspection and Maintenance (I/M) test and attach a copy to the claim.
- Verify that the vehicle is within the warranty period.
- Based on the time and mileage of the vehicle, determine whether the repair, replacement, or adjustment required to make the vehicle meet applicable standards is eligible for emissions performance warranty coverage.
- Verify and document that the vehicle has not been abused, misused, tampered with, or modified so as to cause or contribute to the emissions test failure.
- Verify that the vehicle's failure was not caused by lack of proper maintenance.

If lack of maintenance appears to be the cause of the failure, but the owner states that maintenance was properly performed, request document support such as:

- Itemized receipts from service outlets.
- Parts purchase receipts when maintenance was done by the owner.
- An owner's log book listing the dates and mileage when maintenance services were performed.
- Verify that the failure to pass the I/M test is not due to improper installation of parts or incorrect service adjustments performed outside a Ford or Lincoln Mercury dealership.
- Verify that the owner will incur a penalty because of failing the I/M test. Penalty may include being denied the right to use the vehicle (Federal Performance Warranty Only).
- Perform the authorized repair at no charge to the owner.
- When the repair is complete, run an emissions test at no charge to the owner to verify that the repair is effective if testing facility is available. Attach a copy of the test to the claim.
- Retain the required removed parts and all non-Ford parts. See "Parts Retention and Return," Section 1.
- Prepare an emissions performance warranty claim (Form 1863/6125-2).

NOTE: When an eligible vehicle that fails an I/M test can be corrected by replacing a part covered by the emissions defect warranty, complete the repair and submit the claim under the emission defect warranty.

- If you do not recommend the repair, contact the Regional Office Operations Manager with the results of your inspection.
 - If the Regional Office agrees that the repair is not covered by the emissions performance warranty:
 - The dealership must explain the reason for the denial to the owner.
 - The Regional Office must mail a letter to the owner confirming the reason for denial.
 - Both of the above must be done within 30 days from when the dealership received the vehicle for repair.

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- If authorized by the Regional Office, perform the repair within the 30 days (or less if specified by state or local law) from the date the vehicle was first brought in for repair.

IMPORTANT: If the owner is not notified in writing within 30 days, the owner can have the vehicle repaired by a Ford or Lincoln Mercury dealership at no charge. If the dealership is unable to repair the vehicle within 30 days, then the owner may have the warranty repair performed at any service outlet and request immediate reimbursement from the dealership.

However, the owner is not eligible for reimbursement if the owner requests or agrees to a delay in having the repair performed or if the repair delay is caused by circumstances beyond the control of the Company or the dealership.

- If the owner requests or agrees to a delay in the repair, have the owner sign an Agreement to Delay Repairs form (shown below). Retain the signed form in your service files.

AGREEMENT TO DELAY REPAIRS	
Date: _____	
This is to confirm that I, as the owner/operator of the vehicle listed below, have voluntarily requested/agreed to a _____ day delay in performing the emissions repair(s) required under the California Emissions Performance Warranty.	
Dealership _____ (Signature/Dealer or Authorized Person)	Owner/Operator _____ Signature
_____ Vehicle Identification Number	_____ (Address)
	_____ (City/State/Zip)

Emissions Control Systems Components Eligible for Warranty Coverage

The Parts Coverage Directory lists the parts eligible for emissions warranty coverage and their warranty coverage period. The Emissions section of the Parts Coverage Directory is divided into model year categories:

- 1992 through 1994 Emissions Parts Warranty Coverage
- 1995 Emissions Parts Warranty Coverage
- 1996 Emissions Parts Warranty Coverage
- 1997 Emissions Parts Warranty Coverage
- 1998 Emissions Parts Warranty Coverage
- 1999 Emissions Parts Warranty Coverage
- 2000 Emissions Parts Warranty Coverage
- 2001 Emissions Parts Warranty Coverage
- 2002 Emissions Parts Warranty Coverage
- 2003 Emissions Parts Warranty Coverage

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The following guidelines clarify and define coverage information. These guidelines are also in the Parts Coverage Directory:

- California Defect Warranty covers emissions-related adjustments of components which have tamper-resistant devices.
- Emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, and wiring harnesses used for the parts and systems warranted are also covered by the warranty.
- Components requiring scheduled replacement are warranted only up to the first replacement interval specified for that component and vehicle.
- Under some conditions, a part not listed could be covered under the defect or performance warranties. As an interim procedure dealers are authorized to use After-Warranty Assistance for parts that dealers believe should be covered by the emissions warranties. Completed claim must be mailed to Warranty Payment and Administration (see address in Resource Section).

CAUTION: PERFORM EMISSIONS REPAIRS AT NO CHARGE TO OWNERS. UNDER FEDERAL LAW, CIVIL PENALTY UP TO \$31,500 MAY BE ASSESSED FOR EACH FAILURE TO HONOR THE EMISSIONS WARRANTY. A DIAGNOSIS CHARGE TO AN OWNER WHEN PERFORMING AN EMISSIONS-RELATED REPAIR (DEFECT OR PERFORMANCE) IS CONSIDERED FAILURE TO HONOR THE EMISSIONS WARRANTY.

Aftermarket Part Certification

Regulations implemented by the EPA require that certain non-Ford aftermarket parts be eligible for reimbursement under the guidelines of the Federal Emissions Control System Performance Warranty. The non-Ford aftermarket parts must be certified under an approved EPA procedure to be equivalent to the original equipment parts on Ford vehicles. The aftermarket parts must also contain permanent labels or symbols to identify the manufacturer and indicate that the part was EPA certified.

If an owner presents a vehicle for service under the Federal emissions performance warranty and an aftermarket part caused that vehicle to fail an EPA-approved I/M test, contact the Regional Office immediately, before performing the repair.

BATTERY COVERAGE

INTRODUCTION

Warranty coverages, Coverage Explanations and Pro-rata / Percentage Tables are separated by vehicle types and model years. Each section contains all required information to handle a customer's warranty claim for the customer's particular vehicle and situation. The sections are:

- New Vehicle Limited Warranty
 - 1996 - 2004 Ford/Mercury Cars & Light Trucks
 - 1993 - 1995 Ford/Mercury Cars & Light Trucks
 - 1993 - 2004 600 and Higher Series Ford Trucks
- Retail Customer-Purchased Motorcraft Batteries

IMPORTANT: All battery warranty replacement claims (except claims for THINK Neighbor and Ford Electronic Ranger) in ACES II must have battery codes generated from the Rotunda Micro 490 Tester. Dealers are required to use the tester for diagnosis prior to all battery warranty repairs. For all batteries which prove to be defective, the tester will generate a unique ACES II approval code and an engineering defect code. Both codes will be required for ACES II warranty claim submissions (including AWA and Service Parts Warranty, but not for ESP claims).

The Retail Customer-Purchased Motorcraft section contains information for the Motorcraft battery warranties in effect along with complete claim handling information for each warranty type. A visual guide is provided to determine the correct type of warranty to use for each battery.

GENERAL INFORMATION

Batteries within warranty coverage, either original equipment (production-installed), service-installed, or over-the-counter which are defective and will not hold a charge must be replaced with an equivalent Motorcraft battery.

The Company's warranty and policy coverage for labor, towing if needed, and related damage for Original Equipment (Production-Installed) batteries also applies to Retail Service-Installed batteries and batteries sold over-the-counter except as noted in this Manual or other Company publications.

BATTERY RECHARGING

Recharging Original Equipment batteries (no defect with the battery) is reimbursable on 1993-1995 model cars and light trucks during the first 12 months (within the mileage limits) of use only when:

- The vehicle has been delivered to the new vehicle purchaser or first placed in service.
- The battery, for whatever reason, becomes discharged; however, there is no defect with the battery (e.g., dome lamp on overnight).

BATTERY RECHARGING (continued)

IMPORTANT: Battery recharging on vehicles beyond 12 months-in-service or on vehicles in dealer's new vehicle inventory is not reimbursable.

Recharging Original Equipment batteries is reimbursable on 1996-2004 model cars and light trucks under the bumper-to-bumper warranty (excluding vehicles in dealership inventory).

DETERMINING MONTHS-IN-SERVICE

Months-in-service can be determined by counting the **whole** months which have elapsed since the vehicle was sold (Warranty Service Date). Partial months are not counted as a part of the months in service. The month the vehicle was sold and the current month are always considered partial months. For example:

Date Vehicle Sold: January 2, 1998

Date Battery Replaced: November 10, 1999 (Today's date)

Count the **whole** months between Jan. and Nov. => 9 months

Subtract the **purchase year** (98) from the **current year** (1999), multiply times "12" and add the result to the **whole** months.

	+ 12 months	
	<hr/>	

Battery months in service would be: 21 months

As an alternative method using the above example, count the whole months in 1998 after January (11) and add this to the number of whole months prior to November in 1999 (10).

$$11 + 10 = 21 \text{ months in service.}$$

BATTERY DISPOSAL

The proper disposal of defective batteries (e.g., recycling) which cannot be exchanged with a Ford Authorized Distributor (FAD) is the dealer's responsibility. Dealers should consult their legal counsel, insurance company, or FAD for clarification of the battery disposal laws and requirements in their geographical area.

- Defective original equipment (production-installed) batteries are to be retained in the dealership until disposal instructions are indicated on the Overnight Claims Register.
- Defective Motorcraft batteries (replacement under either warranty or customer-pay) are to be exchanged with the FAD.
- A copy of the claim to Ford, if applicable, listing labor, towing, etc., must be included with the battery being exchanged with the FAD.

CLAIM PREPARATION INSTRUCTIONS

Refer to the **ACES II User Manual** for Battery Claim Preparation Instructions.

REPLACEMENT BATTERY WARRANTY LABEL RETENTION REQUIREMENTS

Motorcraft Batteries Sold Prior to October 1, 1995

Original Equipment (Production-Installed) Battery Replacements	
All Vehicle Lines	Warranty Label Requirements
Owner did not pay Pro-rata/Percentage Adjustment	Attach the original tear-off portion of the warranty label to the file copy of the claim. Retain file copy of the claim for one year following Company notification of payment.
Owner did pay Pro-rata/Percentage Adjustment	Attach original tear-off portion of the warranty label to the customer-pay receipt. Retain the file copy of the claim with a copy of the tear-off portion of the warranty label attached for one year following Company notification of payment.

For **Retail Customer Purchased** (Service-Installed or Over-the-Counter) the battery warranty label must be attached to the customer-paid receipt and given to the customer.

Motorcraft Batteries Sold After October 1, 1995

After October 1, 1995, Motorcraft battery labels do not have a customer tear-off portion. The top label on the battery does have a warranty tear-off portion (left-hand bottom corner) which **must not** be removed by the Dealer or Owner. Removal of the label on a non-defective battery voids the warranty.

IMPORTANT: In no case should the tear- off portion of the warranty label be mailed to Ford Customer Service Division.

WARRANTY & POLICY MANUAL

1996-2004 Ford/Mercury Cars & Light Trucks, Lincolns

- ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

1996 - 2004 Vehicles	Full Coverage
Ford/Mercury Cars & Light Trucks	36 Months 36,000 Miles
Lincoln	48 Months 50,000 Miles

COVERAGE EXPLANATION

Full Coverage

- 100% of the battery replacement cost, labor and towing (if needed).

- ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT COVERAGE (Service-Installed Batteries Replaced Under the New Vehicle Warranty)

1996-2004 Ford/Mercury Cars & Light Trucks/Lincoln

Previous Replacement	Replacement Battery Coverage	
All replacements made during the original equipment battery warranty	12 Months/Unlimited Miles Full Coverage	Beyond 12 Months - Remaining portion of the New Vehicle Battery Warranty measured from the original warranty start date - or - Motorcraft battery warranty as shown on the battery label, <u>whichever is greater.</u>

WARRANTY & POLICY MANUAL

1993-1995 Ford/Mercury Cars & Light Trucks, Lincolns

• ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

1993 - 1995 Vehicles	Full Coverage	Pro-Rata Coverage
Ford/Mercury Cars & Light Trucks	12 Months 36,000 Miles	Beyond 12 Months Within 36/36,000 Miles
Lincoln	24 Months 50,000 Miles	Beyond 24 Months Within 48/50,000 Miles

COVERAGE EXPLANATIONS

Full Coverage

- 100% of the battery replacement cost, labor and towing (if needed).

Pro-rata Coverage

- Pro-rata Percentage Tables apply only to the battery amount; labor and towing, if needed, are fully covered for the entire length of the new vehicle battery warranty.

PRO-RATA/PERCENTAGE TABLES

1993-1995 Ford/Mercury Cars & Light Trucks/Lincoln

Months-in-Service	0-12	13-24	25-36	37-48
Ford/Mercury Cars & Lt. Trucks	100%	50%	25%	0%
Lincoln	100%	100%	50%	25%

• ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT COVERAGE (Service-Installed Batteries Replaced Under the New Vehicle Warranty)

1993-1995 Ford/Mercury Cars & Light Trucks/Lincoln

Previous Replacement	Replacement Battery Coverage	
Owner Did Not Pay Pro-rata/Percentage Adjustment	90 Days Unlimited Miles Full Coverage	Beyond 90 Days - Remaining portion of the New Vehicle Battery Warranty. Pro-rata Percentage measured from the <u>Original</u> Warranty Start Date
Owner Did Pay Pro-rata/Percentage Adjustment	90 Days Unlimited Miles Full Coverage	Beyond 90 Days - The Motorcraft battery warranty as shown on the Motorcraft battery warranty label. Pro-rata Percentage measured from the <u>date of installation</u> .

WARRANTY & POLICY MANUAL

1993-2004 600 and Higher Series Ford Trucks

• ORIGINAL EQUIPMENT WARRANTY COVERAGE (Production-Installed Batteries)

2000 - 2004 Vehicles	Full Coverage	Pro-rata Coverage
F-650 & F-750	2 years/Unlimited Miles	None
1993 - 1999 Vehicles	Full Coverage	Pro-rata Coverage
600 - 8000 Series Trucks	12 Months Unlimited Miles	None
9000 Series Trucks	90 Days Unlimited Miles	Beyond 90 Days Within 24 Months

COVERAGE EXPLANATIONS

Full Coverage*

- 100% of the battery replacement cost, labor and towing (if needed).

Pro-rata Coverages*

- **600-8000 Series Trucks** - Full coverage for 12 months / unlimited miles, including labor and towing, if needed.
- **9000 Series Trucks** - Percentage table applies to the **entire repair** — the battery replacement cost, labor, and towing, if needed.

* These coverages only apply to production-installed Motorcraft Batteries.

PRO-RATA/PERCENTAGE TABLES

1993-1999 600 - 800 Series Trucks

Months-in-Service	0-12
600–800 Series	100% (unlimited miles)

1993-1999 9000 Series Trucks

Months-in-Service	0-3	4-8	9-13	14-18	19-24
9000 Series (entire repair, unlimited miles)	100%	80%	60%	40%	20%

• ORIGINAL EQUIPMENT (Production-Installed) WARRANTY REPLACEMENT COVERAGE

(Service-Installed Batteries Replaced Under the New Vehicle Warranty)

1993-2004 600 and Higher Series Trucks

Replacement Battery Coverage	
90 Days Unlimited Miles Full Coverage	Beyond 90 Days - Remaining portion of the New Vehicle Battery Warranty.

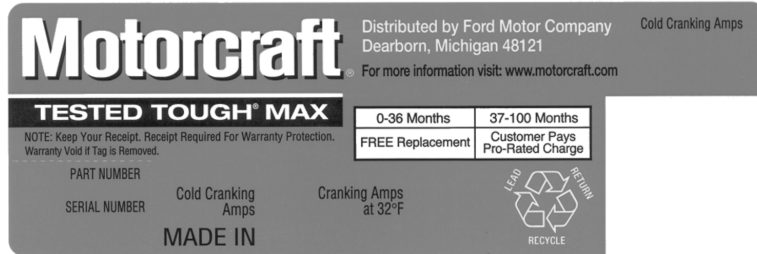
BATTERY

Retail Customer-Purchased Motorcraft Batteries (Service-Installed/Sold Over-the-Counter)

DETERMINING WARRANTY TYPE

The following pictorial representations are intended to be used as examples only. Each graphic is an example of a label contained within a battery type (A, B, C, or D). To determine specific coverage, please refer to the appropriate detailed warranty period coverages chart in this section of the manual. Specific warranty coverages are listed by type (A, B, C, or D) and by commercial and non-commercial application within each type.

Example of a Type “A” battery label. Please see Type “A” warranty table to determine specific coverage.

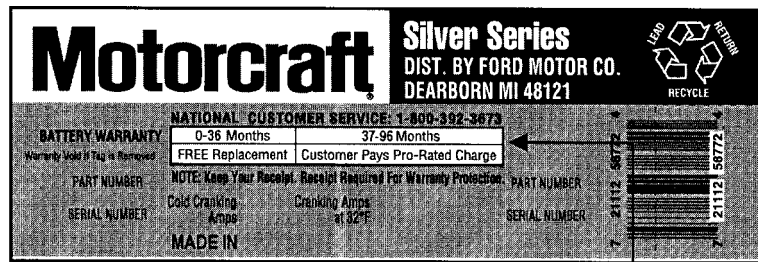


Tested Tough MAX



Tested Tough Plus

Example of a Type “B” battery label. Please see Type “B” warranty table to determine specific coverage.



WARRANTY & POLICY MANUAL

Retail Customer-Purchased Motorcraft Batteries Cont.



(Service-Installed/Sold Over-the-Counter)

DETERMINING WARRANTY TYPE (continued)

Example of a Type "C" battery label. Please see Type "C" warranty table to determine specific coverage.



Example of a Type "D" battery label. Please see Type "D" warranty table to determine specific coverage.

Motorcraft	PART NO. <input type="text"/>	ADJ. PERIOD <input type="text"/>	 0 31508 23418 5
BATTERY LIMITED WARRANTY	<p>This Motorcraft battery is warranted by Ford Motor Co. to the original purchaser to the extent indicated when used in a private passenger car or light truck. The battery warranty period is not intended to reflect the battery's anticipated life. If the battery fails to hold a charge due to defect in material or workmanship it should be returned to a Motorcraft retailer or wholesaler. THIS CARD AND YOUR DATED PURCHASE INVOICE ARE REQUIRED FOR ADJUSTMENT. FOR YOUR NEAREST MOTORCRAFT OUTLET CALL: 1-800-392-3673</p>		
Date Purchased _____	Name _____		
Address _____	City _____	State _____	Zip Code _____
Vehicle _____			
<p>If a failure occurs, the owner will pay a portion of the replacement cost based on the months of usage at the time of adjustment. The Motorcraft battery warranty is based on a cost per month calculation. The cost per month will be the Motorcraft List Price (in effect at the time of adjustment) divided by the total warranty months in the adjustment period. The owner will receive the first three (3) months of service at no charge. After the first three (3) months of service, the owner will pay the amount equal to the total number of months in service times the cost per month toward the purchase of a new Motorcraft battery. This warranty is in effect for privately owned passenger cars and light trucks. WHEN PASSENGER CAR BATTERY IS USED IN A COMMERCIAL SERVICE, TRUCKS OVER ONE (1) TON, MARINE/RV, LAWN TRACTOR, ETC., THE WARRANTY PERIOD IS 36 MONTHS.</p>			
IMPORTANT: Further Warranty information is on the reverse side of this card.		SERIAL NUMBER	
NOTE: Detach and KEEP with your purchase invoice.			
			
National Customer Service Call 1-800-392-3673		TESTED TOUGH™ 75	
DIST. BY FORD MOTOR CO. DEARBORN MI 48121		COLD CRANKING AMPS (0° F)	CRANKING AMPS (32° F) SERIAL NUMBER

Retail Customer-Purchased Motorcraft Batteries - Type "A"

WARRANTY COVERAGES

This warranty applies to all batteries sold on or after June 1, 2002. Warranty coverage periods for this type are:

Private Passenger Cars & Light Trucks

Warranty Periods			
BATTERY TYPE	WARRANTY COVERAGE	GRATIS PERIOD ⁽¹⁾	LABOR/TOWING COVERAGE? ⁽²⁾
BXT-Tested Tough MAX	100 months	36 months	Yes
BXL-Tested Tough Plus	84 months	18 months	Yes
BUC-A1 Power	40 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.		

Fleet & Commercial Vehicles

Warranty Periods			
BATTERY TYPE	WARRANTY COVERAGE	GRATIS PERIOD ⁽¹⁾	LABOR/TOWING COVERAGE? ⁽²⁾
BXT-Tested Tough MAX	50 months	24 months	Yes
BXL-Tested Tough Plus	42 months	12 months	Yes
BUC-A1 Power	20 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.		

⁽¹⁾ Batteries replaced under the Gratis (no cost to customer) portion of the warranty must have the **original date of purchase** noted on the replacement paperwork. Until the customer pays a Pro-rata amount for a replacement battery, the warranty is measured from the original date of purchase.

⁽²⁾ Labor and Towing, if needed, are covered on **Service-Installed batteries only**.

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated repair order, warranty sticker*
- Commercial / Fleet Service - Installation date, warranty sticker*

***NOTE:** The warranty sticker (tag) on this battery is **NOT** removed by the Dealer or owner of the battery. It is to be removed **ONLY** by the Ford Authorized Distributor (FAD) at the time warranty adjustment is requested. Removal of the tag from a non-defective battery voids the warranty.

Retail Customer-Purchased Motorcraft Batteries - Type “A” (cont.)

REPLACEMENT PROCEDURES

After the battery is properly tested and found to be unserviceable by the dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro-rata amount collected from the vehicle owner or at no cost on a Gratis basis described on the label. The customer’s cost of replacement on Pro-rata claims is based on published Non-Commercial cost per month:

i.e. - \$1.00 Cost per Month x 39 Month’s Service = \$39.00 Customer Cost

In the above example the Customer would pay \$39.00 to replace the battery. This example reflects a consumer replacement Pro-rata adjustment. For Fleet-installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

The defective battery and required paperwork are returned to the Ford Authorized Distributor (FAD) for warranty replacement. FADs are to replace the defective battery on either a gratis basis or for an amount equivalent to the “Customer’s Cost” on Pro-rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

Present Published List Price ÷ Number of Months Coverage = Cost per Month

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (BH series) batteries

Retail Customer-Purchased Motorcraft Batteries - Type “B”

WARRANTY COVERAGES

This warranty applies to all batteries sold from May 1, 2000 through May 31, 2002. Warranty coverage periods for this type are:

Warranty Periods				
Battery Type	Non-Commercial	Commercial	Gratis Period ⁽¹⁾	Labor/Towing ⁽²⁾
BXT-Silver Series	96 months	48 months	36 months	Yes
BXL-Heavy Duty	84 months	42 months	18 months	Yes
BUC-A1 Power	40 months	20 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.			

⁽¹⁾ Batteries replaced under the Gratis (no cost to customer) portion of the warranty must have the **original date of purchase** noted on the replacement paperwork. Until the customer pays a Pro-rata amount for a replacement battery, the warranty is measured from the original date of purchase.

⁽²⁾ Labor and Towing, if needed, are covered on **Service-Installed batteries only**.

Retail Customer-Purchased Motorcraft Batteries - Type “A” (cont.)

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated repair order, warranty sticker*
- Commercial / Fleet Service - Installation date, warranty sticker*

***NOTE:** *The warranty sticker (tag) on this battery is **NOT** removed by the Dealer or owner of the battery. It is to be removed **ONLY** by the Ford Authorized Distributor (FAD) at the time warranty adjustment is requested. Removal of the tag from a non-defective battery voids the warranty.*

REPLACEMENT PROCEDURE

After the battery is properly tested and found to be unserviceable by the Dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro-rata amount collected from the vehicle owner or at no cost on a Gratis basis described on the label. The Customer's cost of replacement on Pro-rata claims is based on published Non-Commercial cost per month:

i.e. - \$1.00 Cost per Month x 39 Month's Service = \$39.00 Customer Cost

In the above example the Customer would pay \$39.00 to replace the battery. This example reflects a consumer replacement Pro-rata adjustment. For Fleet-installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

The defective battery and required paperwork are returned to the Ford Authorized Distributor (FAD) for warranty replacement. FADs are to replace the defective battery on either a gratis basis or for an amount equivalent to the "Customer's Cost" on Pro-rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

Present Published List Price ÷ Number of Months Coverage = Cost per Month

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL, & BUC series) and published Cost per Month for commercial (BH series) batteries

Retail Customer-Purchased Motorcraft Batteries - Type "C"

WARRANTY COVERAGES

This warranty applies to all Motorcraft batteries sold after October 1, 1995, until May 1, 2000. Warranty coverage periods for this type are:

Warranty Periods				
BATTERY TYPE	NON-COMMERCIAL	COMMERCIAL	GRATIS PERIOD ⁽¹⁾	LABOR/TOWING ⁽²⁾
BXT-Silver Series	84 months	42 months	24 months	Yes
BX-Heavy Duty	72 months	36 months	12 months	Yes
BUC-A-1 Power	40 months	20 months	12 months	Yes
BH-Commercial	Various coverages, see Price List for information.			

- (1) Batteries replaced under the Gratis (no cost to customer) portion of the warranty must have the **original date of purchase** noted on the replacement paperwork. Until the customer pays a Pro-rata amount for a replacement battery, the warranty is measured from the original date of purchase.
- (2) Labor and Towing, if needed, are covered on **Service-Installed batteries**

REQUIRED DOCUMENTATION

- Non-Commercial Service - Original, dated receipt or service repair order, and warranty sticker.
- Commercial / Fleet Service - Installation date, tear-off warranty Sticker.

REPLACEMENT PROCEDURES

After the battery is properly tested and found to be unserviceable by the Dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro-rata amount collected from the vehicle owner or at no cost on a Gratis basis described on the label. The Customer's cost of replacement on Pro-rata claims is based on published Non-Commercial cost per month:

i.e. - \$1.00 Cost per Month x 29 Month's Service = \$29.00 Customer Cost

In the above example the Customer would pay \$29.00 to replace the battery. This example reflects a consumer replacement Pro-rata adjustment. For Fleet-installed batteries, the commercial warranty Cost per Month should be used. If the defective battery was service-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

REPLACEMENT PROCEDURES FOR DEALERS

The defective battery and required paperwork are returned to the Ford Authorized Distributor (FAD) for warranty replacement. FADs are to replace the defective battery on either a gratis basis or for an amount equivalent to the "Customer's Cost" on Pro-rata claims.

Published cost per month for Consumer (Non-Commercial) service can be calculated by using the following formula:

Present Published List Price ÷ Number of Months Coverage = Cost per Month

For Fleet and Commercial service the Cost per Month is calculated at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL, & BUC series) and published

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Cost per Month for commercial (BH series) batteries.

Retail Customer-Purchased Motorcraft Batteries - Type “D”

WARRANTY COVERAGES

This warranty applies to all Motorcraft batteries sold after July 1, 1994, and prior to September 30, 1995. Warranty coverage periods for this type are:

Private Passenger Cars and Light Trucks

Warranty Periods		
BATTERY TYPE	WARRANTY COVERAGE	GRATIS PERIOD⁽¹⁾
BXT - Tested Tough	75 months	12 months
BX - Tested Tough	72 months	12 months
BR -Tested Tough	60 months	12 months
BUC - A-1 Power	40 months	12 months
BH - Commercial	Various coverages, see Price List for specific information.	

Fleet and Commercial Vehicles

Warranty Periods		
BATTERY TYPE	WARRANTY COVERAGE	GRATIS PERIOD⁽¹⁾
BXT - Tested Tough	36 months	12 months
BX - Tested Tough	36 months	12 months
BR -Tested Tough	30 months	12 months
BUC - A-1 Power	20 months	12 months
BH - Commercial	Various coverages, see Price List for specific information.	

REQUIRED DOCUMENTATION

For replacement, you must supply specific information, as follows:

	Type D
Non-Commercial Service	Original, dated purchase receipt, tear-off warranty tag
Commercial / Fleet	Installation date, tear-off warranty tag

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***NOTE:** Do **not** remove the warranty sticker (tag) on this battery until the customer requests warranty adjustment.

Retail Customer-Purchased Motorcraft Batteries - Type “D” (cont.)

REPLACEMENT PROCEDURES

After the FAD tests the battery and determines that it is unserviceable, the Dealer/Retailer receives an equivalent Motorcraft battery in exchange for the Pro Rata amount collected from the vehicle owner, or at no cost on a Gratis basis as described on the label. The Dealer/Retailer cost of replacement on Pro-rata claims is based on published Non-Commercial cost per month:

Example: \$1.00 Cost per Month x 29 Months Service = \$29.00 Replacement Cost

In the above example the Customer would pay \$29.00 to replace the battery. FADs will receive a credit from FCSD based on Warehouse Distributor Lowest Acquisition Cost (WDLAC) **less** the Replacement Cost **plus** a claim handling allowance of \$2.25. If the amount collected from the Dealer/Retailer exceeds WDLAC, no credit will be issued. This example reflects a consumer replacement Pro Rata adjustment. For Fleet-installed batteries, use the commercial warranty Cost per Month. (See below.)

How to Calculate Cost per Month

- Calculate the Published cost per month for Consumer (Non-Commercial) by using the following formula:

Present Published List Price ÷ Number of Months Coverage = Cost per Month

- For Fleet and Commercial service, calculate the Cost per Month at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (RH series) batteries.

Electric Ranger Traction Battery

The traction battery is covered against defects in factory-supplied materials or workmanship for the first 12 months in service or 10,000 miles (whichever occurs first) at no charge. After the first 12 months in service or 10,000 miles (whichever occurs first), the traction battery will be replaced on a customer-participation basis as follows:

<u>Month</u>	<u>Mileage</u>	<u>Percent Covered by Ford</u>
13-16	10,001 - 12,000	50%
17-18	12,001 - 14,000	40
19-20	14,001 - 16,000	30
21-22	16,001 - 18,000	20
23 -24	18,001 - 20,000	10
25 & Up	20,000 and above	0%

The percent covered by Ford will be the lower of the percents based on time (months) or mileage. For example, if the vehicle has been in service 14 months and has been driven 13,000 miles, Ford will cover 40% of the battery replacement cost.

IMPORTANT: Electric Rangers may only be serviced at “Electric Vehicle” (EV) certified Ford dealerships. Locations for these authorized facilities can be obtained by contacting the Alternative Fuel Customer Assistance Center at 1-877-ALT-FUEL. Certified fleet locations may service their own Electric Rangers.

Original Equipment TH!NK Battery

The TH!NK Battery Warranty is 3 years with no mileage limitation. Customer participation is required after 12 months in service based on the following table:

<u>Months in Service</u>	<u>Percent Covered by Ford</u>
0-12	100%
13-18	60%
19-24	40%
25-30	20%
31-36	10%

*Percentage reflects Ford's portion of the suggested retail cost of the new replacement battery at the time of repair. 100% of the labor cost to diagnose and replace the battery is covered by the TH!NK Battery Warranty. Towing for battery repairs is covered under Roadside Assistance.

RETAIL CUSTOMER PURCHASED/WARRANTY REPLACEMENT

TH!NK batteries replaced under warranty or purchased by the customer receive the same warranty as original equipment batteries. The warranty start date for the replacement battery/customer purchased battery is the date of replacement/purchase.

SERVICE PART WARRANTY COVERAGE

Service Parts and Accessories Introduction

This section explains the policies, procedures, and warranty coverage on Ford and Motorcraft-branded parts and accessories. The Motorcraft battery policies, procedures, and warranties are identified in Section 3 (See Battery Coverage). This section also includes:

- A warranty statement outlining Ford's parts and accessories warranty to dealers, and
- A warranty statement that dealers may use to convey a dealer-to-customer service parts and accessories warranty.

NOTE: The Company's policies as they apply to production-installed parts and accessories also apply to dealer-installed parts and accessories, and parts and accessories sold over-the-counter that are purchased from Ford (except as noted in this Manual or other Company publications).

Copies of the following documents (see document description below) must be retained in the Customer Service File to support a Company-paid repair for a service part or accessory repair or replacement.

Program Code	VIN Req'd	Document Description
ACC	Yes	Repair order for a dealer-installed part or accessory
SPW	Yes	Previous warranty repair or customer-paid repair order
SPH	Yes	Original Equipment Service Part Warranty Replacement*
OTC	No	Over-the-counter parts sales invoice (including engines and transmissions sold over the counter)
MTC	No	Motorcraft Direct Sale Agreement — Canada only
SSP	Yes	Special Service Part (Use code SSP for service part repairs when a part has coverage greater than 12/12 - e.g. Ford Remanufactured Engines - excluding Lifetime coverages). See pages 3-115 through 3-119.
RLE	Yes	Remanufactured Lifetime Service Parts
LSG	Yes	Lifetime Service Part (Use for Lifetime Service Guarantee Claims, Lifelong sheet Metal limited Guarantee claims, and Lifetime Limited Warranty Claims)
HTC	No	Heavy Truck Over-the-Counter Service Part
P33	Yes	Lifetime Service Guarantee Portability Claim
R3E	No	After Market Battery Warranty Replacement (W/O Battery Label)

* Heavy Truck only

Service Part Warranty (SPW) Engine and Transmission Prior Approval

All gasoline, diesel engine, and automatic transmission assembly replacements under Service Parts Warranty will require prior approval from the Technical Hotline.

NOTE: Obtaining prior approval does not exempt a claim from ACES II edits or audits.

NOTE: Prior approval is not required for Service Part Warranty claims for parts originally sold over-the-counter.

Warranty Coverage

The Company will repair or replace any properly installed new Ford or Ford remanufactured part or accessory found to be defective in factory-supplied material or workmanship during the service part or accessory warranty or during the New Vehicle Limited Warranty. In addition, the Company will repair or replace any components damaged by the defective part or accessory. If the failure of a covered part directly causes a related part to fail, then both failures are covered. The cause of failure of the related part must be noted on the Service Part Warranty claim. Dealers are cautioned to exercise sound judgment and provide clear documentation when claiming reimbursement for related failures.

NOTE: Tires are not Ford or Ford remanufactured parts and do not carry a Ford Service Part Warranty, except for TH!NK Neighbor tires, which have a 12 month/12,000 mile service part warranty.

NOTE: Parts replaced at Company expense (e.g., Customer Satisfaction Programs, Special Service Instructions, Recall, or After-Warranty Assistance) are covered under the applicable Service Part Warranty or the remaining portion of the New Vehicle Limited Warranty (if any), whichever is greater.

- **TH!NK, Ford, Mercury, and Lincoln Cars and Light Trucks:** The parts and accessories warranty is:
 - **Dealer-Installed**
 - 12 months / 12,000 miles, whichever occurs first, or
 - The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.
 - **Sold Over-the-Counter**
 - 12 months / 12,000 miles, whichever occurs first, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.

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- **600 and higher series trucks:** The parts and accessories warranty is:
 - **Dealer-Installed**
 - 12 months / unlimited miles, or
 - The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
 - A greater warranty period listed under Unique Service Parts and Accessories in this section.
 - **Sold Over-the-Counter**
 - 12 months / unlimited miles, or
 - A greater warranty period listed under exceptions in this section.

IMPORTANT: On March 13, 1998, the Freightliner Corporation assumed parts distribution responsibilities for service parts unique to the product lines sold to them by Ford. This includes: Aeromax, Louisville, Cargo, and all predecessor heavy trucks (L-Series, CL-Series, W-Series, etc.).

Ford/Sterling Dealers

Responsibility for Service Part Warranty claim payment for parts with an initial non-warranty installation, or over the counter sale date, is determined by the date of original part installation or sale. Responsibility for reimbursement of service part failures on these vehicles is as follows:

- Non-warranty dealer installed parts, or parts sold over-the-counter on or before 3/13/98 - Submit claim to Ford through DWE/ACES II.
- Non-warranty dealer installed parts, or parts sold over-the-counter after 3/13/98 - Claim reimbursement through Freightliner (even if part was originally purchased from Ford).
- If the initial repair was covered by the Ford New Vehicle Limited Warranty - Submit any subsequent service part failures to Ford through DWE/ACES II regardless of whether the New Vehicle Limited Warranty is in effect at the time of the service part failure.

NOTE: If your dealership is not a franchised Sterling dealer, Service Part Warranty claims for heavy truck parts purchased from Ford should continue to be submitted to Ford via DWE/ACES II. Ford will not accept Service Part Warranty claims for heavy truck parts purchased from Sterling Corporation via a Sterling dealer. Claims previously coded with program code "SPH" for such parts should be administered by the Sterling dealer from whom your dealership purchased the part(s).

Coverage Application

- **Dealer-Installed or Dealer Authorized Sublet Installation Facility Parts and Accessories Coverage:**

Covered:

Parts and labor to replace the defective part and correct any related damage. If towing is needed due to the failed part or accessory, it is only covered under the service part warranty if the vehicle is not covered under the Roadside Assistance Program at the time of the part failure.

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- **Over-The Counter Parts and Accessories Coverage:**

Covered:

- Parts and labor to repair a defective part (assembly) after the part (assembly) has been removed from the vehicle by the customer,
- Parts and labor to repair any related damage caused by the defective part. If repair of the failed component and related damage is not performed by the dealer or the dealer authorized installer, the outside repair source must, in the dealer's judgment, be capable of professional workmanship. The original copy of the outside shop repair order must be retained by the dealer.

Not Covered:

- Labor to remove and replace the defective part or accessory from the vehicle.
- Parts and any related damage caused by a Ford component not properly installed by the customer or an outside repair source.
- Towing is not covered for assemblies and parts sold over-the-counter.

IMPORTANT: When a service part or accessory fails and is replaced or exchanged under Service Parts Warranty, the replacement part or accessory assumes only the remaining, unexpired portion of the warranty on the original replacement part or accessory. The warranty period does not start over.

Determining the Part or Accessory Warranty Start Date

- Dealer-installed part or accessory: The date of installation.
- Over-the-counter sale to a retail purchaser: The date of sale.
- Over-the-counter sale to a fleet or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

Service Parts and Accessories Warranty Statements

COMPANY PARTS AND ACCESSORIES LIMITED WARRANTY (COMPANY-TO-DEALER)

Ford Motor Company, The American Road, Dearborn, MI. 48121 (Ford) warrants to the dealer that Ford will credit the dealer for any new part or accessory sold by Ford that is found to be defective in factory-supplied material or workmanship. Coverage is as follows:

THINK, Ford, Mercury, and Lincoln cars and light trucks:

- 12 months/12,000 miles, whichever occurs first, from the part or accessory warranty start date.

600 and higher series trucks:

- Parts and accessories for 12 months/unlimited miles, from the part or accessory warranty start date.

NOTE: See UNIQUE WARRANTY COVERAGES in this section for additional coverage when applicable.

Warranty Begins:

- Parts and accessories installed by the dealer:

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– Warranty begins on the date of installation.

NOTE: Labor is covered, if required. Required towing is covered only if the vehicle is not covered under the Roadside Assistance Program.

- Parts and accessories sold over-the-counter:
 - For a retail purchaser: On the date of sale,
 - For fleets and wholesalers: On the date of installation or resale.

NOTE: Removal and reinstallation labor and towing are not covered for over-the-counter parts unless specified in the Service Part Coverage section of this Manual.

The customer must return the defective part or accessory to the dealership during regular business hours with the original counter sale invoice or repair order to validate the date of purchase and mileage. With the exceptions noted in this statement, all provisions and procedures outlined in the Warranty and Policy Manual apply to parts and accessories installed or sold over-the-counter by dealers.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer may fulfill this warranty.

FOR A DEALER TO INVOKE THE FORD-TO-DEALER WARRANTY, THE DEALER MUST HAVE PROVIDED THE CUSTOMER WITH A DEALER-TO-CUSTOMER WARRANTY THAT IS AS GOOD, IF NOT BETTER THAN, THE FORD-TO-DEALER WARRANTY.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

PARTS AND ACCESSORIES FOUND TO BE DEFECTIVE BEFORE INSTALLATION ON THE VEHICLE OR SALE OVER-THE-COUNTER ARE TO BE RETURNED FOR CREDIT AS SPECIFIED IN THE PARTS AND ACCESSORIES POLICY AND PROCEDURE MANUAL, SECTION 4200.

REPEAT REPAIRS PERFORMED AS A RESULT OF A PREVIOUS REPAIR, MIS-DIAGNOSIS OR IMPROPER REPAIR PROCEDURE ARE NOT COVERED.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF THE USE OF THE VEHICLE, COMMERCIAL LOSS, AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESSED WARRANTY ON FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES EXCEPT SUCH OBLIGATION AS FORD MAY HAVE ASSUMED IN ITS WARRANTY AND POLICY MANUAL OR OTHER DOCUMENTS.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Dealer Limited Warranty to Customers Purchasing Parts and Accessories From Ford and Lincoln Mercury Dealerships (Dealer-to-Customer)

Under the Magnuson-Moss Act (Public Law #93-637), dealers who offer written warranties on retail products selling for more than \$15.00 must meet certain warranty requirements and must inform the purchaser about the warranty. Because the Act is particularly complex, including its interaction with State warranty laws, Ford Motor Company recommends that all dealers consult their legal counsel, especially in regard to implied warranties. Violations of the Act and the FTC rules can carry severe penalties. As an example, the following is a sample warranty statement that dealerships may use and revise as appropriate (and after consulting their legal counsel).

COVERAGE STATEMENT

The dealer (The Complete Name and Address of the Dealership) warrants that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged as follows:

THINK, Ford, Mercury, and Lincoln cars and light trucks:

- 12 months or 12,000 miles, whichever occurs first, from the part or accessory warranty start date.

600 and higher series trucks:

- 12 months/unlimited miles, from the part or accessory warranty start date.

NOTE: See UNIQUE WARRANTY COVERAGES in this section for additional coverage when applicable.

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

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THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESSED WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Unique Service Parts and Accessories Warranty Coverages:

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than normally applies to the 12 month/12,000 mile-12 month/unlimited miles service part and accessory warranty. The coverage which applies for these parts is the unique service part coverage listed, or the applicable New Vehicle Limited Warranty, whichever is greater.

IMPORTANT: Warranty claims for parts and accessories listed under Unique Service Parts and Accessories must have the appropriate Service Parts Program Code and the Service Installed Parts data entered in the appropriate boxes on the claims and the data must be submitted to the Company via DWE/ACES II.

- **600 and Higher Series Truck Parts and Accessories:** 12 months/unlimited miles. This coverage also applies to parts and accessories used for repairs in competitive-make trucks.
- **Air Conditioning System**
 - Complete New Ford System (Includes Thermostatic Fan)
 - Dealer Installed or Dealer Authorized Sublet Installed - 12 months/36,000 miles (Parts, Parts Allowance and Labor)
 - Over-the-Counter - 12 months/36,000 miles (Parts and Parts Allowance only)
 - Retrofit Kit - 12 months/12,000 miles (R-12 to R134a conversion).
 - Retrofit Kit - 12 months/unlimited miles - 600 and higher series trucks.
- **Battery** — See Battery Coverage in this Section for details on service-installed batteries.
- **Bedliner and Cargo Liner** (Light Truck) (See footnote a/): Lifetime limited coverage to original purchaser. (Contact the warrantor, Durakon Industries at 1-888-FORD-OE1 for authorization/replacement Bedliner and Cargo Liner supplied at no charge by the manufacturer.)
- **Belts and Hoses**
 - Sold before 1-1-92: Lifetime Limited Warranty for parts, parts allowance and labor
 - Sold on or after 1-1-92: 12 months/12,000 miles
- **Bumper-MasterGuard** (See footnote a/): Contact the warrantor, Master Guard at 1-800-541-5834 for authorization to replace the bumper and for a replacement bumper supplied by Master Guard at no charge. Additional information on Master Guard bumpers can be found in the Accessories Showcase.
- **Cellular Phone** — Transportable/Portable: Coverage is for 12 months. These phones are serviced through “Autocraft Electronics” using Form 8560. Send the defective component along with the form to:

Autocraft Electronics
1612 Hutton Drive
Suite 120
Carrollton, TX 75006
Questions: Call 1-800-755-4161

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- **Diesel Engines** — Ford New Holland:
 - 6.6L and 7.8L Engine Components (See footnote b/): 12 months/unlimited miles,
 - 6.6L and 7.8L Ford remanufactured Engines: 12 months/unlimited miles
- **Ford remanufactured Engines and Transmission Assemblies**— See Ford remanufactured parts - Unique Service Part Coverage in this section.
- **Lift Supports** – Motorcraft (See footnote c/): Lifetime Limited Warranty to original purchaser (Not to be used under the New Vehicle Limited Warranty).
- **Motorcraft Preferred Value Parts** - See Motorcraft Parts - Unique Service Part Coverage in this section.
- **Motorcraft remanufactured Parts** - See Motorcraft Parts - Unique Service Part Coverage in this section.
- **Sheet Metal** — Lifelong limited guarantee (as long as original purchaser owns the vehicle) against rust perforation (includes parts, parts allowance, and labor).
- **Shock Absorbers and Struts** — Motorcraft (See footnote d/):
For shock absorbers or struts sold on or after October 1, 1997:
 - Private Cars and Light Trucks: Lifetime Limited Warranty to original purchaser.
 - Other Than Private Cars and Light Trucks: 24 months or 24,000 miles, whichever occurs first.
For shock absorbers or struts sold before October 1, 1997:
 - AA, AS, AT, AW, AX Series:
 - Private Cars and Light Trucks: Lifetime Limited Warranty to original purchaser
 - Other Than Private Cars and Light Trucks: 24 months/ 24,000 miles, whichever occurs first.
 - AJ, AK, AVS Series: 12 months/12,000 miles, whichever occurs first.
 - AM Series (Cartridges and Assemblies): 12 months/24,000 miles, whichever occurs first.
 - AY Series: 24 months/24,000 miles, whichever occurs first.
- **Spark Plug Wiring Set** (Complete Set) (See footnote c/):
 - Normal Service: Lifetime Limited Warranty to original purchaser,
 - Severe Service (e.g., Police / Taxi): 12 months or 12,000 miles.
- **Tires** - no Service Part warranty coverage (except for THINK Neighbor tires which are covered for 12 months/12,000 miles).
- **Vehicle Security System** (Ford Alarm — Dealer Installed) (See footnote a/): Lifetime Limited Warranty on parts (contact supplier at 1-800-275-2527, Ext. 465 for parts replacement).
- **Walker Exhaust SDS program** (See footnote d/): Effective November 1, 1993, a Lifetime Limited Warranty is provided on all Walker replacement mufflers “against rust through, blowouts and defects in material and workmanship for as long as the original purchaser of the muffler owns the vehicle.” A 12 month/12,000 mile warranty is also provided on muffler system replacement pipes, accessories and catalytic converters.

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Lifelong limited guarantee activation (for sheet metal) and Lifetime Limited Warranty coverage (for parts noted above) requires a customer-paid replacement of the applicable part or accessory. A replacement part installed under the Lifelong limited guarantee/Lifetime Limited Warranty does not receive the Lifelong limited guarantee/Lifetime Limited Warranty Coverage since the installation was not customer paid.

IMPORTANT: Lifetime Limited Warranty or Lifelong limited guarantee (not to be confused with Lifetime Service Guarantee) to the original purchaser means “As long as the ORIGINAL PURCHASER of the part or accessory owns the vehicle on which the part or accessory was installed.” For parts with a Lifetime Limited Warranty subsequent owners receive a 24 month/24,000 mile warranty from the warranty start date (except bedliners and cargo liners - subsequent owners receive no warranty coverage for these items). Subsequent owners of parts with a Lifelong limited guarantee (sheet metal) receive no warranty coverage.

- a/ Labor is not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper-to-Bumper warranty period — no parts allowance at any time.
- b/ Same engine components as those covered by the powertrain warranty on 600 and higher series trucks.
- c/ Labor and parts allowance are not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper-to-Bumper warranty period.
- d/ Labor is not covered beyond 12 months/12,000 miles if the vehicle is beyond the Bumper-to-Bumper warranty period.

Ford Remanufactured Parts - Unique Service Part Coverage

Ford Motor Company, The American Road, Dearborn, MI 48121 ("Ford") provides the following limited warranty on Ford remanufactured parts. Ford warrants to the Ford, Lincoln and Mercury dealer ("Dealer") that Ford will credit the dealer for any Ford remanufactured part sold by Ford that is found to be defective in factory-supplied material or workmanship subject to the following terms, conditions and limitations.

Warranty Start Date for Ford remanufactured Parts

- **Dealer Installed** - The warranty begins on the date of installation.
- **Sold Over-the-Counter:**
 - For retail purchaser - on the date of sale.
 - For fleets and general installers - on the date of installation or resale.

FORD REMANUFACTURED GASOLINE ENGINES AND TRANSMISSIONS

6006 Complete gas engine long block assemblies and 7000 transmission assemblies

- Covered for 3 years/36,000 miles from the warranty start date, whichever occurs first (units sold on or after 8/1/02).
- 2 years/24,000 miles coverage applies to units sold before 8/1/02.
- Ford will cover 100% of all parts and labor at the approved warranty reimbursement rates except for units sold over the counter before 10/1/99. For these units, labor to remove the assembly from the vehicle is not covered, labor to repair the unit after removal is covered.
- Parts and labor for related damage is covered during the applicable warranty period.
- If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance coverage.

6009 Short Blocks, 6049 Cylinder heads, and 6303 crankshaft kits for gas engines

- Covered for 12 months/12,000 miles from the warranty start date, whichever occurs first.
- Ford will cover 100% of parts and labor at the approved warranty reimbursement rates.
- If Dealer installed, reasonable towing charges are covered only if the vehicle is not covered under another towing insurance coverage.

Limitations to the Warranty

The following limitations apply to the products covered by this limited warranty:

- Ford remanufactured gas engines and transmissions found to be defective before installation on the vehicle or sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for powertrain products.
- Towing charges are not reimbursable for Ford remanufactured gas engines and transmissions sold over-the-counter.

IMPORTANT: All gasoline engine assemblies replaced under the New Vehicle Limited Warranty, Service Part Warranty, and After Warranty Assistance will require additional prior approval from the Technical Hotline. Examples of engine assembly base part numbers included in the prior approval program are: 6006-sealed long block, 6007-complete engine, 6012-remanufactured long block, 6V012-Motorcraft engine, direct ship engines and free engine exchanges.

FORD REMANUFACTURED DIESEL ENGINE ASSEMBLIES AND PARTS

Ford remanufactured Diesel Engines (7.3L DI Turbo) and Component Parts - Usage

Ford remanufactured Diesel engines and component parts MAY be used for new vehicle warranty (including recall and CSP) repairs, ESP, AWA, or retail repairs. These parts are intended for installation in Ford E and F series light trucks rated at 15,000 pounds GVWR or less which were originally equipped with the 7.3L International diesel engine. This limited warranty coverage does not apply if these diesel engine assemblies and components are used in motorhome vehicles (class A).

The service part warranty on these parts is:

6007 Complete and 6006 Stripped 7.3L DI TurboDiesel Engine Assemblies

The following indicates SPW coverage when the specified parts ARE INCLUDED IN AN ASSEMBLY:

- Parts (except those noted below) and labor are covered against defects for 24 months/unlimited miles.
- Fuel filter assembly and lines, fuel transfer pump, harnesses, injectors, sensors, switches, relays, glow plugs, injection pump and lines are covered against defects for 12 months/unlimited miles.
- Towing is not covered for parts sold over-the-counter.

6009 Short Blocks for 7.3L DI Turbo Diesel Engines

- Parts and labor are covered against defects for 12 months/unlimited miles.
- Towing is not covered for parts sold over-the-counter.

6049 Head, 6200 Connecting Rod, 8501 Water Pump, 6303 Crankshaft, 6K682 Turbo, 6N639 Turbo Pedestal, 9E527 Injectors

The following indicates SPW coverage when the specified parts ARE NOT INCLUDED IN AN ASSEMBLY:

- Parts and labor are covered against defects for 12 months/12,000 miles, whichever occurs first.
- Towing is not covered for parts sold over-the-counter.

Obtaining Warranty for Ford remanufactured Engines/Transmissions Sold Over-the-Counter

The over-the-counter customer (retail customer, fleet customer, or general installer) can, at their option:

- 1) Return the vehicle to the Dealer (from which the assembly or component was purchased) for repairs during regular business hours for repair by the Dealer, or
- 2) Return the defective Ford remanufactured part to the Dealer (from which the assembly or component was purchased) during regular business hours for repair by the Dealer, or
- 3) Obtain replacement parts from the Dealer that sold the Ford remanufactured engine or transmission to complete repairs using labor supplied by the over-the-counter customer.

Dealer Reimbursement

- Engine assemblies and components found defective before installation on the vehicle or sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for Powertrain Products.
- Dealers will be reimbursed for parts and labor (if applicable) at warranty rates.
- Reasonable removal and reinstallation labor is reimbursed when prior authorization is obtained.
- Towing is not covered for assemblies and parts sold over-the-counter.

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Customer Reimbursement (retail and/or independent installer)

- The over-the-counter customer must present a copy of their original sales receipt for the Ford remanufactured engine or transmission.
- Labor reimbursed to the over-the-counter customer will be calculated based on the standard hours listed in the Ford Service Labor Time Standards Manual multiplied by the Dealer's (from which the engine assembly or component was purchased) approved warranty labor rate in effect on the date of repair, or the over-the-counter customer's actual labor amount, whichever is less.
- Towing is not covered for assemblies and parts sold over-the-counter.
- For over-the-counter sales, the selling dealer is responsible for submitting a warranty claim on behalf of the over-the-counter customer, and reimbursing the customer for the claim.

Except as noted in the prior statements, all provisions and procedures outlined in the Warranty and Policy Manual apply to Ford remanufactured engines and transmissions installed or sold over-the-counter by Dealers.

If the end user of one of the products covered by this service parts limited warranty is traveling or has moved to a different locale, any authorized Ford, Lincoln, or Mercury dealer may fulfill this limited warranty.

FOR A DEALER TO INVOKE THE FORD-TO-DEALER WARRANTY, THE DEALER MUST HAVE PROVIDED THE CUSTOMER WITH A DEALER-TO-CUSTOMER WARRANTY THAT IS AS GOOD, IF NOT BETTER THAN, THE FORD-TO-DEALER WARRANTY.

THIS WARRANTY DOES NOT COVER FORD REMANUFACTURED ENGINES, TRANSMISSIONS OR COMPONENTS THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

REPEAT REPAIRS PERFORMED AS A RESULT OF A PREVIOUS REPAIR, MIS-DIAGNOSIS OR IMPROPER REPAIR PROCEDURE ARE NOT COVERED.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF THE USE OF THE VEHICLE, COMMERCIAL LOSS, AND INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THESE FORD REMANUFACTURED ENGINES AND TRANSMISSIONS INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

Motorcraft Parts - Unique Service Part Coverage

Warranty Start Date for Motorcraft Parts

- **Dealer Installed Parts** - The warranty begins on the date of installation.
- **Parts Sold Over-the-Counter**
 - For a retail purchaser the warranty begins on the date of sale.
 - For fleets or general installer the warranty begins on the date of installation or resale.

Motorcraft Preferred Value Brake Pads and Shoes

Motorcraft Preferred Value Brake Pads and Shoes MAY NOT be used for vehicle warranty (including Recall and ONP) repairs but are required for ESP repairs. The service part warranty on these parts is:

- **Dealer Installed**
 - Parts and labor are covered against defects for 12 months/12,000 miles, whichever occurs first, from the warranty start date.
 - Dealers will be reimbursed for parts and labor at warranty rates.
- **Sold Over-the-Counter**
 - Parts only are covered against defects for 12 month/12,000 miles, whichever occurs first, from the warranty start date.
 - Dealers will be reimbursed for only parts at warranty rates.

Motorcraft Remanufactured Gasoline Engines and Transmissions

6V006 and 6V012 Complete gas engine long block assemblies and 7000/7V000 transmission assemblies

- Covered for 3 years/36,000 miles from the warranty start date, whichever occurs first (units sold on or after 8/1/02).
- 2 years/24,000 miles coverage applies to units sold before 8/1/02.
- Ford will cover 100% of all parts and labor at the approved warranty reimbursement rates except for units sold over the counter before 10/1/99. For these units, labor to remove the assembly from the vehicle is not covered, labor to repair the unit after removal is covered.
- Parts and labor for related damage is covered during the applicable warranty period.
- If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance coverage.

6V009 Short Blocks, 6V049 Cylinder heads, and 6V303 crankshaft kits for gas engines

- Covered for 12 months/12,000 miles from the warranty start date, whichever occurs first.
- Ford will cover 100% of parts and labor at the approved warranty reimbursement rates.
- If Dealer installed, reasonable towing charges are covered only if the vehicle is not covered under another towing insurance coverage.

IMPORTANT: All gasoline engine assemblies replaced under the New Vehicle Limited Warranty, Service Part Warranty, and After Warranty Assistance will require additional prior approval from the Technical Hotline. Examples of engine assembly base part numbers included in the prior approval program are: 6006-sealed long block, 6007-complete engine, 6012-remanufactured long block, 6V012-Motorcraft engine, direct ship engines and free engine exchanges.

Limitations to the Warranty

The following limitations apply to the products covered by this limited warranty:

- Motorcraft remanufactured gas engines and transmissions found to be defective before installation on the vehicle or sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for powertrain products.
- Towing charges are not reimbursable for Motorcraft remanufactured gas engines and transmissions sold over-the-counter.

Motorcraft Diesel Engines (6.9L, 7.3L I.D.I., 7.3L I.D.I. Turbo, and 7.3L D.I.) and Engine Components

Motorcraft Diesel Engines and Engine Components MAY NOT be used for warranty (including Recall and CSP) repairs but MAY be used for ESP repairs and AWA repairs. These parts are intended for installation in Ford E and F series light trucks rated at 15,000 pounds GVWR or less which were originally equipped with the 6.9L or 7.3L International diesel engines. This limited warranty coverage does not apply if these diesel engine assemblies and components are used in motorhome vehicles (Class A).

The service part warranty on these parts is:

6V006, 6V007, 6007 Complete, 6006 Stripped 6.9L, 7.3L I.D.I., 7.3L I.D.I. Turbo, and 7.3L D.I. Diesel Engine Assemblies

- Parts (except those noted below) and labor are covered against defects for 24 months/unlimited miles.
- Fuel filter assembly and lines, fuel transfer pump, harnesses, sensors, switches, relays, glow plugs, injection pump and lines are covered against defects for 12 months/unlimited miles.
- Towing is not covered for parts sold over-the-counter.

6012 Long Blocks and 6009 Short Blocks for 6.9L, 7.3L I.D.I., 7.3L I.D.I. Turbo, and 7.3L D.I. Diesel Engines

- Parts and labor are covered against defects for 12 months/unlimited miles.
- Towing is not covered for parts sold over-the-counter.

6049 Head, 6200 Connecting Rod, 8501 Water Pump, and 6A642 Oil Cooler Assemblies

- Parts and labor are covered against defects for 12 months/12,000 miles, whichever occurs first.
- Towing is not covered for parts sold over-the-counter.

Diesel Engine and Component Prior Authorization Requirements

- All repairs exceeding \$500 (parts and labor) require authorization prior to commencing the repair.
- All repairs (including removal and reinstallation) for assemblies and components sold over-the-counter require authorization prior to commencing repairs.
- Authorization can be requested by preparing a repair cost estimate and calling (800) 837-7697 from 8:00 AM to 5:00 PM EST Monday through Friday.

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Obtaining Warranty for Motorcraft remanufactured Engines/Transmissions Sold Over-the-Counter

The over-the-counter customer (retail customer, fleet customer, or general installer) can, at their option:

- 1) Return the vehicle to the Dealer (from which the assembly or component was purchased) for repairs during regular business hours for repair by the Dealer, or
- 2) Return the defective Motorcraft remanufactured part to the Dealer (from which the assembly or component was purchased) during regular business hours for repair by the Dealer, or
- 3) Obtain replacement parts from the Dealer that sold the Motorcraft remanufactured engine or transmission to complete repairs using labor supplied by the over-the-counter customer.

Dealer Reimbursement

- Engine assemblies and components found defective before installation on the vehicle or sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for Powertrain Products.
- Dealers will be reimbursed for parts and labor (if applicable) at warranty rates.
- Reasonable removal and reinstallation labor is reimbursed when prior authorization is obtained.
- Towing is not covered for assemblies and parts sold over-the-counter.

Customer Reimbursement

- The over-the-counter customer must present a copy of their original sales receipt for the Motorcraft remanufactured engine or transmission.
- Labor reimbursed to the over-the-counter customer will be calculated based on the standard hours listed in the Ford Service Labor Time Standards Manual multiplied by the Dealer's (from which the engine assembly or component was purchased) approved warranty labor rate in effect on the date of repair, or the over-the-counter customer's actual labor amount, whichever is less.
- Towing is not covered for assemblies and parts sold over-the-counter.
- For over-the-counter sales, the selling dealer is responsible for submitting a warranty claim on behalf of the over-the-counter customer, and reimbursing the customer for the claim.

Except as noted in the prior statements, all provisions and procedures outlined in the Warranty and Policy Manual apply to Motorcraft remanufactured engines and transmissions installed or sold over-the-counter by Dealers.

If the end user of one of the products covered by this service parts limited warranty is traveling or has moved to a different locale, any authorized Ford, Lincoln, or Mercury dealer may fulfill this limited warranty.

FOR A DEALER TO INVOKE THE FORD-TO-DEALER WARRANTY, THE DEALER MUST HAVE PROVIDED THE CUSTOMER WITH A DEALER-TO-CUSTOMER WARRANTY THAT IS AS GOOD, IF NOT BETTER THAN, THE FORD-TO-DEALER WARRANTY.

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THIS WARRANTY DOES NOT COVER MOTORCRAFT REMANUFACTURED ENGINES, TRANSMISSIONS OR COMPONENTS THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE.

REPEAT REPAIRS PERFORMED AS A RESULT OF A PREVIOUS REPAIR, MISDIAGNOSIS OR IMPROPER REPAIR PROCEDURE ARE NOT COVERED.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF THE USE OF THE VEHICLE, COMMERCIAL LOSS, AND INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THESE MOTORCRAFT REMANUFACTURED ENGINES AND TRANSMISSIONS INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

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WARRANTY CANCELLATION – BRANDED TITLE

Warranty Cancellation Summary

New Vehicles (including non-title Branded vehicles)

The Company will cancel the New Vehicle Limited Warranty in part or in total (but not the emissions control systems warranties) on damaged new vehicles which cannot be repaired and sold as new units. These include vehicles damaged because of an accident or a natural disaster. The OASIS cancellation message will read “All Warranties Canceled, Regional Request.” Contact your Customer Service Manager or Commercial Vehicle Operations Field Manager for more information.

Elements of the warranty may also be canceled on engine, powertrain, and paint and sheet metal due to abuse, misuse, or neglect. If you encounter any of these situations, provide a copy of the completed “Vehicle Warranty Status Change Request Form” to your Customer Service Manager or Commercial Vehicle Operations Field Manager. The OASIS message will also reflect a Regional cancellation Request.

Title Branded Vehicles

The Company will cancel the New Vehicle Limited Warranty on any vehicle that has ever been labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “reconstructed”, or “salvaged”, or that has been determined to be a “total loss” by an insurance company. The Company will also cancel warranty on any vehicle branded with true mileage unknown (odometer not showing actual mileage), or vehicles that have exceeded mechanical limits.

These vehicles have been severely damaged either through a collision or a natural disaster, or have odometers with over 100,000 miles or odometers which have been altered and are ineligible for Ford warranty coverage.

NOTE: Title branded vehicles remain eligible for Field Service Actions (Recalls only) unless specifically excluded in the program bulletin.

- The Company will also cancel warranty coverage on any vehicle that has been converted to an ambulance and is not equipped with the Ford ambulance prep package.
- 1999 and subsequent model year Town Cars converted to Limousines that: are not equipped with the Limousine Builder’s Package (418), have their wheelbase extended beyond 120”, or have a GVWR that exceeds 7100 pounds, will also have the New Vehicle Limited other Warranty voided.
- 2000 and subsequent model year Town Cars converted to a Limousine that: are not equipped with the Limousine Builder’s Package (418), has their wheelbase extended beyond 120”, have a GVWR that exceeds 7100 pounds, or have been modified by an entity or person other than a Lincoln Qualified Vehicle Modifier, will also have the New Vehicle Limited Warranty voided.
- The Polk Company maintains a database on vehicles that have been damaged and the title branded as dismantled, fire, flood, junk, rebuilt, reconstructed, salvaged (TSS), exceeds mechanical limits, or odometer not actual mileage.
- The Company WILL NOT PAY CLAIMS on these vehicles for basic, powertrain, major components, or sheet metal (corrosion) repairs. These vehicles are also ineligible for ESP contract sales.
- The Company will pay claims for safety, regional safety, compliance, and emissions recall repairs.

WARRANTY & POLICY MANUAL

- Direct Registration Entry (DRE) and ESP contract processing will not accept Ford, Lincoln Mercury or Competitive Make Vehicle ESP/ESC contracts for any vehicles with the titles branded after June 1, 1991.

IMPORTANT: Information on vehicle warranty coverage eligibility is provided by OASIS.

NOTE: Certain states require that titles for reacquired vehicles be branded. The Company will ensure that titles for reacquired vehicles are branded, where branding is a manufacturer responsibility, in accordance with applicable state laws. The RAV branding will not affect the vehicle's warranty eligibility.

OASIS "T" Code Explanation

Due to space limitations on OASIS, the entire reason for the cancellation cannot always be included. Therefore, some OASIS messages will be followed by a code. For example, "All Warranty Coverage Canceled; Title Branded (Code T1)." Following are the explanations of the codes:

Cancellation Code	Reason for Warranty Cancellation
T1	All warranty coverage canceled; per R. L. Polk records, vehicle was title branded by a state as "dismantled, fire, flood, junk, rebuilt, reconstructed, or salvage."
T2	All warranty coverage canceled; vehicle has sustained extensive flood damage per insurance carrier report.
T3	All warranties exceeded, except PZEV vehicles. Per The Polk Company records, vehicle was title branded by a state as "exceeds mechanical limits (over 100,000 miles)."
T4	All warranty coverage canceled; per The Polk Company records, vehicle was title branded by a state as "odometer not actual mileage."
T5	Vehicle not eligible for entire warranty - check with warranty hotline Canada.
T6	All warranty coverage canceled except emissions; American Road Insurance Loss
T8	All warranty coverage canceled; Budget/Hertz RAC Salvage.

Title Corrections – Reinstating Warranty Coverage

- Titles are branded by the State Department of Motor Vehicles and reported to Ford by The Polk Company.
- Title corrections must be made through the state. The corrected title should then be forwarded to Ford using the Vehicle Warranty Status Change Request Form included in Section 9.
- The corrected title must be from the state that originally branded the title and must have an issue date later than the brand date.
- Fax copy of clear title along with Warranty Status Change Request Form to the number noted at bottom of form.

Other Cancellation Categories

In some instances Ford may cancel all or part of a vehicle's warranty due to customer abuse, racing, damage caused by modifications or weather, improper conversion to a limousine, etc. In these instances a specific message will appear in OASIS such as: Engine warranty coverage cancelled; Powertrain warranty coverage cancelled; Total Cancellation; Rear Axle Cancelled; – Regional request, etc.

SERVICE CONTRACTS

SERVICE CONTRACTS SUMMARY

Several types of service contracts may be purchased to provide specific coverage to complement the warranty for eligible vehicles.

- **Extended Service Plans** Ford Extended Service Plans (ESP) for both new and used Ford and non-Ford vehicles are service contracts which may be purchased by a customer to supplement the factory warranty of eligible vehicles. These service contracts are not a warranty, and are separate from the Ford New Vehicle Limited Warranty. By participating in the sale of an ESP contract or the servicing of an eligible vehicle under an ESP contract, the Dealer or any affiliated entity that sells an ESP contract or services an eligible vehicle thereunder, shall be bound by the terms and conditions of the ESP plans as specified herein and in the Ford Extended Service Plan Program Manual.

The **Ford Extended Service Plan Program Manual** is available by accessing the dealer eStore through FMCDDealer.com.

- **Quality Fleet Care** allows fleets with 5 or more vehicles the added benefits of centralized billing, pricing continuity, and credit acceptance. See ESP Program Manual for details.
- **Super Seal Corrosion Repair Protection Service Contracts** provide coverage after the new vehicle corrosion coverage has expired for cars and light trucks initially treated with Super Seal Compound against corrosion perforation (not available after the 1992 plan year).

NOTE: Vehicles which have had their NVLW cancelled are not eligible for ESP coverage. If part of the vehicle's NVLW has been cancelled, the corresponding portion of the ESP coverage is also cancelled.

Extended Service Plans

Ford Extended Service Plans (ESP) are service contracts backed by Ford and purchased by owners of new and used Ford and Lincoln Mercury cars and light trucks. In most states ESP on competitive make vehicles, formerly called Extended Service Contracts (ESC) are dealer service contracts purchased by owners of competitive-make vehicles. This section provides a brief description of ESP features other than component coverages.

- The **Ford Extended Service Plan Program Manual** provides complete ESP information. It is available as noted above.
- Use the OASIS system to verify vehicle's ESP eligibility and component coverage.
- ESP staffs a Registrations Hotline to support dealership/Regional office personnel. Inquiries regarding contract registrations or cancellations should be directed to 1-800-521-4144.

ESP Authorization Requirements – Repairs Requiring Prior Approval (New and Used Contracts)

Dealers are required to obtain ESP prior approval for individual repairs according to the dealership's Prior Approval Level. Failure to obtain this approval will result in the claim being rejected upon submission.

Prior Approval is for each individual repair over the dealership's Prior Approval Level.

NEW REQUIREMENT

Effective April 1, 2003, all dealers (**excluding Reduced Warranty Requirement Dealers**) are required to obtain prior approval for the following ESP claims:

- Used vehicle ESP claims over \$500, when the claim date is less than 60 days from the ESP contract start date
- ESP loaner coverage on all plans requiring over 5 days of loaner

DEALER'S PRIOR APPROVAL LEVEL IS \$500:

- If a customer has two distinct repairs estimated to cost \$300 and \$800 each for parts and labor only the \$800 repair requires prior approval.
- If both repairs were \$400 each, no prior approval is required.

NOTE: Ford Motor Company reserves the right to change or modify the Prior Approval Program.

- For prior approval, call the ESP Prior Approval Team at 1-800-321-7790 (Ford/Lincoln/Mercury vehicles) or 1-800-521-4116 (competitive make contracts).
- Dealerships must complete the "ESP Prior Approval Worksheet" and the ESP Prior Approval Service Advisor Checklist before calling in for prior approval (See Resources – Section 9 for example).
- After review of the repairs requested and completion of an on-site inspection when required, prior approval personnel will either 1) provide you an approval code which must be included on the claim during submission, or 2) advise why the claim is being partially or totally denied.

NOTE: U.S. Ford and Lincoln Mercury Dealers are authorized to repair Canadian vehicles within the time and mileage of the Canadian warranties and ESP coverage. All claims for Canadian vehicle repairs are to be submitted through the ACES II system. For ESP coverage information for Canadian vehicles, call 1-800-565-3673.

ESP Inspection

ESP vehicle repairs requiring an inspection will be decided by prior approval personnel. Inspections are done primarily by Vehicle Inspection Services (VIS).

- The prior approval representative will advise you to have the vehicles torn down, if necessary, for the requested repair in preparation for inspection. (Note: If diagnosis reveals repair is not covered by ESP, the customer is responsible for teardown costs.)
- Inspections will normally be completed within 24 hours.
- Ford Motor Company will reimburse the customer for a rental vehicle up to \$28 (\$35 for Lincoln) per day if their vehicle is required to remain at the dealership due to an inspection delay.
- If the ESP contract does not include rental or exceeds the applicable rental coverage due to a delay in the inspection process, the Ford Prior Approval Team will assist you in claim preparation, including rental coverage as appropriate.
- The inspectors will report their findings to the ESP Inspection team.
- An ESP inspection representative makes the final decision and notifies the dealership of approval or denial of the claim.

Prior Approval Level

ESP Prior Approval Levels are established based on a dealership's 12-month average ESP repair cost loss ratio and contract sales penetration.

$$\frac{\text{Total Repair Cost for 12-month Period}}{\text{ESP Contract Revenue for same 12-month Period}} = \text{Loss Ratio} \quad \text{Example: } \frac{\$ 90,000}{\$100,000} = 90\%$$

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Total Repair Cost includes all repairs paid on the ESP contracts sold by the dealer regardless of repair location. ESP Contract Revenue is defined as that portion of the contract revenue for all active contracts sold by the dealership allocated to the specified 12-month period based on earning curves developed by Ford Motor Company. The earning curves allocate the total contract revenue for each contract sold over the life of the contract (based on historical repair cost experience) so that an appropriate share of the revenue is allocated to each 12-month period of the contract life.

Based on actual experience for the previous 12-month period, all dealers will be assigned prior approval as follows:

ESP PRIOR APPROVAL MATRIX

Loss Ratio	Sales Penetration	Prior Approval Level (Per Repair)
Above 120%	All Levels	\$300
100%-119%	All Levels	\$500
80%-99%	Below 30%	\$700
80%-99%	Above 30%	\$900
30%-79%	Below 30%	\$1,200
30%-79%	Above 30%	\$1,500
Below 30%	All Levels	\$2,000

Dealers with low ESP repair volume (50 repairs or less for a 12-month period) are included in the Prior Approval Level of either \$700 (with penetration rate below 30%) or \$900 (with penetration rates of 30% and above). This is done to avoid penalizing any dealer based on possibly distorted loss ratios due to low volume of repairs.

New dealerships or dealerships assigned new P&A codes (i.e., transfer of ownership) during the six-month prior approval period will be assigned to the \$700 Prior Approval Level until sufficient data is available to calculate loss ratios and penetration rates.

Additional ESP Information — 1996 Through 2001 Plans

(Refer to the ESP Program Manual for complete information)

FEATURES	Powertrain CARE	Base CARE	Extra CARE	Premium CARE
Major Component	29	84	113	500+
Coverage High-Tech	No	No	Yes	Yes
Coverage Deductible per Repair Visit	\$50 (1)	\$50 (1)	\$50 (1)	\$50 (1)
Rental Car Reimbursement (2)	\$28/day (\$35/Lincoln) for 5 days	\$28/day (\$35/Lincoln) for 5 days	\$28/day (\$35/Lincoln) for 5 days	\$28/day (\$35/Lincoln) for 5 days
Towing Reimbursement (3)	Up to \$50 (4)	Up to \$50 (4)	Up to \$50 (4)	Up to \$50 (4)

(1) Disappearing, \$0, and \$100 deductible options available.

(3) Not available in Hawaii.

(2) Not available in Hawaii.

(4) 2000 Plan forward, towing benefit up to \$100 for all states, except Hawaii.

2002 Through 2004 ESP Plans

FEATURES	Powertrain CARE	Base CARE	Extra CARE	Premium CARE
Major Component	29	84	113	500+
High-Tech Coverage	No	No	Yes	Yes
Standard Deductible per Repair Visit	\$50*	\$50*	\$50*	\$50*
Rental Car Reimbursement	\$28/day (\$35/Lincoln) for 5 days	\$28/day (\$35/Lincoln) for 10 days	\$28/day (\$35/Lincoln) for 10 days	\$28/day (\$35/Lincoln) for 10 days
Towing Reimbursement	Up to \$100	Up to \$100	Up to \$100	Up to \$100
Transfer Fee to Subsequent Owner†	\$50	\$50	\$50	\$50
Roadside Assistance	Yes	Yes	Yes	Yes

* This plan has a \$50 standard deductible. \$0, \$100, \$200 and disappearing deductible options are available. For incomplete vehicles, only \$50 standard deductible is available for PowertrainCARE and BaseCARE.

† Transfer fees may vary according to state. Refer to the ESP Operating Guide for complete details.

Quality Care Maintenance Protection Plan (QCMPP) provides:

- All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.

IMPORTANT: Dealership payment for QCMPP maintenance services are reimbursed at a 20% parts mark up and 60% of the dealership's mechanical labor rate. Reference 2002 ESP Program Manual for details.

- Wear items: brake pads and linings, clutch disc, spark plugs (except California), engine belts and hoses, wiper blades, and shock absorbers. Payment for the replacement of these items will be calculated using Ford labor standards and warranty parts pricing
- A \$0 deductible

ESP RentalCARE provides up to three days of rental coverage, beginning the first day of the repair, for all warranty-covered repairs during the specified contract period. This contract is available only to Ford and Mercury vehicle owners and may be purchased as a stand-alone plan, or with the Quality Care Maintenance Protection Plan.

ESP FOR COMPETITIVE MAKE VEHICLES

- If the competitive make vehicle is still under the Manufacturer's warranty, direct the owner to the nearest franchised dealer for warranty repairs. The owner must show a paid receipt for the Manufacturer's Warranty deductible amount to a Ford or Lincoln/Mercury dealer to obtain the refund.
- Prior Approval is not required if repair is less than the dealer's assigned prior approval level.

RENTAL CAR REIMBURSEMENT

Coverage

Reimbursement covers rental related expenses incurred up to the specified plan limits. Not available in Hawaii prior to the 2002 plan year.

- Within 3 yrs/36,000 miles for 1996-through current model year Ford/Mercury vehicles or 4 yrs/50,000 miles for 1996-through current model year Lincolns — Any component covered by the New Vehicle Limited Warranty.
- Beyond 3 yrs/36,000 miles for 1992-through current model year Ford or Mercury vehicles or 4 yrs/50,000 miles for 1996-through current model year Lincoln vehicles — Any component covered by the ESP plan on the vehicle.
- 1996-through current model year Lincolns — Refer to the Transportation Assistance Program Guidelines (TAP) in Section 6, or call 1-800-336-0798 for further information on the TAP Program.

IMPORTANT: Dealers must obtain prior approval for any ESP claim requiring over 5 days of rental car reimbursement coverage.

Guidelines

If the vehicle is brought in for service, is inoperable and must be kept overnight to complete a covered repair, Ford ESP will reimburse the customer for a rental vehicle up to the maximum number of days described in the plan provisions beginning with the day the repair work commences:

- A 24-hour period, or portion thereof, is considered one day.
- Reimbursement is calculated from the time the rental vehicle is provided to the customer to the time the rental vehicle is returned.
- For 2001 and prior plan years rental coverage does apply to work done on recalls and Customer Satisfaction Programs involving an ESP covered component.
- No drivers under age 21 are eligible for rental coverage or usage unless the driver is also the customer listed as owning the ESP on the vehicle for which rental coverage is being provided.

IMPORTANT: Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealership's expense.

Example #1:

- The customer's vehicle is brought into the dealership for service on Monday morning. The service department, however, cannot begin work on the vehicle until the following day (Tuesday) due to shop scheduling. Once the work begins, it is determined that the repair involves an ESP covered part and the vehicle will need to be kept for a second overnight period (Tuesday). The work is not completed until Wednesday afternoon and customer picks up the vehicle that same afternoon.

WARRANTY & POLICY MANUAL

The customer would be entitled to two full days rental vehicle reimbursement for the Tuesday overnight period and the portion of Wednesday that was required to complete the repair. There would be no reimbursement for Monday.

If the vehicle is determined to be inoperable at the time it is left for service (or if further driving would damage the vehicle and make it inoperable) and will be kept overnight, rental vehicle reimbursement will:

- Begin on the same day the vehicle is dropped off,
- Extend from the first day up to the maximum number of days described in the plan provisions.

Example #2:

- An inoperable vehicle is towed into the dealership on Monday morning with an ESP covered part problem and must be kept overnight. The repair will not be completed and the vehicle available for pick-up by the customer until the following afternoon (Tuesday).

The customer is entitled to two days rental vehicle reimbursement.

Additional information on ESP Rental Assistance is given in the ESP Program Manual.

ESP PLANS	MAXIMUM TRANSPORTATION ALLOWANCE	
	PER DAY	NUMBER OF DAYS
BaseCARE (1998-2001)	\$28*	5
BaseCARE For Used (1995-98)	\$25*	5
BaseCARE New & Used (2002-2004)	\$28*	10
ExtraCARE (1993-97)	\$25*	5
ExtraCARE (1998-2001)	\$28*	5
ExtraCARE New & Used (2002-2004)	\$28*	10
FAR/Ford remanufactured (1991-2004)	N/A	N/A
MaintenanceCARE (1992-2004)	N/A	N/A
QualityCare Maintenance ProtectionPlan	N/A	N/A
PowertrainCARE-New (1993-97)	\$25*	5
PowertrainCARE (1998-2001)	\$28	5
PowertrainCARE-Used (1995-97)	\$25*	5
PowertrainCARE New & Used (2002-2004)	\$28*	10
PremiumCARE (1992-97)	\$25*	5
PremiumCARE (1998-2001)	\$28*	5
PremiumCARE New & Used (2002-2004)	\$28*	10
RentalCARE for New (1992-97)	\$25*	2
RentalCARE (1998-2004)	\$28*	3
UVLW Max / Powertrain (1993-2001)	N/A	N/A

* Lincoln: \$30/day (1992-1997), \$33/day (1998), \$35/day (1999-2004).

NOTE: At the dealership's discretion, an ESP customer with a Ford or Mercury vehicle may be provided a loaner vehicle under the provisions of the Transportation Assistance Program (TAP), once the customer has exhausted the rental benefits provided by their ESP plan coverage. This also applies to Lincoln vehicles outside of the first five days provided by the Lincoln Commitment Program.

WARRANTY & POLICY MANUAL

An ESP loaner day, however, cannot be claimed in conjunction with a TAP day.

- **TOWING CHARGES** to the repairing dealership are covered to the following limits if a covered part fails and towing charges are not paid by warranty or other insurance. (Not available in Hawaii prior to 2002 plan year.)
 - 1996-1999 Plans: maximum \$50 reimbursement (except UVLW Max, Powertrain and FAR, which are not eligible).
 - 2000-2004 Plans: maximum \$100 reimbursement benefit provided by Roadside Assistance (except Ford Remanufactured, which is not eligible).
- **CUSTOMER REIMBURSEMENTS** should be processed immediately for owners who request them for emergency ESP repairs performed by other than the selling dealership as defined in the ESP Program Manual.
 - Prepare a claim, attach the refund invoice, and retain in the customer's service file.
 - Enter the repair into ACES II.
- **CLAIM PREPARATION for ESP** is the same as for warranty claims except for:
 - The deductible amount.
 - The approval number for repairs requiring prior approval authorization should be shown under approval one on the claim form.
- **USED VEHICLE IN DEALER STOCK** — ESP repairs on used vehicles in dealer stock are only eligible for reimbursement if 1) the owner acknowledged the condition existed prior to transfer of title and 2) the ESP owner at the time of trade authorized the repair by signing a dated repair order.

Super Seal Corrosion Repair Protection Service Contract

This plan was available for all Ford-manufactured and competitive-make cars and light trucks treated with Ford Super Seal Rustproofing within 90 days or 3,000 miles of delivery. This plan is not available after the 1992 plan year. It provides corrosion repair coverage beyond the new vehicle corrosion perforation coverage.

Coverage

- Lifetime protection against corrosion from inside-to-outside for vehicles purchased by a private owner for non-commercial use:
 - New retail vehicles
 - Demonstrator, Lease, Rental, or Driver Education Vehicles.
- Six year protection for commercial vehicles (Five complete calendar years following date of vehicle sale or super seal application).
- Only the original owner is covered unless Super Seal Headquarters processes a transfer.

Owner Responsibility

NOTE: 1987-1992 privately owned vehicles require inspections beginning at 54 months or 85,000 miles whichever occurs first. Commercial vehicles require inspections beginning at 85,000 miles.

Super Seal Vehicle Repair Procedure – Ford and Lincoln Mercury Products

Follow this procedure for an inside-to-outside corrosion perforation repair on a Super-Seal vehicle beyond the corrosion perforation coverage included as part of the new vehicle warranty.

- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-537-1910 (in Michigan, 1-800-852-4434) to check these items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-in-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the average trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 6045, Dearborn, MI 48121, if the repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Submit the repair claim to Ford using the ACES II claims payment system.
 - The transaction code for the Super Seal program is L26.
 - Include the Super Seal Headquarters authorization number for the vehicle's repair in the repair description area of the form.

Super Seal Vehicle Repair Procedure — Competitive Make Products

Follow this procedure before making a Super Seal service contract repair on a vehicle with inside-to-outside corrosion perforation.

- Make sure the vehicle is beyond the manufacturer's corrosion warranty.
- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-521-4144 to check the following items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-in-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

WARRANTY & POLICY MANUAL

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 6045, Dearborn, MI 48121 if repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Enter the following information on the repair order.
 - Actual date of repair and mileage.
 - Customer's name and address.
 - Vehicle identification (make, model, VIN).
 - Registration / certificate number.
 - Approval number.
 - Dealer's name and address.
 - Description of repair.
 - Actual repair cost at warranty rate reimbursement.
- Mail completed repair order claims to Super Seal Administration Headquarters, P.O. Box 6045, Dearborn, MI 48121.

Quality Fleet Care

Authorization Requirements

When the repair visit cost exceeds the pre-set spending limit, the dealership must contact the fleet company at the telephone number listed in OASIS and request approval to proceed with the service.

ESP and/or Ford Motor Company New Vehicle Limited Warranty repairs are not to be included in the repair cost total. Prior approval is not required on any ESP deductible.

Additional Information

The following references are available for a more detailed program description and dealer claims entry.

ESP Program Manual: Contains Administrative Program details

ACESII User Manual: Contains detailed Examples and instructions for Claim Entry

Program administration and Claims Entry details and job aids are available on the Quality Fleet Care website: www.qfc.com or by calling QFC Program Headquarters at 1-800-367-3221

FORD REMANUFACTURED AND MOTORCRAFT PARTS COVERAGE/USAGE REQUIREMENTS

General Information

The same rules that apply to assembly repair versus replacement under the New Vehicle Limited Warranty also apply to assembly repair versus replacement covered under Extended Service Plan. See Section 3 Replacement or Repair Policy.

Definition of “RM” Identifier

Parts packed in a container marked “remanufactured” or Ford service part numbers that end with an “RM” suffix identify a remanufactured part. In addition, parts packed in a container marked “remanufactured” are also remanufactured, irrespective of whether the part number has an “RM” suffix.

ESP Repairs

The use of Ford or Motorcraft Remanufactured products is required for ESP repairs not covered by the New Vehicle Limited Warranty. This requirement applies to all New and Used ESP contracts (PowertrainCARE, BaseCARE, ExtraCARE, and PremiumCARE) in all plan years.

If Motorcraft parts are not available or are available, but cannot be obtained within a reasonable period of time, new or remanufactured Ford parts may be used with an explanation in the ESP Claim Comments field as to why a Motorcraft part was not used.

Warranty Repairs

- Ford remanufactured small part assemblies, Engine, and Transmission assemblies are **REQUIRED** for use in Warranty repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission. Refer to the Master Parts Catalog for application information and to the Powertrain Reference Guide for cost caps and other program data.
- Motorcraft parts (except those listed below) should be used during the Ford warranty coverage when available.

Motorcraft parts **NOT ELIGIBLE** for use during the New Vehicle Warranty are:

- any part with a base part number containing a “V”
 - I.D.I. Diesel Engines
 - transmission assemblies
- Ford warranty coverage means all warranties applicable to the vehicle being considered (i.e., 12/12 coverage, Powertrain coverage, Major Component coverage, Bumper-to-Bumper coverage, New Vehicle Limited Warranty Coverage).

Authorization Requirements:

- If Ford remanufactured, FAR or Motorcraft parts are required but are not available, new Ford parts may be used with an explanation in the comments field as to why a Ford remanufactured, FAR or Motorcraft part was not used.
- Selected dealerships are required to obtain regional office price approval to submit a claim whenever new Ford parts are used where Ford remanufactured parts are required but not available.
- If Ford remanufactured parts are required but are not available from the FAD, the FAD will provide the dealership with authorization to repair the assembly.

Procedure for Core

For warranty repairs, reimbursement for cores should normally be obtained from your Ford Authorized Distributor (see Section 1 - Core Reimbursement from the Company for a list of core parts which should always be claimed via ACES II). Reimbursement for damaged cores involved when FAR parts are used in ESP repairs should be claimed via ACES II on the repair order where the part was replaced (see Chapter 8 in the ACES II User Manual).

Ford Authorized Remanufacturer's (FAR) Warranty and Lifetime Parts Guarantee Coverage

The FARs previously offered a Lifetime Parts Guarantee (LPG) for certain parts which may also be covered by ESP. The Lifetime Parts Guarantee is in addition to the warranty coverage provided by a FAR. In the examples that follow, the repair coverage is for the second or subsequent failure of a FAR part originally used in an ESP repair when the repair is still covered by ESP. Refer to eligibility for FAR coverage before submitting ESP claims.

REPAIR CATEGORY	FAR PAYS	ESP PAYS	CUSTOMER PAYS	PROGRAM CODING
1. Covered by FAR warranty	<ul style="list-style-type: none"> • Parts • Labor 	<ul style="list-style-type: none"> • Applicable Parts Allowance • Tax and Loaner 	<ul style="list-style-type: none"> • -0- 	RLE
2. Covered by FAR LIFETIME PARTS GUARANTEE	<ul style="list-style-type: none"> • Parts 	<ul style="list-style-type: none"> • Labor • Applicable Parts Allowance • Tax and Loaner, Tow 	<ul style="list-style-type: none"> • -0- 	RLE
3. Not covered by FAR LIFETIME PARTS GUARANTEE or beyond FAR warranty (Repair still covered by ESP)	<ul style="list-style-type: none"> • -0- 	<ul style="list-style-type: none"> • Labor • Parts • Applicable Parts Allowance Less Deductible 	<ul style="list-style-type: none"> • Deductible 	ESP

Form 1863/6125-2 Preparation Requirements

NOTE: FAR parts/cores should be exchanged directly with a FAR . The parts retention period is waived for Cores when FAR parts are claimed. When using the alternative submission method, the Core must be tagged and the original 1863/6125-2 claim number must be noted on the tag for FAR warranty analysis.

GOVERNMENTAL COVERAGE REGULATIONS & LEGAL PROCEDURES

State Laws (Statutes)

Certain States and Localities have, or may enact, laws that could have an impact on the dealerships' method of conducting their everyday business transactions. This Manual does not attempt to identify all of these Laws as they apply to certain States, Localities, and Ford Motor Company dealers within those States and Localities. Ford Motor Company recommends that all dealers consult their legal counsel for clarification of State and Local Laws as they apply to individual dealers.

New York State Coverage (2003 and Prior Model Year Vehicles)

New vehicles sold or leased, and registered in the state of New York are eligible for New York State coverage.

Coverage Guidelines:

- On Vehicles with Bumper-to-Bumper warranty, service adjustments normally limited to 12 months/12,000 miles coverage are covered up to 2 years/18,000 miles, whichever occurs first. See "ADJUSTMENTS" in this section for a complete listing of service adjustments by model year.
- When traveling outside the state of New York the retail customer must pay the servicing out-of-state dealership for repairs during the extended New York coverage period. The customer may then request a refund for covered repairs from a New York state dealership.
- The revised warranty coverage applies only to vehicles sold or leased new and registered in the state of New York. Vehicles originally eligible for New York coverage remain eligible if they are both resold and registered in the state of New York. If the vehicle is subsequently sold or registered outside the state of New York, the revised coverage no longer applies. Vehicles sold outside New York that are drop-shipped in New York for new lease are eligible if originally registered as a New York unit.

The dealer must:

- Verify that the vehicle is registered in the state of New York. The vehicle must have a New York license plate.
- Verify that the vehicle was sold new in the state of New York.

The owner must have a copy of the new vehicle disclosure card (Form CSE-7972-NYLL) or a copy of the bill of sale showing that the vehicle was sold in the state of New York.

IMPORTANT: Copies of the supporting documentation must be retained in the dealership.

Special Preparation of Form 1863/6125-2 claim:

- If a visiting owner repair is performed by a New York dealer, and the vehicle is beyond the 12 month/12,000 mile coverage but within the 2 year/18,000 mile period, Program Code NYL must be entered in the Program Code box.
- If the servicing dealer is the selling dealer, Program Code NYL is not required.

NOTE: All eligible claims are to be submitted via DWE/ACES II.

In-Transit Damage Disclosure (To Customer)

Several states require that certain types of damage occurring to new vehicles before delivery to the purchaser must be disclosed in writing if the repair cost exceeds a certain limit. These requirements will vary. Dealers must meet both state and Company requirements for damage disclosure.

Disclosable Conditions

These include all in-transit damage repairs that involve:

- Straightening, realigning, refinishing, and/or painting repaired or replaced sheet metal/bolt on parts, except for insignificant dents and scratches.

Non-Disclosable Conditions

These include all in-transit loss or damage conditions that can be corrected by installing similar parts or accessories such as:

- Bolt-on parts (bumpers, fenders, hood, deck lid, instrument panel, moldings).

NOTE: Generally, bolt on parts do not require painting or additional work as they are generally supplied in a manner in which they can merely be “bolted on.” However, in the instances where some additional work is required, such as refinishing/repainting, that portion of the repair would be considered disclosable damage and would go toward the \$500 damage disclosure requirement.

- Parts and accessories used to replace identical original components (glass, radios, tires and wheels, etc.)
- Airborne material (environmental fallout) damage is not considered transportation damage and Federal law does not require disclosure to a new vehicle purchaser. The \$500 disclosable limit does not apply to damage resulting from airborne material.
 - Dealers should be aware, however, that state or local laws may require disclosure of environmental fallout repairs.
 - Consult your legal counsel for the effect of state or local laws.

IMPORTANT: When requested, the dealership should provide a copy of the repair order which lists details of repairs performed to the new vehicle purchaser.

Reacquired Vehicles

A reacquired vehicle (RAV) is a vehicle repurchased by Ford from a retail owner as a result of a Goodwill decision, Dispute Settlement Board (DSB) decision, State Lemon Law decision, or legal settlement requirement. A 12 month/12,000 miles (12 month/unlimited miles for vehicles resold in California) RAV warranty is provided to the first retail customer.

The RAV coverage begins on the date and mileage at the time the vehicle is sold to the first retail customer after buyback. RAV coverage does not start when the bumper-to-bumper coverage expires. For example:

<u>RAV Sale Date</u>	<u>Mileage</u>	<u>Expiration Date</u>	<u>RAV Expiration Mileage</u>
August 19, 2001	32,000	August 19, 2002	44,000

NOTE: Because of many state laws, Company policy requires that RAVs may not be resold unless the vehicle is properly disclosed and registered for the RAV warranty (Wholesaling of RAVs is not permitted – Effective July 1, 1996).

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REACQUIRED VEHICLE DISCLOSURE AND WARRANTY REGISTRATION

NOTE: This procedure applies to U.S. Dealers only.

Ford Motor Company requires disclosure of all RAV's. Dealers are to disclose the RAV to the first retail customer after reacquisition and resale by the Company.

The dealer is to sign the RAV Disclosure Agreement (Form FCS-8535) at auction.

The dealer also signs the Reacquired Vehicle Resale Disclosure and Warranty Notice (Form FCS-8520) at auction. The dealer is to complete the #8520, disclose and review the contents of the #8520 with the customer and obtain the purchasing customer's signature on the #8520 at the time of sale. This form, when received at RAV Headquarters, also activates the RAV Warranty.

Disclosure Completion Process for Reacquired Vehicles

- Dealer receives copy of title at auction, discloses RAV status as stated above and retails vehicle.
- Dealer faxes the completed, signed RAV Disclosure/Warranty Notice (FCS-8520) to:

Ford RAV Headquarters
248-848-5900 (FAX)

NOTE: A cover sheet provided to the dealer at auction is also to be completed and faxed.

- RAV HQ verifies that the faxed #8520 form and cover sheet are complete and legible.
- If the properly completed RAV Disclosure/Warranty Notice is received by 3:30 PM(ET) RAV HQ will forward the original title by "Next Day Air" the same day the fax is received; next day, if received after 3:30 PM (ET).
- The dealer will receive the original title the first, or no later than the 2nd day, after the properly completed RAV Disclosure/Warranty Notice is received by RAV HQ and completes the new owner title process.

NOTE: If the selling dealer does not disclose RAV status to the first retail customer, the Company will make the appropriate disclosure.

RAV DISCLOSURE AGREEMENT

To comply with many state laws and to ensure that owners are properly and fairly treated, Company policy prohibits RAVs being resold unless the vehicles are properly disclosed and registered for the RAV warranty.

To ensure 100% compliance with Ford's disclosure policy, an RAV Disclosure Agreement (FCS-8535) must be signed by the purchasing dealer (or the buyer representing the dealer) for each RAV purchased at a Ford sponsored auction. This form includes Ford's disclosure policy and actions Ford may take in the event of dealer non-disclosure.

ACTIONS FORD MAY TAKE FOR NON-DISCLOSURE OF AN RAV

- \$5,000 liquidated damages for each non-disclosed vehicle.
- Three months suspension of Ford RAV auction privileges.
- Reimbursement to Ford for any costs, penalties, or expenses, including attorney fees, Ford incurs as a result of the dealer's failure to disclose in accordance with Company policy.

DEALERS CANNOT RETAIN RAVS

- All RAVs will be resold at Ford sponsored auctions.
- A dealer who has purchased an RAV at auction will not be permitted to wholesale the vehicle. A Ford RAV repurchase program has been developed to assist dealers with selling RAV units.

WHOLESALE OF RAVS IS NOT PERMITTED

Wholesaling RAVs purchased at Ford sponsored auctions limits Ford's ability to ensure compliance with individual state disclosure laws. Because of this, wholesaling of RAVs is not permitted.

REPURCHASE PROGRAM FOR AUCTION PURCHASED RAVS

To provide an alternative to wholesaling, an RAV "repurchase" program has been established. RAV repurchase requests must meet the following criteria:

- Vehicle must have been in dealer inventory and not sold for a minimum of 45 days, but no more than 90 days from the auction purchase date.
- Units in excess of 90 days in inventory will be the dealer's responsibility to retail.
- Vehicle condition must be equal to the condition at the time of original auction purchase.
- Vehicle mileage must be within 100 miles of the odometer reading at the time of original auction purchase.

REIMBURSEMENT FOR REPURCHASED RAVS

Ford and Lincoln Mercury dealers may request repurchase of an RAV by completing and faxing an RAV Repurchase Request Form to RAV Headquarters. To obtain the form contact RAV Headquarters at (800-323-6353).

Reimbursement to the requesting dealer will be calculated using the following formula:

	Subsequent Auction Selling Price
Less:	Auction Fee
Less:	Transportation charges to the Ford sponsored auction
Equals:	RAV Reimbursement Amount

Dealers will not be reimbursed for vehicle reconditioning or detailing charges incurred while in dealer inventory.

RAVs repurchased under this program will be resold through Ford sponsored auctions. Failure to comply with RAV disclosure policies will subject dealers to the penalties outlined within the RAV Disclosure Agreement.

REACQUIRED VEHICLE REPAIRS

Ford remanufactured parts must be used in all non-warranty Reacquired Vehicle (RAV) repairs; new parts may be used only when the Ford remanufactured parts are not available.

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SECTION 4

RECALLS, DEALER SELF APPROVAL GUIDELINES, AND AFTER-WARRANTY ASSISTANCE

SAFETY, COMPLIANCE AND EMISSIONS RECALLS

(SEE SECTION 6 FOR CUSTOMER SATISFACTION PROGRAMS)

A Recall is conducted to remedy a safety, compliance or emissions concern. When the Company notifies you of a recall for inspection and repair, the appropriate correction must be performed promptly upon receipt of parts to vehicles in dealer stock and to vehicles presented by owners for recall service.

NOTE: Federal law requires the completion of all outstanding safety, compliance and emissions recalls before a new vehicle is delivered to the buyer/lessee. Violation of this requirement may result in substantial civil penalties.

There are four different types of recalls that may appear on **OASIS**. The type can be easily determined by looking at the letter in the recall number:

Recall Types

- “S” - Safety Recall (e.g., 02S41, 03S01).
- “E” - Emissions Recall (e.g., 02E21, 03E01)
- “C” - Compliance Programs are issued to address a regulatory compliance issue (e.g. 03C03).
- “R” - An “R” program may be associated with a regional Safety Recall. An “R” program is usually established to address a potential safety concern in geographic areas not covered by the associated regional safety recall. Always refer to the “R” program bulletin for details.

Recalls remain open until repairs are completed and paid. Vehicles are identified in OASIS until a claim is submitted for payment against the recall number – do not code the claim as a warranty repair. If you do not submit the claim against the recall number, the vehicle will not be removed from OASIS and the customer may continue to receive recall reminder letters. In cases where the customer paid to have the repair performed before the recall announcement, or, in the case of emergency repair away from the servicing dealer, after the recall announcement, the customer is eligible for both a refund and a repair. See page 4-5 for additional information regarding Recall refunds.

NOTE: Vehicles affected by “R” programs may not need repair. Service the vehicle only if it has the same concern or condition as vehicles in the associated regional Safety Recall or if it is operated in the affected regions specified in the regional Safety Recall bulletin. Always refer to the “R” program bulletin for details.

Recall Process

- Affected dealerships receive via FMCDDealer.com:
 - A recall bulletin explaining details of the recall and repair instructions.
 - Information on direct shipment of parts, or parts ordering procedures.
 - Generally, a list of vehicles which require inspection and possible correction. See Field Service Action (FSA) VIN list information in this Section.

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- After dealer notification, the owners of recalled vehicles receive via first-class mail:
 - A personalized letter which explains the recall and asks the owner to return the vehicle to a Ford, Lincoln Mercury, or THINK dealership for prompt correction, or directions to call a 1-800 phone number to arrange for parts shipment and a service appointment.
 - A preprinted postcard to inform Ford of any change in ownership data.
- It is the responsibility of the dealer to perform recalls promptly.

IMPORTANT: When a Ford vehicle is in the dealership's possession, for whatever reason, OASIS must be contacted to determine if there is an open recall. When an open recall is found, make the necessary correction promptly. To request that a recall on a specific vehicle be reopened, contact the Special Service Support Center at 1-800-325-5621. Please provide the VIN, Recall number, P & A code and reasoning.

- The owner should present the recall letter to the dealer when requesting recall service, but recall service should not be denied because of a missing letter. Complete all recalls identified in OASIS as soon as possible, even when the owner's letter is missing.
- A dealer must verify recall eligibility through OASIS regardless of whether the owner presents a personalized letter.
- The dealer performs the service following the repair instructions contained in the particular recall bulletin.
- The dealer requests reimbursement for the completion of the recall through the ACES II claims payment system (refer to the Special Preparation section of the ACES II User Manual), including reimbursement for:
 - the recall repair.
 - related damage. See page 4-4 for "Related Damage on Recalls."
 - refunds, only if specifically authorized in the program dealer bulletin and customer letter.
 - Special Customer Handling (If Authorized).
 - Towing, if required.
 - Access time (removing of non-Ford parts, add-on equipment, i.e. trailer hitches, etc.) in order to complete the recall.
- Notify the Company of any change in the owner's name and address. Complete and mail an Owner Notification Change Postcard to the Recall/CSP Coordinator (See Section 9 for address.) Owner Notification Change Postcards are included with each owner's recall letter.

Field Service Action (FSA) VIN Lists

FSA affected vehicle VIN Lists are available on FMCDealer.com; this list can also be accessed directly at <https://web.fsavinlists.dealerconnection.com/>. These lists provide dealers with the ability to view all vehicles that are in dealer stock or sold in their local service area that require service work in order to complete an open Field Service Action (FSA). Dealers are encouraged to use these VIN lists to aid in completing the closure of FSAs.

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NOTE: Your FSA VIN List may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than in connection with recalls is a violation of law in several states/provinces/countries. Accordingly, limit the use of this listing to the follow-up necessary to complete recall actions.

Important sections of the FSA VIN List website include:

- VIN Lists - View a summary of open FSAs in your local service area, view owner contact information for a particular FSA or download the information to a CSV or Excel file.
- [Contacts](#) - Submit a question or comment about the website.
- [FAQ](#) - View common questions other users have about the website. Receive valuable tips about effective website usage practices.

Please Note: Prior to performing an FSA program repair on any vehicle, you must check OASIS to verify that FSA is still open on that vehicle.

For assistance with the FSA VIN Lists, refer to the contact link within the FSA VIN List website or call FSA VIN Lists Support at 1-800-555-9601.

Special Circumstances

1. **When the vehicle is still in stock or in service at the dealership** (Includes: New vehicles, used vehicles, demonstrator units, rental units, shuttle vehicles, etc.) — Repair the vehicle immediately. If recall service cannot be completed immediately, flag the recalled vehicles to alert Predelivery Service Personnel of the recall. Additionally:
 - Write the recall number on a Parts Identification Tag and attach to the vehicle keys, or
 - Write the recall number on the windshield.

IMPORTANT: Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

2. **When the dealership receives the recall notice, but the vehicle has recently been delivered.** The dealership must request by phone or mail that the new owner return to the dealership for recall service as directed in the Recall bulletin.
3. **When the vehicle has been traded to another dealership** — The transferring dealership must notify the receiving dealership of the required recall service.

Special Customer Handling

For certain Recalls and Customer Satisfaction Programs, additional compensation is provided to allow dealers to provide personalized customer satisfaction services (such as pick-up/delivery, wash/vacuum, etc...).

- Recall/CSP dealer bulletins will indicate if Special Customer Handling is authorized, and if so, which specific features are authorized.
- Special Customer Handling is not announced in the customer letter.

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- When authorized, Special Customer Handling applies only to vehicles which have been delivered to customers.
- If Special Customer Handling is authorized, claiming instructions will be attached to the dealer Recall/CSP bulletin.

Towing

- If towing is required as part of a Recall or Customer Satisfaction Program, reimbursement may be claimed through the DWE/ACES II system. Enter “TOW” in the “Misc. Area” of the claim, enter a full explanation of the service call in the “Technician Comments” section of the claim, and enter the tow invoice number in the invoice field of the claim. See the ACES II User Manual Section 3 for complete details.

Related Damage on Recall and Customer Satisfaction Program (CSP) Repairs:

Field Service Actions (FSA's - Recalls and CSP's) are issued to remedy concerns on affected vehicles. They are generally issued to proactively inspect and, if necessary, repair or replace components to prevent component failure or improve component performance. Preventing component failure, and any associated related failure or damage, is a result of the prompt and proper completion of FSA.

Dealership Responsibility: Dealers are responsible for following the Recall Process and the Customer Satisfaction Program Process outlined in Sections 4 and 6, and for performing recalls promptly.

Customer Responsibility: For FSA's that require customers to schedule a service appointment at the dealership, Ford Motor Company makes every effort to contact these customers in a timely manner, advise them of the reason for the FSA along with the potential risks in not having it performed, and ask that they schedule an appointment “without delay.” If the customer unreasonably delays in getting the work performed, the Company reserves the right to deny coverage for any consequential damage caused by such delay.

Related Mechanical Failure

During the course of an FSA inspection/repair, dealership personnel may encounter existing mechanical failure that they believe is related to the FSA. If the component that caused the failure is the subject of the FSA, the repair is reimbursable. (For exceptions, see the Non-Reimbursable Conditions and the Accident or Fire Claim Coverage Category in Section 3 of this manual.) In addition, certain programs may require prior approval. If the failure is not the direct result of an FSA listed component failure, the Special Service Support Center (SSSC) must be contacted prior to the repair unless otherwise specified in the Recall or Customer Satisfaction Program Bulletin. Examples include:

Covered

- An engine's oil pump is the subject of a Field Service Action. While the customer is driving the vehicle, the oil pump fails and the resulting lack of lubrication causes the engine to fail. Repairs to the engine would be covered since the failure was caused by the failure of a covered component (oil pump).
- An engine's oil pan gasket is the subject of a Customer Satisfaction Program (CSP). The gasket fails and, due to the failure, oil leaks into the engine's starter motor and causes it to fail. The starter motor failure is related to the covered component (oil pan gasket).

Not Covered

- An engine's oil pump is the subject of a Field Service Action. While the customer is driving the vehicle the engine fails. Upon further inspection, the oil pump is found to be functioning properly and a broken connecting rod is discovered. The engine repair is not covered under the recall.
- A vehicle's hood latch is the subject of a safety recall. While the customer was driving, the latch fails and causes the hood to open resulting in damage to the vehicle's hood, roof and windshield. The hood, roof and windshield are not covered (unless authorized by the Company). This type of damage is considered **property damage**. See the paragraph in this section on **property damage**.

All repairs identified as related damage and submitted for payment **MUST** be completed at the same time the Recall or CSP is completed. Subsequent repairs claimed as related damage will not be accepted for payment by ACES II unless authorized by the Special Service Support Center (SSSC).

Special Service Support Center (SSSC) 1-800-325-5621

Property Damage

If property damage has occurred as a result of the failure of an FSA listed component, **do not begin no-charge repairs until authorized by the company** (see the Non-Reimbursable Conditions and the Accident or Fire Claim Coverage Category in Section 3 of this manual). If the event could have contributed to personal injury or a claim of property damage, contact Consumer Affairs via fax using the "Dealer Request for Consumer Affairs Review" form found in Section 9 of this manual or the "Litigation Prevention" form found on FMCDealer.com in the "Applications, Tools and Forms" section. (If the claim involves a fleet vehicle, call 1-800-343-5338.)

Owner/Dealer Refunds on Safety and Emissions Recalls

(Refer to Section 6 for Customer Satisfaction Program Refund Policy)

When all or a portion of a repair covered by a Recall is performed, both the owner and the dealer are eligible for a refund when the:

- Owner has paid for the repair before the recall announcement, or in the case of an emergency repair away from the servicing dealer, after the recall announcement, or the
- Dealer has paid for the prior repair, or the
- Owner and/or dealer has participated in After-Warranty Assistance

To request a refund, the customer must provide an original paid receipt which identifies the vehicle by VIN and the component affected by the Recall. The customer does not have to currently own the vehicle to be eligible for a refund. The refund claim must be submitted separately and will not remove the vehicle's eligibility from OASIS unless specified otherwise in the program bulletin. The vehicle will remain eligible for the recall until the repair is completed and a second claim is submitted.

Please note that under the requirements of the TREAD Act, manufacturers are now required to provide customers with the ability to request a refund directly from the company. Although Ford will fully comply with this new requirement, we will continue to encourage customers to use authorized dealers to process refund requests.

DEALER SELF-APPROVAL GUIDELINES

Ford Motor Company provides dealerships the authority to administer three self-approval privileges:

- Actual time
- NPF — No Problem Found
- Repeat Repairs

Benefits:

These privileges benefit both the dealer and Ford Motor Company by helping to:

- Improve customer satisfaction by providing the dealership the tools necessary to fix the vehicle right the first time.
- Reduce shop comebacks.
- Improve evaluation of standard labor operations through more accurate reporting.
- Reduce administrative workload and accelerated payment of warranty claims because FCSD Regional Representative approval is not necessary in most instances.

NOTE: Specific claiming procedures for each of the dealer self-approval privileges are provided in the ACES II User Manual.

Actual Time Usage Guidelines:

An actual time labor operation is used only when:

- there is no published labor operation in the Ford Service Labor Time Standards.
- in highly unusual repair situations when actual time is required to complete the repair (e.g. repairing broken bolts, nuts, or fasteners that require the use of a torch, drilling, or tapping).

The actual time labor operations are:

- “B” – body repair time
- “MT” – Labor operation not published, a published labor operation requires additional time due to unusual circumstances, or abnormal diagnosis time.
- “NPF” – No Problem Found repair initiative

Actual time labor operations “A”, “M1”, and “M2” have been replaced by “MT”. When “MT” is claimed you must include either a labor operation or base part number along with “MT” for the applicable repair.

- Claiming “MT” actual time without a labor operation or base part number will result in your claim being returned for correction. The actual time claiming procedure for body repairs (“B” time) and no problem found (“NPF”) has not been changed.
- For actual time requests of two hours or more you are required to enter an explanation in the comments section of ACES II when the claim is submitted for payment.

MT Using a Base Part Number

- When no labor operation exists for the part that was replaced/repared, or when abnormal diagnosis time is required, you must include the base part number of the part that was repaired/replaced along with “MT.”
 - For Example: You repair a loose defroster control cable (base part number 18548) and no scheduled labor operation is available. Claim actual time as “MT18548”.

MT Using a Labor Operation

- When a scheduled labor operation is available, but additional time is required to perform the repair due to unusual circumstances, or when you are performing a repair for which there is a scheduled labor operation but there is no time published for the vehicle you are working on, you must include the labor operation with “MT”.
 - For Example: Labor operation 6051A1 for valve grinding does not have a published time for a 1999 F-150 with a 4.2L MFI engine. Claim actual time as “MT6051A1”.

Dealers are authorized to self-approve actual time and no approval code is required.

Service Management Responsibilities:

- All actual time repairs must be properly time recorded.
- Actual time is only for repairs that are the responsibility of Ford Motor Company.
- The actual time claimed for a repair must not be included in another labor operation (i.e. overlapping operation).
- Technicians must explain on the hard copy why actual time was required.
- The reason actual time was required must be entered in the comments area of the claim (less than 2.0 hours of actual time does not require explanation).
- All applicable Ford Service Labor Time Standards Manuals must be used in claims preparation.

NOTE: Actual time may not be claimed for time spent calling the technical service hotline, checking OASIS, or obtaining prior approvals.

IMPORTANT: Non-compliance with the above requirements or abuse of this authority may result in up to a 90-day conditional approval period or program cancellation. In the event of cancellation, at least 90 days must elapse before a dealer can be reconsidered for use of the self-approval privilege.

No Problem Found (NPF) Usage Guidelines:

The No Problem Found (NPF) repair initiative compensates dealers for abnormal diagnosis time when no problem is found with the vehicle. It was created to reduce situations in which customers are dissatisfied because their vehicle was not diagnosed correctly the first time.

Using the “NPF” actual time labor operation is limited to:

- A maximum of 2.5 hours per repair.
- diagnosing hard-to-find customer identified product concerns only.

The “NPF” actual time labor operation may NOT be claimed for any of the following circumstances:

- in instances where insufficient concern detail is provided during service write up (e.g., frequency of occurrence, special conditions, etc.)
- for identifying product features or characteristics (this is service management’s responsibility).
- whenever parts are replaced as a result of diagnosing the customer’s concern.

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- when non intermittent concerns are not verified by service management during write up.
- for vehicle inspections when the customer has not identified a specific product complaint (i.e. add-on repairs).
- for diagnosis of dealer-owned vehicles, such as stock units, used cars and dealership daily rental units.
- for use with any EEC diagnosis related concerns.
- ESP repairs are NOT eligible for NPF labor.
- for driveability concerns.
- when a cause has been identified and the part is not available to complete the repair.

Benefits:

NPF benefits the dealer by allowing technicians to service the customer's vehicle with only problem solving in mind. Technicians no longer have to be concerned with spending additional time to find difficult problems without being compensated for their efforts.

Additional time spent diagnosing hard-to-find problems can result in two situations:

- When technicians spend the needed time to diagnose the customer concern and find a problem, they can more easily fix the vehicle right the first time.
- When technicians spend the needed time to diagnose the customer concern and no problem is found, the Service Advisor can feel more comfortable explaining to the customer all diagnoses performed that resulted in the NPF situation.

Service Management Responsibilities:

Service Management must ensure that the following NPF requirements are met:

- All NPF repairs must be time-recorded.
- Assign the appropriate Technician based on ability and training.
- Perform normal diagnosis based on the information on the repair order.
- Prior to claiming NPF, an OASIS Symptom Code inquiry must be done to access all service recommendations.
- Review other service recommendations supplied by Ford (OASIS, TSBs, Technical Service Hotline) and take the appropriate actions.
- Attach the listing of Special Service Messages and suggested TSB's from the OASIS Symptom Code printout to the repair order.
- All claims must have a full explanation to support use of labor operation "NPF" in the tech comments area.

Repeat Repair Self Approval Guidelines:

Dealers are authorized to self-approve claims for repeat repairs. When claims for repeat repairs are not self-approved, the claims will be returned to the dealership. The reason for returning unapproved claims for repeat repairs to the dealership is to provide service management the opportunity to determine:

- The number and type of repeat repairs being generated and by which technician(s).
- The level of customer dissatisfaction being created by repeat repairs.
- Exposure to the penalties of lemon law statutes that could place the dealership as well as the Company in an undesirable position because of repeat repairs.
- The need for greater emphasis on the use of technical support programs (e.g. OASIS, Technical Service Bulletins (TSBs), National Technical Hotline, etc.).
- The importance of “fixing it right the first time.”

Benefits:

Usage of the repeat repair self-approval privilege will benefit both the dealership and the Company by:

- Identifying unusual situations where published repair instructions do not correct the customer’s concern.
- Reducing the dealership workload in obtaining FCSD Customer Service Manager or Select Dealer Market Manager approval when these unusual situations are encountered.
- Providing the Company with valuable repair information on a timely basis.

Service Management Responsibilities:

Service Management must review each repair to be submitted or resubmitted and enter a five-digit approval code in the Approval Code box on the claim form. The approval codes for repeat repairs and mileage inconsistencies and their definitions are:

- DDDR1 - Service Part Concern
- DDDR2 - New Technical Data Available
- DDDR3 - Different Causal Part Failure
- DDDR4 - Other - See the repair description area of the claim
- DDDME - Odometer or Repair Date Discrepancy with another paid repair. Can only be used for the following mileage inconsistency return codes: PO40, PO41, PO42, PO43, PO44, and PO45. Refer to the ACES II User Manual (Chapter 8) for further instructions.
- ACES II repeat repair return codes P010 and P011 require Customer Service Manager prior approval before resubmission. Dealer with self approval authority may self approve repairs with repeat repair return codes P012 to P015.

All repairs that are self-approved must include a complete description of the circumstances on which the self-approval was based, including the technical source used in the decision process. The description must be entered on both the repair and in DWE/ACESII.

- Dealers who do not properly control the usage of repeat repair self-approvals could lose the privilege. When a dealer loses the privilege, he/she must thereafter obtain approval to submit claims for repeat repairs from the FCSD Customer Service Manager.

AFTER-WARRANTY ASSISTANCE (AWA)

After-Warranty Assistance(AWA) are payments made on a case-by-case basis for repairs not covered by the vehicle warranty, service parts warranty, or any Ford ESP, or any non-Ford service contract. After-Warranty Assistance may be made when a Ford Motor Company vehicle is not meeting customer expectations and there is an opportunity for increased customer satisfaction and owner loyalty. In other words, AWA decisions should be made on a case by case basis, considering all factors including past loyalty and the likelihood of favorably influencing the customer's satisfaction and future sales and service intentions. When granting assistance, it is important that you know the customer profile, know the vehicle profile, and know the situation. For example, you might consider:

- Is the customer loyal to the dealership, for either service or purchase?
- Has the vehicle been properly maintained?

Decisions should be made quickly and proactively, rather than as a reaction to the customer. For additional information to assist you in deciding whether After-Warranty Assistance is appropriate, refer to the After-Warranty Assistance section of the Road Map; Your Guide to Dealership Operations-Customer Handling.

Company Authorized After-Warranty Assistance (Program Code P01/Z92)

The FCSD Customer Service Manager may authorize repairs or refunds for repairs not covered by a warranty, a Customer Satisfaction Program, or a Recall. Dealers should assist owners by contacting the FCSD Customer Service Manager when, in the dealer's opinion, an owner deserves consideration for a beyond-warranty repair. The dealer should not make any commitment to an owner without first obtaining FCSD Customer Service Manager authorization. Dealerships that are approved by Regional Management for After-Warranty Assistance Authority may make certain adjustments without Regional Management approval. They must, however, follow the specific guidelines listed below.

Dealer Authorized After-Warranty Assistance (Program Code P05/P07/Z05)

Dealer-approved AWA is important because it encourages on-the-spot resolution and increases the likelihood of satisfying customers. This can only be achieved through the effective empowerment of those employees (e.g., Service Advisor) who have day-to-day contact with the customer. Dealers are urged to train and empower their Service Advisors within the boundaries provided by Ford Motor Company. All dealer approved AWA must be documented on the original repair order. In the event that dealers do not use the authority as intended or misuse the program, the self-approval After-Warranty Assistance Authority will be withdrawn.

Dealer Authority Guidelines

Once it is established that After-Warranty Assistance will help prevent or resolve a customer concern, the dealer must determine if the adjustment is within dealership authority. Dealer-approved After-Warranty Assistance is subject to the following guidelines:

Dealer Authorized After-Warranty Assistance Cont'd.

Program Code P05

- Ford and Mercury cars and light trucks with less than 6 years/75,000 miles in service, whichever occurs first. Ford's contribution is limited to:
 - Up to \$750 per visit. For Blue Oval, Mercury Advantage, and Lincoln Premier Experience certified dealers the limit is raised to \$1500 per visit.
- Lincoln vehicles with less than 7 years/75,000 miles in service, whichever occurs first. Ford's contribution is limited to:
 - Up to \$750 per visit. For Blue Oval, Mercury Advantage, and Lincoln Premier Experience certified dealers the limit is raised to \$1500 per visit.

Program Code P07

- Powertrain Repairs - Repairs to Powertrain components (as identified in the ESP Program Manual) beyond P05 cost limits on cars and light trucks (up to and including F-550). The customer also receives a complimentary 6 year/100,000 mile (5 year/75,000 mile contract for police units, 6 year/75,000 mile contract for E-250 and F-350/450/550 4x4 models) ESP PowertrainCARE contract (\$100 deductible applies) along with powertrain repair. The following guidelines apply:
 - Ford and Mercury Vehicles - Powertrain repair up to \$2000 per visit on vehicles with less than 6 years/75,000 miles in service. Blue Oval, Mercury Advantage, and Lincoln Premier Experience certified dealers up to \$3000 per visit.
 - Lincoln Vehicles - Powertrain repair up to \$2000 per visit on vehicles with less than 7 years/75,000 miles in service. Blue Oval, Mercury Advantage, and Lincoln Premier Experience certified dealers up to \$3000 per visit.
 - A minimum customer contribution of \$495 is required.
 - The dealership must provide the customer the appropriate ESP Contract provisions.
 - P07 may not be used for customer refunds.

NOTE: AWA (P05, P07) may not be used together during the same repair visit.

IMPORTANT: All gasoline engine assemblies replaced under the New Vehicle Limited Warranty, Service Part Warranty, and After Warranty Assistance will require additional prior approval from the Technical Hotline. Examples of engine assembly base part numbers included in the prior approval program are: 6006-sealed long block, 6007-complete engine, 6012-remanufactured long block, 6V012-Motorcraft engine, direct ship engines and free engine exchanges.

Program Code Z05

- Medium and Heavy trucks with less than 4 years/200,000 miles in service, whichever occurs first. Ford's contribution is limited to:
 - Up to \$1,000 per visit.

Dealer Authorized After-Warranty Assistance Cont'd.

Eligible

- Fleet vehicles on an individual vehicle-by-vehicle basis.
- Warranty-type repairs only (on vehicles beyond warranty/ESP limitations). If vehicle is still eligible for any warranty coverage, Ford ESP coverage or non-Ford service contract coverage, do not submit repair as After-Warranty Assistance.

Ineligible

- Vehicles with branded titles or warranty restrictions (as noted in OASIS).
- Non-Ford Motor Company Vehicles
- Any dealer owned vehicles (including used vehicles in dealer stock).
- Repairs for dealer employees, Ford employees that have dealer contact responsibility, or dependents of either.
- Maintenance items (e.g., oil changes, tune-up, etc.).
- Repeat repairs.
- Refunds for non-emergency outside repairs.
- Vehicles that have already had two After-Warranty Assistance repair visits. (A repair visit is defined as each time a vehicle is dropped off at the repairing dealership for repair(s) and returned to the customer). Check OASIS and any applicable vehicle service records for the AWA repair counter.
- Repairs covered by or eligible under competitive service contracts.
- Costs for Rental vehicles. If a loaner vehicle is provided to the customer, the dealer may claim reimbursement using available loaner days under the Transportation Assistance Program.
- Claims/repairs that have been submitted for payment under warranty or ESP and were rejected.
- P07 may not be used for: Taxi's, Livery/Shuttle/Commuter vehicles, emergency vehicles (except police units), tow trucks, vehicles with branded titles, warranty restricted vehicles, electric vehicles, Mustang Cobra R, and Saleen modified vehicles.
- Consequential damages including commercial loss, lost wages, loss of perishables, etc.
- Claims/repairs related to accidents, fires, or road hazards.
- Reimbursement for deductible amounts (e.g., ESP or powertrain deductibles).
- Tires (except for 2001 and newer vehicles).

Claiming Guidelines

- Incidental expense (e.g., hotel bill, meals, etc.) up to \$150 per claim may be covered; however, Ford's share of the total repair cost must remain within the specified limits.
- All repairs covered under After-Warranty Assistance(P05/P07) and performed at the dealership offering the assistance must be at Ford Warranty Labor Rates and Ford Service Labor Time Standards.
- A refund (net of customer and dealer participation) submitted as After-Warranty Assistance must be calculated at warranty repair rates.
- Refunds for emergency repairs within AWA guidelines are eligible for AWA consideration (excluding P07 assistance). A refund claimed within AWA guidelines counts as a repair visit.
- Ford-sourced and/or Ford remanufactured parts are required (except for reimbursement of emergency repairs).

Dealer/Customer Participation

An AWA, by definition, occurs after warranty has expired. As a result, it is appropriate to ask the customer to participate in the repair cost.

Both the Company and dealer benefit from increased owner loyalty that results from AWA. Because of this, it is appropriate that the dealership participate in the cost.

- The Company expects 20% average total participation for AWA at warranty repair rates (Dealer and Customer combined percentage).
- Expected 10% average dealer participation.
- No dealer participation is required for visiting owners (those who are traveling, or have moved a long distance from their selling Dealer or are in need of emergency repairs).
- The \$495 minimum customer participation on P07 claims counts as customer participation.

WARRANTY & POLICY MANUAL

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SECTION 5

REIMBURSEMENT POLICIES

LABOR REIMBURSEMENT POLICIES

ACCESS TIME Actual time taken to remove a Ford or non-Ford part (including body conversions such as motor homes) in order to perform a warranty repair — reimbursable.

When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:

- When possible, the dealership should remove the component and clock the time to be added to the repair as actual time.
- If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately and payment is based on actual cost if the cost is reasonable.

ACTUAL TIME USAGE REQUIREMENTS An actual time labor operation is used only when there is no published labor operation in the Ford Service Labor Time Standards or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the form and the request must be reasonable. Actual time labor operations to be used are as follows:

- “B” for body repair time.
- “MT” for labor operation not published, or a published labor operation requires additional time due to unusual circumstances, or for abnormal diagnosis time.
- “NPF” for no problem found.

Dealerships that have dealer self-approval privileges are authorized to self-approve actual time. The benefits resulting from the self-approval of actual time are:

- Improved quality repairs.
- Improved customer satisfaction because more vehicles are fixed right the first time.
- Reduced shop comebacks by providing more flexibility to use actual time.
- Reduced administrative workload.
- Faster payment of warranty claims.
- Improved standard labor operations through better reporting.
- Provide the flexibility for the dealer to take the time needed to fix vehicles right on the first repair visit.

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The requirements listed below apply to the self-approval of actual time.

NOTE: Many of these same requirements also apply to the normal administration of warranty and must be followed even if you do not have self-approval of actual time.

- All actual time repairs must be properly time recorded (see Time Recording – Section 1).
- Technicians must provide detailed comments on the hard copy explaining why actual time was required.
- Actual time repair codes B, MT, and NPF must be entered on the claim (Refer to the ACES II User Manual).
- All applicable Ford Service Labor Time Standards must be used in claims preparation.
- Actual time may not be claimed for time spent calling the Technical Hotline, for checking OASIS, or for obtaining prior approvals.

IMPORTANT: Non-compliance with the above requirements or abuse of this authority may result in up to a 90-day conditional approval period or program cancellation. In the event of cancellation, at least 90 days must elapse before a Dealer can be reconsidered for the Dealer Self-Approval of Actual Time.

ADMINISTRATIVE ALLOWANCE

Certain repairs may provide an administrative time allowance. The administrative allowance may be claimed as noted below:

- Sublet Repairs on competitive make vehicles covered under Extended Service Contracts (0.5 hr admin. time).
- Tire warranty repairs — dealers not enrolled in the Ford Tire Program may claim .2 hr. admin. time for tire replacements they have performed at Ford Tire Program dealerships or original equipment tire manufacturer authorized retailers.

“DIAG” USAGE REQUIREMENTS

DIAG is a causal part number used for claiming technician time for diagnostics when no repair is performed and the customer’s driveability related concern cannot be verified. In instances where a customer concern is not driveability related and the concern cannot be verified, the no problem found (NPF) operation may be claimed (Refer to Section 4 - NPF Usage Guidelines). The following DIAG claiming requirements apply:

- DIAG can only be claimed when diagnosing driveability concerns where no cause has been identified.
- Prior to claiming DIAG, an OASIS Symptom Code inquiry must be done to access all service recommendations.
- When claiming DIAG, all valid diagnostic trouble codes (DTC’s) must be entered with the DIAG repair.

DIAG Must Not be Claimed:

- As an ESP claim (not reimbursable).
- When a cause has been identified and the part is not available to complete the repair. Standard labor operations for diagnosis time should be claimed when the repair is completed.
- For vehicle inspections when the customer has not identified a specific driveability complaint (e.g., Add-On Repairs).
- On dealer-owned vehicles such as new inventory, unsold used vehicles, and dealer daily rental units unless some driveability symptom was reported by a customer.
- If the customer's complaint is exclusively for poor fuel economy.
- To reprogram the POWERTRAIN CONTROL MODULE (claim as indicated via technical service bulletins).

DIAG Service Management Responsibilities

- Assign the appropriate technician based on ability and training.
- Attach the listing of Special Service Messages and suggested TSB's from the OASIS Symptom Code printout to the repair order.
- Ensure that the DIAG time is supported by a full explanation in the technician comments area of the claim.

DIAGNOSIS TIME

- Normal diagnosis time is not reimbursable.
 - Included Time — An allowance for basic diagnosis requiring only limited time and equipment, as called out by the shop manual is included in each labor time standard to cover diagnostic tasks. It is not reimbursable separately unless specified in the Ford Service Labor Time Standards.
 - Obvious Repairs — Repairs which are easily determined by the senses (sight, touch, smell, hearing). Service management is responsible for:
 - identifying these repairs.
 - road testing if necessary.
 - issuing repair instructions to technicians.
- Diagnostic Labor Operations — Specific labor operations listed in the Ford Service Labor Time Standards are reimbursable.
- Abnormal Diagnosis Time is reimbursable ("MT" time)
 - Reimbursement is allowed for diagnostic time spent beyond normal diagnosis or where diagnosis time is not covered in the labor standards.
 - An explanation of why the abnormal diagnosis time ("MT" time) was necessary must be entered in the repair description section of the claim and submitted to Ford.
 - Labor to take an assembly apart and put it back together again is reimbursable when it's necessary to determine whether the assembly can or cannot be repaired. See Repair or Replacement Policy in Section 3.

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LABOR-ONLY OPERATIONS

- Non-reimbursable labor operations:
 - Inspections, adjustments, alignments, and clean-up included in predelivery.
 - Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications (Refer to the Predelivery Service Record checksheet).
 - Adding oils, lubricants, and other fluids (except refrigerant).
 - Inflating tires.
 - Touching up paint chips, scratches, or minor blemishes.
- Reimbursable labor operations:
 - All other labor-only operations are reimbursable unless stated otherwise in this Manual or other Company publications.

LABOR PERFORMED AT OTHER THAN AUTHORIZED DEALERSHIPS

Reimbursable when:

- The dealer sublets work to an outside specialty shop.
- Performed on an emergency basis and Ford and Lincoln Mercury dealerships are closed.
- Also refer to Sublet Repair in this section.

LABOR REIMBURSEMENT

Labor reimbursement is normally based on standard hours shown in the Ford Service Labor Time Standards Manual multiplied by the dealer's approved warranty labor rate in effect on the date of repair.

LABOR RATE POLICY

It is the Company's policy to reimburse dealers for warranty repairs at an hourly rate that is fair, reasonable, and competitive. This policy is administered through one of the available labor rate request options.

LimoCare, Electric, and Compressed Natural Gas (CNG) certified dealerships, as well as those who service a minimum of 12 motor homes annually, are eligible to receive a secondary P&A code and labor rate for qualifying repairs. The following guidelines apply:

LimoCare - The labor rate for Limousine repairs is established using the dealer's current labor rate. The Retail Labor Rate Option Process may be used to increase the labor rate provided the retail rate is fair, reasonable, and competitive. Only Warranty and Extended Service Plan (ESP) repairs performed on Town Car limousines/hearses with 1L1 or 1LJ in position 1,2 and 3 of the VIN can be submitted under the secondary P&A code. See Limousines in Section 3 for a definition of approved Town Car and Excursion conversions.

Electric – The labor rate for Electric Vehicle repairs is set at a rate 15% higher than the dealer's warranty labor rate. Only warranty repairs on Electric Rangers with engine code 1 or 7 (VIN position 8) are eligible for reimbursement at the higher labor rate.

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CNG – The labor rate for CNG repairs is set at a rate 15% higher than the dealer's warranty labor rate. Only repairs to the following vehicles are eligible for reimbursement at the higher labor rate:

<u>Vehicle Line</u>	<u>System/Fuel</u>	<u>Engine</u>	<u>VIN CODE (pos.8)</u>
Contour	Bi-fuel NGV	2.0L GFP I-4	Z
Cr. Vic	Ded. NGV	4.6L V-8	9
E/F Series	Bi-fuel NGV	5.4L V-8	Z
E/F Series	Ded. NGV	5.4L V-8	M.

Motor homes – The labor rate for Motor home repairs will initially be set at the dealer's standard warranty labor rate. The Retail Labor Rate Option Process may be used to increase the labor rate provided the retail rate is fair, reasonable, and competitive. Only Warranty and Extended Service Plan (ESP) repairs performed on motor homes with body style E30, E35, E40, E45 and F53 may be submitted under the secondary P&A code.

LABOR RATE REQUEST OPTIONS

Separation Option

The Separation Option is a three-year program that automatically increases a dealer's warranty labor rate each year, based on the change in the national Consumer Price Index (CPI), plus an adjustment factor. Once enrolled in this program, the hourly warranty labor rate is no longer dependent on the dealer's retail labor rate.

- A dealer enters the program by returning a signed enrollment form to the FCSD Regional Office during the enrollment period (each April). Enrollment forms will be provided each April to dealers.
- The dealer will receive increases each June 1, based on the change in CPI plus the adjustment factor, while enrolled in the program.
- The adjustment factor is the relationship between the most recent 10-year rolling average of dealership service costs (as reported in Dealer Financial Statements) and the Consumer Price Index.
- For additional information, contact your FCSD Regional Office.

Retail Rate Option

An hourly warranty labor rate that is equal to a dealer's retail rate, provided that rate is fair, reasonable and competitive.

When requesting an increase in the warranty labor rate using the retail rate option, a dealer must be able to demonstrate:

- A retail rate that is consistent with sound business practices and is responsive to competition in a dealer's area of service responsibility.

NOTE: To ascertain labor rate pricing for competitive dealers in the dealer's area of service responsibility, Ford is NOT recommending that dealers discuss pricing practices with competitive dealers. Rather, providing evidence of competitive retail labor rate pricing practice should be limited to publicly available information (e.g., posted retail labor rates).

- A consistent retail service pricing practice that demonstrates a retail service labor rate at least equal to the requested warranty labor rate.
- To assist in preparing a retail repair order analysis, a consistent practice of listing on the office copy the number of actual, or standard, hours and tenths of hours being charged for each repair order shown on a repair order. Listing of the hours on the customer copy of the repair orders is optional, unless required by state or local law or regulation.
- A reasonable relationship between warranty and policy labor sales and total shop labor sales.

NOTE: Once approved, an increase in the dealer's warranty rate is effective on a going-forward basis only.

Standard Form Option (Long Form)

A warranty labor rate that is a formula of technicians' average hourly wage plus voluntary and legislated dealer paid fringe benefits. The rate cannot exceed a dealer's retail rate.

NOTE: Direct questions and requests for labor-rate increases to your FCSD Customer Service Manager.

OVERLAPPING/ DUPLICATE LABOR

Overlapping labor is not reimbursable. Overlapping labor is that in which two operations include duplicate repair steps. The overlapping labor amount must be deducted from the second operation; the remaining labor amount of the second operation must be claimed as actual time.

RECAL/RECALEM USAGE REQUIREMENTS

RECAL (Recalibration) and RECALEM (Recalibration-Emissions) are causal part numbers used for claiming technician time for reprogramming a powertrain control module (PCM). RECAL and RECALEM have replaced 12A650 as the causal part for claims where the fix is reprogramming. For situations where the PCM cannot be reprogrammed, follow Powertrain Control Emissions Diagnosis Manual diagnostic procedures and warranty claiming instructions.

RECAL or RECALEM claiming is reimbursable:

- When performing an authorized reprogramming of a PCM according to TSB 97-9-8.
- Using RECAL for non-emission-related driveability concerns.
- Using RECALEM for emissions-related concerns (e.g., check engine light on).

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RECAL or RECALEM Must Not be claimed:

- For PCM diagnosis or replacement.

NOTE: If no problem is found and the customer's concern cannot be verified, refer to DIAG USAGE REQUIREMENTS in Section 5 for claiming procedures.

ROAD TEST

A supplemental allowance to perform a road test is provided in all respective labor operations when it is clearly stated in the published (Work Shop Manual, Recall, or TSB) repair procedure that it is necessary to do so. Conducting pre or post repair road testing when not specifically instructed to do so in the published repair procedure or as part of analyzing or defining a customer complaint is considered to be the responsibility of dealership service management (Service manager, Shop Foreman, Service advisor, etc.). Refer to Service Supervision Responsibilities section 1 page 8. **EXCEPTION:** No Problem Found (NPF) situations may be eligible. Refer to usage guidelines in section 4 page 6.

SUBLET REPAIR

Labor Reimbursement

- Sublet Labor
 - Warranty/ESP repairs — When there is a comparable Ford Service Labor Time Standards Manual operation, either the standard operation or the actual OSL amount may be claimed. If the actual OSL charge is claimed, the OSL amount **CANNOT** exceed the standard operation amount at the dealer's approved warranty labor rate. Actual time must be listed separately and payment is based on actual cost if the cost is reasonable.
- Loss/Damage Claims — Outside purchased parts and labor will be reimbursed at actual cost not to exceed the price of the comparable Ford part or labor operation amount. For Glass Replacement refer to Section 3 behind Ford/LM Cars and Light Trucks, or 600 and Higher Series Trucks Tab for reimbursement information.
 - Payment for the repair or replacement of the radiator core, heater core, or soft trim (including "frenched" back window glass) is based on actual cost. Labor for removal and reinstallation should be claimed using Ford Service Labor Time Standards Manual operations where applicable.
- Sublet Repair Transportation Allowance
 - When a repair to a radiator or heater core, or soft trim is sublet to a specialty shop **without pickup and delivery service**, the dealer may claim a transportation allowance of either 10 percent of the sublet labor amount or the actual time required to make the delivery and pickup. When actual time is claimed, it must be recorded in a "log." The log must include VIN, "out" and "in" time and mileage on the delivery vehicle, date of delivery and pickup, amount claimed, and the driver's name.

PARTS REIMBURSEMENT POLICIES

ASSEMBLIES
(Company-Supplied at No Charge)

Engine and transmission assemblies shipped directly from production and assembly plants (direct-ship assemblies) are made available for Company-paid repairs. These parts can be ordered via the Technical Hotline. (No-charge plant assemblies are shipped for assemblies not yet available through Ford Authorized Distributors.) Certain direct-ship assemblies also can be ordered through DOESII.

Except where prohibited by law or otherwise specified by Ford in writing, a fixed handling allowance is paid for major assemblies such as diesel engines.

With the exception of shop supplies and labels, any other parts supplied by the Company to the dealership at no charge are eligible to receive 1.0 hour administrative allowance at the dealership's labor rate.

BATTERY

The battery parts allowance is not reimbursable separately. The net amount shown in the Parts and Accessories Price List includes the parts allowance.

CORE REIMBURSEMENT

Core Reimbursement from RCRC's

Regional Core Recovery Center (RCRC) will provide dealer core credit for the non-700 tag parts that have a core deposit for both retail and Ford paid repairs.

Core Reimbursement from the Company

If the WPRC generates a 700 tag for a part that has a core value, the dealer must submit an appeal for the core amount via ACES II.

Core

Failure to return an engine, transmission or transaxle core and shipping container within 30 days will result in chargeback of the claim. REFER TO THE POWERTRAIN REFERENCE GUIDE FOR FORD REMANUFACTURED ASSEMBLY CORE DEPOSIT.

If the WPRC recalls a core from an assembly exchange that was returned directly to the plant or to the FAD, write the name of the exchange program on the FCS-700 tag and mail the tag to the WPRC with a copy of the bill of lading/shipper confirming return of the original core.

IMPORTANT: Cores returned to the Company may not exceed the quantity of the same new or remanufactured part purchased from the Company. **The Company will not reimburse dealers for cores removed from dismantled vehicles.**

WARRANTY & POLICY MANUAL

CORE REIMBURSEMENT (continued)

NOTE: Recalls and Customer Satisfaction Programs may have unique core return procedures, in these instances, follow the core return directions in the Recall/CSP Bulletin.

CUMMINS ENGINE PARTS

Reimbursement for Ford FD 1060/1460 Diesel Engine Parts

In instances where dealerships must obtain parts directly from Cummins to complete warranty repairs on 1997 and prior model year vehicles, Ford part numbers may still be used. Reimbursement will be at the Ford price plus the applicable parts mark-up. If the amount charged by Cummins exceeds the Ford part price, dealers may claim the price difference using "PRDIFF" in the miscellaneous expense claim field.

CUSTOMER INSTALLED WARRANTY PART

Occasionally, an owner will request the dealership to provide parts covered under the new vehicle warranty for installation by the owner because returning the vehicle to the dealership is a major inconvenience.

While Ford does not encourage this practice, if there is no other way to satisfy the owner, a dealership may elect to furnish the parts to the owner after determining the concern is a warrantable condition. The dealership is responsible for any subsequent repairs caused by:

- Incorrect diagnosis,
- Improper installation, or
- Damage to the supplied or related parts.

Consequently, situations requiring labor intensive or technically advanced repairs should be considered carefully.

The "Parts Only" claim, with a complete explanation in the comments area, should be submitted via DWE/ACES II. All administrative requirements apply, as applicable, including retaining the defective parts to meet the parts retention and return requirements.

POWERTRAIN EXCHANGE ALLOWANCES

Powertrain Exchanges

- Ford new and remanufactured exchange engines and transmissions which are catalogued and priced, and no-cost diesel engines should be claimed at the net amount. For new, Ford remanufactured, and no-cost diesel engines, a fixed handling allowance is paid. These assemblies are not eligible for the normal parts mark-up unless otherwise notified by the Company. Refer to the Powertrain Reference Guide for handling allowance amounts.
- For parts or assemblies supplied on a no-charge basis, the company pays a fixed handling allowance. Refer to the Powertrain Reference Guide for specific information.

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FAR REIMBURSEMENT

FAR assemblies used in emergency repair warranty situations, After-Warranty Assistance, ESP, or other program repairs paid by Ford that subsequently fail are to be claimed from the FAR. Refer to the FAR Warranty and the FAR Lifetime Parts Guarantee Coverage reimbursement table below for specific parts and labor reimbursement responsibilities. In the event the FAR reimbursement does not cover the applicable parts allowance on the FAR exchange price or labor, they may be claimed from Ford electronically via ACES II provided the subsequent failure occurs within the remaining New Vehicle Warranty coverage period. The reason for claiming these **amounts** from Ford **must** be entered in the Comments Area of the claim and **must** be entered in DWE/ACES II.

FAR REPAIR COVERAGE	FAR PAYS	FORD PAYS
Covered by FAR Warranty	<ul style="list-style-type: none"> • Parts • Labor 	<ul style="list-style-type: none"> • Applicable Parts Allowance on FAR Exchange Price
Covered by FAR Lifetime Parts Guarantee	<ul style="list-style-type: none"> • Parts 	<ul style="list-style-type: none"> • Labor • Applicable Parts Allowance on FAR Exchange Price

FLUIDS

The following list contains Pre-Delivery Pseudo Causal Part Numbers. These may only be claimed at the time of predelivery.

<u>Part</u>	<u>Description</u>
ANTI	Anti-Freeze
AOIL	Power Steering Fluid
BOIL	Brake Fluid
BRAKE	Brake Bleeding
EOIL	Engine Oil
FREON	A/C Refrigerant
FUEL	Fuel
FWASH	Washer Fluid (Front)
ROIL	Differential Lube
RWASH	Washer Fluid (Rear)
SOIL	Steering Lube
TOIL	Transmission Fluid

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**FREIGHT CHARGES/
EMERGENCY
ORDER** In instances where parts are not available from Ford Motor Company and must be purchased from Cummins or Freightliner to complete repairs warranted by Ford on Ford 600 & Higher Series Trucks, any related freight or emergency order charges from Cummins or Freightliner are reimbursable at cost. Claim freight charges using miscellaneous expense code "FRGHT". Refer to ACES II User Manual Section 5 - Miscellaneous Expense entries for claiming procedures. Dealerships must retain transportation receipts to support charges claimed.

**GLASS
REIMBURSEMENT** See Glass Replacement in Section 3 behind Ford/LM Cars and Light Trucks, or 600 and Higher Series Trucks Tab for reimbursement information.

- Replace glass only with Carlite glass.

**OUTSIDE
PURCHASED PART** When a new Ford or remanufactured part is purchased from a source other than the Ford Parts Distribution Center or FAD, and the cost is GREATER than the Ford part dealer price, the price difference is reimbursable if the repair qualifies as an Emergency Repair. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount. Reimbursement is as follows:

Ford (new or remanufactured) or Motorcraft part purchased from another Ford, Lincoln Mercury, or THINK dealer (warranty/ESP repair)

- Payment is made at the Dealer Price plus the applicable parts allowance or handling allowance (Ford remanufactured).
- Enter the miscellaneous expense code "PRDIFF" in the miscellaneous expense field, and enter the price difference for the part in the amount field, if eligible.
- Parts transportation charges are not reimbursable.

Ford or Non-Ford part purchased from an outside source (Carrier Loss and Damage Claim)

- Payment is made at actual cost not to exceed the cost of the comparable Ford part.

Non-Ford part purchased from an outside source (Warranty/ESP Repairs)

- Payment is made at actual cost plus the applicable parts allowance, if the cost is reasonable.
- Parts transportation charges are not reimbursable (Exceptions: Certain Cummins engine & Freightliner parts).

WARRANTY & POLICY MANUAL

OUTSIDE PURCHASED PART (continued)

Supporting Document Requirements

- Retain a copy of the outside parts purchase invoice for one year following Company notification of payment.
- Retain a printout of the applicable DOESII screen showing that the Ford part was not available (e.g., D-99 status). The DOESII print out must be retained for one year following Company notification of payment.

PAINT MATERIAL ALLOWANCE

The warranty paint material allowance for all 1992 to current model vehicles is calculated as follows:

- Calculate the material allowance by multiplying the paint repair labor hours on the claim by \$14.75.
- The normal parts mark-up will automatically be calculated by ACES II.

For Example:

<u>Labor Operations</u>		<u>Labor Hours</u>
P101		0.5 hrs.
P10	+	<u>1.7 hrs.</u>
Total hours		2.2 hrs

Material allowance system calculation:

- 2.2 hrs. x \$14.75 (fixed amount per hour)	=	\$32.45
- \$32.45 x 40% (or applicable parts Mark-up)	=	<u>\$12.98</u>
Total Material Allowance		\$45.43

To claim paint and all associated materials, place the word "Paint" in the parts basic column, then insert the total of the paint labor hours including tenths of an hour into the parts quantity column on the same line. The material will be priced automatically.

PARTS TRANSPORTATION CHARGES

Critical parts handling charges to dealers by Ford Customer Service Division are not reimbursable.

PARTS REIMBURSEMENT

Payment for Ford parts is based on the **Dealer or Exchange Price**, in effect on the date of repair, plus a parts allowance, or at "Net," whichever is applicable. Following are terms that apply to Ford and non-Ford parts:

Parts Allowance

Unless otherwise specified by Ford in writing, the parts allowance on Ford-paid repairs is:

- 1994 and later model vehicles – 40 percent.
- 1993-model vehicles – 35 percent.

WARRANTY & POLICY MANUAL

PARTS REIMBURSEMENT (continued)

- All others – 30 percent.
 - **Dealer price** is the price listed in the Company Parts and Accessories Price List (FPS-3642, Excludes SDS Parts) for parts purchased from the Company.
 - **Actual cost** is the amount charged by an outside source for parts purchased under certain conditions (see Sublet Repair Reimbursement in this Section).
 - **Exchange price** is the amount charged for the part (or assembly) less the core amount allowed for turning in the replaced part.
 - **Net Amount** is the amount allowed for certain parts that are not eligible for the applicable parts allowance. In the case of batteries, a factor is included in the net price for the parts allowance.
 - **Outright price** includes a core allowance. The core allowance is the difference between the outright price and the exchange price.
- For **Ford** parts purchased from a source other than the Ford Parts Distribution Center, payment is normally made at the **Dealer Price** plus the applicable parts allowance or at the **Exchange Price** plus the applicable parts allowance (For exceptions see Emergency Repairs, Section 3).
- For **non-Ford** parts purchased from an outside source (e.g., parts used by a specialty shop), payment is normally made at **Actual Cost** plus the applicable parts allowance or at the **Exchange Price** plus the applicable parts allowance. In both cases, the maximum payment is **limited** to the **Dealer Price** of the comparable Ford part plus the applicable parts allowance.

SHOP SUPPLIES

Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless stipulated in emissions or safety recalls, customer satisfaction programs, TSBs, or other Company publications that their cost is reimbursable.

STANDARD PARTS

In many instances standard parts can only be ordered in a package with multiple pieces. Reimbursement for standard parts packaged in this manner is based on the actual quantity used to complete a repair.

For example: If a technician completes an A/C repair using three “O” rings from an “O” ring kit (standard part number 391304S100 - contains 6 “O” rings) the correct quantity that should be claimed is three.

WARRANTY & POLICY MANUAL

- SUBLET REPAIR** Sublet repairs must be completed using Ford parts. If Ford parts are not available:
- Payment for non-Ford parts (when comparable Ford parts are out of stock nationally from the Company) is based on actual cost, not to exceed the Dealer Price of the comparable Ford part, plus the applicable parts allowance.
 - Payment for non-Ford parts (when comparable Ford parts are not offered by the Company) is based on actual cost plus the applicable parts allowance, if the cost is reasonable.

If an outside repair source, such as a collision shop, installs a new Ford authorized component properly on a Ford vehicle still under warranty, using professional workmanship, Ford's new vehicle warranty against defects in factory workmanship and material applies.

If repairs made by an outside repair source or installation of non-Ford parts cause or contribute to the failure of a Ford component, the resulting cost is not covered by Ford's new vehicle warranty.

IMPORTANT: These parts (OSP) are eligible for parts allowance when listed on form 1863/6125-2. They are not eligible for the parts allowance when listed on Form 3715 (Loss & Damage).

- TIRES** Dealerships enrolled in the Ford Tire Program are eligible to perform tire warranty replacements. Unless otherwise specified by Ford in writing, reimbursement for tires will be at the FCSD dealer price plus 25% dealer mark-up.
- Dealerships not enrolled in the Ford Tire Program should have tire warranty replacements performed at a Ford Tire Program dealership or an original equipment tire manufacturer authorized tire retailer. No claim should be submitted for the cost of the replacement tire or labor, however a claim may be submitted for any pro-rata adjustment or other related charge paid by the dealership and for a .2 hr administrative allowance.

- TRANSPORTATION CHARGES (Inbound and/or Premium)** These parts handling charges assessed by Ford Customer Service Division are not reimbursable. This includes critical parts transportation charges.

- TRANSPORTATION CHARGES (Parts recalled to Warranty Parts Return Center)** Non-Reimbursable: All parts for Company paid repairs to be returned to the Warranty Parts Return Center (WPRC), suppliers or other Company locations are being picked up by the Regional Core Recovery Center (RCRC) process. No freight charges are incurred by dealers for return of these parts.

As a result of this process, the Freight claim ("V") selection via ACES II was discontinued as of 10/06/2003.

Under no circumstances should parts be returned directly to the WPRC; parts returned directly will not be reimbursed for freight charges incurred by dealers.

CHARGEBACKS AND APPEAL PROCEDURES

CHARGEBACKS

Any payment for a warranty, policy, recall, Customer Satisfaction Program, Special Service Instruction, or service contract repair can later be charged back if the payment is not justified. These chargebacks are made for claims which are duplicated, unsubstantiated, or which do not meet the requirements stated in this Manual.

Dealers should be cognizant of their obligations with respect to their warranty repair and service requirements as specified in Paragraph 4(b) of the Ford Sales and Service Agreement and the THINK Sales and Service Agreement. A failure to perform those obligations could result in the replacement or repurchase by the Company of an owner's vehicle due to faulty vehicle quality or dealership service. If it is clear that such replacement or repurchase is caused by the actions of the dealership, the Company may elect to charge to the dealer the related net cost incurred by the Company. Dealers who believe they have been charged back unfairly in refund/replacement situations may appeal to the Dealer Policy Board.

NOTE: WHEN SUBMITTING APPEALS IT SHOULD BE NOTED THAT CUSTOMER STATEMENTS OR AFFIDAVITS ARE NOT AN ACCEPTABLE ALTERNATIVE IN LIEU OF THE DOCUMENTATION REQUIREMENTS CONTAINED IN THIS MANUAL.

If Loss & Damage claims or Loss & Damage Intent claims are submitted with 90 days of Carrier drop-off, supporting documentation mailed in within 30 days of ACES II submission, and repairs returned for corrections, completion, or additional documentation are corrected and resubmitted within 48 hours - final claim disposition will be determined within 8 months of the payment date. Claims handled according to this procedure will not be disallowed beyond 8 months of the payment date unless serious errors or omissions occurred.

APPEALS PROCEDURE

Appeals for the following paid repairs must be submitted through ACES II On-Line Appeal System.

- In-transit Loss & Damage (3715)
- General Office Chargebacks

NOTE: An appeal request made for any of the repair types listed above requires dealer comments to be entered in the Appeal Comments field.

The following appeals CANNOT be processed through the ACES II On-line Appeal System. Follow the instructions listed with each type.

- **WPRC Chargeback** (Warranty Parts Return Center) — Reversal requests must be made through the Warranty Parts Return Center.

WARRANTY & POLICY MANUAL

APPEALS PROCEDURE (continued)

Mail Appeals To:

Warranty Parts Return Center
15090 Commerce Drive North
Dearborn, MI 48120-0000

- **Regional Warranty Audit** — Reversal requests must be made in writing through the Regional Office from which the chargeback was generated.
- Supporting Documentation (OSL/SPA Mail Audit)
- **Supporting Documentation Required** — Ford may request copies of documents relevant to the appeal such as sublet invoices, sublet cost analysis forms, etc. Such documentation must be mailed to:

Ford Customer Service Division
Warranty and Policy Administration Department
P.O. Box 6052
Dearborn, MI 48121

IMPORTANT: Include your dealership's Parts and Accessories (P&A) code on all documentation mailed to Ford to ensure proper credit.

WEB-BASED APPEAL

When a claim AND an appeal have been adjusted or denied, dealers can request a second level of appeal via the Web-Based Appeal Evaluation on FMCDealer.com. (See ACES II manual for detailed claims submission instructions.) Claims that are eligible for web-based appeal must meet the following criteria:

- A previous on-line appeal must have been submitted through ACES II. This appeal must have received either an ADJUSTED or DENIED response from Ford.
- There must be NEW, pertinent information that would support payment of the claim.
- Claims are eligible for ONE web-based appeal only. No further requests for review will be honored.

NOTE: If a web-based appeal was accepted/denied, and then it was subsequently realized that a miscellaneous expense such as handling was missing from the appeal, dealers can submit an online appeal via ACES II.

- Due to the nature of questions on the web-based appeal form, it is recommended that dealership representatives with an in-depth knowledge of warranty and policy guidelines (e.g., service manager, parts & service director) submit the appeal.

NOTE: Disagreements with Warranty and Policy guidelines cannot be addressed via web-based appeal.

Web-based appeals can also be submitted for:

- Denied ESP Prior Approval Claims
- Warranty Parts Return Center chargebacks.
- Supporting documentation chargebacks.

120-DAY RULE FOR APPEALS/REVERSALS

- Repairs that are paid partially or in full, must be appealed within the appeal period. The appeal period for the original repair is 120 days from the notification of Payment on the dealer claims register.
- As has been historically the case, when submitting a reversal for a chargeback, the dealer must submit its request for reversal within the appeal period. The appeal period is 120 days from the date the chargeback appears on the dealer register.
- Failure to appeal a payment or to submit a reversal for a chargeback within the appeal period will result in the dealer's loss of the right to appeal or submit a reversal for a chargeback.

LOSS AND DAMAGE CLAIM CHARGEBACK PROCEDURE

- In instances where a Loss and Damage claim is charged back and you receive a message that instructs you to "file as a warranty claim" and the repair has now exceeded the 90 day repair submission time limit, file a warranty claim within 90 days from the date of the chargeback and enter the following comments in the Tech Comments Field of the claim "Resubmission of In-Transit Damage Chargeback as Warranty Repair." Repairs submitted without this statement may be returned as being "Beyond 90 Days."

MISCELLANEOUS POLICIES

AFTER-WARRANTY ASSISTANCE	After-Warranty Assistance repairs <u>must</u> be at warranty rates. Dealers in states requiring a sales tax on After-Warranty Assistance repairs may include the applicable percentage sales tax on After-Warranty Assistance repairs. Follow procedure as shown for sales tax on ESP claims.
CONSEQUENTIAL EXPENSE	Not reimbursable under warranty. This includes such items as commercial loss, lost wages, loss of perishables, salaries, storage, etc.
DELAY IN SUBMITTING CLAIM	When a repair is delayed because parts are not available and/or are back-ordered the dealer must retain all documents showing that: <ul style="list-style-type: none">• The parts were ordered within the vehicle warranty period.• The parts were not received and the repairs were not completed until after the vehicle warranty period expired. <p>NOTE: See ACES II User Manual for claim preparation procedures.</p>
DISCOUNTS ON PURCHASED SERVICES	Any payment discounts received by a dealership on sublet services for reasons such as prompt monthly payments, volume, etc., must be deducted from the amount charged to Ford on the warranty claim. Sublet services included in this policy are labor, parts/materials, towing, etc.
INCIDENTAL EXPENSES	Not reimbursable under warranty. Incidental expenses (e.g., hotel bill meals, etc.) may be eligible for reimbursement as a Company After-Warranty Assistance (P01) or dealership After-Warranty Assistance (P05, P07). Refer to Section 4 After-Warranty Assistance.
REFUNDS	<p><u>Owner/Dealer Refunds for Customer Satisfaction Programs</u></p> <p>When all or a portion of a repair covered by a Customer Satisfaction Program is performed prior to the release of the program, both the owner and the dealer are eligible for a refund (if refunds are specifically authorized in the program dealer bulletin and customer letter) when the:</p> <ul style="list-style-type: none">• Owner and/or dealer has paid for the prior repair, or the• Owner and/or dealer has participated in After-Warranty Assistance, and the• Refund is requested within the time period stated in the program.• Vehicle did not have a branded title and/or cancelled warranty at the time of repair. <p>To request a refund, the customer must provide an original paid receipt which identifies the vehicle by VIN and the component affected by the Customer Satisfaction Program. The customer does not have to currently own the vehicle to be eligible for a refund.</p>

WARRANTY & POLICY MANUAL

REFUNDS (continued)

Owner/Dealer Refunds on Safety and Emissions Recalls

When all or a portion of a repair covered by a Recall is performed, both the owner and the dealer are eligible for a full refund when the:

- Owner has paid for the repair before the recall announcement, or, in the case of an emergency repair, after the recall announcement, or the
- Dealer has paid for the prior repair, or the
- Owner and/or dealer has participated in After-Warranty Assistance

To request a refund, the customer must provide an original paid receipt. The customer does not have to currently own the vehicle to be eligible for a refund.

REPAIR SUBMISSION REQUIREMENTS

Submit claims immediately after repairs have been completed.

Delayed claim submission is subject to the following restrictions:

After 90 days from date of repair (effective October 1, 2003) — Warranty and ESP/ESC and Form 3715 claims including claims for state sales tax audits on ESP/ESC repairs will not be accepted beyond 90 days from date of repair. Exceptions are:

- Company approved After-Warranty Assistance claims
 - Customer Satisfaction Program Refund claims
 - Safety and Emissions Recall claims
 - Claims for state sales tax audits on After-Warranty Assistance will be accepted up to 90 days from the date of the original claim payment.
- If Loss & Damage claims or Intent claims are submitted within 90 days of Carrier drop-off, supporting documentation mailed in within 30 days of ACESII submission, and repairs returned for corrections, completion, or additional documentation are corrected and resubmitted within 48 hours - final claim disposition will be determined within 8 months of the payment date. Claims handled according to this procedure will not be disallowed beyond 8 months of the payment date unless serious errors or omissions occurred. No Loss & Damage claim will be accepted after 6 months from the date of vehicle delivery to the dealership.
 - **Transportation Assistance Program (TAP)** claims should be filed monthly. Even though allocations are for the entire model year, claims must be filed within 60 days of the end of the month in which the TAP days were used.

TAX (SALES)

After-Warranty Assistance

Dealers in states requiring a sales tax on After-Warranty Assistance repairs may include the applicable percentage sales tax on After-Warranty Assistance repairs. Follow procedure as shown for sales tax on ESP claims in the ACES II Manual.

TAX (SALES) (continued)

ESP Repairs

In some states, sales tax is charged on the sale of service contracts, and these taxes should be charged to the customer by the selling dealer and remitted to the state.

In some states, sales and/or use tax is charged on the cost of parts and/or labor used in service contract repairs. In some instances, Ford Motor Company reimburses the dealers for these taxes and the customer should not be charged. Refer to the ESP Program Manual for a list of states that tax repair parts and/or labor covered by the contract.

- Refer to Claims section for directions for claiming taxes which are reimbursed by Ford Motor Company.
- Ford does not reimburse dealers for state or local sales and use taxes on repairs covered by:
 - 36-month/36,000-mile Manufacturer’s Bumper-to-Bumper Warranty
 - 24-month/24,000-mile Scheduled Maintenance and Limited Warranty Program
 - 48-month/50,000-mile or 72-month/60,000-mile Luxury Car Warranty
 - 60-month/50,000-mile Emissions Warranty
 - 72-month/60,000-mile or 48-month/50,000-mile Powertrain Warranty
 - 72-month/100,000-mile Corrosion Perforation Warranty
 - 60-month/50,000-mile Safety Restraint Warranty
 - Royal Shield Used Vehicle Limited Warranty (UVLW)

Sales/use tax levied on replacement parts (and labor) — including parts allowance — used in ESP claim repairs is eligible for reimbursement in those states that tax service contract repair parts and/or labor.

STATE TAX REIMBURSEMENT REQUIREMENT

Dealers must include sales taxes on form 1863 ESP claims in order to be reimbursed through the Automated Claims Entry System (ACES II). **A 6-month time limit for submission of claims will be in effect. For repairs on or after this date, sales tax must be included on the form 1863 ESP claim for reimbursement within the 6-month limit.**

TERMINATED DEALERS

When a dealer terminates, regardless of the reason, all credits or collections from Ford (including payments for warranty and policy “claims”) will be made to the dealer of record on the day the vehicle was repaired. Questions related to credits or collections involving a terminated or replacing dealer are to be directed to the Vehicle Division’s Regional Market Representation Manager.

TRANSPORTATION ASSISTANCE ALLOWANCE

The following rates are effective October 1, 2000:

- \$18.00 per day for Ford/Mercury loaners (Ford, Lincoln, or Mercury owners)
- \$36.00 per day (2 x \$18) for a Lincoln loaner to a Lincoln owner
- Dealers who put in a qualified shuttle van may claim 2 tap days @ \$18.00 per day for each qualifying 24 hour period (\$36.00 for each qualifying 24 hour period).

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SECTION 6

FORD PROGRAMS

POWERTRAIN EXCHANGES

This section explains the proper use of new, Ford remanufactured and No-Cost diesel engine exchange assemblies in Warranty, ESP, and After-Warranty Assistance (AWA) Repairs. Program details, including Repair Cost Caps and Handling Allowances, are found in the Powertrain Reference Guide.

Ford New and Remanufactured Assemblies

Ford new and remanufactured small parts, engine and transmission assemblies are priced and part numbered (catalogued) assemblies distributed through Ford Authorized Distributors and are available for use in all repairs AFTER new vehicle delivery including New Vehicle Warranty, Extended Service Plan (ESP), After-Warranty Assistance (AWA), Service Part Warranty, and retail. Ford Remanufactured assemblies are remanufactured to Ford Motor Company Specifications.

Warranty Repairs

- Ford remanufactured engine and transmission assemblies, when available, must be used in all warranty repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission.

NOTE: Dealers can order new assembly service parts through DOES II for any vehicle within the first 12 months/12,000 miles (whichever occurs first) of the New Vehicle Limited Warranty coverage period, if available.

- Ford Remanufactured small parts, when available, must be used in all warranty repairs.
- Motorcraft/FAR assemblies may only be used in those emergency repairs for which a Ford remanufactured assembly is not available, and the required Ford parts to complete the repair are out-of-stock nationally (D99).
- If a remanufactured assembly is not available, obtain documentation from your Ford Powertrain Distributor that the part is out of stock. With the documentation, contact your region for an approval code. The region approval code **MUST** be entered on the warranty claim upon submission.
- When Ford remanufactured assemblies do not exist for a vehicle application, no authorization is required.

ESP and AWA Repairs

- Motorcraft or Ford remanufactured engine and transmission assemblies, when available, must be used in all ESP and AWA repairs where the estimated repair cost exceeds the cost limit (cap) for the given engine or transmission.
- Motorcraft or Ford remanufactured small parts, when available, must be used in all ESP and AWA repairs.

No-Cost Diesel Assemblies

- No-cost diesel assemblies may be used only in warranty repairs.
- No-cost diesel assemblies are requested from the Ford Technical Hotline.

Handling Allowance

Ford new and remanufactured exchange engines and transmissions which are catalogued and priced should be claimed at the net amount. For Ford new, remanufactured and No-Cost diesel engines, a fixed handling allowance is paid (see the Powertrain Reference Guide for current amounts).

Warranty Coverage On a Replacement Assembly

New, Ford remanufactured, and No-Cost diesel engines are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater.

Core Return

NOTE: Refer to Section 1 - Core Reimbursement from RCRC and Company.

Core

Failure to return an engine, transmission or transaxle core and shipping container within 30 days will result in the dealership being charged the full deposit of the core. REFER TO THE POWERTRAIN REFERENCE GUIDE FOR FORD REMANUFACTURED ASSEMBLY CORE DEPOSITS.

If the WPRC recalls a core from a NO COST assembly exchange that was returned directly to the plant or to the FAD: 1. Write the name of the exchange program on the FCS-700 tag, 2. Mail the tag to the WPRC with a copy of the bill of lading/shipper confirming return of the original core.

NOTE: There is no parts allowance on the Core amount.

IMPORTANT: Cores returned to the Company may not exceed the quantity of the same new or remanufactured part purchased from the Company. **The Warranty Parts Return Center will not reimburse dealers for cores removed from dismantled vehicles.**

LIFETIME SERVICE GUARANTEE PROGRAM

The Lifetime Service Guarantee is a service merchandising program offering a limited warranty on most customer-paid service repairs (cars and light trucks up to 11,000 lbs. GVW).

IMPORTANT: The Lifetime Service Guarantee program was discontinued as of January 1, 1992. Repairs performed prior to January 1, 1992, under the Lifetime Service Guarantee program will continue to be eligible for lifetime coverage under the Lifetime Service Guarantee program using the guidelines outlined below.

THE FOLLOWING REQUIREMENTS DO NOT APPLY:

- Parts retention and return requirements (except on Company remanufactured products).
- Parts repair vs. parts replacement guidelines.
- Time recording procedures.

NOTE: Exceptions to LSG Program Eligibility:

- Not Covered
 - Vehicles used for emergency service (e.g., police, taxi, and fire vehicles).
 - Parts replaced under the new vehicle limited warranty.
 - Parts paid by a previous owner on a sold unit.
- Covered
 - F-Super Duty trucks with a GVW of 14,500 lbs.
 - New parts replaced under ESP.

USE THESE GUIDELINES:

- If the original customer-paid repair fails within 90 days or 4,000 miles, submit a Service Parts Warranty repair.
- If the original customer-paid repair fails beyond 90 days or 4,000 miles (and the ESP, if any, has expired), submit an LSG repair.
- If the original repair (made under ESP coverage) fails beyond 90 days or 4,000 miles and is still covered by ESP, submit two repairs on the same form.
 - An ESP repair for parts and labor reimbursement.
 - A Lifetime ESP Deductible Repair to reimburse the deductible fee. (Lifetime protects the customer from fee payment when all LSG requirements are met.)
- If a part needed for a Lifetime repair is no longer stocked or serviced by Ford, reimburse the customer the cost of the original repair (parts and labor) and submit a Lifetime Refund Repair.
- If a customer has moved or is traveling, **and** is over 50 miles from the original repairing dealer, he/she may go to **any** Ford or Lincoln Mercury dealer and have an eligible LSG repair performed. The second dealer submits an LSG Portability Repair.
- If a customer cannot return to the original repairing dealer, and you as the original repairing dealer wish to provide Lifetime coverage, submit a Lifetime Emergency Repair for a customer refund.
- If a part is covered by Powertrain or Major Component Coverage, but the repair is coded ESP to reduce the deductible amount, there is no LSG coverage.

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- If an authorized, covered remanufactured part is used under ESP, LSG will cover the remanufactured part after the ESP contract has expired. A new part will be replaced for the failed remanufactured part unless the remanufacturer provides his own coverage.

NOTE: Refund the amount paid for parts **and** labor to the customer. File a repair for the amount paid for parts.

- If a third repair (part failure) is necessary and it is beyond 90 days or 4,000 miles from the customer-paid repair, but within 90 days or 4,000 miles of the second repair, submit an LSG Repair.
- If the customer requests service for an eligible repair originally made by a Lifetime dealer no longer in business, submit an LSG Repair.
 - Parts cost plus applicable parts allowance is allowed if the repairing dealer chooses to absorb the labor cost.
 - Parts cost plus applicable parts allowance and labor costs are allowed if the former dealer purchased the Contingent Liability Protection Plan upon closing the dealership.
- If you exceed your predetermined 12-month Labor Liability Cap, at the beginning of the following calendar year, submit a repair for the **difference** between the Labor Liability Cap and the total amount of labor expense incurred.

The preceding information explains the types and uses of LSG repairs. Procedures for preparing the repair form follow.

Lifetime Refund/Emergency Repair

- If a part needed for a Lifetime repair is no longer stocked or serviced by Ford, reimburse the customer the cost of the original repair (parts and labor) and submit a Lifetime Refund Repair.
- If a customer cannot return to the original repairing dealer, and you as the original repairing dealer wish to provide the customer a refund under Lifetime coverage, submit a Lifetime Emergency Repair for a customer refund.

NOTE: Parts allowance is not reimbursable on this repair.

IMPORTANT: Repairs which cannot be claimed for Refund are identified in the "Lifetime Service Guarantee Marketing Manual."

Lifetime Portability Repair

- If a customer has moved or is traveling, and is over 50 miles from the original repairing dealer, he may go to any Ford or Lincoln Mercury dealer and have an eligible LSG repair performed. The second dealer submits an LSG portability Repair.

NOTE: Obtain a copy of the original repair order to retain in your service files.

NOTE: Applicable parts allowance is reimbursable on this repair.

NOTE: Time and labor amount are optional if you decide to allow the Ford computer to calculate them.

Lifetime Labor Liability Cap Repair

- If you exceed your predetermined 12-month Labor Liability Cap, at the beginning of the following calendar year, submit a repair for the difference between the Labor Liability Cap and the total amount of labor expense incurred.
- Calculate the amount of labor expense that exceeded your predetermined CAP level in the repair description area.

– Example: Actual labor expense	\$5,750
12-month “CAP”	<u>5,000</u>
Amount to be claimed	\$750

CUSTOMER SATISFACTION PROGRAMS

(SEE SECTION 4 FOR SAFETY, COMPLIANCE AND EMISSIONS RECALLS)

Customer Satisfaction Programs (CSPs)

There are three different types of Customer Satisfaction Programs that may appear on **OASIS** (B, M and G) and one type that ordinarily does not (L). The type can be easily determined by looking at the letter in the program number:

- **“B” Programs** (e.g., 03B05, 03B07) – These programs request customers to return their vehicle without delay to receive a repair or update. In addition, dealers must repair vehicles in stock prior to delivery. Vehicles affected by “B” programs are identified in OASIS until the program expires or until a claim is submitted for payment against the program number - do not code the claim as warranty. If you do not submit the claim against the program number, the vehicle will not be removed from OASIS until after the program has expired. In cases where the customer previously paid to have the repair performed, the customer is eligible for both a refund and a repair. See Section 5 for refund information.
- **“M” Programs** (e.g., 01M08, 03M02) – These programs provide the customer additional coverage for a particular component or system. Repairs are to be made **ONLY if the described condition occurs** (i.e., “fix only if broken”). See Section 5 for refund information. Vehicles affected by “M” programs are identified in OASIS until the program expires. Vehicles affected by “M” Programs are eligible for repeat repairs if the covered component or system fails again within the program coverage period. Also, in cases where the customer previously paid to have the repair performed, the customer is eligible for both a refund and a repair. Submission of an “M” program claim will not remove the vehicle from OASIS because vehicles affected are eligible for subsequent repairs if the affected condition recurs during the program time and mileage period.
- **“G” Programs** (e.g., 03G01) – These programs are Optional Product Improvement Programs and are to be performed only if requested by the customer. Vehicles affected by “G” Programs are identified in OASIS until the program coverage term expires or until a customer requests the optional upgrade and a claim is submitted for payment against the program number. Do not code the claim as warranty. Please note that “G” Programs do not apply to dealer stock units.
- **“L” Programs** (e.g., 01L03, 02L11) – These programs are label or printed material revision programs. The customer is mailed a new or revised label or literature. Customers are requested to affix the new information in the specified location. However, the customer may choose to have their dealer affix the new information. Vehicles affected by “L” Programs are ordinarily NOT identified in OASIS but remain eligible for six months from the release date of the dealer bulletin. Vehicles are removed from OASIS when a claim is submitted for payment against the program number. After six months, eligibility for all affected vehicles is closed.

Special Service Instructions (SSI)

Special Service Instructions (SSI's) contain a “T” in the number (e.g. 03T01). SSI's differ from CSPs in that there is no owner notification. Vehicles affected by SSI's are identified in OASIS and coverage is limited to the warranty coverage period for the specific part or system addressed by the SSI. If a vehicle is in the dealership for other service, and OASIS indicates it is eligible for a SSI and the applicable warranty is still in affect, the SSI should be completed and the customer must be informed of the service performed. Dealers must use the ACESII warranty screen to claim payment for SSI's. SSI's performed on non-eligible vehicles will be subject to chargeback.

Determining eligibility - “B,” “M” and “G” Programs

“B” Programs

Consult OASIS – If OASIS shows the vehicle is eligible, the claim for eligible repairs will be paid.

“M” Programs

Consult OASIS – Vehicles affected by “M” programs are listed in OASIS. If OASIS shows the vehicle is eligible and the vehicle is within the program time & mileage limitations, the claim for eligible repairs will be paid.

“G” Programs

Consult OASIS – If OASIS shows the vehicle is eligible and the customer has requested the optional product improvement, the claim for eligible repairs will be paid. Please note that dealer stock units are not eligible for “G” programs.

Eligibility after “B,” “M” or “G” Program Expiration

If an owner requests repairs under an expired program or for an affected vehicle no longer listed in OASIS, repairs may still be covered under warranty if:

- the vehicle has remaining eligible vehicle warranty coverage, or
- if the vehicle previously received this repair and has remaining Service Parts Warranty coverage.

In either of these cases, a warranty claim should be submitted under the provisions of the Warranty and Policy Manual – do not submit claims using the Customer Satisfaction Program number.

Customer Satisfaction Program Process

This Program is activated as appropriate when there is concern about a particular component. The Company may issue an owner letter which covers the repair under policy. The program may apply to vehicles either within or beyond warranty.

- Each owner receives a letter which:
 - Informs the owner about the component concern.
 - Explains the effective dates and/or the time and mileage limits of the program.
 - Presents the terms of coverage (whether the repair is fully covered by the Company or is on a co-pay basis).
 - Tells the owner when to take the vehicle to a dealership for inspection and, if needed, correction (i.e., “now”, or “only if the condition exists”).
- Before owners are notified, each dealership receives a “Dealer Letter” via FMCDealer.com which:
 - Identifies the condition and component involved.
 - Outlines inspection and repair procedures.
 - Provides parts ordering procedures.
 - Explains reimbursement terms.
 - Indicates if program is in OASIS. (If so, VIN must be verified for eligibility.)

Using the Customer Satisfaction Program

- Refer to the appropriate dealer letter.
- Make sure the vehicle is eligible for the repair.
- Repair the vehicle and/or give the owner a refund as appropriate.
- Submit claim electronically via ACES II to obtain reimbursement.
 - Be sure to include the appropriate Customer Satisfaction Program Code.
 - For assistance in preparing the claim refer to ACES II User Manual.

IMPORTANT: To request that a CSP on a specific vehicle be reopened, contact the Special Service Support Center at 1-800-325-5621. Please provide the VIN, CSP number, P&A code, and reasoning.

Owner/Dealer Refunds for Customer Satisfaction Programs

(Refer to Section 4 for Recall refund policy.)

When all or a portion of a repair covered by a Customer Satisfaction Program is performed prior to the release of the program, both the owner and the dealer are eligible for a refund (if refunds are specifically authorized in the program dealer bulletin and customer letter) when the:

- Owner and/or dealer has paid for the prior repair, or the
- Owner and/or dealer has participated in an After-Warranty Assistance, and the
- Refund is requested within the time period stated in each program.

To request a refund, the customer must provide an original paid receipt, which identifies the vehicle by VIN and the component affected by the CSP. The customer does not have to currently own the vehicle to be eligible for a refund. The refund claim must be submitted separately and will not remove the VIN from OASIS unless specified otherwise in the program bulletin. For “B” programs the VIN will remain eligible for the CSP until the repair is completed and a second claim is submitted. For “M” programs the VIN will remain eligible until the vehicle’s program coverage expires (i.e. the time or mileage limit has been exceeded).

NOTE: For claims processing of refunds on Customer Satisfaction Programs, see Refund on Safety or Emission Recalls/Customer Satisfaction Programs in the ACES II User Manual (Section 3).

Related Damage on Customer Satisfaction Program (CSP) and Recall Repairs:

Field Service Actions (FSA’s - Recalls and CSP’s) are issued to remedy concerns on affected vehicles. They are generally issued to proactively inspect and, if necessary, repair or replace components to prevent component failure or improve component performance. Preventing component failure, and any associated related failure or damage, is a result of the prompt and proper completion of FSA.

Dealership Responsibility: Dealers are responsible for following the Recall Process and the Customer Satisfaction Program Process outlined in Sections 4 and 6, and for performing recalls promptly.

Customer Responsibility: For FSA’s that require customers to schedule a service appointment at the dealership, Ford Motor Company makes every effort to contact these customers in a timely manner, advise them of the reason for the FSA along with the potential risks in not having it performed, and ask that they schedule an appointment “without delay.” If the customer unreasonably delays in getting the work performed, the Company reserves the right to deny coverage for any consequential damage caused by such delay.

Related Mechanical Failure

During the course of an FSA inspection/repair, dealership personnel may encounter existing mechanical failure that they believe is related to the FSA. If the component that caused the failure is the subject of the FSA, the repair is reimbursable (for exceptions see the Non-Reimbursable Conditions and the Accident or Fire Claim Coverage Category in Section 3 of this manual. In addition, certain programs may require prior approval for related damage. If the failure is not the direct result of an FSA listed component failure, the Special Service Support Center (SSSC) must be contacted prior to the repair unless otherwise specified in the Recall or Customer Satisfaction Program Bulletin. Examples include:

Covered

- An engine's oil pump is the subject of a Field Service Action. While the customer is driving the vehicle, the oil pump fails and the resulting lack of lubrication causes the engine to fail. Repairs to the engine would be covered since the failure was caused by the failure of a covered component (oil pump).
- An engine's oil pan gasket is the subject of a Customer Satisfaction Program (CSP). The gasket fails and, due to the failure, oil leaks into the engine's starter motor and causes it to fail. The starter motor failure is related to the covered component (oil pan gasket).

Not Covered

- An engine's oil pump is the subject of a Field Service Action. While the customer is driving the vehicle the engine fails. Upon further inspection, the oil pump is found to be functioning properly and a broken connecting rod is discovered. The engine repair is not covered under the recall.

All repairs identified as related damage and submitted for payment **MUST** be completed at the same time the Recall or CSP is completed. Subsequent repairs claimed as related damage will not be accepted for payment by ACES II unless authorized by the Special Service Support Center (SSSC).

Special Service Support Center (SSSC) 1-800-325-5621

Property Damage

If property damage has occurred as a result of the failure of an FSA listed component, **do not begin no-charge repairs until authorized by the company** (see the Non-Reimbursable Conditions and the Accident or Fire Claim Coverage Category in Section 3 of this manual). If the event could have contributed to personal injury or a claim of property damage, contact Consumer Affairs via fax using the "Dealer Request for Consumer Affairs Review" form found in Section 9 of this manual or the "Litigation Prevention" form found on FMCDealer.com in the "Applications, Tools and Forms" section (if the claim involves a fleet vehicle call 1-800-343-5338).

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Special Customer Handling

| For certain Recalls and Customer Satisfaction Programs, additional compensation is provided to allow dealers to provide personalized customer satisfaction services (such as pick-up/delivery, wash/vacuum, etc.).

- Recall and CSP dealer bulletins will indicate if Special Customer Handling is authorized, and if so, which specific features are authorized.
- Special Customer Handling is not announced in the customer letter.
- When authorized, Special Customer Handling applies only to vehicles which have been delivered to customers.
- If Special Customer Handling is authorized, claiming instructions will be contained in the dealer Recall or CSP bulletin.

Towing

- If towing is required as part of a Recall or Customer Satisfaction Program, reimbursement may be claimed through the DWE/ACES II system. Enter "TOW" in the "Misc. Area" of the claim, enter a full explanation of the service call in the "Technician Comments" section of the claim, and enter the tow invoice number in the invoice field of the claim. See the ACES II User Manual Section 3 for complete details.

ROADSIDE ASSISTANCE PROGRAM

Roadside Assistance for Ford, Lincoln Mercury, and TH!NK Cars and Light Trucks

Beginning with 1994 models-All Ford, Lincoln and Mercury cars and light trucks (excluding major fleet daily rental vehicles) are eligible for complimentary Roadside Assistance, administered by the Ford Auto Club. The 2002 TH!NK Neighbor is also eligible for Roadside Assistance. Lincoln vehicles have roadside assistance as part of their Lincoln Commitment, which offers benefits beyond roadside assistance. Ford, Mercury, and TH!NK vehicles receive benefits of the Roadside Assistance Program only. The Roadside Assistance Program is separate from the New Vehicle Limited Warranty, but the program benefits run concurrently with the Bumper-to-Bumper warranty coverage except for Lincoln benefits, which are provided for 4 years under Lincoln commitment. Customers can call the following phone numbers 24 hours a day 365 days a year for assistance:

- 800-241-3673 - Ford/Mercury customers
- 800-252-4221 - TH!NK customers
- 800-521-4140 - Lincoln customers

The Lincoln Commitment, and Ford Roadside Assistance Programs provide roadside service for:

Towing

Program provides for no-charge towing for both warranty and non-warranty purposes (towing related to no-start conditions or customer being stuck in mud or snow on or near paved roads). The program does not include repossessions, recoveries, and impounds. Under the program, Ford Auto Club will give Ford/Lincoln/Mercury customers the option of towing their vehicle at no charge to the nearest fully trained Ford or Lincoln Mercury dealership* (or not fully trained dealership, if requested by customer), or to their selling dealership, if the tow to the selling dealership will be less than 35 miles. For tows over 35 miles, customers will be towed at no charge to the nearest fully trained dealership* (or not fully trained dealership, if requested by customer) unless the customer is willing to pay the tow operator for the mileage beyond 35 miles. For tows involving two or more flat tires, the customer will be given the option of being towed to the nearest tire service facility instead of a dealership. TH!NK customers will be provided towing to the nearest TH!NK dealership, or to their selling dealer if within 60 miles.

- * Certain warranty repairs require special training. Not all dealers are trained to perform all warranty repairs.

NOTE: Recoveries are not included as part of Roadside Assistance towing. Recoveries are defined as those efforts made to get a vehicle to a surface where a tow hookup can occur.

Flat Tires

Program provides for no-charge spare tire mounting to replace flat tires or disabled wheels only. If a vehicle has more than one flat tire and cannot be driven, Ford Auto Club will tow the vehicle at no charge to the nearest authorized dealership or tire service facility. Tire repair is not covered by this program (tire change provision not applicable to TH!NK Neighbor).

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Fuel Delivery

Program provides for up to two gallons of fuel to stranded vehicles (out of fuel and not running) at no charge. Vehicles stranded at refueling stations or dealers are not eligible for benefits (not applicable to TH!NK Neighbor).

Battery Jump Starts

Program provides for no charge jump starts for dead batteries. If the vehicle cannot be jump started, it will be towed at no charge (see towing-not applicable to TH!NK Neighbor).

Lock-Out Service

Program provides for no charge service to unlock a vehicle. Key recovery and/or replacements are not covered (not applicable to TH!NK Neighbor).

Direct Contact Option

Dealerships have the option of contacting an approved Roadside Assistance network towing company directly for tows within 35 miles (60 miles for TH!NK). Using this option, the dealership is required to inform the tow company that the tow is for Roadside Assistance and is to be performed at contract rates. Within three days, the dealership is required to call 800-241-3673, or fax 972-541-8805 the necessary information requested on the Dealer Direct Contact Option Form into Roadside Assistance Headquarters. Roadside Headquarters will then arrange direct reimbursement to the tow company. The required information includes:

- Dealership information
- Customer information
- Vehicle Information (including year and make, complete VIN, and current odometer reading)
- Authorized service provider name, contact name, and ISC#
- Service performed and total charges
- Tow mileage and travel information, if applicable
- Date service performed

Extreme Weather/Disaster Situations

Certain geographic areas may experience weather or other situations which could temporarily affect the ability of Ford Auto Club to provide a timely response. In these situations, Roadside Assistance may broadcast a severe weather/disaster message to customers by affected area codes. In the event a dealership's market is affected as designated by the Ford Auto Club, dealers will be temporarily empowered to utilize the Direct Contact Option with the following modifications. Dealerships can find out if their market is affected by calling 800-367-3258.

- Three day call/fax back to Roadside Headquarters with customer information extended to five days.
- Negotiated tow rates are temporarily waived and Roadside will pay based on prevailing market rates (Call 800-367-3258 for information on prevailing rates in your market).
- If no authorized Roadside Network agents are available, dealerships may dispatch a non-network service provider, pay the service provider, and submit claim based on prevailing market rates to Ford Auto Club for reimbursement. All claims must include information requested on the Direct Contact Option Claim Form.

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All Roadside Assistance Claims are paid through the Ford Auto Club (800-FORD-CLUB)

Ford Auto Club
P.O. Box 224688
Dallas, TX 75222-4688
Attn: Claims Processing

Non-Roadside Towing

Major Fleet Daily Rental Vehicles - Major fleet daily rental vehicles (e.g., Hertz, Budget, Enterprise, etc.) are only eligible for Warranty towing. Warranty tow claims for major daily rental vehicles must be submitted for payment by the dealership through ACES II using the miscellaneous code "TOW". **These vehicles are NOT eligible for Roadside Assistance while in service as a rental vehicle, subsequent owners are eligible for any remaining Roadside Assistance coverage.**

Dealership In-Stock Vehicles - New Dealer stock units are only eligible for Warranty tows. Dealership must arrange for tow (do not call Roadside Assistance Headquarters) and submit claim for reimbursement through DWE/ACES II using miscellaneous expense code "Tow" and stating "Dealer Stock Unit" in comments section.

Used vehicles in stock and dealership "in service" vehicles with warranty start dates are eligible for Roadside Assistance as applicable.

For more information on Lincoln Commitment, Mercury Commitment, and Ford Roadside Assistance programs, see your dealership's "Road Map: Your Guide to Dealership Operations-Customer Handling" reference binder or your dealer/Ford internet website "FMCDealer.com."

Roadside Assistance for 2000 - 2004 Model Year F-650 and F-750 Trucks

Eligible Vehicles

- 2000 - 2002 Model Year F-650 and F-750 Trucks are eligible for Roadside Assistance during the Basic Warranty period (2 years/unlimited miles).
- Covers vehicles sold or leased in the U.S. (and federalized territories) only.

Covered Services

- Towing
- Lockout Assist (doesn't include home site/Dealer site service)
- Jump Start
- 24 hour availability

What is Not Covered

- Tire Service
- Unloading Cargo
- Home site/Dealer site service Lockout Assist
- Recovery (e.g., stuck in mud at a job site)
- Fuel Service

How to Get Service and Customer Reimbursement Assistance

- Call 1-800-241-FORD (3673)

Dealer Questions

- Call (972) 653-9108

TRANSPORTATION ASSISTANCE PROGRAM (TAP)

All Ford, Mercury, and Lincoln dealerships are eligible to participate in the Transportation Assistance Program. For detailed Program information or support materials refer to the TAP Guide (a section of the Road Map; Your Guide to Dealership Operations-Customer Handling), or contact TAP Headquarters at 1-800-336-0798. This is a separate non-warranty program.

Dealerships are provided an allocation of reimbursable days on an annual basis (based on a model year October to September). This allocation is based on a running 12 months of warranty and retail work order numbers. Lincoln dealerships receive separate allocation to serve their Lincoln service customers. TAP is available to assist dealers with providing alternate transportation (loaner or shuttle) to customers when their Ford or Lincoln Mercury vehicle is in the dealership for warranty or customer pay work.

Alternate transportation must be a Ford Motor Company product:

- dealer-provided loaner and/or shuttle service
- rental vehicle from an outside rental agency.

All vehicles provided to customers must have less than 50,000 miles (75,000 miles for shuttles) and be from the current model year or the two prior model years. These units may be FCRS/LMCRS vehicles, auction vehicles, program vehicles, or vehicles from dealer inventory. Shuttle service requires use of a dedicated vehicle – a van or Lincoln Town Car are preferred.

Daily reimbursement rates (effective October 1, 2000) are:

- Ford/Mercury vehicle owner - \$18.00
- Lincoln owner receiving a dealer provided Ford/Mercury loaner - \$18.00
- Lincoln owner receiving a dealer provided Lincoln - \$36.00 (obtained by claiming 2 TAP days per 24 hour period).
- Lincoln owner receiving an outside Ford/Mercury rental vehicle - \$18.00
- Lincoln owner receiving a Lincoln rental vehicle from an outside rental agency - \$36.00 (obtained by claiming 2 TAP days per 24 hour period).
- Dealers who put in a qualified shuttle van may claim 2 TAP days @ \$18.00 per day for each qualifying 24 hour period (\$36.00 for each qualifying 24 hour period).

Lincoln Commitment transportation assistance benefits are administered under TAP. These benefits entitle the Lincoln customer still under warranty to one of the following three options when his/her vehicle is in for warranty service:

- A dealer-provided loaner
- Dealer provided shuttle service
- Up to \$35.00 per day reimbursement for an outside rental agency.

Those Ford/Mercury dealers providing visiting Lincoln warranty customers with Lincoln loaners may receive an allocation of Lincoln days. If Lincoln days are needed on an occasional basis, contact TAP Headquarters. If Lincoln days are needed on an ongoing basis, contact your FCSD Regional Market Area Team.

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Dealer After-Warranty Assistance can not be used to claim loaner or rental benefits.

Transportation Assistance Program (TAP) day claims should be filed monthly. Even though allocations are for the entire model year, claims must be filed within 60 days of the end of the month in which the TAP days were used.

Ineligible for the Transportation Assistance Program benefits:

- Non-Ford/Lincoln-Mercury vehicle owners
- Retail body shop customers (who have rental coverage through their insurance company or another source)
- Customers under the age of 18
- Internal dealership repairs
- Dealership employees who do not have their vehicle in for repair
- Non-service customers (e.g., sales demos)
- Customers covered by a non-Ford extended service contract with rental coverage, or any other rental benefit coverage

QUALITY CERTIFIED USED VEHICLE PROGRAM

Pre-Owned Vehicle Limited Warranty for Ford, Lincoln & Mercury Vehicles (Non-Red Carpet Lease)

The Quality Certified Limited Warranty coverage is provided on eligible pre-owned vehicles under the Ford Quality Certified, and Lincoln Assured/Mercury Quality Certified Pre-owned Vehicle Programs. Ford Motor Company will provide for repair or replacement of covered components on the vehicle during the Warranty Period in accordance with the following terms, conditions, and limitations. Vehicle must meet eligibility requirements listed below and must be registered by dealer to be eligible for this coverage. See registration form for complete details.

WARRANTY COVERAGE

Under the Quality Certified Pre-Owned Vehicle programs, customers are provided with at least 12 months or 12,000 miles (whichever occurs first) of limited warranty coverage from the date of purchase. Coverage is provided as follows: First, coverage is provided under the remainder of the Ford Motor Company New Vehicle Limited Warranty. This coverage began on the Warranty Start Date as a new vehicle and runs to 3 years or 36,000 miles for Ford and Mercury vehicles or 4 years or 50,000 miles for Lincoln vehicles (whichever occurs first) after the Warranty Start Date.

If the New Vehicle Limited Warranty expires before 12 months/12,000 miles from the date of purchase, then the Quality Certified Limited Warranty provides coverage until 12 months or 12,000 miles (whichever occurs first) from the date of purchase.

REGISTERING A VEHICLE

Contact the Business Assistance Center (BAC) at 800-548-3212 to obtain registration packet.

DEDUCTIBLE

The owner **MUST** pay a \$100 deductible per repair visit for covered repairs.

OASIS

Dealerships may verify coverage/eligibility by checking OASIS.

PART REQUIREMENTS

All warranty repairs of covered components **MUST** be made with Ford service parts or remanufactured parts authorized by Ford Motor Company. In some cases, the use of Ford Authorized Remanufactured products may be required after the expiration of the New Vehicle Limited Warranty.

TRANSPORTATION AND TOWING

Towing is covered under the Roadside Assistance Program during the initial 12 months/12,000 miles after sale. Transportation Assistance is provided at the discretion of the dealership under the provisions of the Transportation Assistance Program.

TRANSFERABILITY

This warranty is transferable. Remaining warranty coverage may be transferred to subsequent purchaser.

VEHICLE ELIGIBILITY

- All Ford, Lincoln, or Mercury vehicles (Passenger cars & light trucks).
- Ford and Mercury vehicles must be three model years old or newer and have less than 36,000 miles at time of sale.
- Lincoln vehicles must be four model years old or newer and have fewer than 48,000 miles at time of sale.
- Vehicles cannot have: frame damage, unknown mileage, branded title, or body modifications.
- Vehicle must pass Quality Certified 100-Point Vehicle Inspection prior to sale.

INELIGIBLE VEHICLES

- Ford Mustang Cobra R vehicles (body Code P42 with engine code C) and Saleen modified vehicles.
- Incomplete units, or units that have been modified, including:
 - Vehicles with the first three VIN positions of 1FC, 1FD, 2FC, 2FD, 3FC and 3FE.
 - Taxis, livery, shuttle, commuter, police, emergency vehicles, tow trucks, vehicles equipped with snowplows, electric vehicles.
 - Salvaged, totaled, repossessed, or branded vehicles.
 - Flexible Fuel Vehicles.
 - Vehicles that cannot be identified with the original manufacturer's Vehicle Identification Number (VIN) due to theft or damage.
 - Vehicles with actual mileage that cannot be determined due to an altered, broken or repaired/replaced odometer.
- Vehicles originally delivered for use outside the United States or Canada.
- No coverage is available for F-600 and higher series trucks.

COVERED COMPONENTS

Dealers will repair, replace, or adjust all covered components as specified below, that are found to be defective in factory-supplied materials or workmanship during the applicable warranty period. Covered components include:

- **Engine** - Cylinder block and all internal lubricated parts, seals and gaskets, cylinder heads, intake and exhaust manifold(s), factory installed turbocharger/supercharger, timing gears (including chain or belt), flywheel, valve covers, oil pan, timing chain cover, oil pump, water pump, thermostat, housing, gas fuel injectors and lines, harmonic balancer and bolt, diesel injector pump.
- **Transmission** - Transmission case and all internal parts including torque converter and seals, gaskets, and governor assembly.
- **Transfer Case** - Including all internal parts including seals and gaskets.
- **Front-Wheel Drive** - Final drive housing and all internal parts, universal and constant velocity joints, front wheel bearings, axle shafts, locking rings (four-wheel-drive vehicles), seals and gaskets, automatic front locking hubs (four-wheel-drive), rear-wheel bearings.
- **Rear-Wheel Drive** - Drive axle housing and all internal parts, universal and constant velocity joints, rear wheel bearings and retainers, axle shafts, seals and gaskets, drive shaft, front-wheel bearings.
- **Steering** - Power steering pump & pulley, cooler and lines, couplings, seals and gaskets, manual and power steering gear housing and all internal parts including linkages, control valve and column lock, idler arm.

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- **Front Suspension** - MacPherson struts (front or rear), upper and lower control arms (including shafts & bushings), stabilizer bar, linkage and bushings, tie rods, upper and lower ball joints, king pins and bushings, spindle and spindle supports. Front end alignment and wheel balancing are not covered except when required in conjunction with a repair to a covered part.
- **Brakes** - Master cylinder, calipers and wheel cylinders, combination valve, all lines and fittings, brake booster, backing plates, springs, clips and retainers, self adjusters, parking brake linkage and cables, brake pedal shaft. Not included: drums, rotors, lining and pads except when required in conjunction with a repair to a covered part.
- **Air Conditioning** - Compressor (including head, seals, clutch, bearings, clutch switch, pulley & field coil), condenser, evaporator, and accumulator.

NOTE: If system has R-12 refrigerant, R-12 will be used for replacement while supplies last. If R-12 is not available the system will be converted to R-134A refrigerant to meet environmental standards. If replacement is due to a covered component, this warranty will cover the conversion. If due to a non-covered component, customer is responsible for conversion cost.

- **Electrical** - Alternator, starter motor & solenoid, voltage regulator, manually operated electrical switches, wiper motors, heated back glass (electrical only - not glass damage or breakage), wiring harnesses (excluding spark plug wires), radiator fan relay, fuel pump.

PARTS AND SERVICES NOT COVERED

- All items not specifically listed under Covered Parts list.
- Repairs covered by the Ford New Vehicle Limited Warranty or recalls
- Service adjustments or cleaning.
- Repairs needed to any engine (including diesels), transmission, or final drive components caused by an aftermarket installed turbocharger/supercharger.
- Repairs caused by damage or unreasonable use (damage from road hazards, accident, fire or other casualty, misuse, negligence, racing or failure caused by modifications or parts not authorized by or supplied by Ford).
- Damage from the environment (airborne fallout, acts of war, chemicals, tree sap, salt, hail, windstorm, lightning, etc.)
- Repairs resulting from lack of required maintenance (failures caused by the owner neglecting to perform the required maintenance services set forth in the maintenance schedule of the Scheduled Maintenance Guide for the vehicle). Costs of these routine maintenance services are not covered. Proof of maintenance may be required, which may include inspection of maintenance records.
- Repairs needed to a covered part caused by the failure of a non-covered part.
- Repairs to the vehicle if the odometer is altered, broken or repaired/replaced so that the actual mileage cannot be determined.
- To the extent allowed by law, loss of use of vehicle including loss of time, inconvenience, commercial loss, consequential damages, and personal expenses such as motels, food, gas, and mileage.
- Vehicles manufactured for sale outside of the United States and Canada.
- Repairs to the vehicle performed outside of the U.S. and Canada and repairs required because of normal operation outside of the U.S. and Canada.
- Repairs made on or before the effective date of this warranty.
- Repairs to vehicles where the New Vehicle Limited Warranty has been voided or where the vehicle has been title branded, salvaged, totaled, or rebuilt.
- Repairs to vehicles that have been determined to be a “total loss” by an insurance company.

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Note: For ACES II Special Claim Preparation Please see ACES II User Manual

SECTION 7

BASIC CLAIM PREPARATION

REPAIR SHOP - WORK ORDER

RESPONSIBILITIES

SERVICE ADVISOR RESPONSIBILITIES

- Responsible for noting service advisor identification number on claim.
- Perform write-up of repair order – This includes entering customer information: Name, address, VIN, telephone numbers, date, and description of customer concerns.
- Obtain customer signature on repair order.
- Check OASIS for: Outstanding Recalls, Customer Satisfaction Programs, Special Service Instructions, warranty start date, warranty cancellation information, etc.
- Makes preliminary evaluation whether work will be covered under warranty, Extended Service Contract, dealer internal repair, customer pay, etc.
- For ESP repairs verify base part number coverage on OASIS.
- For QFC (Quality Fleet Care), obtain approval for repair/service costs exceeding the fleet company's pre-set spending limit as displayed on OASIS.
- Obtain prior repair approval when required (e.g., ESP repairs as required).
- Review customer service history for indication that current repair requests have been noted/repared previously.
- Enters 3-digit customer concern code on the claim.

DISPATCHER RESPONSIBILITIES

- Responsible for identifying the employee(s) assigned to the repair(s) by the last four digits of their Social Security Number (SSN).
- Maintains technician's daily time and job tickets and records "on" and "off" times on each job to allow tracking of technician efficiency and productivity.
- Reviews parts and technician repair information and adds appropriate Labor Time Standards Operations.
- Flags repair orders and forwards for close-out and pricing.

TECHNICIAN RESPONSIBILITIES

- Identifies him/herself on the repair order using identification number (last four digits of SSN).
- Enters a complete description of the repairs performed including diagnostic test results, equipment readings (e.g., wheel alignment), and the cause of the problem. If more than one technician worked on the vehicle, each technician must indicate what work he/she performed.
- Provide a detailed explanation of repairs when actual time is claimed.
- Enters two-digit condition code against causal part.
- Enters any diagnostic test codes on the claim.

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- Provides daily time and job ticket to dispatcher for clocking them on and off of each job when required (See Section 1 for time recording requirements).

PARTS DEPARTMENT RESPONSIBILITIES

- Records part numbers including quantity and price on work orders used to complete repairs.
- Records part name.
- Stamps work order to indicate when warranty return parts have been turned into parts department.

SERVICE MANAGEMENT RESPONSIBILITIES (INCLUDING BODY SHOP MANAGEMENT)

- Service management is responsible for all aspects of claim preparation and submission.
- Verifying each customer complaint, where possible, and documenting at the time of write-up any special circumstances under which the problem occurs (e.g., at 45 mph, only when warm, when going over large bumps, etc.).
- Responsible for approving use of non-Ford part, Ford remanufactured or Motorcraft part during an emergency repair situation.
- Responsible for approval of Dealer made After-Warranty Assistance.
- Responsible for pre-authorization of “Add-On” repairs.
- Responsible for approving usage of No Problem Found (NPF) operation.
- Responsible for tracking technician efficiency and productivity.
- Responsible for reviewing repeat repairs.

CLAIMS ADMINISTRATOR RESPONSIBILITIES

- Reviews completed work order and verifies that the appropriate customer concern and condition codes have been entered on the claim.
- Ensures that the appropriate Service Labor Time Standards Operations have been entered on the claim.
- Ensures that Regional authorization commitment code has been entered on the claim when necessary.
- Ensure a fleet authorization code is present on a Quality Fleet Care (QFC) claim if the repair visit exceeds the fleet company’s pre-set spending limit as displayed on OASIS.
- Submits claim for payment.

DEALER PRINCIPAL/GENERAL MANAGER RESPONSIBILITIES

- Responsible for authorizing warranty repairs on the following vehicles: new vehicles in dealer inventory, dealer demonstrators, used cars in dealer inventory, dealership rental units, parts delivery vehicles, courtesy shuttle.

NOTE: Service Manager may also authorize repairs on dealership vehicles in place of dealer or general manager authorization at the discretion of the dealer.

- Refer to Section 1 for additional dealer responsibilities.
- Review and sign all claims to be submitted to Ford for payment (this responsibility may be delegated - see Dealership Administration for details).

BASIC CLAIM PREPARATION

This section deals with the format and preparation of the paper claim form. If you are using your own in-house repair forms or are on an electronic repair order system, you will need to review the “special” preparation instructions in the ACES II User Manual. Alternative repair order requirements are outlined at the end of this section.

- Form 1863/6125-2 is a handwritten form used for requesting Company payment for warranty, program and service contract repairs performed by the dealer.
- Proper warranty repair order preparation requires a dedicated group effort on the part of your dealership.
- Since one form will be filled out by several key employees, it is important that everyone’s contribution be readable, accurate and complete. This will assure a smooth transition between departments and easier processing at the end.
- The following requirements apply to the preparation of ALL warranty repair forms:
 - Hand print all portions clearly with a ball-point pen.
 - A Customer Concern Code, Condition Code, service advisor I.D., technician I.D. (last 4 digits of SSN) and causal part must be entered for each repair listed.
 - List only one part or labor operation on any single line.
 - Use additional forms for parts or labor overflow. Cross reference the additional form(s) to the first one in the way established by the dealership.

NOTE: It is not necessary to complete all of the header information on the additional forms. Normally the VIN and repair date will be adequate.

- Only one vehicle identification number can be listed on each warranty repair form.
- More than one Program Code can be used per repair visit.
- All repairs should be subtotaled in the repair summary area.

Keep all copies of the warranty repair set intact during the Service Write-Up.

NOTE: Some repairs require special preparation. Special preparation procedures can be found in the ACES II User Manual.

Claim Write-Up

Service Advisor

Preparation of Form 1863/6125-2 begins with the Service Advisor.

The Service Advisor begins the warranty repair form, making all required customer and vehicle entries, and then provides a brief and clear description of the customer’s concern(s). The service (hard) copy is detached and sent to the dispatcher.

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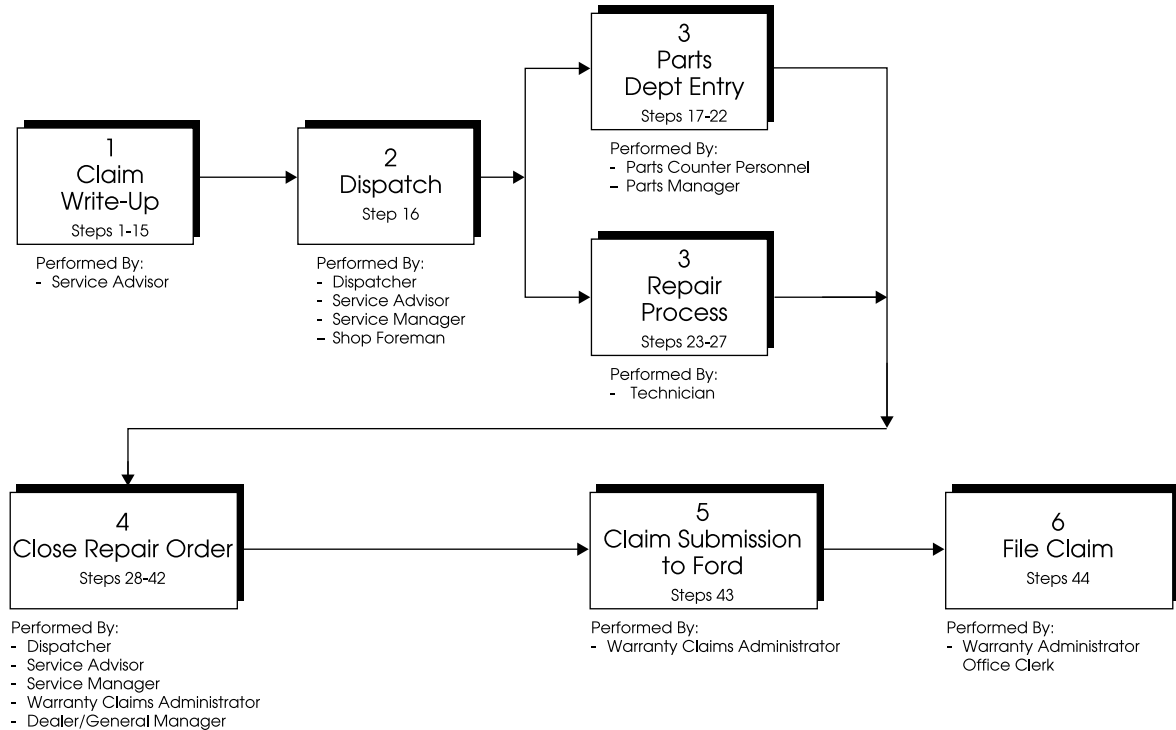
Warranty Claim Entry Fields (Numbers correspond to information on following pages)

MISCELLANEOUS EXPENSE <input type="checkbox"/> LOANER DAYS RATE AMT. 30			KEY 8 THE "KEY" COLUMN IS USED TO INDICATE THREE FUNCTIONS: "N" FOR NET PRICING, "A" FOR ACTUAL PRICE, AND "R" FOR REMANUFACTURED PART						CROSS REFERENCE NO. 12																																																																													
<input type="checkbox"/> REFUND AMOUNT <input type="checkbox"/> TOW NO. AMOUNT <input type="checkbox"/> HANDLING/FREIGHT AMOUNT <input type="checkbox"/> OTHER AMOUNT			SERVICE ADVISOR ID. 13		LICENSE NO.		YEAR		MODEL OR NAME		TIME RCVD.		TIME FROM 3		PHONE NUMBER		SERVICE TAG NO.																																																																					
DEDUCTIBLE 1			OWNER NAME						VISITING OWNER		VISITING OWNER		DATE AND ODOMETER AT TIME OF VEHICLE RECEIPT																																																																									
Not Responsible for Loss or Damage to Vehicle or Articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with 15 necessary material and hereby grant you and/or your employees permission to operate this vehicle described on streets, highways or elsewhere for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto. X CUSTOMER'S SIGNATURE 41			ADDRESS						DATE		ODOMETER (NO TENTHS)		DATE AND ODOMETER AT TIME OF VEHICLE RELEASE																																																																									
			CITY/STATE/PROV						DATE		ODOMETER (NO TENTHS)																																																																											
			ZIP/POSTAL CODE						DATE		ODOMETER (NO TENTHS)																																																																											
CUSTOMER'S SIGNATURE 41			VEHICLE IDENTIFICATION (WARRANTY) NUMBER						DATE		ODOMETER (NO TENTHS)		DATE OF REPAIR																																																																									
DEALER, OR GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)			MO DATE YR						MO DATE YR		MO DATE YR		MO DAY YR																																																																									
APR NBR			Program Code			Recall (Resistive Damage)			Approval No. 1 26			Approval No. 2			Approval No. 2			Parts Allow Total			CORE			Parts Total			Labor Total			Misc Total			Admin Allowance HRS / Amount			Tax Amount			Customer Participation			Dealer Participation			Repair Total			MILES/KM			SERVICE INSTALLED PARTS																																			
1 31			2 32			3 33			4 34			5 35			6 36			7 37			8 38			9 39			10 40			11 41			12 42			13 43			14 44			15 45																																												
4			5			6			7			8			9			10			11			12			13			14			15			16			17			18			19			20																																						
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COLUMN TOTAL BOXES →			P&A CODE			MO			YR			ACCRUED MILES/KM			NO TENTHS			ORIGINAL PO NUMBER			OPEN SERVICE RECORD			DATE INSTALLED			MO			YR																																																								
17 17			18 18			19 19			20 20			21 21			22 22			23 23			24 24			25 25			26 26			27 27			28 28			29 29			30 30			31 31			32 32			33 33			34 34			35 35			36 36			37 37			38 38			39 39			40 40			41 41			42 42			43 43			44 44			45 45		
PREFIX			SUFFIX			QTY			EACH			LABOR OPERA			SCHED TIME			RPR NBR			CONCERN			CLS			RPR NBR			CONCERN			CLS																																																					

Back of Form

DIAGNOSTIC TROUBLE CODES											
ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2, 3, or 5 digit (DTC) Diagnostic Trouble Code, information here											
RPR NBR 16		MIL on? (Y/N)		DTC POWERTRAIN							
1 Y		KOEO		KOEO							
1 BODY		B - 3 5 7		3 1 5 3 5							
CHASSIS		UNDEFINED:		OTHER: 25							
TECHNICIANS COMMENTS INCLUDE DESCRIPTIONS OF CAUSE				RPR NBR		CONDI-TION CODE		LABOR RECORD			
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		TIME CLOCK	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
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27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
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27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	
27				PARTS RETURN		EMP NO		COST OR ELAPSED TIME		OFF	
										ON	

Warranty Claim Flow Chart



1. Customer Information

- Customer Name and Address
- Vehicle Identification Number
- Customer’s Signature (after concerns have been entered)
- Fill in the owner information boxes based on dealer requirements.
- Record the two character state code (e.g., MI for Michigan) and license plate number.

2. Visiting Owner (optional)

Check this box if your dealership did not sell this vehicle.

3. Date of (original) Sale (stock, if not sold)

- Enter the date of original sale or date vehicle was put in service (optional) whichever occurred first. If the claim is for a vehicle in stock, write “Stock” in this space. This information can be confirmed through OASIS (optional information).

Odometer Reading (no tenths)

- Enter the date and odometer reading at the time the vehicle was brought in for service (miles/kilometers).

Date of Repair

- Enter date repair order is written.

4. Miles/Km Indicator (Exception Field)

No indication needs to be made if the sale and service of the vehicle were performed in the same country.

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NOTE: If vehicle was sold in a country other than that in which it is being serviced, enter in the Miles/Km box an “M” if the odometer reading is in miles or a “K” if the odometer reading is in kilometers. If the vehicle is equipped with an electronic odometer, it is not necessary to use this field.

5. OASIS Response

OASIS will confirm original date of sale. If OASIS also indicates an open Recall, Customer Satisfaction Program, or Special Service Instruction, enter the 5-character code number to identify the requirement.

- Check OASIS to verify open Recalls, Customer Satisfaction Programs, Special Service Instructions, ESP coverage, coverage cancellation, or other warranty coverages exist.

6. Service Installed Parts Information

- Use only when a service installed part or accessory has failed.
- Enter information about service-installed parts (if applicable).
 - If there is a repair or replacement of a service-installed part or accessory, write the date the part or accessory was originally installed.
 - Distance (miles/kilometers) accrued since date of original installation.
 - If the part or accessory was an over-the-counter sale, write the date of the sale and the distance accumulated on the part or accessory since the original purchase.
 - Enter the repair order or invoice number when the part or accessory was originally installed or sold.

7. Date and Odometer Reading at time of vehicle release

- Enter the date and distance when the vehicle was released.

8. Service Advisor Number and Vehicle Information

- Service Advisor Number (required for Warranty Repair submission)
- License Number
- Model Year
- Model or Name
- Time Received
- Time Promised
- Phone Number (Customer)
- Service Tag Number

9. Description of Concern

This should be a detailed, to the point description of how the customer described his/her concern. Use basic abbreviations.

- Write a clear and complete explanation of the owner’s concerns and instructions to the technician. Use the repair number column to assign the customer concerns and instructions to the repair number.

10. Customer Concern Code

Refer to your Customer Concern Code Sheet, the Ford Service Labor Time Standards Manual, or in the ACES II User Manual to select the appropriate Customer Concern Code.

- Enter the three-character Customer Concern Code that best describes the customer's concern based on the customer's verbal description. A Customer Concern Code must be entered for each repair listed on the form.

11. Repair Number

Assign a separate repair number for each customer concern. You may use numbers or letters to indicate the order of your repairs.

12. Cross Reference To

If more space is required to list customer concerns, necessary parts or labor operations, use this box to cross reference additional forms by number.

- If more than one form is used for a vehicle repair visit, indicate those forms in the cross-reference box. The owner's name and VIN should be included on the cross referenced repair orders. It is not a Ford requirement to complete the rest of the repair visit information on the additional forms. Example of cross-referencing:

<u>CLAIM</u>	<u>CROSS-REFERENCED TO</u>
100001	100002
100002	100001

13. Deductible

If any repair is covered by a Ford service contract or warranty that states the customer is responsible for a deductible amount, that amount needs to be listed here.

NOTE: This one deductible amount applies to all repairs in this visit. Do not subtract the deductible from any individual repair total.

14. P & A/Dealer Code

Use to indicate the repairing dealer's P&A/Dealer Code if someone other than the repairing dealer will be submitting the claim.

15. Owner Signature

- The Owner must sign the Form(s)
- When all Service Write-Up Entries are completed, detach the dealership service (hard) copy and send it to the dispatcher. Send the other copies to the Parts Department.

Dispatch

Route repair to appropriate Technician.

16. Technician Identification

Required once per repair, for each technician or team working on the repair.

- Enter the technician ID number (last 4 digits of SSN) for each repairing technician.

Parts Department Entries

The Parts Department then enters the applicable parts information on the warranty repair form. Parts Department personnel enter the following:

17. Repair Number

Enter the same repair number that was assigned to the customer concern for which this part applies. You may use numbers or letters to indicate the order of your repairs.

- Use the repair number column to assign parts to repair numbers.

18. Part Number & Name

- If the part is replaced, enter the entire part number.
- If the part is adjusted or repaired, enter the full Ford part number. If the full part number is not available, the causal base number is acceptable.
- Part number and name — Enter in the prefix, basic and suffix numbers and name of all Ford parts which relate to the repair description in the right hand column. The part name may be entered at the dealer's option (required in some states/provinces).
 - Enter the Motorcraft or Supplier Direct Ship (SDS) part number when used. If this is the causal part, enter the equivalent Ford base part number on a separate line from the Motorcraft or Supplier Direct Ship part number.
 - When parts are purchased from outside sources, follow the procedure for special preparation of outside part repairs in the ACES II User Manual.

NOTE: Normal shop supplies such as adhesives, lubricants (tubes and sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless stated otherwise in emissions or safety recalls, customer satisfaction programs, TSBs or other Company publications that their cost is reimbursable.

19. Key (Exception Field)

The key column is used to indicate two different codes.

- “O” (Outside Labor) indicates that outside labor has been used.
- “X” (CAUSAL PART) indicates the part that caused the repair. (USED IN SINGLE SCREEN ONLY)

NOTE: If needed, more than one key code can be used per line (for the same part).

20. Quantity of each part needed.

- Enter the quantity of each part replaced. If a part or assembly was supplied at no cost, leave the quantity column blank.

NOTE: Leaving the quantity column blank will prevent the payment of that part line.

21. Parts Amount (optional if Ford prices part).

The dealer “each” price multiplied by the quantity.

- Enter one of the following for “each” price:
 - The dealer price for new Ford parts in effect at the time of repair.
 - The exchange price of authorized remanufactured parts.

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- The actual cost of outside purchased parts when no Ford part exists (Ford cannot price “actual” cost parts).

NOTE: If a quantity of one is used, it is not necessary to enter an “each” price. If a part or assembly was supplied at no cost, leave the amount column blank.

– Multiply the “each” price by the quantity. Enter in the Amount column.

22. Core Deposit

The difference between the outright price and the exchange price on a part that can be returned and remanufactured in the Company Remanufacturer Program. If multiples are used (i.e., fuel injectors), the Core amount is the individual amount multiplied by the quantity.

NOTE: This would not apply to selected ESP Motorcraft/FAR/Ford remanufactured parts where the Core is exchanged with the FAD.

– Enter the Core amount (if any).

NOTE: The Parts Department keeps the copies until the repair is completed. When the dealer service (hard) copy is returned, follow these steps:

- Complete the final parts pricing.
- Supply the causal basic part numbers for labor-only repairs.
- Check the parts entries for completeness and accuracy.

Send the form set to the Service Department.

Repair Process

The Service Department is next and is responsible for the labor information and a complete description of the repair(s) performed.

The form is then forwarded to the person responsible for completing the claim to perform final closing entries, total the claim and submit it to Ford for payment. **Double check all entries prior to submission to Ford.**

23. Repair Number

Enter the same repair number that was assigned to the customer concern for which this labor applies. You may use numbers or letters to indicate the order of your repairs.

24. Condition Code (only one per repair)

Enter a Condition Code for the causal part. (Determine the correct condition code from the technician’s comments on the dealer service (hard) copy.)

The Condition Code must be entered on the same line as the causal part. Refer to your Condition Code Reference Sheet or the appendix of the ACES II User Manual.

25. Diagnostic Trouble Codes (back of form)

Enter or attach diagnostic equipment test results and diagnostic trouble codes if applicable.

26. Repair Prior Approval Code

If Required, contact Ford for approval code prior to performing repair.

27. Technician's Comments (back of form)

Enter a complete detailed description of the repair(s) performed and the specific reason for the failure.

IMPORTANT: Enter a complete description of the repair performed. Comments defining how or why parts failed are vital to Company Engineering in their efforts to correct product concerns. If you encounter a product concern that you want to report to Ford, submit an Electronic Dealer Service Report through OASIS, or call in a Job 1 Report on 1-800-322-5621 (1-800-322-JOB1).

NOTE: Sufficient information also must be available on the dealer service (hard copy and entered electronically to support certain repairs (i.e., explanations of actual time, diagnostic trouble codes, and location and type of defect any time the KEY code "A" is used).

Close Repair Order

28. Labor Operation Number and Scheduled Time

This information can be found in the Ford Service Labor Time Standards Manual or other Company published documents such as TSBs.

- Use the repair number column to assign labor operations to repair numbers.
- Enter the labor operation number(s). If more than one operation is needed, do not use duplicate numbers or numbers with overlapping operations (operations with duplicate labor steps). Complete labor operations must be used for combinations. Do not use labor operation suffix alone.
- Enter the labor hours listed for the operation in the Ford Service Labor Time Standards Manual. If the operation is not listed, enter actual time operations "B, MT, NPF." See "Actual Time Labor Operations" in Section 4. (Actual time must be entered by dealer.)

NOTE: Refer to Section 1, "Time Recording," in this manual.

- Enter the labor amount (warranty labor rate multiplied by the hours).

29. Labor Amount

The dealer labor rate multiplied by the scheduled time for the labor operation.

30. Miscellaneous Expense Entry Information

– Repair Number for Miscellaneous Expense

Enter the same repair number that was assigned to the customer concern for which this miscellaneous cost applies. You may use numbers or letters to indicate the order of your repairs.

– Loaner Car

Enter the number of days the loaner car was used and the daily rate for that car. Multiply the number of days by the rate to get the amount.

– Refund: Amount

The amount reimbursed to the customer for an emergency repair paid by the customer.

– **Towing: Amount**

The amount that was paid either by the customer or the dealership to have the vehicle towed (customer must provide receipt). If a dealership tow truck is used — a tow truck log number is required. Only one tow can be claimed per visit. Enter the log number in the Tech Comments area on the back of the form.

NOTE: For most 1994 and later model Cars and Light Trucks, towing is handled through the Roadside Assistance Program.

– **Handling/Freight**

Enter costs for the handling of those parts where a handling allowance is applicable. For example, a dealer is supplied an engine assembly from the plant. The dealer is given an allowance for receipt, repackaging and shipment of the defective assembly back to the plant.

– **Other**

Enter any other approved special program costs that were incurred, such as hoist time, film, etc.

31. Program Code

Use to identify the type of coverage which applies to a specific repair number. Examples of program codes can be found in the appendix of the ACES II User Manual.

32. Recall Related Damage

Place an “X” in the damage flag box if the repair is the result of related damage on a Recall or Customer Satisfaction Program.

NOTE: This indicator replaces the C99 Program Code.

33. Approvals

There are two types of approvals:

- Approval to perform a repair, and
- Authorization to submit claim.

If a dealer has a self-approval code or has obtained an approval number from a plant, Customer Assistance Center, General Office or regional office, the assigned code must be entered here. If two approvals have been obtained, enter both.

34. Parts Sub Total

Sum of Amount column (21), add up the amount of parts for each repair.

Parts Allowance Total

Sum of parts eligible for applicable parts allowance multiplied by the mark-up rate.

- Calculate the applicable parts allowance total based on the parts sub total.

Core

Sum of Core column (22)

NOTE: Add all of these boxes together and enter the amount in the Parts Total column for each repair.

Parts Total

Sum total of above.

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35. Labor Total

Sum of Labor Amount column (29)

- Add the amounts in the Labor Amount column. Enter in the Labor Total.

NOTE: Extended totals for entries 30-35 should be calculated for each repair. As an example, if there are four repairs, the sum of the four totals will be entered in the total column box.

36. Miscellaneous Expense Total

Sum of Miscellaneous section for the repair number (30), Add up all miscellaneous expenses BY REPAIR and enter in the Misc. Total box.

37. Administrative Allowance

Enter the agreed upon time (tenths) and dollar amount allowed for processing recall refunds or for handling certain programs. Enter any authorized administrative allowance in the Admin. Allowance box.

38. Tax

Enter an extended dollar amount (by repair) on those repairs where taxes apply. Calculate any sales tax that is applicable to this repair and enter in the Tax Amount box.

39. Customer/Dealer Participation

Use for After-Warranty Assistance. Some situations may arise where the dealer or Company wishes to pick up some additional expenses beyond the warranty coverage.

If dealer and customer participation amounts are involved, enter these amounts in the appropriate boxes.

40. Repair Total

Total summation of all totals and other adjustments for the individual repairs. Add Total Parts, Total Labor, Miscellaneous Total, Administrative Allowance Amount and Tax Amount. Enter in the appropriate Repair Total box. Check the entries for accuracy and clarity.

Dealership Sign-off

41. Authorized Dealership Personnel Signature

- Have the dealer or General Manager or authorized person sign and date the forms. If the forms are prepared by an outside vendor, the following statement must also be included on the face of the form.

“I, the undersigned, have prepared this warranty claim from the information contained on the dealer’s repair order #_____ and certify it to be a true transcript of this repair order.”

(Name of Firm)

(Signature)

(Date)

42. Authorization to Submit Claim

Some claims must have Regional Management authorization before they can be submitted. (Refer to “Authorization Requirements” in Section 1) When authorization is required, Form 1863/6125-2 must show the approval in one of the following ways:

- Obtain a five-digit computer-generated code from your FCSD Customer Service Manager. Enter the code in the Approval Number box.
- Enter the five-digit code for Concern Definition Panel repairs which are authorized by a Company Plant or Engineering Activity in the Approval Number box. The approval form number must be entered in the Description of Concern area of the claim.

43. Repair Submission

Submit the repair to the Company immediately after the repairs are completed. Repairs over 90 days from date of repair⁽¹⁾ will not be accepted. The 90-day rule does not apply to:

- Recalls
- Customer Satisfaction Program Refunds
- Company Authorized After-Warranty Assistance
- Transportation damage claims which are charged back with instructions to resubmit as warranty

⁽¹⁾ Or the minimum time period allowed by state law, if longer than 90 days.

NOTE: Enter the form number, repair number, amount, and date submitted to the Company in the Warranty and Policy Register Journal.

- Transportation Assistance Program (TAP) claims should be filed monthly. Even though allocations are for the entire model year, claims must be filed within 60 days of the end of the month in which the TAP days were used.

44. Filing Copies of the Repair Set

Copies of Form 1863/6125-2 must be filed as follows:

- Dealer Repair Copy — Retain in dealership for electronic entry to the Company. If dealership does not have electronic entry capability, then an alternate claim input service must be arranged by the dealership.
- Dealer Accounting Copy — office
- Customer Copy — to be given to the customer
- Dealer Service Copy — customer service file

The dealer is required to maintain complete individual service history files for all vehicles sold and serviced by the dealership. These files are to be maintained by the vehicle identification number of the serviced vehicle. The records and documents should be retained as long as the vehicles are within warranty but must be kept for one year following Company notification of payment. Notification is by a Company check or through information on the Daily Repair Register.

ALTERNATIVE FORM REQUIREMENTS **(REPAIR ORDERS)**

Required Work Order Entry Fields

DEALERS MAY USE AN ALTERNATIVE REPAIR ORDER (COMPUTER-GENERATED OR OTHER) ONLY IF:

- All of the following information appears on the repair order (either in designated areas or in a stamped area on the face of the form):
 - Approval Code or Number (if applicable)
 - Causal Part(s) and Condition Code(s)
 - Core Charge
 - Cross Reference Number
 - Customer Description of Concern/Technician Comments/Repair Description/Customer Concern Code
 - Dealer and Customer After-Warranty Assistance Participation Amounts, Including Heavy Truck Pro-rata Amounts
 - Dealer, General Manager or Authorized Person Signature
 - Diagnostic Trouble Codes
 - Distance Indicator (M/KM)
 - Labor Operation Number(s), Scheduled Time and Amounts
 - Misc. Expense Area for Loaners, Refunds, Handling/Freight, Towing, Administrative Allowance and Tax
 - Odometer Reading/Date of Repair
 - Owner Name, Address and Signature
 - Part Number, Quantities and Amounts
 - Parts Allowance Total
 - Parts Sub Totals
 - Program Code (if applicable)
 - Recall/CSP Related Damage Indicator
 - Repair Number
 - Repair Order Number
 - Separate Customer Deductible Field
 - Service Advisor's Identification
 - Service Installed Parts — Original Repair Order/Over-the-Counter Invoice Number, Installation Date and Accumulated Distance
 - Technician's Identification (Last 4 digits of Social Security Number)
 - Time Clocking Section
 - Total Parts, Labor and Claims Amounts by Repair
 - Vehicle Identification Number
 - Date/Odometer reading at time of vehicle release if the repair is delayed while waiting for parts

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SECTION 8

WARRANTY PERFORMANCE MEASUREMENT

WARRANTY MEASUREMENT SYSTEM AND CONTROLS PROGRAMS

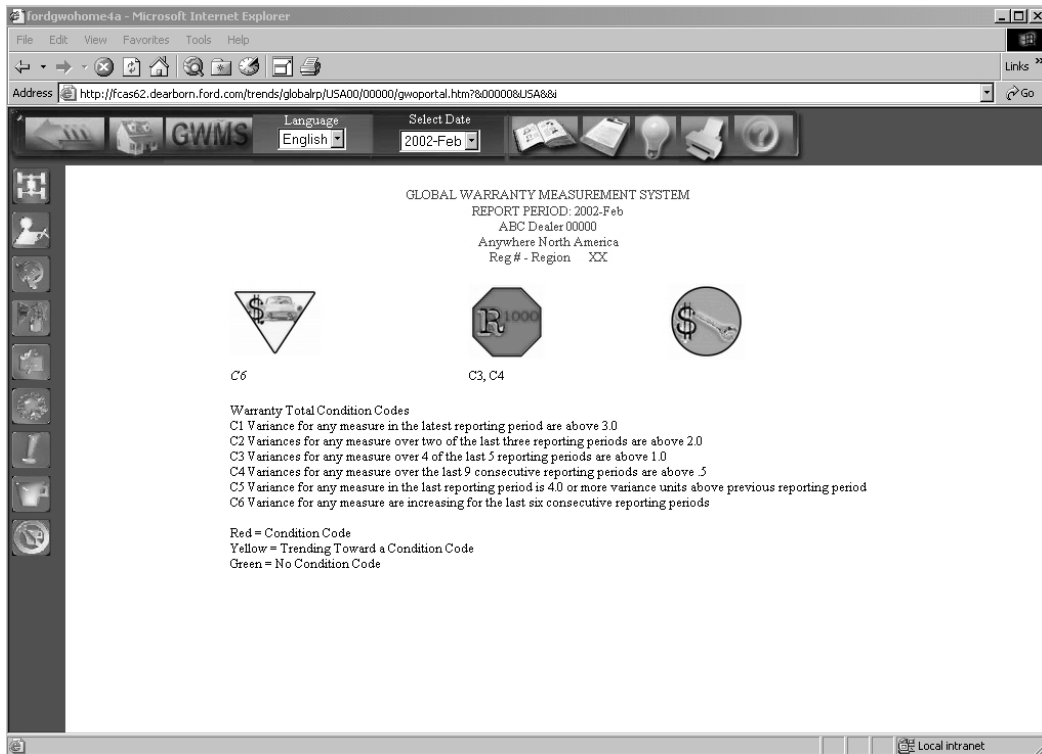
GLOBAL WARRANTY MEASUREMENT SYSTEM (GWMS)

The Global Warranty Measurement System (GWMS) provides an overview of dealership performance of all Ford-paid ACES II repairs. The GWMS includes comparative indicators, which enable dealership management to identify areas that need further review or possible improvement of repair shop processes and controls.

NOTE: The GWMS contains a cumulative six months of data ending with the month indicated (i.e., November 2002 GWMS represents warranty performance from June 2002 through November 2002).

- GWMS may be accessed through Management Reports under FMCDDealer.com (only dealership management positions allowed to access warranty performance information).
- GWMS “Home Page” provides a quick indication of dealership performance in the three Primary Measures:
 - Cost Per Vehicle Serviced (CPVS) - Adjusted for comparison group labor rate and parts mark-up differences.
 - Repairs per 1000 Vehicles Serviced (R/1000).
 - Cost per Repair (CPR) — Adjusted for comparison group labor rate and parts mark-up differences.
- Diagnostic colors used to provide warranty performance status; Green - No Condition Code, Yellow – Trending Toward Condition Code, Red – Condition Code.
- Dealership management can “Drill Down” from Primary Measures on GWMS Home Page to identify potential warranty performance concerns and obtain a claims list.
- GWMS provides additional performance measures such as Dealer AWA, SPW, last two years history and diagnostic reference materials with tutorial on how to navigate the GWMS.
- GWMS provides additional materials such as self review documents, reference materials, dealer specific claims lists and reports, and help functionality.

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Dealership personnel can learn more about the GWMS by attending FORDSTAR training course - Global Warranty Measurement System Workshop (code 9931).

WARRANTY EXPENSE FORMULA

Ford evaluates dealership warranty performance using the three Primary Measures referenced previously. Dealerships may be included in Ford's Warranty Counseling Process (WCP) based on Primary Performance Measures.

Primary Measures

- **Cost Per Vehicle Serviced (CPVS):** Sum of six months payments divided by six months vehicles serviced (labor costs and parts mark-up adjusted to the comparison groups average labor rate).
- **Repairs per 1000 Vehicles Serviced (R/1000):** Sum of six months repairs divided by six months vehicles serviced multiplied by 1000.
- **Cost Per Repair (CPR):** Sum of six months payments divided by six months repairs (labor costs and parts mark-up adjusted).

NOTE: All Ford-paid ACES II repairs are included in warranty expense formula except:

- Field Service Actions (formerly Recalls)
- Customer Satisfaction Programs (formerly ONP's)
- Special Service Instructions
- Company Authorized After-Warranty Assistance Claims
- Extended Service Plan (ESP) Repairs
- Transportation Assistance Program (TAP)
- Fleet Service Plan (FSP) Billings
- Credit and Debit Advice (Adjustments)
- Miscellaneous Repairs (repairs not captured in measured component groups)
- Transportation Loss and Damage Claims

WARRANTY CONTROLS PROGRAM

The Warranty Controls Program ensures dealer compliance with effective warranty management practices and processes. Ford administers warranty controls after a review of dealership warranty performance. As administration of warranty improves, warranty controls may lessen. The program offers:

- Flexibility to meet requirements of individual dealers.
- Basis for review of warranty performance to determine need for external controls.

Dealers with satisfactory warranty performance usually have minimal warranty controls. Regional Management may approve eligible dealers for After-Warranty Assistance Authority. These dealers may make After-Warranty Assistance decisions within established guidelines without Regional Management authorization.

Dealers who do not administer Warranty and Policy effectively may be placed on one or more of the following controls:

- Increased Parts Retention Period
- In-Dealership Claims Review
- In-Dealership Parts Scrap
- Prior Approval for Certain or all Repairs
- Special Labor Controls
- Standard Operation Time Recording
- Special Requirements (tailored to specific dealer)
- Removal of After-Warranty Assistance (P05, P07, Z05)
- Removal of Dealer Self-Approval Privileges (actual time, repeat repairs)
- Ford Motor Company reserves the right to update this list of controls and application of controls at any time.

WARRANTY CATEGORY SELF-REVIEW PROGRAM

The Category Self-Review Program was developed to assist dealers in identifying what action, if any, is necessary to address abnormal warranty performance in an individual category. The Program is designed to support development of an efficient and properly controlled service operation through identification of root cause(s) of abnormal performance and implementation of necessary process improvements. Dealer selection criteria is based on flagging a condition in an individual category and demonstrating significantly different performance than their peers for that category. Eligible dealers will receive a Category Self-Review letter directing them to the GWO website to obtain additional Category Self-Review materials. Category Self-Review materials, however, are always available via the GWO website and may be used by any dealership wanting to perform an examination of warranty repairs and repair shop processes.

THE 5-STEP WARRANTY COUNSELING PROCESS

The Warranty Counseling Process is a systematic approach to improve dealership warranty performance deficiencies. This process is designed to develop an efficient and properly controlled service operation by focusing on the root cause(s) of individual dealer warranty performance deficiencies and implementing the necessary process improvements. Dealerships that continue to exhibit poor warranty performance may progress to the next stage(s) once entered into the process. Based on specific circumstances, however, the Company may elect to conduct a review or audit without progressing through the preceding stage(s) of the process. An example of this includes, but is not limited to, allegations of false or fraudulent practices at the dealership.

Warranty consultants/specialists will provide evaluations of dealer practices for warranty reviews and audits.

Dealer Notification Letter (Step 1)

This letter advises dealers that they have entered Ford's Warranty Counseling Process at the Self-Review, Step 1. Dealer's receiving the letter and entering the Warranty Counseling Process are directed to the GWMS website to obtain Self-Review materials. Self-Review materials, however, may be used by any dealership wanting to perform an examination of warranty repairs and repair shop processes regardless of Warranty Counseling Process status.

False or Fraudulent Practices

Exceptions to Dealership Selection and Process Progression

The Company may elect to conduct a review or audit without progressing through the steps of the Warranty Counseling Process.

Examples of when this action may be taken include, but are not limited to, the following:

- Allegations of improper warranty practices have been made
- A follow-up to a previous warranty audit where false or fraudulent practices were uncovered
- All reviews (Step 2 or Step 3 actions) involving false or fraudulent findings will be upgraded to warranty audit (Step 4 action)

Examples of False or Fraudulent Claim Categories:

- VIN or Owner name misrepresented
- Repair date misrepresented
- Mileage alteration
- Work not performed as claimed
- Non-Ford part claimed as genuine
- The knowing submission of claims with omissions of material facts or substantial violations of program requirements

The above list is not intended to be all inclusive. Any other claim category that the company determines to be false or fraudulent will be so categorized and charged back during any Warranty Counseling Process Action.

Should a Warranty Counseling Process action identify false or fraudulent findings, all claims including ESP submissions, will be included in the audit, regardless of the dealership's ESP performance.

WARRANTY & POLICY MANUAL

The submission of false or fraudulent claims to the Company violates your Sales and Service Agreement(s) and is a sufficiently substantial breach of faith between the Company and the dealer to warrant termination. In appropriate circumstances, where false or fraudulent claims are identified, termination will be pursued, regardless of whether it is a first time occurrence. All audits involving false or fraudulent findings require a follow-up audit.

Initial Warranty Review (Step 2)

Dealerships are provided a minimum period of three months following the notification letter to improve their warranty performance before a warranty review will be conducted. A Step 2 Root Cause Warranty Review will be conducted if a dealer's warranty performance continues to trend abnormally after entering the Warranty Counseling Process. Dealerships are subject to chargeback during the initial warranty review for the limited disallowance categories listed below:

Overpayment Categories

- Customer and Ford billed for the same repair
- Duplicate claim payment
- Overlapping labor operations - only when clearly documented as such in the Service Labor Time Standards Manual
- Rental Reimbursement (ESP) exceeds actual usage*
- No-charge assembly claimed as purchased part
- Sublet towing invoice less than amount claimed
- Used vehicle reconditioned under ESP*
- Ineligible dealer administered After-Warranty Assistance as stated in this Warranty and Policy Manual
- Service part not on original repair order
- Actual time that is not supported. This includes instances where:
 - There is no clocking at all.
 - The total time claimed exceed clocked time (charge back the difference)
 - The dealer has received a clocking letter and is required to clock actual time separately and does not comply.

NOTE: This list provides dealerships with examples of the types of deficiencies that are subject to disallowance during the initial warranty review. Follow-up reviews and audits will be more comprehensive in nature.

*Inclusion/Exclusion of ESP Claims in Warranty Counseling Process Actions:

Excluding actions involving or resulting from the identification of false or fraudulent findings, the determination of whether ESP claims are included/excluded in Warranty Counseling Process actions is based on the status of the dealership's ESP loss ratio as described below.

- ESP loss ratio of 100% or greater - ESP claims are included in Warranty Counseling Process action.
- ESP loss ratio of less than 100% - ESP claims are excluded from Warranty Counseling Process action.

Warranty Review Follow-up (Step 3)

If warranty performance continues to trend abnormally after the initial warranty review, a Step 3 Follow-Up Review will be performed. Dealers are provided a minimum of 3 months following the initial warranty review to improve their performance before a warranty review follow-up will be performed. The main focus will be on dealer actions since the prior review and overall warranty practices and processes.

FOLLOW-UP REVIEW ELIGIBLE CHARGEBACKS

The following list of categories from the warranty review “Standardized Chargebacks” applies to follow-up reviews. The application of chargebacks during the follow-up review, while not limited to, should focus on the following:

- Root cause deficiencies identified during the initial review that are still unresolved
- Administrative deficiencies that were identified as memo items during the initial review

Overpayment Categories

- Customer and Ford billed for the same repair
- Duplicate claim payment
- Overlapping, unsupported or unnecessary labor operations
- Rental Reimbursement (ESP) exceeds actual usage*
- No-charge assembly claimed as purchased part
- Sublet towing invoice less than amount claimed
- Used vehicle reconditioned under ESP*
- Ineligible dealer administered After-Warranty Assistance as stated in the Warranty & Policy Manual
- Service part not on original repair order
- Actual time that is not supported. This includes instances where:
 - There is no clocking at all.
 - The total time claimed exceed clocked time (charge back the difference)
 - The dealer has received a clocking letter and is required to clock actual time separately and does not comply.

Unsupported Payment Categories

- Vehicle/Part damaged not defective
- Continuation claim bypasses deductible
- Transportation claim for returned warranty part unsupported
- Corrosion perforation claim unsupported
- Standard time not/improperly clocked as required by Region
- Add-On repair not approved
- Non-reimbursable shop supplies claimed
- Outside part exceeds allowable amount
- Unauthorized repair procedure
- Sublet labor exceeds allowable amount

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- Owner refund lacks supporting documentation
- Service loaner records don't support usage
- Payroll records don't support Technician payment, including hard copy
- LSG claim unsupported

*Inclusion/Exclusion of ESP Claims in Warranty Counseling Process Actions:

Excluding actions involving or resulting from the identification of false or fraudulent findings, the determination of whether ESP claims are included/excluded in Warranty Counseling Process actions is based on the status of the dealership's ESP loss ratio as described below.

- ESP loss ratio of 100% or greater - ESP claims are included in Warranty Counseling Process action.
- ESP loss ratio of less than 100% - ESP claims are excluded from Warranty Counseling Process action.

Warranty Audit (Step 4)

A Step 4 Warranty Audit will be performed in those instances where FCSD determines that dealers have not demonstrated the ability to resolve their warranty performance problems.

Audits are regularly conducted by the Company on claims and claim-supporting records in accordance with the Ford Sales and Service Agreement. All improper claims and claims not supported by dealership records that have been paid by the Company are subject to chargeback. Audit results are discussed with the dealer before closing the audit. Warranty claims beyond one year from notification of payment are not subject to chargeback.

Improper claims include the list detailed in the warranty review section as well as claims including, but not limited to, the following list:

- Lack of identification (SSN) of technician making repair
- Unauthorized replacement of assemblies or parts
- Unauthorized use of non-Ford parts
- Add-on, repeat, and improper repairs
- Unsupported labor time
- Information showing work done in unrealistically short time
- Overlapping or inflated labor time
- Lack of support documents or inadequate support documents
- Repairs not covered by warranty
- Repairs which are not Ford responsibility
- Misuse of Transportation Assistance
- Ineligible AWA claim submissions

Warranty Follow-up Audit (Step 5)

Step 5 Warranty Follow-Up Audits will be performed in those instances where FCSD determines that dealers do not resolve their warranty process performance problems after a warranty audit. Additionally, any audit involving identification of false or fraudulent practices will result in a mandatory follow-up audit.

Warranty Audit Action Matrix

In September 2000, Ford Motor Company announced revised actions that will be taken based on warranty audit findings. The actions are effective for all warranty audits, follow-up audits or additional follow-up audits with a start date after **January 1, 2001**, regardless of the rationale for initiating the audit (i.e. Warranty Counseling Process progression due to abnormal warranty performance, review upgrade as described below, required follow-up audit due to false or fraudulent findings in a previous Company action).

Audit Action Matrix

Company actions taken as a result of a warranty audit are based on the nature and severity of the audit findings and the audit step performed.

NOTE: Ford Motor Company reserves the right to update action decision criteria, modify actions taken and/or add/delete actions at any time. Updates will be communicated to dealers via FMCDealer.com.

WARRANTY & POLICY MANUAL

ALL AUDITS

Step 4 of Warranty Counseling Process - Audit

Low Percent Total Findings	High Percent Total Findings
1	1, 5
9.9%	10%

Total Findings as % of Scope

Step 5 of Warranty Counseling Process - Audit

Low Percent Total Findings	High Percent Total Findings
1,2	1,2,3,4,7
1.0%*	7.4%
	7.5%

Total Findings as % of Scope

Additional Follow-up Audit

Low Percent Total Findings	High Percent Total Findings
1,2,3,7	1,2,3,4,6
1.0%**	4.9%
	5%

Total Findings as % of Scope

*Less than 1.0% total findings, implement action 1 only

**Less than 1.0% total findings, implement actions 1 and 2 only

WARRANTY AUDIT ACTION MATRIX

Key Actions:

1 Business Counseling Meeting with facing FCSD and Vehicle Sales Regional Manager(s).

2 The Dealer must personally sign all warranty claims.

3 Dealer is disqualified from award/program eligibility or recognition for the following: President's Award, Top 100 Club, President's Club, or any other related award or program (with the exception of Ford Blue Oval, Lincoln Premier Experience, and Mercury Advantage – see Action 6).

Additional franchise opportunities are suspended.

Actions 2 & 3 are in effect for 12 months from audit close or the next WCP audit action, whichever is earlier.

4 Dealership AWA (P05/7) authority is removed for a period of six months.

5 Chargeback (incremental) assessed for all "Memo" items noted during Step 3 Follow-up Review (previously not processed for actual chargeback).

6 Vehicle Sales Region forwards a recommendation for termination of Dealer/Account. If notice of termination is not issued, Warranty Audit Action 7 is required. If notice of termination is issued, Dealer is also de-certified from Blue Oval/Lincoln Premier Experience/ Mercury Advantage. Note: If certification has not been achieved, eligibility for requesting/obtaining certification is suspended.

7 Dealer is required to contract for In-Dealer Consulting Initiative at dealer's expense for a period of up to three months. If declined, Vehicle Sales Region forwards a recommendation for termination of Dealer/Account.

8 If applicable, loss of Level I reduced warranty administrative requirements.

TERM DEFINITION

Scope – Total Warranty and Policy Payments to the Dealership for the Period Examined.

Total Findings – The Total Dollars Charged back as a Result of the Audit Findings.

False/Fraudulent Findings as a % of Scope – The Total of the Disallowances Categorized as False or Fraudulent, Divided by the Total Payments for the Period Examined.

Ford Proprietary - Ford Motor Co. reserves the right to modify Matrix and/or Key Actions at any time

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ADDITIONAL ACTIONS – AUDITS WITH FALSE OR FRAUDULENT FINDINGS

First Time False or Fraudulent

F/F Findings % of Scope	High F/F Percent Low Total Percent	High F/F Percent High Total Percent
	5%	1,2,3,5,8
4.9%	1,2,3,8	1,2,3,5,8
	Low F/F Percent Low Total Percent	Low F/F Percent High Total Percent
	9.9%	10%

Total Findings as % of Scope

Second Time False or Fraudulent

F/F Findings % of Scope	High F/F Percent Low Total Percent	High F/F Percent High Total Percent
	2%	1,2,3,4,6,8
1.9%	1,2,3,7,8	1,2,3,4,6,8
0.5%*	Low F/F Percent Low Total Percent	Low F/F Percent High Total Percent
	1.0%* 4.9%	5%

Total Findings as % of Scope

Third and Subsequent False or Fraudulent

F/F Findings % of Scope	High F/F Percent Low Total Percent	High F/F Percent High Total Percent
	1.5%	1,2,3,4,6,8
1.4%	1,2,3,4,6,8	1,2,3,4,6,8
0.5%**	Low F/F Percent Low Total Percent	Low F/F Percent High Total Percent
	1.0%** 1.9%	2%

Total Findings as % of Scope

*Less than 0.5% for false or fraudulent findings **and** 1.0% for total findings, implement actions 1,2,3 only

Less than 0.5% for false or fraudulent findings **and 1.0% for total findings, implement actions 1,2,3,4 only

WARRANTY AUDIT ACTION MATRIX

Key Actions:

1 Business Counseling Meeting with facing FCSD and Vehicle Sales Regional Manager(s).

2 The Dealer must personally sign all warranty claims.

3 Dealer is disqualified from award/program eligibility or recognition for the following: President's Award, Top 100 Club, President's Club, or any other related award or program (with the exception of Ford Blue Oval, Lincoln Premier Experience, and Mercury Advantage – see Action 6). Key Action 3 does not apply if dealer principal self-reports false or fraudulent activities prior to Company notification of any Warranty Counseling Process action.

Additional franchise opportunities are suspended.

Actions 2 & 3 are in effect for 12 months from audit close or the next WCP audit action, whichever is earlier.

4 Dealership AWA (P05/7) authority is removed for a period of six months.

5 Chargeback (incremental) assessed for all "Memo" items noted during Step 3 Follow-up Review (previously not processed for actual chargeback).

6 Vehicle Sales Region forwards a recommendation for termination of Dealer/Account. If notice of termination is not issued, Warranty Audit Action 7 is required. If notice of termination is issued, Dealer is also de-certified from Blue Oval/Lincoln Premier Experience/ Mercury Advantage. Note: If certification has not been achieved, eligibility for requesting/obtaining certification is suspended.

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SECTION 9

GLOSSARY, RESOURCES, FORMS, AND PUBLICATIONS

GLOSSARY

The terminology, codes and abbreviations used throughout this Manual are defined here in alphabetical order.

ACES II	Automated Claims Editing System
After-Warranty Assistance (AWA)	Special repairs or refunds not covered by a warranty, Customer Satisfaction, or Recall Program.
Authorization to Submit Claim (Prior Approval)	The authorization or approval given by a Company representative to submit a claim.
BAC	Business Assistance Center
Causal Part	The part that caused the repair or replacement of other parts.
CC	Condition Code
CCC	Customer Concern Code
CDS	Computer Dealer Service
CPI	Consumer Price Index
CRC	Customer Relationship Center
CSP (formerly Owner Notification Program)	A Customer Satisfaction Program set up to inspect and, if necessary, repair or replace a component on specified vehicles, or a customer satisfaction program established to provide extended coverage for a component system or condition.
Company	Ford Motor Company
CuDL	Customer Data Link
CVO	Commercial Vehicle Operation
Deductible	Fee paid by the owner for each repair visit.
DOES	Direct Order Entry System
DRE	Direct Registration Entry
DSD	Diesel Service Dealer
DTC	Diagnostic Trouble Code
DWE	Direct Warranty Entry, a computer system submitting claims to the Company.
EBOM	Electronic Bill of Materials
EEC	Electronic Engine Control
EPA	Environmental Protection Agency
EPP	Environmental Protection Plan
ESC	Extended Service Contract
ESP	Extended Service Plan

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FAD	Ford Authorized Distributors <i>As of January 2002 (Ford Powertrain Distributors and Motorcraft Warehouse Distributors)</i>
FAR	Ford Authorized Remanufacturer
FCSD	Ford Customer Service Division
FCRS	Ford Car Rental System
FOCS II	Ford/Fleet On-Line Claim Service
Ford	Ford Motor Company
Foreign Vehicles	Vehicles sold in another country which carry the warranty of the country in which they are purchased.
FPDC	Ford Parts Distribution Center
FTC	Federal Trade Commission
GCR	Global Concern Reporting
GVWR	Gross Vehicle Weight Rating
Heavy Duty Engine	Any engine which the engine manufacturer could reasonably expect to be used for motive power in a heavy-duty vehicle.
Heavy Duty Vehicle	Any motor vehicle rated at more than 8,500 pounds GVWR, or that has a vehicle curb weight of more than 6,000 pounds, or that has a basic vehicle frontal area in excess of 45 square feet.
ICC	Interstate Commerce Commission
Light Duty Truck	Any motor vehicle rated at 8,500 pounds GVWR or less which has a vehicle curb weight of 6,000 pounds or less, and which has a basic vehicle frontal area of 45 square feet or less.
Light Duty Vehicle	A passenger car or passenger car derivative capable of seating 12 passengers or less.
LMCRS	Lincoln Mercury Car Rental System
LPG	Lifetime Parts Guarantee
LPG	Liquid Propane Gas
LSG	Lifetime Service Guarantee prior to 1/1/92
MORS II/MORS III	Master Owner Relations System
MVC	Misbuilt Vehicle Claims
NPF	No Problem Found — an actual time repair process used to ensure that every possible attempt has been made to diagnose and repair the customer's vehicle.
OASIS	On-Line Automotive Service Information System
OPD	Order Processing Department
OSL	Outside Labor
OSP	Outside Parts
OTC	Over-the-Counter
PCM	Powertrain Control Module
PDC	Parts Distribution Center

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PEARS Policy	Parts Entry and Return System A Company program which pays all or part of certain repairs not covered by warranty.
Pro-rata	The owner participation amount for repairs reimbursed at less than 100% of the claim value.
QCMPP	Quality Care Maintenance Protection Plan
QFC	Quality Fleet Care
RAV	Reacquired Vehicles - vehicles repurchased by the Company.
RM	Parts packed in a container marked “remanufactured” or Ford service parts that end with an “RM” suffix identify a remanufactured part.
Recall	A program to inspect and correct safety, compliance or emissions problems in specified vehicles.
Sales and Service Agreement	A legal contract between the Company and the dealer by which the dealer sells and services Ford vehicles.
SBDS	Service Bay Diagnostic System
SDS	Supplier Direct Ship Parts Program (usually applies to trucks) or Same Day Service station (applies to radio chassis and other audio system components).
Second Owner	The second retail owner of a vehicle.
SSI	Special Service Instruction
SSP	Super Seal Corrosion Protection
SSV	Special Service Vehicle
Subsequent Owner	A vehicle owner who is not the first owner of the vehicle.
TAP	Transportation Assistance Program
TSB	Technical Service Bulletin
TSS	Totalled, Scrapped, Salvaged
VIN	Vehicle Identification Number
VSP	Vocational Sales Program
Visiting Owner (VO)	An owner who requests warranty service from a dealer other than the selling dealer.
WAT	Warranty Assistance Team
WPRC	Warranty Parts Return Center
Warranty	A written statement made by Ford to the buyer of a new Ford vehicle. The warranty states that the Company will pay for certain repairs due to factory defects in materials or workmanship during the warranty period. The repairs may be performed at no charge, with a deductible fee, or on a Pro-rata basis.
Warranty Start Date	The date on which a vehicle was sold or first placed in service (in-service date).

RESOURCES

This section lists frequently used names, addresses, and phone numbers of contacts and resources. You will find a list of helpful warranty-related publications, directions for using OASIS, and explanations of the Ownercard and Membership Card Systems. In addition, there are directions for using and ordering warranty administration and ESP forms.

CONTACTS

Alternative Fuel Customer Assistance Center

1-877-ALT-FUEL

Archway Publications

734-713-3446
734-713-2971 (FAX)

Audio Systems-Technical Assistance

Ford audio and cellular systems technical assistance hotline for dealerships and distributors. Provide repair locations and accessory orders such as batteries

800-367-3333

Assembly Plants

Assembly plant correspondence should be addressed to the assembly plant vehicle scheduling manager.

Assembly Plant Identifier – 11th Position of VIN

CODE LETTER		CODE LETTER		CODE LETTER	
A	Ford Motor Company Atlanta Assembly Plant 340 Henry Ford II Avenue Hapeville, Georgia 30354	H	Ford Motor Company Lorain Assembly Plant 5401 Baumhart Road Lorain, Ohio 44053 *(Fairlane, Ohio)	R	Ford Motor Company Hermosillo Stamping & Assembly Plant c/o Mayer AR Int'l Forwarding Inc. 161 E. Mayra Drive Nogales, Arizona 85628
B	Ford Motor Company Oakville Assembly Plant Queen Elizabeth Hwy. Oakville, Ontario, Canada L6J5C9	J	Ford Motor Company, S.A., DE C.V. IMMSA Assembly Plant Av. Universidad #3655 Norte Monterrey, N.L. MEXICO 64500	T	Ford Motor Company Edison Assembly Plant U.S. Highway #1 Edison, New Jersey 08818 *(Metuchen, New Jersey)
C	Ford Motor Company Ontario Truck Plant Ninth Line at Highway-122 Oakville, Ontario, Canada L6J5E7	K	Ford Motor Company Kansas City Assembly Plant Highway 69 Claycomo, Missouri 64119 *(Birmingham, Missouri)	U	Ford Motor Company Louisville Assembly Plant Fern Valley Road at Grade Lane Louisville, Kentucky 40213
D	Ford Motor Company Ohio Assembly Plant 650 Miller Road Avon Lake, Ohio 44012	L	Ford Motor Company Michigan Truck Plant 38303 Michigan Ave. Wayne, Michigan 48184	W	Ford Motor Company Wayne Assembly Plant 37625 Michigan Ave. Wayne, Michigan 48184
E, V	Ford Motor Company Kentucky Truck Plant 3001 Chamberlain Lane Louisville, Kentucky 40241	M	Ford Motor Company, S.A. DE C.V. Cuautitlan Assembly Plant KM 36.5 Autopista Mexico-Queretaro Cuautitlan, Izcalli Estado de Mexico/MEXICO 54730	X	Ford Motor Company St. Thomas Assembly Plant Highway 44 Talbotville, Ontario, Canada N5P3W1
F	Ford Motor Company Dearborn Assembly Plant 3001 Miller Road Dearborn, Michigan 48121	N	Ford Motor Company Norfolk Assembly Plant 2424 Springfield Ave. Norfolk, Virginia 23523	Y	Ford Motor Company Wixom Assembly Plant 28801 Wixom Rd. Wixom, Michigan 48393-0001
G	Ford Motor Company Chicago Assembly Plant 12600 Torrence Avenue Chicago, Illinois 60633	P	Ford Motor Company Twin Cities Assembly Plant 966 South Mississippi River Blvd. St. Paul, Minnesota 55116	Z	Ford Motor Company St. Louis Assembly Plant 6260 North Lindberg Boulevard Hazelwood, Missouri 63042

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Bedliner & Cargo Liner	For authorization/replacement at no charge by Manufacturer. 888-FORD-OE1 (Durakon Corporation)
Branded Title/Warranty Cancellation Inquiry	FCSD – General Office Warranty Administration Dept. Regent Court Building 16800 Executive Plaza Drive Mail Drop 3NE-1D Dearborn, MI 48126 FAX: 313-845-4338
Bumper-Master Guard	For authorization to replace bumper and for a replacement bumper at no charge call: 800-541-5834
Cellular Phone Systems — Technical Hotline	Ford Cellular systems technical assistance and Warranty service hotline. 800-755-4161 Send Defective equipment with Form 8560 to: Autocraft Electronics 1612 Hutton Drive Suite 120 Carrollton, TX 75006
Commercial Vehicle Hotline	Ford Parts and Service Assistance on commercial vehicles: 800-782-8627
Commuter Van Service Program	Handle program information inquiries; provide customer and dealer support regarding Ford and Lincoln-Mercury commuter van program. 800-826-7427
Computerized Dealership Acctg./Dir Fin. Statement	FDCS answers dealership financial statement accounting questions. FDCS takes the phone inquiry and forwards, via fax, to the Business Mgt. Dept for resolution. 800-883-3327
Corporate Dealer Systems	FDCS assists dealers with general questions and file receipt confirmation regarding: DSE, DOE, CIE, COV, PPE, REA, RACE. 800-883-3327
Customer Name & Address Change	Customer name and address change processing for Customer Satisfaction Programs or recalls. No phone number required-use special postcard designed for updates. 800-325-5621

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Customer Relationship Center (CRC)

Retail customers call or write with product or service related questions or concerns.

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

800-392-3673 (Ford/Mercury)
800-521-4140 (Lincoln)
800-252-4221 (THINK)
www.customersaskford.com

Delayed Delivery & Warranty Start Date Discrepancy

To correct warranty start date discrepancies on vehicles beyond 3 model years, submit copy of retail delivery form, or supporting documentation along with Form FCS-900 to:

Action Data Inc.
23077 Greenfield Road
Suite 525
Southfield, MI 48075

Extended Service Plan (ESP) – Mail Addresses

- ALL PLAN APPLICATIONS/REGISTRATIONS/CORRESPONDENCE
ESP Headquarters
P.O. Box 6045
Dearborn, MI 48121

- ALL QFC REGISTRATIONS/CORRESPONDENCE
ESP Headquarters
P.O. Box 6065
Dearborn, MI 48121

- FORD EPP AND SUPER SEAL CLAIMS CORRESPONDENCE
ESP Claims
P.O. Box 6045
Dearborn, MI 48121

- FORD ESP CLAIMS CORRESPONDENCE
ESP/ESC Headquarters
P.O. Box 6045
Dearborn, MI 48121

- COMPETITIVE-MAKE NEW ESC CLAIMS
ESC Plan Headquarters
American Road Services Company
P.O. Box 4233
Dearborn, MI 48126-0233

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ESP HOTLINES

For inquiries regarding registrations, certificate of provision, and program information:

1-800-521-4144 All Plans including Ford of Canada vehicles, EPP, and Super Seal.

1-800-367-3221 (Quality Fleet Care)

For prior repair approval (not required for Canadian vehicles):

- Ford Motor vehicles (new & used)
1-800-321-7790
- Ford ESP Used Claims (Formerly Referred to as Used ESC)
1-800-521-4116
- New Competitive-Make vehicles (ESC)
1-800-233-5819
- U.S. while traveling in Canada
313-390-4870
- Rental Authorization for Minors
313-349-8000 (ext. 236)
- For ESP coverage information on Canadian vehicles – Check OASIS

NOTE: ESP toll-free hotlines are operational during normal business hours. They are for dealership and Regional Office use only.

Ford ESP Used Claims (Formerly Referred to as Used ESC)

Ford ESP Used Claims provide prior approval and repair information for contracts on competitive make vehicles.

800-521-4116

ESC - Competitive Make New

Handle inquiries, contract enrollments, claims processing and literature requests (contracts, brochures, etc.).

800-233-5819

ESP Administration Hotline

Handle all ESP administrative concerns and questions, credit card payment registrations, issue contract provisions, and process cancellations.

Verify active contracts and provide procedures for obtaining service, service locations and rentals. Assist dealerships with claims submission.

800-521-4144

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ESP Assistance (Canadian Vehicles in U.S.)	Verify coverage for Canadian vehicle owners located or traveling in the U.S. 800-565-3673
ESP Assistance (U.S. Vehicles in Canada)	Repair assistance for U.S. vehicle owners located or traveling in Canada. 313-390-4870
ESP Coverage Medium/Heavy Trucks	Handles dealer inquiries concerning ESC contracts with Ford Heavy Trucks. 800-782-8627
ESP Prior Approval Claims	Dealers requiring prior approval for ESP repairs call for commitment. Also provides information on covered parts, contract restrictions, assistance with and interpretation of rejected ESP and QFC claims. 800-321-7790
ESP Prior Approval Inspection Team	Administers inspection of selected ESP and used ESC vehicle repairs. 800-321-7790
ESP Registration Hotline (Competitive Make used vehicles)	For inquiries from Dealers, Regions, Customers. 800-331-3286
Export Operations	Handle inquiries regarding North American built vehicles for shipment out of the U.S. (except Mexico and select territories). 313-594-4857
Fleet Customer Information	Fleet and rental program information, vehicle specifications, ordering, scheduling, shipping, tracing, government sales. 800-343-5338 313-446-3394 (FAX)
Fleet Service Hotline (Car & Lt. Truck)	Hotline to expedite parts, offer technical assistance, and act as liaison between the fleet account and the dealership. 800-343-5338
Fleet Service Hotline Medium/Heavy Truck	Provides general heavy truck administrative assistance (e.g. parts expediting, warranty clarification). Acts as a liaison between fleet account and dealership. 800-782-8627
Ford Audio Systems- Warranty Service	Supplies radios to dealers/distributors. Handle program inquiries. 800-523-6520 (Teleservicing Directory) 800-367-3333 (Warranty Service Assistance)

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Ford Auto Club - Customer

Handles customer enrollments, provides membership forms, brochures, roadside assistance, trip routing, and claims processing for Ford Auto Club members.

800-348-5220

Ford Auto Club-Dealer

Provides dealerships with administrative assistance relating to billing, etc., for the Ford Auto Club. Not a customer assistance number.

972-653-9108

Ford Credit Customer Service Center

Assist retail customers and dealerships with payoff quotations, customer account maintenance, and branch referrals.

800-727-7000

Ford Electronics and Refrigeration Corp.

FERCO
2750 Morris Road
Worcester, PA 19490
Attn: Dock C Direct Dealer Dept.

Ford Power Products

To obtain authorization to perform warranty repairs call:

1-800-521-0370

Mail claims to:
Power Products Division
Suite 300
28333 Telegraph
Southfield, MI 48034

Fordstar Administrative Help Desk

Provide assistance with Fordstar Satellite technical and equipment concerns.

800-790-4357

Forms Ordering

Numbers to order Company Forms

734-713-3446 (FCS-900 Form) Notification of delayed delivery/in transit mileage accumulation

800-356-0792 (FCS-8601) Transmission Diagnostic Sheet

734-713-3446 (FCS-8571-97) Customer Concern Code

734-713-3446 (FCS-8572-97) Condition Code

313-865-5000 - Service Publications for Ford (shop manuals, D.I.Y. Scheduled Maintenance Guide, Specifications booklets, troubleshooting manuals, wiring diagrams, owner guides)

NOTE: A number of forms and manuals are available through FMCDealer.com and/or the dealer eStore.

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Global Concern Report

Dealership personnel may submit a Global Concern Report (GCR) on any product concern that has not been resolved by Ford, particularly those where no fix is available. For additional information, Concern Report administration can be reached at:

Phone - (800-322-5621)
Fax - (800-329-3377)
Email - concern@ford.com

Instrument Cluster Products

To place order for Instrument Cluster products or make inquiries call:

800-259-9700

Lincoln Customer Assistance Center

Handles product and service related concerns for Lincoln Owners.

800-521-4140

Lincoln Customer Roadside Assistance

Lincoln Customer Assistance answer and roadside dispatch for callers anywhere in the U.S. 24 hours a day/7 days a week.

800-521-4140

Lincoln Key Codes

Provide key codes and keyless entry codes for 1993 to current model Lincoln vehicle lines to dealerships. Calls from retail customers will not be accepted.

810-344-5836
810-344-5854 (FAX)

Loss and Damage Claims

Respond to inquiries regarding payment of 3715 claims (vehicles damaged in transit).

888-445-4234

Repairs greater than \$500 including supporting documents and a copy of the DWE/ACES II register with control number highlighted must be mailed within 30 days of DWE/ACES II submission to:

Ford Motor Company
Vehicle Loss & Damage Claims Administration Unit
P.O. Box 309
Dearborn Heights, MI 48127

Misbuilt Vehicle Claims

Process misbuilt vehicle claims and handle claim inquiries from dealers.

Ford Motor Company
Misbuilt Vehicle Claims
P.O. Box 43375
Detroit, MI 48243

800-423-8851 (Dealer claims section)

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Misinvoiced Vehicles

For vehicles with invoice problems only (e.g. invoiced for an option that should have been provided at no charge, or invoiced for an option not ordered and not received), submit letter to:

Ford Motor Co.
Vehicle Billing Section
P.O. Box 6235
Dearborn, MI 48121 USA

or FAX Letter to:
313-845-1572

Motor Home - Customer Assistance Center

Retail motor home customers with product or service related questions or concerns can call 24 hours a day for assistance.

800-444-3311

Owner Guides

To order Ford and Lincoln Mercury vehicle owner guides.

800-782-4356
313-865-5927 (FAX)

Parts Assistance Center (PAC)

800-241-0385

Parts Publications- Ford-L/M & Motorcraft

To order bound Ford Parts Catalog Order fulfillment-microfiche cataloguing, bound catalogues and NCR readers for Ford and Motorcraft parts.

800-356-0792

Product Concern Reporting (Job #1 Early concern reporting)

To report product concerns on new Ford and LM vehicles, either submit an Electronic Dealer Service Report (EDSR) through OASIS or call the number noted below. Information is input into database for reference by Company activities.

800-322-5621
734-329-3377 (FAX)

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QFC - Quality Feet Care Program Administration/Billing

QFC Administration handles:

- Contract Questions
- Fleet Eligibility
- General Program Questions and Inquiries
- Fleet Enrollment Procedures

QFC Billing handles:

- Dealer Payment Procedures
- Fleet Payment Procedures
- Fleet Account Payment Status
- General Program Questions and Inquiries:

Quality Fleet Care
Administrative or Billing
P.O. Box 6065
Dearborn, MI 48121

800-367-3221

Reacquired Vehicle (RAV)

Provides the following forms for individual, eligible vehicles:

- RAV Resale Disclosure and Warranty Notice (FCS-8520)
- Your Obligations to the Customer (FCS-8536)
- Warranty Information Booklet for Reacquired Vehicles

Provides the original title to an RAV purchasing dealer upon receipt of the completed RAV Resale Disclosure and Warranty Notice Form (FCS-8520)

Ford RAV Registration Center
34115 West 12 Mile Road
Farmington Hills, MI 48331

800-367-3050
248-488-3703 (FAX)
248-848-5900 (Fax to send completed 8520)

Red Carpet Lease Roadside Assistance

Provides emergency roadside assistance for eligible Red Carpet lease customers.

800-348-5220

Rescu System (Emergency Assistance System)

Control Modules, GPS Antennas, and Antenna cables are supplied by Autocraft Electronics. Send defective equipment and form 8560 to:

Autocraft Electronics
1612 Hutton Drive
Suite 120
Carrollton, TX 75006

800-755-4161

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Roadside Assistance Program

Assist eligible Ford owners with emergency roadside assistance (i.e. flat tire, dead battery, lockout & towing)

THINK	800-252-4221
Lincoln Commitment	800-521-4140
Ford/Mercury	800-241-3673
Brochures	800-622-4511
Dlr. Relations	972-653-9108

Roadside Dealer Assistance Center

800-367-3258

Rotunda

1-800 -ROTUNDA

Service Part Warranty (SPW) Prior Approval Team

Before calling the Automated System Response Unit for a prior approval code, please complete the SPW Prior Approval Worksheet.

800-423-8851 (Option #2)

Service Publications & Training

Provides warranty, owner, shop, and current model labor time standards manuals, etc. as well as service training materials.

800-782-4356 (Past Model years)
800-782-4356 (Helm)
313-865-5927 (FAX)

For Ford Shop Manuals, D.I.Y. Scheduled Maintenance Guide, Specifications booklets, Troubleshooting Manuals, Wiring Diagrams, and Owner Guides call:

Helm, Inc. 313-865-5000

Special Service Support Center

Dealerships call regarding all Ford Motor Company recalls, Customer Satisfaction Programs, and Special Service Instructions.

Recall/CSP/SSI
P.O. Box 1904
Dearborn, MI 48121

800-325-5621

STARS - Standardized Training & Resource System

Updating dealership sales/service personnel info for use with dealer QCP, recognition, and awards programs. Answer curriculum questions on technical training.

800-548-3212
313-446-9407 (FAX)

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Super Seal/EPP Contract Processing

Handle inquiries and provide service authorization approval numbers under the terms of Super Seal and Environmental Paint Protection contracts.

Super Seal Headquarters
P.O. Box 6045
Dearborn, MI 48121

800-537-1910

SVP (Special Vehicle Protection)

Provides assistance to dealers regarding the processing of SVP warranty claims for Ford engines in various motorhome chassis.

800-722-5787

Technical Service Hotline

Provide technical assistance on the repair of Ford and LM vehicles, supports SBDS, SBTS as well as 1993 model and newer production FFV vehicles, and exchange assemblies available through FADS.

800-826-4694
(Car & Lt. Truck & Heavy Truck)

Transportation Assistance Hotline

Handle inquiries regarding administration, claim processing, eligibility, etc. For FRCS/LMCRS, call Marketing Programs Center - BAC

800-336-0798

TREAD (Transportation Recall Enhancement Accountability and Documentation) Act

Early Warning questions - please email
1Tread@Ford.com

VECI/IEI Decal Order Processing

Process orders for replacement vehicle emission control decals. Dealers can obtain a label request form at the Field Service Action page on FMCDDealer.com (or call 1-734-374-8316 to obtain the form). Fax the completed form to the phone number shown on the request form.

Vehicle Security System (Ford Alarm-Dealer Installed)

For Parts Replacement call:

800-FORD-KEY (3673-539)

VIN Interpretation Guide

To order VIN Interpretation Guide

800-635-2510

Visteon Audio Hotline

800-367-3333

Warranty Assistance Team

Provides assistance on proper preparation, correction & submission of warranty claims for payment.

800-423-8851 (Dealers only)

WARRANTY & POLICY MANUAL

Warranty Claims Payment (Payment & Administration Dept.)

Ford Customer Service Division
P.O. Box 1597
Dearborn, MI 48121

Warranty Forms/Manuals

To order various warranty forms complete and mail warranty order form (see pgs. 9-29, 30)

Warranty Parts Return Center

Handle warranty parts return inquiries. Includes chargeback inquiries for part not returned. Mail copy of Dealer Register and shipping receipt to:

Warranty Parts Return Center
15090 Commerce Drive North
Dearborn, Michigan 48120

1-800-416-9772 (Inquiries)

Worldwide Diagnostic System Hardware Hotline

1-877-722-8336

For software concerns please contact the Technical Service Hotline.

Conversion of Kilometers to Miles

The mileage limits in the warranty coverage summary charts are shown only in miles. Convert kilometers to miles for Canadian vehicles repaired in the United States. Multiply the number of kilometers by 0.62 to obtain the number of miles.

CONVERSION CHART

KILOMETERS	MILES (Approximate)
20,000	12,400
40,000	24,800
60,000	37,200
80,000	49,600
100,000	62,000
120,000	74,400
160,000	99,200
240,000	148,800

Conversion of Hours to Miles

When a vehicle is used as a stationary power source, one hour of use equals 33 miles for the purpose of calculating warranty coverage limits. See "Stationary Power Source" in Section 3 for restrictions.

OASIS

OASIS (On-Line Automotive Service Information System) is a system that accesses the information stored in numerous Ford databases to give users quick and easy access to vehicle information. This information is divided into two broad categories.

GENERAL VEHICLE/WARRANTY INFORMATION - This category contains basic vehicle information which is accessed by entering a VIN. It includes:

- Vehicle description
- Warranty start date
- Build date
- Open Recalls, Customer Satisfaction Programs and Special Service Instructions
- ESP Coverage Information
- QFC Enrollment Information and Pre-Set Spending Limits
- Warranty repair history
- P05/P06/P07/Z05 repair counter

SERVICE REPAIR INFORMATION - This category contains repair/diagnostic information which is targeted by vehicle type, model year and concern type. The information is accessed using the VIN and appropriate OASIS Symptom Codes. Applicable Special Service Messages (SSM) and Technical Service Bulletins (TSB) are returned in response to this request. In addition, OASIS provides non-vehicle specific service repair/diagnostic information in the form of Broadcast Messages (BCM).

GUIDELINES for OASIS USAGE

General Vehicle/Warranty Information - Perform an OASIS inquiry for every vehicle in for service. This allows dealership personnel to check for open recalls, Customer Satisfaction Programs, Special Service Instructions, view warranty repair history and determine what type of warranty coverage exists for a given vehicle.

BCMs - View or Print Broadcast Messages daily.

Service Repair Information - Use the VIN and appropriate Symptom Codes to access information on the latest service repair procedures and vehicle/component functional changes (symptom code 803000). OASIS is a powerful tool for assisting in vehicle repair and Fix-it-Right-the-First-Time by allowing access to Special Service Messages and Technical Service Bulletins.

Symptom codes must always be used in the following situations:

- Repeat repair attempts
- Open MORS III/CuDL Issues
- Legal/Lemon Law/Buyback cases
- Before contacting the Dealer Technical Service Hotline
- When other diagnostic attempts fail to find/fix a concern

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Selection of all related symptom codes is recommended to obtain a thorough search of the OASIS database. As an example, information regarding a fuel pump noise might be found under either of the following symptom codes: 404000-Fuel System Concerns, or 702000-Other Noise Concerns.

Regional Office Prior Approval- Determining when to use Symptom Codes is generally left to the discretion of dealerships. The Regional Office has the authority to require OASIS Symptom Code usage on 100% of Warranty claims or deny payment on those that do not.

Labor Time Operations- Labor time operations include an allowance for researching concerns on OASIS.

Model Year Coverage

General Vehicle/Warranty Information OASIS provides coverage for the previous 10 model years. When a new model year is introduced the oldest year is dropped. Open recalls are available for as long as they remain open.

Service Repair Information OASIS provides access to SSMs and TSBs for 10 model years. When a new model year is introduced the oldest year is dropped.

Warranty Start Date Errors or Omissions

To correct errors or missing information in the Warranty Start Date see page 2-26 of the Warranty & Policy Manual.

Warranty Cancellation - Branded Title

For information related to Branded Titles shown on OASIS (T1, T2, T3...etc.) see page 3-120 of the Warranty & Policy Manual.

OASIS Availability

There are many ways to access OASIS, for example:

- Dealer Systems Providers
- Personal computers using the CD systems load offered as part of the all dealer solicitation of continuing enrollment for 2001 model year.
- The Web
- WDS (Worldwide Diagnostic System)

Ownercards

- The Warranty Authorization Card was eliminated effective with vehicles built on July 24, 1995 (Job #1, 1996).

OWNERCARD REPLACEMENT REQUESTS

Ownercards are no longer being replaced. If a customer requests a replacement card, the dealer should explain to the customer that the card is not required for warranty or service contract repairs.

VEHICLE IDENTIFICATION NUMBERS

The following VIN Coding charts explain the vehicle identification codes.

VEHICLE IDENTIFICATION NUMBER (VIN)

CARS

1. WORLD MANUFACTURER IDENTIFIER	4. VEHICLE LINE	7. MODEL YEAR
2. RESTRAINT SYSTEM	5. ENGINE	8. ASSEMBLY PLANT
3. FORD-BUILT CAR DESIGNATION	6. VIN CHECK DIGIT	9. VEHICLE SEQUENTIAL NUMBER

OTHER INFORMATION

10. ORDERING DISTRICT	13. TRIM	16. TRANSMISSION
11. PAINT (BODY)	14. DEVIATION TRIM	17. RADIO
12. PAINT (ACCENT)	15. AXLE RATIO	18. MOON ROOF

1 F A B P 7 2 F Z K X 1 0 0 0 1 4 8

1 D 1 C P G A H T 7 B

VEHICLE IDENTIFICATION NUMBER (VIN)

TRUCKS

1. WORLD MANUFACTURER IDENTIFIER	4. ENGINE	7. ASSEMBLY PLANT
2. BRAKES AND GVWR	5. VIN CHECK DIGIT	8. TRUCK SEQUENTIAL NUMBER
3. SERIES TYPE	6. MODEL YEAR	

OTHER INFORMATION

9. ORDERING DISTRICT	12. TYPE/SERIES	16. FRONT AXLE LIMITED SLIP (F-SERIES)
10. PAINT (BODY)	13. GROSS VEHICLE WEIGHT	17. AUX. AXLE (HEAVY TRUCK)
11. PAINT (ACCENT)	14. BODY (F-SERIES)	18. TRANSMISSION
	15. AXLE	

1 F T D F 3 7 H X K V A 0 0 0 8 1 4 8

9 M 2 E F 3 5 X 8 3 9 - - W

NOTE: REFER TO APPLICABLE PRE-DELIVERY MANUAL FOR DETAILED INFORMATION

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2004 MODEL YEAR VIN CODING CHART

CATEGORY	VIN POSITIONS 1, 2, 3	EXPLANATION		
WORLD MANUFACTURER		<u>Manufacturer</u>	<u>Make</u>	<u>Type</u>
	1F1	Ford Motor Company, USA	Ford	MPV-Limousine
	1FA	Ford Motor Company, USA	Ford	Car
	1FB	Ford Motor Company, USA	Ford	Bus
	1FC	Ford Motor Company, USA	Ford	Basic Chassis (Stripped)
	1FD	Ford Motor Company, USA	Ford	Incomplete Vehicle
	1FF	Ford Motor Company, USA	Ford	Glider (motor vehicle equipment without engine/ powertrain)
	1FM	Ford Motor Company, USA	Ford	MPV*
	1FT	Ford Motor Company, USA	Ford	Truck (Completed Vehicle)
	1L1	Ford Motor Company, USA	Lincoln	Limousine
	1LJ	Ford Motor Company, USA	Lincoln	Incomplete Vehicle
	1LN	Ford Motor Company, USA	Lincoln	Car
	1ME	Ford Motor Company, USA	Mercury	Car
	1MH	Ford Motor Company, USA	Mercury	Incomplete Vehicle
	1ZW	AutoAlliance International	Mercury	Car
	2FA	Ford Motor Co. of Canada, Ltd.	Ford	Car
	2FB	Ford Motor Co. of Canada, Ltd.	Ford	Bus
	2FC	Ford Motor Co. of Canada, Ltd.	Ford	Basic Chassis (Stripped)
	2FD	Ford Motor Co. of Canada, Ltd.	Ford	Incomplete Vehicle
	(continued)	2FF	Ford Motor Co. of Canada, Ltd.	Ford

* Multi-Purpose Passenger Vehicle

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2004 MODEL YEAR VIN CODING CHART (Con't)

CATEGORY	VIN POSITIONS 1, 2, 3	EXPLANATION		
WORLD MANUFACTURER (continued)		<u>Manufacturer</u>	<u>Make</u>	<u>Type</u>
	2FM	Ford Motor Co. of Canada, Ltd.	Ford	MPV*
	2FT	Ford Motor Co. of Canada, Ltd.	Ford	Truck
	2ME	Ford Motor Co. of Canada, Ltd.	Mercury	Car
	2MH	Ford Motor Co. of Canada, Ltd.	Mercury	Incomplete Vehicle
	3FA	Ford Motor Company, Mexico	Ford	Passenger Car
	3FB	Ford Motor Company, Mexico	Ford	Bus
	3FC	Ford Motor Company, Mexico	Ford	Basic Chassis (Stripped)
	3FD	Ford Motor Company, Mexico	Ford	Incomplete Vehicle
	3FE	Ford Motor Company, Mexico	Ford	Incomplete Vehicle
	3FM	Ford Motor Company, Mexico	Ford	MPV*
	3FT	Ford Motor Company, Mexico	Ford	Truck
	3ME	Ford Motor Company, Mexico	Mercury	Car
	4F2	Ford Motor Company, USA	Mazda	MPV*
	4F3	Ford Motor Company, USA	Mazda	Incomplete Vehicle
	4F4	Ford Motor Company, USA	Mazda	Truck
	4M2	Ford Motor Company, USA	Mercury	MPV*
	4M3	Ford Motor Company, USA	Mercury	Incomplete Vehicle
	4M4	Ford Motor Company, USA	Mercury	Truck (Complete Vehicle)
	4N2	Ford Motor Company, USA	Nissan	MPV*
	4N3	Ford Motor Company, USA	Nissan	Incomplete Vehicle
	4N4	Ford Motor Company, USA	Nissan	Truck (Complete Vehicle)
	5LI	Ford Motor Company, USA	Lincoln	MPV-Limousine
5LD	Ford Motor Company, USA	Lincoln	Incomplete Vehicle	
(continued)				

*Multi-Purpose Passenger Vehicle

WARRANTY & POLICY MANUAL

2004 MODEL YEAR VIN CODING CHART (Con't)

CATEGORY	VIN POSITIONS 1, 2, 3	EXPLANATION		
WORLD MANUFACTURER (continued)		<u>Manufacturer</u>	<u>Make</u>	<u>Type</u>
	5LM	Ford Motor Company, USA	Lincoln	MPV
	5LT	Ford Motor Company, USA	Lincoln	Truck
	YYC	THINK Nordic AS, Norway	THINK	Passenger Car

2004 MODEL YEAR VIN POSITION 4 - (PASSENGER CAR - Restraint System)

CATEGORY	VIN POSITION 4	EXPLANATION
RESTRAINT SYSTEM	B	Active Belts (all designated seating positions)
	F	Active Belts and Second Generation Driver and Passenger Air Bags
	H	Active Belts (all designated seating positions) plus Second Generation Driver and Passenger Air Bags plus Driver and Passenger Side Air Bags
	K	Active Belts and Second Generation Driver and Passenger Air Bags (Escort ZX2 Coupe Only)
	P	Passive Belts (front)/Active Belts (rear)
	R	Passive Belts (front)/Active Belts (rear) - Driver Air Bag
	S	Passive Belts (front)/Active Belts (rear) - Driver and Passenger Side Air Bags

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2004 MODEL YEAR VIN CODING CHART (Con't) VIN POSITION 4 - BRAKE SYSTEM AND GVWR CLASS FOR TRUCKS & MPV'S

Brake System	GVWR Class	GVWR Range	Trucks W/O Air Bags	Light Trucks W/ Second Gen. Air Bags**	Light Trucks W/ Second Gen. Air Bags & Side Air Bags	Villager/ Quest with Second Gen. Air Bags	RHD U.S. Postal Service Explorer W/O air Bags
Hydraulic	Class A	Not greater than 3,000 pounds		T			
Hydraulic	Class B	3,001-4,000 pounds		U	B		
Hydraulic	Class C	4,001-5,000 pounds		Y	C		
Hydraulic	Class D	5,001-6,000 pounds		Z	D	X	M
Hydraulic	Class E	6,001-7,000 pounds		R	E		G
Hydraulic	Class F	7,001-8,000 pounds		P	F		
Hydraulic	Class G	8,001-8,500 pounds		V			
Hydraulic	Class G	8,501-9,000 pounds	H	N			
Hydraulic	Class H	9,001-10,000 pounds	J	S			
Hydraulic	Class 3	10,001-14,000 pounds	K	W			
Hydraulic	Class 4	14,001-16,000 pounds	L	X			
Hydraulic	Class 5	16,001-19,500 pounds	M	A			
Hydraulic	Class 6	19,501-26,000 pounds	N				
Hydraulic	Class 7	26,001-33,000 pounds	P				
Air	Class 3	10,001-14,000 pounds	T				
Air	Class 4	14,001-16,000 pounds	U				
Air	Class 5	16,001-19,500 pounds	V				
Air	Class 6	19,501-26,000 pounds	W				
Air	Class 7	26,001-33,000 pounds	X				

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2004 Model Year VIN Positions 5-6-7 (Vehicle Line, Series & Body Type)

VIN POSITIONS 5-6-7	VEHICLE LINE
A50/A51/A52/A53/A54/A55/A56/A57/A58	WINDSTAR
E11/E14/E24/E29/ E31/E34/E35/E39	ECONOLINE VAN
F07/F08/F17/F18	F-SERIES(REGULAR CAB)
F20/F21/F30/F31/F32/F33/F34/F35/ F36/F37/F46/F47F56/F57/F65/F80	F-SERIES SUPER DUTY
F53	MOTORHOME
M50/M53/M55/M58/M59	SABLE
M74/M75	GRAND MARQUIS
M81/M82/M83/M84/M85/M89	LINCOLN TOWN CAR
M86/M87	LINCOLN LS
P11/P13	ESCORT
T26	TH!NK City/TH!NK Neighbor
P20/P21/P22/P30/P31/P33/P34/P36/P37/P38/P39	FOCUS
P40/P42/P44/P45/P46/P47/P48/P49	MUSTANG
P52/P53/P54/P55/P56/P58/P59	TAURUS
P60/P62	THUNDERBIRD
P66/P68	CONTOUR
P70/P71/P72/P73/P74	CROWN VICTORIA
R10/R11/R14/R15/R44/R45	RANGER
S24	SUPER E-250
S31	SUPER DUTY EXTENDED WAGON
S34	SUPER E-350
U02/U03/U04/U92/U93/U94	ESCAPE
U15/U16/U17/U18	EXPEDITION
U27/U28	NAVIGATOR
U40/U41/U42/U43/U44/U45	EXCURSION
U68/U78/U88	LINCOLN AVIATOR
U60/U70	EXPLORER SPORT
U66/U76/U86	MOUNTAINEER
U62/U63/U64/U72/U73/U74/U75/U79/U83/U84/U85	EXPLORER
U67/U77	SPORT TRAC
W05	BLACKWOOD
W07	F-SERIES SUPER DUTY (SUPER CREW CAB)
W20/W21/W30/W31/W32/W33/W34/W35/W36/ W37/W42/W43/W46/W47/W56/W57/W75	F-SERIES SUPER DUTY (CREW CAB)
W67	SUPER CREWZER
X07/X08/X17/X18	F-SERIES (SUPERCAB)
X20/X21/X30/X31/X32/X33/X34/X35 X36/X37/X46/X47/X56/X57/X65/X75	F-SERIES SUPER DUTY (SUPERCAB)

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VIN POSITION- 8 (ENGINE TYPE)

PASSENGER CAR 2004 MODEL YEAR

VIN POSITION - 8	LITRE	DESCRIPTION
1	3.0 EFI-FFV M85	V-6 (GASOLINE-FFV)
2	3.0 EFI-FFV E85	V-6 (GASOLINE-FFV)
3	2.0 EFI-DOHC	I-4 (GASOLINE)
4	3.8 EFI	V-6 (GASOLINE)
5	2.0 EFI-ZETPCSVT	I-4 (GASOLINE)
5	5 KW	ELECTRIC
9	4.6 EFI-SOHC	V-8 NAT. GAS (CNG)
A	3.9 EFI-DOHC	V-8 (GASOLINE)
G	2.5 EFI-DOHC	V-6 (GASOLINE)
H	5.4 EFI 4V	V-8 (GASOLINE)
L	2.5 EFI-DOHC	V-6 (GASOLINE)
N	3.4 EFI SHO-DOHC	V-8 (GASOLINE)
P	2.0 EFI-SPI	I-4 (GASOLINE)
R	4.6 DOHC RAM AIR	V-8 (GASOLINE)
S	3.0 EFI-DOHC	V-6 (GASOLINE)
U	3.0 EFI	V-6 (GASOLINE)
V	4.6 EFI-DOHC	V-8 (GASOLINE)
W	4.6 EFI SOHC(R)	V-8 (GASOLINE)
X	4.6 EFI-SOHC	V-8 (GASOLINE)
Y	4.6 DOHC SC	V-8 (GASOLINE)
Z	2.0 EFI-DOHC	I-4 (GASOLINE)

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I LIGHT TRUCK/MPV - 2004 Model Year

VIN POSITION - 8	LITRE	DESCRIPTION
1	76 KW	ELECTRIC
2	4.2 EFI-OHV	V-6 (GASOLINE)
3	5.4 EFI-SOHC SC	V-8 (GASOLINE)
4	3.8 EFI-OHV	V-6 (GASOLINE)
6	4.6 EFI-SOHC(W)	V-8 (GASOLINE)
7	71KW	ELECTRIC
A	5.4 DOHC	V-8(GASOLINE)
B	2.0 SEFI-DOHC	I-4(GASOLINE)
C	2.5 EFI-SOHC	I-4(GASOLINE)
D	2.3 EFI	I-4 (GASOLINE)
E	4.0 EFI-SOHC	V-6 (GASOLINE)
F	7.3 D-TURBO-DI	V-8 (DIESEL)
G	2.5 DI DOHC TURBO	I-4 (DIESEL)
K	4.0 SOHC-EFI FFV	V-6 (GASOLINE-FFV)
L	5.4 EFI-SOHC(W)	V-8 (GASOLINE)
M	5.4 EFI-SOHC(W)	V-8 (NATURAL GAS-CNG)
P	6.0 L	V-8 (DIESEL)
R	5.4 DOHC(R)	V-8 (GASOLINE)
S	6.8 EFI-SOHC	V-10 (GASOLINE)
T	3.3 EFI-SOHC	V-6 (GASOLINE)
U	3.0 EFI	V-6 (GASOLINE)
V	3.0 EFI-FFV	V-6 (GASOLINE)
W	4.6 EFI-SOHC(R)	V-8 (GASOLINE)
X	4.0 EFI	V-6 (GASOLINE)
Y	4.9 EFI	I-6 (GASOLINE)
Z	5.4 EFI-SOHC	V-8 (GASOLINE-GFP)

VIN POSITION - 9 (CHECK DIGIT)

VIN POSITION - 10 (Model YEAR)

VIN Position 10	MODEL YEAR
R	1994
S	1995
T	1996
V	1997
W	1998
X	1999
Y	2000
1	2001
2	2002
3	2003
4	2004
5	2005

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VIN POSITIONS -11 (ASSEMBLY PLANT)

VIN POSITION - 11	PLANT
A	ATLANTA ASSEMBLY PLANT
B	OAKVILLE ASSEMBLY PLANT (1)
C	ONTARIO TRUCK PLANT (1)
D	OHIO ASSEMBLY PLANT
E	KENTUCKY TRUCK PLANT
F	DEARBORN ASSEMBLY PLANT
G	CHICAGO ASSEMBLY PLANT
H	LORAIN ASSEMBLY PLANT
J	IMMSA ASSEMBLY PLANT (2)
K	KANSAS CITY ASSEMBLY PLANT
L	MICHIGAN TRUCK PLANT
M	CUAUTITLAN ASSEMBLY PLANT(2)
N	NORFOLK ASSEMBLY PLANT
P	TWIN CITIES ASSEMBLY PLANT
R	HERMOSILLO STAMPING & ASSY (2)
T	EDISON ASSEMBLY PLANT
U	LOUISVILLE ASSEMBLY PLANT
V	KENTUCKY TRUCK PLANT
W	WAYNE ASSEMBLY PLANT
X	ST. THOMAS ASSEMBLY PLANT (1)
Y	WIXOM ASSEMBLY PLANT
Z	ST. LOUIS ASSEMBLY PLANT
0	DETROIT EMPOWERMENT ZONE
4	NAVISTAR/FORD JV, ESCABEDO, MEXICO
5	AAI (FLAT ROCK, MI)

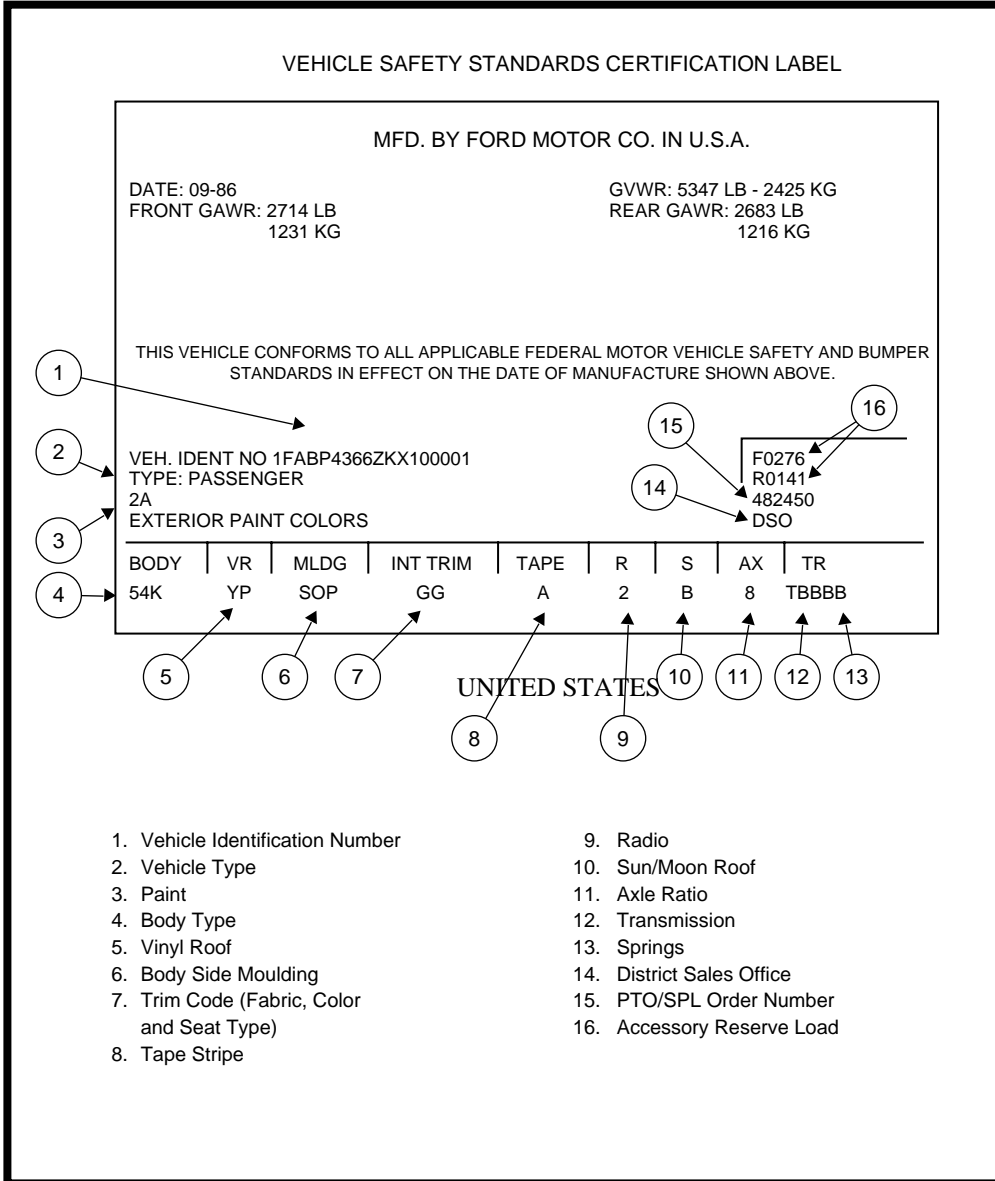
(1) Canada (2) Mexico

VIN POSITIONS - 12-17 (VEHICLE NUMBER)

Unique six digit numeric sequence assigned to each vehicle by the assembly plant.

Standards Certification Label

A Vehicle Safety Standards Certification Label shown below is affixed to the left front door face panel or door pillar.



Publications Ordering

This Manual refers to the following Company warranty-related publications. If you do not have a copy and need one of these publications in your dealership, please go to FMCDealer.com.

- Extended Service Plan Program Manual
- National Directory-Ford Authorized Audio Systems
- New Vehicle Receiving and Inspection Procedures Manual

The following additional publications are helpful in administration of the Warranty and Policy Program:

Publication Name	Ordering Procedure
• *ACES II User Manual	Contact Archway Corp. (734-713-3446)
• ACES II Error Code Guide	Contact Archway Corp. (734-713-3446)
• Dealer Parts and Accessories Policy and Procedure Manual	Contact Budco (800-356-0792)
• Powertrain Reference Guide	Download from FMCDealer.com
• Owner Guides	Contact Helm (800-782-4356)
• *Parts Coverage Directory	Contact Archway Corp. (734-713-3446)
• Quick Reference Guide (Warranty and ESP Summary)	Contact Archway Corp. (734-713-3446)
• Safety, Compliance & Emissions Recall Bulletins	Download from FMCDealer.com
• Shop Manuals	Contact Helm (888-737-8782) -Current Model (800-782-4356) -Past Model
• Special Service Instructions and Customer Satisfaction Program Bulletins	Download from FMCDealer.com
• Technical Service Bulletins	Contact Helm (888-737-8782) -Current Model (800-782-4356) -Past Model
• Warranty Guide	Contact your FCSD Regional Office

* Also available from FMCDealer.com and the dealer eStore.

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WARRANTY ADMINISTRATION FORMS AND ORDERING PROCEDURES

FORMS:

- FCS-1863/
6125-2** Single-purpose Handwritten Warranty Claim.
- Used for warranty and policy repairs.
- FCS-3715** Vehicle Claim for Carrier Loss and Damage.
- Used for loss and damage on new cars and trucks received from the assembly plant.
- FCS-8490** Core Return-Allowance Claim.
- Used in the Company Remanufacturing Program for returning selected cores and claiming core allowance for beyond-warranty and over-the-counter cores.
- FCS-900** Notification of Delayed Delivery Date or In-transit Mileage Accumulation.
- Used to change warranty start information.

Forms Procurement

Forms may be ordered through FMCDealer.com.

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Additional Forms Ordering

There are additional forms used in Warranty Administration that are not ordered on Form 362-114. Following is a list of forms and ordering instructions.

Form Number and Name		Ordering Source	Ordering Procedure
FPS-718	Part Identification Tag	PDC	Stock Order Pad
FCS-900	Notification of Delayed Delivery In-Transit Mileage Accumulation	Archway Corp.	Phone (1-734-713-3446)
FCS-1863/ 6125-2	Single-Purpose Handwritten Warranty Claim	Local Supplier	
FCS-1878	Warranty Repair Form - Radio, Tape player, Premium Sound Amplifier, Graphic Equalizer or Clock, Electronic Speedometer	PDC	Stock Order Pad
FCS-8601	Transmission Diagnostic Sheet	Budco	Phone (1-800-356-0792)
FCS-8571-97	Customer Concern Code	For Dealers: Archway Corp.	Phone (734-713-3446)
FCS-8572-97	Condition Code	For Fleets: Archway Corp.	Phone (734-713-3446)

NOTE: To order forms published by Ford Division or Lincoln Mercury Division (prefixed by FM or LM), contact the Administrative Manager at the Regional Sales Office.

Form Number and Name	Ordering Source	Ordering Procedure
Warranty Guide	FCSD Region Office	Phone or Letter
Service Publications for Ford Motor Company vehicles - including shop manuals, D.I.Y. Scheduled Maintenance Guide, specification booklets, electrical troubleshooting manuals, wiring diagrams, and owner guides	Helm, Inc. Publication Div. Detroit, MI 48207 (313) 865-5000	Ford Service Publications P.O. Box 07150
Ford Service Publications Order Form (Maximum Order 50 Forms)	Helm, Inc. (same as above)	Phone or Letter

WARRANTY STATUS CHANGE REQUEST

Vehicle Identification Number _____ Model Year _____

Make _____ Current Mileage _____

Customer Name _____

Dealer Name _____

FCSD Region _____

Please cancel the following warranty/warranties on the above vehicle (select the most applicable):

- Engine
- Powertrain
- Transmission
- Body/Paint
- Rear Axle
- Entire Vehicle

IMPORTANT!
A CuDL issue MUST be opened when
requesting a warranty cancellation

CuDL issue number: _____

Cancellation is requested because:

- Improperly maintained/abuse/misuse (Explain below)
- Severely damaged (Explain below)
- Vehicle Title is branded as junk, dismantled, rebuilt or salvage (submit copy of title)
- Vehicle has sustained extensive flood damage
- Exceeds Mechanical Limits (over 100,000 miles) Note: Excludes Heavy Truck & units with ESP Unlimited coverage)
- Odometer: Not Actual Mileage; odometer tampered with or is non-functioning
- Limo: Non-QVM Limo modifier and/or modified outside of limo guidelines (W&P, section 3)
- Other

Explain: _____

Warranty Reinstatement:

- Warranty coverage has been cancelled in error. Supporting documentation attached.

Explain: _____

Signature of Service Manager

Regional Office Approval Signature

Dealership Telephone Number

CDS/Outlook ID

Printed Name/Date

Printed Name/Date

Dealership submits request to
FCSD Regional Office

Region submits request to:
FAX: (313) 845-4338 OR
Regent Court Building
16800 Executive Plaza Drive
Mail Drop 3NE-1D
Dearborn, MI 48126

SERVICE ADVISOR CHECKLIST - ESP-PRIOR APPROVAL

(Steps to take BEFORE calling for Prior Approval of ESP Repairs)

Please make blank copies of this form and provide it to all dealership personnel who write up the RO and call for Prior Approval.

We recommend that you use this form when your dealership calls for prior approval. The information requested will facilitate your call and help us provide your dealership with best-in-class service.

PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS IN THE SPACE PROVIDED:

1. What diagnosis was performed for the repair in question?
(If vehicle teardown is necessary for proper diagnosis, be sure to obtain customer authorization)
2. What did the technician find from the diagnosis?
What specifically was the problem and/or failed part?
3. What is the recommended repair?
4. If appropriate to the repair, what is the cost comparison for rebuilt vs. replacement parts? (i.e., exchange units, remanufactured components, if available)
5. What are ALL the estimated costs associated with the repair?
(i.e., estimated parts, labor, rental, and towing, if applicable)
6. Are maintenance records available if required and/or requested for repair approval?
7. What is the N.A.D.A. value of the vehicle? (Verify on all contracts.)

Please complete this form and return it to the person in your dealership who will call for prior approval on the repair.



DEALER REQUEST FOR CONSUMER AFFAIRS REVIEW

IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

This Form is for RETAIL VEHICLES ONLY, For FLEET VEHICLES call 1- 800-343-5338

DEALER INFORMATION:

Requesting Dealer _____ P&A _____ Region & State _____

Contact Person _____ Phone # (_____) _____ - _____

CUSTOMER/VEHICLE INFORMATION:

New or Used _____ WSD _____ Year/Model _____

VIN _____ Mileage _____

Customer Name _____

Address _____

City _____ County _____ State _____ Zip code _____

Home Phone (_____) _____ - _____ Work Phone (_____) _____ - _____

DETAILS of INCIDENT:

Incident Involves (Circle all that apply): Accident Y / N Fire Y / N Injury Y / N

Medical Attention Sought : Y / N

Date of Incident _____

Is customer alleging a component defect caused the incident? Y / N If yes, what type & details _____

Was a police report filed? Y / N If yes, where _____

Has the Insurance Company been contacted? Y / N What did the insurance company advise? _____

Owner's Insurance Company _____ Agent's Name _____

Insurance Company Phone Number (_____) _____ - _____

If the vehicle is a conversion unit, who is the coach builder? _____

City _____ State _____ Zip _____

RESOLUTION that CUSTOMER is SEEKING:

PROVIDE ADDITIONAL COMMENTS ON A SEPARATE SHEET OF PAPER ATTACHMENTS? Y / N, PAGES: _____

Fax to: (313) 845-5668, or (313) 845-5555

PLEASE USE THIS SHEET AS ORIGINAL AND DUPLICATE AS NEEDED



FOR COMPETITIVE MAKE APPROVAL

CALL TOLL FREE (800)-521-4116
WITH THE FOLLOWING INFORMATION

- Type of Coverage: POWERTRAINCARE BASECARE EXTRACARE PREMIUMCARE
 ROYAL SHIELD UVLW RED CARPET LEASE USED EXTRAGUARD
 RED CARPET LEASE USED PREMIUMGUARD

Customer Name: _____

City: _____ State: _____ Start Mileage: _____

Date of Sale: _____ Ford Causal Base Part #: _____

Name of Repairing Facility: _____ P&A Code: _____

Dealer Agent Requesting Approval: _____
Name Position

Repair Facility Phone Number: _____

Vehicle Mileage and Date of Repair: _____
Mileage Date

Description of Repair: _____

Repair Cost Estimate

Dealers franchised to sell vehicle REPAIRED

PARTS: Dealer cost Plus 30% \$ _____

LABOR: Time and Labor Operation from Manufacturer's Approved Warranty
Time Standards Manual Times Manual, Times Manufacturers
Warranty Labor Rate _____

Sublet-No Markup _____

Dealers NOT franchised to sell vehicle REPAIRED

PARTS: Dealer Cost Plus 20%
(Attach outside bill) \$ _____

LABOR: Time from Independent Labor Time Manual such as
Chilton, Mitchell, Motors or Alldata _____ Total Hours
_____ Rate per Hour = _____

Sublet to Outside Repair Facility

PARTS: Dealer Cost Plus 40% \$ _____

LABOR: Time from Independent Labor Time Manual such as
Chilton, Mitchell, Motors or Alldata _____ Total Hours
_____ Rate per Hour = _____

F/L/M Dealers receive .5 Admin processing Fee – NO parts markup

- Use Tax (Eligible states only) _____
- Towing Reimbursement (if any, maximum (\$45 or \$50) _____

- Less Deductible (\$50, \$100, \$200 or Disappearing) _____
- Transportation Reimbursement (\$28 per day) Total Cost \$ _____

PRIOR APPROVAL IS REQUIRED IF TOTAL EXCEEDS DEALERSHIPS PRIOR APPROVAL LEVEL.

*The following will be provided by ESP Approval Operations and should be recorded below
For use in preparing the claim for submission.*

Approval Number: _____ Approval Amount \$ _____

ESP Person Contacted: _____ Date Contacted: _____

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