

EA02-025

FORD

OCTOBER 27, 2003

APPENDIX N

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PART 4 OF 4

WARRANTY & POLICY MANUAL

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.
- Review service recommendations supplied by Ford (OASIS, TSBs, Technical Service Hotline) and take the appropriate actions.
- 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.

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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 Failure
- 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.
- DDDME self approval code can only be used for the following mileage inconsistency return codes: P040, P041, P042, P043, P044, and P045. 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.

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AFTER-WARRANTY ADJUSTMENTS (AWA)

After-Warranty Adjustments (AWA) are payments made on a case-by-case basis for repairs not covered by the vehicle warranty, service parts warranty, or any ESP service contract. After-Warranty Adjustments may be made when a Ford Motor Company vehicle is not performing to customer expectations and there is an opportunity for increased customer satisfaction and owner loyalty. In other words, AWA should be used in cases when it is believed the customer's future purchase intentions can be influenced favorably. As a result, After-Warranty Adjustment decisions should be made quickly and proactively, rather than as a reaction to the customer.

Company Authorized After-Warranty Adjustments (P01/Z92)

The FCSD Customer Service Manager may authorize repairs or refunds for repairs not covered by a warranty, an Owner Notification Program, or a Service 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 Adjustment Authority may make certain adjustments without Regional Management approval. They must, however, follow the specific guidelines listed below.

Dealer Authorized After-Warranty Adjustments (P05/Z05)

Dealer-approved AWA is important because it encourages on-the-spot settlements 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 empower their Service Advisors within the boundaries provided by Ford Motor Company. In the event that dealers do not use the authority as intended or misuse the program, the self-approval After-Warranty Adjustment Authority will be withdrawn.

Dealer Authority Guidelines

Once it is established that an After-Warranty-Adjustment will help prevent or resolve a customer concern, the dealer must determine if the adjustment is within dealership authority. Dealer-approved After-Warranty Adjustments are subject to the following guidelines:

Eligible

- Cars and light trucks with less than 5 years/50,000 miles in service (P05).
- Medium and Heavy trucks with less than 4 years/200,000 miles in service are eligible for AWA consideration (Z05).
- 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 or ESP coverage, do not submit repair as goodwill.

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Eligible

- A used vehicle in dealer stock.
- Repairs for dealer employees, Ford employees that have dealer contact responsibility, or dependents of either.
- Second or subsequent owner vehicle (except first retail owner of program vehicles or RCL vehicles purchased by original lessee). Program vehicles are defined as former:
 - Fleet Rental Vehicles (e.g., Hertz/Budget)
 - Ford Motor Company Service Vehicles (e.g., Sales / Lease)
 - Ford Rent-A-Car System Vehicles (FRCS)
 - Lincoln-Mercury Daily Rental Vehicles (LMDR)
 - Dealer-Owned Driver Training Vehicles (Education)
 - Dealer-Owned Demonstrators
 - Ford Service Loaner Program Vehicles
 - Red Carpet Lease vehicle (if purchased by original lessee)
- 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 Adjustment 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 for P05/Z05 repair counter.
- Costs associated with 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.
- Consequential damages including commercial loss, lost wages, loss of perishables, etc.
- Claims/repairs related to accidents or fires.

Claiming Guidelines

- Ford's share of the total repair cost is less than \$500 per repair visit for cars and light trucks.
- Ford's share of the total repair cost is less than \$1,000 per repair visit for medium and heavy trucks
- 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 an After-Warranty Adjustment (P05) and performed at the dealership offering the assistance must be at Ford Warranty Labor Rates and Ford Service Labor Time Standards.

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- A refund (net of customer and dealer participation) submitted as an After-Warranty Adjustment must be calculated at warranty repair rates.
- Refunds for emergency repairs within AWA guidelines are eligible for AWA consideration. A refund claimed within AWA guidelines counts as a repair visit.
- Ford-sourced and/or Ford Authorized 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 dealers 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).

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SECTION 5

REIMBURSEMENT POLICIES

LABOR REIMBURSEMENT POLICIES

ACCESS TIME

Actual time taken to remove a Ford or non-Ford part 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 Manual 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:

- "A" for abnormal diagnosis time.
- "B" for body repair time.
- "M1" for mechanical repair time; labor operation not published
- "M2" for mechanical repair time; additional time required
- "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.

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- 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.

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 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 A, B, M1, M2 and NPF must be entered on the claim (Refer to the ACES II User Manual).
- Technicians must meet all training objectives mutually agreed to by the dealer and the Company. Dealers must also participate in all technician certification programs.
- All applicable Ford Service Labor Time Standards Manuals must be used in claims preparation.

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 (0.5 hr admin. time)
- Exchange program assembly replacement — If a call to the plant is required 0.3 hr administrative allowance may be claimed.
- Recalls — Certain recalls allow time as an administrative allowance. See terms of specific recall to determine if an administrative allowance may be claimed.
- Owner Notification Programs (ONPs) — Certain ONPs allow time to be claimed for an administrative allowance. See terms of specific ONP to determine if administrative allowance may be claimed.

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"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 drivesability related concern cannot be verified. In instances where a customer concern is not drivesability 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 drivesability 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 drivesability complaint (e.g., Add-On Repairs).
- On dealer-owned vehicles such as new inventory, unsold used vehicles, and dealer daily rental units unless some drivesability 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 included in each labor time standard covering diagnostic tasks. It is not reimbursable separately unless specified in the Ford Service Labor Time Standards Manual.

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- **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 Manual are reimbursable.

- **Abnormal Diagnosis Time** is reimbursable ("A" 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 ("A" 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.

LABOR-ONLY OPERATIONS

- **Non-reimbursable labor operations:**
 - Inspections, adjustments, alignments, and clean-up included in pre-delivery.
 - Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications (Refer to the Pre-delivery Service Record check-sheet).
 - 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 DEALERSHIP

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.

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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.

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 beginning warranty labor rate is dependent upon the time since the last increase. The rate is determined by adjusting the dealer's present warranty rate for the CPI plus the adjustment factor since the dealer's last increase.
- 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.
- 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.

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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 and RECALEM are causal part numbers used for claiming technician time for reprogramming a powertrain control module (PCM). RECAL and RECALEM have replaced 12A850 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-B-8.
- Using RECAL for non-emission-related drivability concerns.
- Using RECALEM for emissions-related concerns (e.g., check engine light on).

RECAL or RECALEM Must Not be claimed:

- For PCM diagnosis or replacement.

ROAD TEST

A supplemental allowance to perform a post-repair road test is provided with many labor operations when it is specified in the Shop Manual procedure that it is necessary to verify correction of a condition. Road tests when performed as part of analyzing or defining a customer complaint are considered to be the responsibility of dealership service management (Service Manager, Shop Foreman, Service Writer, etc.)

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SUBLET REPAIR

Labor Reimbursement

• Sublet Labor

- 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.

NOTE: Important additional information on Sublet Labor is included in claim preparation instructions for Form 3715 in the ACES II User Manual under OS/OSL.

- 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.

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PARTS REIMBURSEMENT POLICIES

ASSEMBLIES (Company-Supplied at No Charge)

There is no parts allowance when the Company supplies a part or assembly free. Under certain conditions, 1.0 hour labor at the dealer labor rate may be allowed.

BATTERY

The battery parts allowance is not reimbursable separately. The net amount shown in the parts and Accessories Price List includes the parts allowance.

If a battery fails and is replaced within the first 90 days of service, a service handling allowance of \$2.50 can be claimed. After the 90-day full coverage period, the service handling allowance is not reimbursable.

CORE REIMBURSEMENT

There is no parts allowance on the core amount.

The following list includes Company remanufactured parts which are authorized for use in warranty repairs. They are eligible for Core allowance payment. (The Core allowance is the difference between the outright and exchange price. If the difference changes, the Core allowance will change accordingly.)

- Warranty repairs use Form 1883/6125-2
- Beyond-warranty repairs use Form 8490 for U.S.
- Beyond-warranty repairs use Form 1883/6125-2 for Canada
- Over-the-counter sales use Form 8490

Basic Part Number	U. S. Dealers Only Description
9E527	Diesel Fuel Injector Nozzles
9A543	Diesel Fuel Injector Pump
10D889	Message Center Control Module
10D898	Message Center Display
10N911	LCD Speedo Module
10D929	Thipminder
12B665	Processor Assy Trans (7.3L Diesel)
12A660	Powertrain Control Module
17C253	Speedometer Display

NOTE: FQR assemblies provided through the dealership's facing FAR will be picked up by the FAR. These assemblies have a core allowance which is reimbursed directly by the FAR for all core, whether related to a Ford-paid or retail repair. Related core allowances should NOT be entered on the warranty claim. Dealerships can only claim the EXCHANGE PRICE when submitting a claim for Ford-paid repairs. Returning core through any other process may result in non-refund of the core deposit. Do not return FQR core to the Warranty Parts Return Center (WPRC).

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No Cost Core

Failure to return a NO COST engine, transmission or transaxle core and shipping container within 90 days will result in the dealership being charged the core deposit. REFER TO THE EXCHANGE PROGRAM GUIDE FOR FORD ASSEMBLY CORE DEPOSIT.

If the WPRC recalls a core from a NO COST assembly exchange that was returned directly to the plant or to the FAR, 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.

CUMMINS ENGINE PARTS

Reimbursement for Ford FD 1000/1400 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 markup. 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; however, the dealership is responsible for any subsequent repairs caused by:

- Incorrect diagnosis,
- Improper installation, or
- Damage to the supplied or related parts.

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.

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ENGINE & TRANSMISSION EXCHANGE PROGRAM ALLOWANCES

No Charge Assemblies (Engine and Transmission exchange Programs)

- Engines/Transmissions obtained through the exchange program are not eligible for the normal parts markup and must be claimed at the net amount. See Exchange Program 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 Exchange Program Guide for specific information.

FQR Assemblies

- Ford Quality Renewal (FQR) Exchange Engines and Transmissions included in the Exchange Program are eligible for a fixed handling allowance, and are not eligible for the normal parts markup. Refer to the Exchange Program Guide for specific information.

FAR REIMBURSEMENT

FAR assemblies used in emergency repair warranty situations, After-Warranty Adjustment, 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 Covered by FAR Warranty	FAR PAYS • Parts • Labor	FORD PAYS • Applicable Parts Allowance on FAR Exchange Price
Covered by FAR Lifetime Parts Guarantee	• Parts	• Labor • Applicable Parts Allowance on FAR Exchange Price

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FLUIDS

The following list contains Pre-Delivery Pseudo Causal Part Numbers. These may only be claimed at the time of predelivery.

Part	Description
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

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 800 & 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

- Reimbursable at dealer's actual cost plus applicable parts allowance. Actual cost plus applicable parts allowance may not exceed dealer price plus applicable parts allowance.
(Also see Glass Replacement, Section 3)
- Replace glass only with Carlite glass.

OUTSIDE PURCHASED PART

When a part (Ford, Motorcraft, FQR, FAR, or non-Ford part) is purchased from a source other than the Ford Parts Distribution Center, Motorcraft Wholesale Distributor, or FAR and the cost is GREATER than the Ford part dealer price, the price difference is reimbursable if the repair qualifies as an Emergency Repair. Reimbursement is as follows:

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OUTSIDE PURCHASED PART (continued)

New Ford, Motorcraft, FQR, or FAP part purchased from another Ford or L-M dealer

- Payment is made at the Dealer Price plus the applicable parts allowance or handling allowance (FQR).
- 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.

Non-Ford part purchased from an outside source

- 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).

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	1.7 hrs.
Total hours	2.2 hrs

Material allowance system calculation:

$$\begin{aligned} & - 2.2 \text{ hrs.} \times \$14.75 \text{ (fixed amount per hour)} = \$32.45 \\ & - \$32.45 \times 40\% \text{ (or applicable parts markup)} = \$12.98 \\ & \text{Total Material Allowance} \quad \$45.43 \end{aligned}$$

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.

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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.
- 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., authorized FAR remanufactured parts or 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.

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SHOP SUPPLIES Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents / cleaners, electrical tape, etc., are not reimbursable separately unless stipulated in emissions or safety recalls, owner notification programs, TSBs, or other Company publications that their cost is reimbursable.

SUBLET REPAIR

- **Sublet Parts and Material**
 - 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 1863/8125-2. They are not eligible for the parts allowance when listed on Form 3715 (Loss & Damage).

TIRES 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.

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) Reimbursable: Prepaid transportation costs for returning parts to the Warranty Parts Return Center or other company locations. Payment based on lowest shipping rate by common carrier, Parcel Post, UPS, or RPS.

To obtain reimbursement from Ford for freight charges from warranty parts return shipments, submit a separate claim for transportation charges through the ACES II claims payment system (submit weekly or monthly). See ACES II User Manual for details.

- Refer to Section 1 for information on parts return.

NOTE: Collect shipments are not accepted unless authorized.

WARRANTY & POLICY MANUAL

No Cost Exchange Assemblies

Reimbursements for transportation charges associated with the return of Core from a No Cost engine or transmission exchange, are claimed separately from the handling allowance. Handling allowances are NOT intended to cover the cost associated with the return of exchange program Core.

Core for FQR assemblies delivered by the dealership's facing FAR, will be picked up by the FAR.

Reimbursement for prepaid transportation is based on the lowest shipping rate by:

- Parcel Post, UPS, RPS
- Common carrier
- Any other method specified in writing by the Company

NOTE: No air freight charges allowed.

Each dealership should:

- Accumulate transportation bills and submit at least monthly
- Retain transportation receipts

WARRANTY & POLICY MANUAL

CHARGEBACKS AND APPEAL PROCEDURES

CHARGEBACKS

Any payment for a warranty, policy, 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. 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.

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.

Mail Appeals To:

Warranty Parts Return Center
15080 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)

WARRANTY & POLICY MANUAL

- **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

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.

WARRANTY & POLICY MANUAL

MISCELLANEOUS POLICIES

AFTER-WARRANTY ADJUSTMENTS	After-Warranty adjustment repairs must be at warranty rates. Dealers in states requiring a sales tax on After-Warranty Adjustment repairs may include the applicable percentage sales tax on After-Warranty Adjustment 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	<p>When a repair is delayed because parts are not available and/or are back-ordered the dealer must retain all documents showing that:</p> <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 Company goodwill (P01) or dealership goodwill (P05). Refer to Section 4 - After Warranty Adjustments.
REFUNDS	<p>Owner/Dealer Refunds - When all or a portion of a repair covered by an Owner Notification Program or Recall is performed prior to the release of the program, both the owner and the dealer are eligible for a full refund when the:</p> <ul style="list-style-type: none">• Owner and/or dealer have paid for the prior repair, or the• Owner and/or dealer have participated in an After-Warranty Adjustment, and the• Refund is requested within the time period stated in each program.

WARRANTY & POLICY MANUAL

REPAIR SUBMISSION REQUIREMENTS

Submit claims immediately after repairs have been completed. Delayed claim submission is subject to the following restrictions:
After 180 days from date of repair — Warranty and ESP / ESC and Form 3715 claims including claims for state sales tax audits on ESP / ESC repairs will not be accepted beyond 180 days from date of repair. Exceptions are:

- Company approved After-Warranty Adjustment claims
- Owner Notification Program Refund claims
- Recall claims
- Claims for state sales tax audits on After-Warranty Adjustments will be accepted up to 180 days from the date of the original claim payment.
- After 6 months from receipt of vehicle from Carrier — Form 3715 claim will not be accepted.

TAX (SALES)

After-Warranty Adjustments

Dealers in states requiring a sales tax on After-Warranty Adjustment repairs may include the applicable percentage sales tax on After-Warranty Adjustment repairs. Follow procedure as shown for sales tax on ESP claims in the ACES II Manual.

ESP Repairs

In some states, sales and/or use tax is charged on the cost of parts and/or labor used in service contract repairs. 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. Refer to the ESP Operating Guide for a list of states that tax repair parts and/or labor covered by the contract.

In those instances where sales tax is reimbursable from Ford, dealers must include sales taxes on 1863 claims in order to be reimbursed through the Automated Claims Entry System. See ACES II Manual for claim preparation information.

WARRANTY & POLICY MANUAL

TAX SALES (continued)

Non Reimbursable

Ford does not reimburse dealers for state or local sales and use taxes on repairs covered by:

- 3/36 Bumper-to-Bumper Warranty
- 2/24 Scheduled Maintenance and Limited Warranty Program
- 4/50 or 6/50 Luxury Car Warranty
- 5/50 Emissions Warranty
- 6/50 or 4/50 Powertrain Warranty
- 6/100 Corrosion Perforation Warranty
- 5/50 Safety Restraint Warranty
- Used Vehicle Limited Warranty (UVLW)

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, 1998:

- \$18.00 per day for Ford/Mercury loaners (Ford, Lincoln, or Mercury owners)
- \$35.00 per day 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).

WARRANTY & POLICY MANUAL

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SECTION 6

FORD PROGRAMS

EXCHANGE PROGRAM

This section explains the proper use of Ford Quality Renewal (FQR) and No-Cost engine and transmission exchange assemblies in Warranty, ESP, and After-Warranty Adjustment (AWA) Repairs. Program details, including Repair Cost Caps and Handling Allowances, are found in the Exchange Program Guide.

Ford Quality Renewal (FQR) Assemblies

FQR small parts, engine and transmission assemblies are priced and part numbered (catalogued) assemblies distributed through Ford Authorized Remanufacturers and are available for use in all repairs AFTER new vehicle delivery including New Vehicle Warranty, Extended Service Plan (ESP), After-Warranty Adjustment (AWA), Service Part Warranty, and retail. They are remanufactured to Ford Motor Company Specifications.

Warranty Repairs

- FQR small parts, 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.
- When FQR assemblies are not available at the time of repair, a Ford Authorized Remanufacturer will assist you in obtaining authorization for a warranty repair exceeding the cost cap. When FQR assemblies do not exist for a vehicle application, no authorization is required.
- FAR assemblies may only be used in those emergency repairs for which an FQR assembly is not available, and the required Ford parts to complete the repair are out-of-stock nationally (D99).

ESP and AWA Repairs

- FQR small parts, 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.
- When FQR assemblies are not available, FAR assemblies may be used in AWA repairs and are required for ESP repairs. For a complete list of FAR components, please refer to Ford Authorized Remanufactured (FAR) Parts Coverage/Usage Requirements in Section 3.

No-Cost Assemblies

- No-cost assemblies may be used only in warranty repairs.
- No-cost assemblies are requested from the manufacturing plants. Plant personnel will make the final decision whether to provide an exchange.
- See the Exchange Program Guide for information required before making a request.

WARRANTY & POLICY MANUAL

Handling Allowance

FQR exchange engines and transmissions which are catalogued and priced should be claimed at the net amount. For FQR and No-Cost engines and transmissions included in the Exchange Program a fixed handling allowance is paid (see the Exchange Program Guide for current amounts).

Warranty Coverage On a Replacement Assembly

FQR and No-Cost engines and transmissions included in the Exchange Program 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: FQR assemblies provided through the dealership's facing FAR will be picked up by the FAR. These assemblies have a core allowance which is reimbursed directly by the FAR for all cores whether related to a Ford-paid or retail repair. Related core allowances should NOT be entered on the warranty claim. Dealerships can only claim the EXCHANGE PRICE when submitting a claim for Ford-paid repairs. Returning core through any other process may result in non-refund of the core allowance. Do not return FQR or FAR cores to the Warranty Parts Return Center (WPRC).

Core Identification Return Forms

Dealers are required to complete the Core Identification Return Forms and return this form with the core in order to receive core credit. Failure to complete and submit the form with the core may result in non-refund of the core credit.

No Cost Core

Failure to return a NO COST 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 EXCHANGE PROGRAM GUIDE FOR FQR 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 FAR: 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: WPRC DOES NOT RECALL CORES which are NOT related to Exchange Programs. These core recalls should be handled in the normal manner.

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 no longer reimburse dealers for cores removed from dismantled vehicles.

WARRANTY & POLICY MANUAL

FORD FIRST ASSIST PROGRAM

The Ford First Assist Program is a marketing program offered to the original purchasers of all 1998 Class 8 Ford L-8000 Series and the new Aeromax and Louisville trucks. The Ford First Assist Program is not a Warranty. The program provides complete and comprehensive roadside assistance service as detailed below:

- The program will provide professional assistance 24 hours a day, 365 days a year by means of a toll-free phone number (1-800-91-4-FORD). Emphasis will be on spot repairs versus towing, but towing services will be an important part of the package.
- The administration of the program will be handled by Green Flag USA, headquartered in Dallas, Texas. Green Flag USA is an experienced provider of support services to the trucking industry.
- The program features electronic tie-ins with Ford Motor Company current systems, including TIGON, OASIS, EBOM and TSBs.
- Once you enroll a customer in the program using the Enrollment form, Ford Motor Company or Green Flag USA will handle all of the paper work and details of record keeping, enrollment of other trucks in the customer's fleet, customer calls for service, and payment of emergency warranty claims from non-Ford locations. You are responsible for providing priority repairs for trucks towed to your facility as part of the program.
- When a customer calls Ford First Assist, our first priority will be to repair the vehicle on the spot. If this is not possible, the vehicle will be towed to the nearest Ford Commercial Truck dealership. If there is not an open dealership within reasonable distance, our next priority will be to contact and enlist the services of:
 - Component OEM dealers or
 - Independent repair facilities.
- Warranty repairs which you provide under this program will be handled in the usual manner. Non-warranty repairs will be the responsibility of the driver or the owner of the truck. Individual owners and fleets may elect to make prior credit arrangements with Green Flag USA to cover non-warranty repairs.
- The Ford First Assist Program is not a warranty. Ford First Assist is a program offered to the original purchaser of the Ford truck and can be terminated by Ford at any time.

If you have any questions regarding this program, please contact your local FCSO-CVO Representative or Commercial Truck Area Sales Manager.

WARRANTY & POLICY MANUAL

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.

WARRANTY & POLICY MANUAL

- 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.
- 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. (Check list at LSG headquarters.)
- 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."

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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"	5,000
Amount to be claimed	\$750

WARRANTY & POLICY MANUAL

OWNER NOTIFICATION PROGRAM

There are two different types of Owner Notification programs that may appear on OASIS (B and M) and one type that does not (L). The type can be easily determined by looking at the letter in the program number:

- **"B" Programs (i.e., 93B16, 95B73)** – These programs request customers to return their vehicle without delay to receive a repair or update. Vehicles affected by "B" programs are identified in OASIS until a claim is submitted for payment against the program number - do not code the claim as a 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.
- **"M" Programs (i.e., 94M84, 95M87)** – 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"). Prior to July 25, 1996, vehicles affected by "M" programs were not identified in OASIS. As of July 25, 1996, new "M" programs will be identified in OASIS (this change is in response to a recommendation from the Parts and Service Manager's Advisory Committee). 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. Affected vehicles will be removed from OASIS when their program coverage expires. Submission of an "M" program claim will not remove the vehicle from OASIS because vehicles affected are eligible for repeat repairs if the affected condition reoccurs during the program time and mileage period.
- **"L" Programs (i.e., 94L01, 96L08)** – These programs are label revision programs. The customer is mailed a new or revised label (usually, but not limited to, a Vehicle Emission Control Information – VECI label). Customers are requested to affix the label to their vehicle in the specified location. However, the customer may choose to have their dealer affix the label. Vehicles affected by "L" Programs are NOT identified in OASIS but remain eligible for six months from the release date of the dealer bulletin unless a claim is submitted for payment against the program number; after six months, eligibility for all affected vehicles is closed.

Determining eligibility - "B" and "M" Programs

"B" Programs

Consult OASIS – If OASIS shows the vehicle is eligible, the claim will be paid, even if the program expiration date shown in the original dealer bulletin has passed.

"M" Programs

Consult OASIS – Vehicles affected by all new "M" programs issued after July 25, 1996 will be listed in OASIS. If OASIS shows the vehicle is eligible and the vehicle is within the program mileage limitation, the claim will be paid even if the program expiration date shown in the original dealer bulletin has passed.

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Eligibility after "B" or "M" 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 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 Owner Notification Program number.

Owner Notification Program Process

This Program is activated as appropriate when there is concern about a particular component. The Company may issue an Owner Notification letter which covers the repair under policy. The program may apply to vehicles either within or beyond warranty.

- Each owner receives an Owner Notification 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).
 - Asks the owner to take the vehicle to a dealership for inspection and, if needed, correction.
- Each dealership receives an "All Dealer Letter" 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 Owner Notification Program

- Refer to the appropriate all-dealer letter.
- Make sure the vehicle is eligible for the repair.
- Repair the vehicle or give the owner a refund as appropriate.
- Submit claim electronically via ACES II to obtain reimbursement.
 - Be sure to include the appropriate Owner Notification Program Code.
 - For assistance in preparing the claim refer to ACES II User Manual.

NOTE: For refunds on Owner Notification Programs, see Refund on Service Recall/ Owner Notification in the ACES II User Manual (3-82).

WARRANTY & POLICY MANUAL

Owner/Dealer Refunds

When all or a portion of a repair covered by an Owner Notification Program or Recall is performed prior to the release of the program, both the owner and the dealer are eligible for a full refund when the:

- Owner and/or dealer has paid for the prior repair, or the
- Owner and/or dealer has participated in an After-Warranty Adjustment, and the
- Refund is requested within the time period stated in each program.

WARRANTY & POLICY MANUAL

ROADSIDE ASSISTANCE PROGRAM

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. Lincoln vehicles have roadside assistance as part of their Lincoln Commitment, which offers benefits beyond roadside assistance.* Ford and Mercury 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
- 800-621-4140 - 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 customers the option of towing their vehicle at no charge to the nearest *authorized Ford or Lincoln-Mercury dealership (or unauthorized 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 *authorized dealership (or unauthorized 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.

- * Certain warranty repairs require special training, so not all dealers are authorized to perform all warranty repairs - those not so trained are "unauthorized."

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 hook-up 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.

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.

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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).

Lock-Out Service

Program provides for no charge service to unlock a vehicle. Key recovery and/or replacements are not covered.

Direct Contact Option

Dealerships have the option of contacting an approved Roadside Assistance network towing company directly for tows within 35 miles. 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 972-541-8806 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.

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

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Non-Roadside Towing

Major Fleet Daily Rental Vehicles - Major Fleet Daily Rental vehicles are only eligible for Warranty tows. Dealership must arrange for tow and submit through DWE/ACESII using the "tow" labor operation.

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/ACESII 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.

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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 1-800-338-0786. 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 financial statement data. Lincoln dealerships receive separate allocation to serve their Lincoln service customers. Dealerships are encouraged to use this resource to meet customer expectations and to maximize customer satisfaction and owner loyalty.

Alternate transportation must be a Ford Motor Company product:

- dealer-provided loaner and/or shuttle service
- rental vehicle from an approved outside rental agency.

NOTE: Enterprise Rent-A-Car and Hertz Local Edition are pre-approved outside rental agencies.

All vehicles provided to customers must be current model year or one year prior model year vehicle. These units may be FCRS/LMCRS vehicles, auction vehicles, program vehicles, or vehicles from dealer inventory. Shuttle service requires use of dedicated vehicle - a van or Lincoln Town Car are preferred. Research indicates that when customers receive loaner vehicles, they are more satisfied when the loaner is at least comparable to their own vehicle.

Daily reimbursement rates (effective October 1, 1998) 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 - \$35.00
- Lincoln owner receiving an outside Ford/Mercury rental vehicle - \$18.00
- Lincoln owner receiving an outside Lincoln rental vehicle - \$35.00
- Dealers who put in a qualified shuttle van may claim 2 TAP days @ \$18.00 per day for each qualifying 24 hour period (\$35.00 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 \$35.00 days. If Lincoln days are needed on an occasional basis, contact TAP Headquarters. If Lincoln days are needed on an ongoing basis, contact your FCRS Regional Market Area Team.

P05 (dealer goodwill) can no longer be used to claim loaner or rental benefits.

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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

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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 800-545-3212 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 purchasers.

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VEHICLE ELIGIBILITY

- All Ford, Lincoln, or Mercury vehicles (Passenger cars & light trucks)
- Vehicle must be four model years old or newer (Current plus 3 prior)
- Vehicle must have fewer than 50,000 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

Ineligible vehicles include those used by police, taxis, livery, shuttle/commuter, ambulances, tow trucks, Mustang Cobra R, branded vehicles, vehicles equipped with snowplows, stripped chassis, commercial cutaways, recreational vehicles, incomplete vehicles (including E27, E28, E30, E33, E37, E38, E40, E47, F37, F38, F47, F63, & F58), Flex fuel vehicles except those under the Qualified Vehicle Modifier Program, vehicles over 11,000 lbs. GVW, and Recaptured vehicles (RAV's).

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, 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.
- **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.

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- **Air Conditioning** - Compressor (including head, seals, clutch, 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 salvaged or rebuilt.

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Note: For ACES II Special Claim Preparation Please see ACES II User Manual

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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, 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.
- Obtain prior repair approval when required (e.g., ESP repairs over \$700)
- Review customer service history for indication that current repair requests have been noted/repairs 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 technicians, 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.
- 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).

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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.
- Responsible for diagnosis of obvious repairs which are easily determined by senses, road testing, and issuing repair instructions to technicians.
- Responsible for approving use of non-Ford part or FAR part during an emergency repair situation.
- Responsible for approval of Dealer made after warranty adjustments.
- 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.
- Responsible for signing claim in area noted "Authorized dealership personnel signature."

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.
- 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, pg. 6 for additional dealer responsibilities.

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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 1883/6125-2 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.
Enter the following information in the appropriate spaces on the form:

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 1883/6125-2 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.

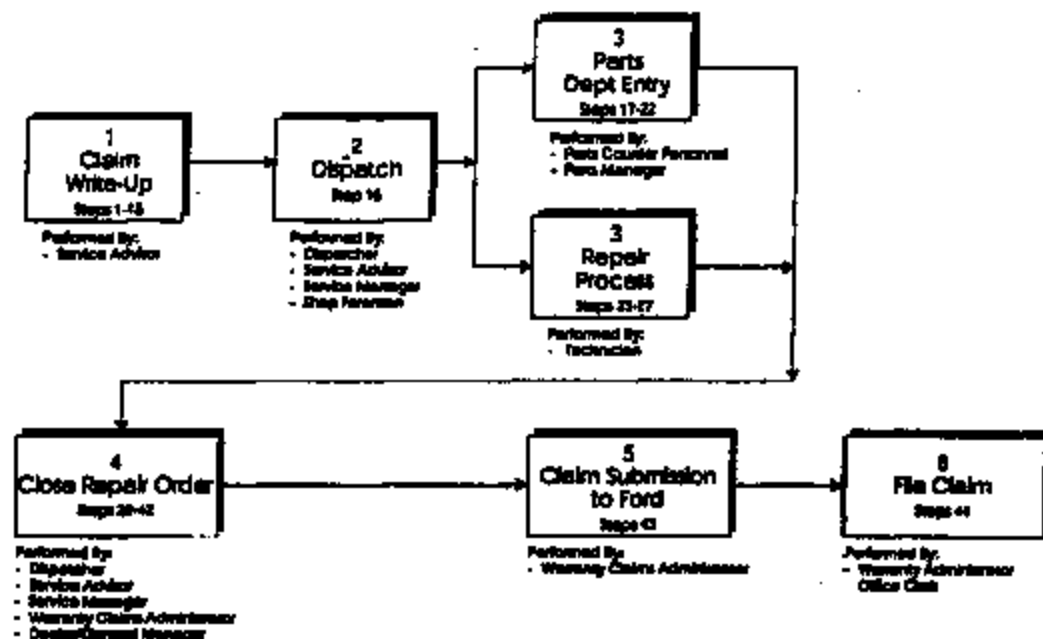
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Warranty Claim Entry Fields (Numbers correspond to information on following pages)

KEY		DATE		TIME		LOCATION		VEHICLE		CLAIM		REMARKS	
1	2	3	4	5	6	7	8	9	10	11	12	13	14
15	16	17	18	19	20	21	22	23	24	25	26	27	28
29	30	31	32	33	34	35	36	37	38	39	40	41	42
43	44	45	46	47	48	49	50	51	52	53	54	55	56
57	58	59	60	61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80	81	82	83	84
85	86	87	88	89	90	91	92	93	94	95	96	97	98
99	100	101	102	103	104	105	106	107	108	109	110	111	112
113	114	115	116	117	118	119	120	121	122	123	124	125	126
127	128	129	130	131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150	151	152	153	154
155	156	157	158	159	160	161	162	163	164	165	166	167	168
169	170	171	172	173	174	175	176	177	178	179	180	181	182
183	184	185	186	187	188	189	190	191	192	193	194	195	196
197	198	199	200	201	202	203	204	205	206	207	208	209	210
211	212	213	214	215	216	217	218	219	220	221	222	223	224
225	226	227	228	229	230	231	232	233	234	235	236	237	238
239	240	241	242	243	244	245	246	247	248	249	250	251	252
253	254	255	256	257	258	259	260	261	262	263	264	265	266
267	268	269	270	271	272	273	274	275	276	277	278	279	280
281	282	283	284	285	286	287	288	289	290	291	292	293	294
295	296	297	298	299	300	301	302	303	304	305	306	307	308
309	310	311	312	313	314	315	316	317	318	319	320	321	322
323	324	325	326	327	328	329	330	331	332	333	334	335	336
337	338	339	340	341	342	343	344	345	346	347	348	349	350
351	352	353	354	355	356	357	358	359	360	361	362	363	364
365	366	367	368	369	370	371	372	373	374	375	376	377	378
379	380	381	382	383	384	385	386	387	388	389	390	391	392
393	394	395	396	397	398	399	400	401	402	403	404	405	406
407	408	409	410	411	412	413	414	415	416	417	418	419	420
421	422	423	424	425	426	427	428	429	430	431	432	433	434
435	436	437	438	439	440	441	442	443	444	445	446	447	448
449	450	451	452	453	454	455	456	457	458	459	460	461	462
463	464	465	466	467	468	469	470	471	472	473	474	475	476
477	478	479	480	481	482	483	484	485	486	487	488	489	490
491	492	493	494	495	496	497	498	499	500	501	502	503	504
505	506	507	508	509	510	511	512	513	514	515	516	517	518
519	520	521	522	523	524	525	526	527	528	529	530	531	532
533	534	535	536	537	538	539	540	541	542	543	544	545	546
547	548	549	550	551	552	553	554	555	556	557	558	559	560
561	562	563	564	565	566	567	568	569	570	571	572	573	574
575	576	577	578	579	580	581	582	583	584	585	586	587	588
589	590	591	592	593	594	595	596	597	598	599	600	601	602
603	604	605	606	607	608	609	610	611	612	613	614	615	616
617	618	619	620	621	622	623	624	625	626	627	628	629	630
631	632	633	634	635	636	637	638	639	640	641	642	643	644
645	646	647	648	649	650	651	652	653	654	655	656	657	658
659	660	661	662	663	664	665	666	667	668	669	670	671	672
673	674	675	676	677	678	679	680	681	682	683	684	685	686
687	688	689	690	691	692	693	694	695	696	697	698	699	700
701	702	703	704	705	706	707	708	709	710	711	712	713	714
715	716	717	718	719	720	721	722	723	724	725	726	727	728
729	730	731	732	733	734	735	736	737	738	739	740	741	742
743	744	745	746	747	748	749	750	751	752	753	754	755	756
757	758	759	760	761	762	763	764	765	766	767	768	769	770
771	772	773	774	775	776	777	778	779	780	781	782	783	784
785	786	787	788	789	790	791	792	793	794	795	796	797	798
799	800	801	802	803	804	805	806	807	808	809	810	811	812
813	814	815	816	817	818	819	820	821	822	823	824	825	826
827	828	829	830	831	832	833	834	835	836	837	838	839	840
841	842	843	844	845	846	847	848	849	850	851	852	853	854
855	856	857	858	859	860	861	862	863	864	865	866	867	868
869	870	871	872	873	874	875	876	877	878	879	880	881	882
883	884	885	886	887	888	889	890	891	892	893	894	895	896
897	898	899	900	901	902	903	904	905	906	907	908	909	910
911	912	913	914	915	916	917	918	919	920	921	922	923	924
925	926	927	928	929	930	931	932	933	934	935	936	937	938
939	940	941	942	943	944	945	946	947	948	949	950	951	952
953	954	955	956	957	958	959	960	961	962	963	964	965	966
967	968	969	970	971	972	973	974	975	976	977	978	979	980
981	982	983	984	985	986	987	988	989	990	991	992	993	994
995	996	997	998	999	1000	1001	1002	1003	1004	1005	1006	1007	1008
1009	1010	1011	1012	1013	1014	1015	1016	1017	1018	1019	1020	1021	1022
1023	1024	1025	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036
1037	1038	1039	1040	1041	1042	1043	1044	1045	1046	1047	1048	1049	1050
1051	1052	1053	1054	1055	1056	1057	1058	1059	1060	1061	1062	1063	1064
1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078
1079	1080	1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092
1093	1094	1095	1096	1097	1098	1099	1100	1101	1102	1103	1104	1105	1106
1107	1108	1109	1110	1111	1112	1113	1114	1115	1116	1117	1118	1119	1120
1121	1122	1123	1124	1125	1126	1127	1128	1129	1130	1131	1132	1133	1134
1135	1136	1137	1138	1139	1140	1141	1142	1143	1144	1145	1146	1147	1148
1149	1150	1151	1152	1153	1154	1155	1156	1157	1158	1159	1160	1161	1162
1163	1164	1165	1166	1167	1168	1169	1170	1171	1172	1173	1174	1175	1176
1177	1178	1179	1180	1181	1182	1183	1184	1185	1186	1187	1188	1189	1190
1191	1192	1193	1194	1195	1196	1197	1198	1199	1200	1201	1202	1203	1204
1205	1206	1207	1208	1209	1210	1211	1212	1213	1214	1215	1216	1217	1218
1219	1220	1221	1222	1223	1224	1225	1226	1227	1228	1229	1230	1231	1232
1233	1234	1235	1236	1237	1238	1239	1240	1241	1242	1243	1244	1245	1246
1247	1248	1249	1250	1251	1252	1253	1254	1255	1256	1257	1258	1259	1260
1261	1262	1263	1264										

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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.

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 Service Recall or Owner Notification Program, enter the 5-character code number to identify the requirement.

- Check OASIS to verify open Recalls, Owner Notification Programs, 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 Distance at time received and released (optional)

NOTE: This information is not required for warranty repair payment.

- Enter the date and distance when the vehicle was released (when required by state/provincial law).

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. Do not diagnose concerns at this time.

- 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.

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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.

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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 (lubes and greases), solvents/cleaners, electrical tape, etc., are not reimbursable separately unless stated otherwise in emissions or safety recalls, owner notification 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 FAR/FQR parts where the Core is exchanged with the FAR.

- 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 the Ford Service Labor Time Standards Manual, your Condition Code Reference Sheet or the appendix of the ACES II User Manual.

25. Diagnostic Trouble Codes (back of form)

Enter in diagnostic equipment test results and diagnostic trouble codes if applicable.

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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. Enter a complete description of the repair performed.

IMPORTANT: It is important to 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 1-800-322-5821 (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 "A, B, M1, M2, or 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.

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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 vehicle towed (customer must provide receipt). If 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 service recall or owner notification program.

NOTE: This indicator replaces the C99 Program Code.

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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.

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.

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 markup 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.

35. Labor Total

Sum of Labor Amount column (29)

- Add the amounts in the Labor Amount column. Enter in the Labor Total.

36. Miscellaneous Expenses 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 (months) and dollar amount allowed for processing recall refunds or for handling certain programs. Enter any administrative allowance for this repair 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.

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39. Customer/Dealer Participation

Use for After Warranty Adjustments. 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.

Dealer Ship 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 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 1883/6126-2 must show the approval in one of the following ways:

- Obtain a five-digit computer-generated code from FCSD Zone 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.

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43. Repair Submission

Submit the repair to the Company immediately after the repairs are completed. Repairs over 180 days from date of repair will not be accepted. The 180-day rule does not apply to:

- Service Recalls
- Owner Notification Program Refunds
- Company Authorized After-Warranty Adjustments

NOTE: Enter the form number, repair number, amount, and date submitted to the Company in the Warranty and Policy Register Journal.

44. Filing Copies of the Repair Set

Copies of Form 1889/6125-2 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.

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ALTERNATIVE FORM REQUIREMENTS **(REPAIR ORDERS)**

Required Work Order Entry Fields

DEALERS MAY USE AN ALTERNATIVE REPAIR ORDER (COMPUTER-GENERATED OR OTHER) ONLY IF:

- Regional Management has approved the format and use of the repair order.
- 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 Adjustment 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/ONP 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

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SECTION 8

WARRANTY PERFORMANCE MEASUREMENT

WARRANTY REPORTING SYSTEM AND CONTROLS PROGRAMS

WARRANTY REPORTING SYSTEM

The Warranty Reporting System provides an overview of dealership performance of all Ford-paid repairs through the Ford-Paid Trend Analysis Summary (report 382-128DP). This report includes comparative indicators which enable dealership management to identify areas which need further review or possible improvement of administrative controls.

NOTE: All numbers referenced on the 382-128DP report contain a cumulative 6 months of data ending with the month indicated. (i.e., The November 1998 382-128DP represents warranty performance from June, 1998 through November, 1998)

- The top half of the report provides a vehicle component group section. This section details the dealer's variance relative to the Regional average for the three indicators that are used to evaluate the dealership's administration of warranty expense. The three indicators are:
 - Cost Per Vehicle Serviced (CPVS) - Adjusted for Regional Labor rate.
 - Repairs per 1,000 Vehicles Serviced (R/1,000)
 - Cost per Repair (\$/RPR) — Adjusted for Regional Labor rate.
- The bottom half of the report provides trending information for the last 9 reporting periods. As a result, the 382-128DP report contains 14 months of warranty performance information.

WARRANTY EXPENSE FORMULA

Ford evaluates dealership warranty performance using the three indicators referenced above. Dealerships may be included in Ford's Warranty Counseling Process based on a review of these three indicators. The definitions of the three indicators used to measure warranty expense are:

- Adjusted Cost Per Vehicle Serviced (CPVS) = Sum of 6 months payments divided by the sum of 6 months of vehicles serviced (Labor costs are adjusted to the Region's average labor rate).
- Repairs per 1,000 Vehicles Serviced (R/1,000) = Sum of 6 months of repairs divided by the sum of six months of vehicles serviced multiplied by 1,000.
- Adjusted Cost per Repair (\$/RPR) = The sum of 6 months total repair costs divided by 6 months of repairs. Labor costs are adjusted to the Region's average labor rate.

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NOTE: All Ford-paid repairs (Warranty, and AWA) are included in the warranty expense formula except:

- 700 and higher series trucks
- Service Recalls
- Owner Notification Programs
- Extended Service Plan Repairs
- Transportation Assistance Program
- Fleet Service Plan billings
- Credit and debit advice
- Miscellaneous repairs (Repairs that are not captured in a measured component group on the 362-126DP)

WARRANTY CONTROLS PROGRAM

The purpose of the Warranty Controls Program is to ensure dealer compliance with good warranty management practices. Warranty controls are administered by Regional Management after a thorough review of dealership warranty performance. As administration of warranty improves, warranty controls may be lessened. The program offers:

- A flexible system to meet the needs of each dealer.
- A basis for review of warranty performance to determine need for external controls.

Dealers with satisfactory warranty expense levels usually have a minimum of warranty controls. Eligible dealers may be approved for After-Warranty Adjustment Authority by Regional Management. These dealers may make After-Warranty Adjustments within established guidelines without Regional Management authorization.

Dealers who do not administer the Warranty and Policy program effectively may be placed by Regional Management on one or more of the following controls:

- Increased Parts Retention Period
- In-Dealership Claims Review
- In-Dealership Parts Scrap-out
- Prior Repair Approval
- Special Labor Controls
- Standard Operation Time Recording
- Special Requirements (tailored to specific dealer needs)
- Removal of After-Warranty Adjustment (P06, Z05) authority
- Removal of dealer self-approval privileges (actual time, repeat repairs)

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IN-DEALERSHIP 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.

FCSD Regional Warranty Specialists will provide in-dealership evaluations of dealer practices for both warranty reviews and warranty audits.

Dealer Notification Letter

This letter will advise dealers of a potential warranty performance concern and that they have entered Ford's warranty counseling process. The notification letter also includes a dealer self-review packet to be submitted to the Region upon completion by the dealer.

Initial Warranty Review

Dealerships are provided a minimum period of three months following the notification letter to improve their warranty performance before a warranty review can be conducted. A Root Cause Warranty Review will be conducted if a dealer's warranty performance does not improve after it has entered the warranty counseling process. Dealerships are subject to chargeback during the initial warranty review for the limited disallowance categories listed below:

INITIAL WARRANTY REVIEW LIMITED CHARGEBACK LIST

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 above list is not intended to be all inclusive. Any other claim category that the Company determines to be false or fraudulent will be charged back during any Warranty Counseling Process action.

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Overpayment Categories

- Customer and Ford billed for 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 POG adjustments as stated on page 4-8 of this manual.
- Service part not on original repair order
- Actual time (A, B, M, & NPF) that is not supported. This includes instances where:
there is no clocking at all, where the total time claimed exceeds clocked time (chargeback the difference), and where 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:

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 (100% and greater) concern - ESP claims are included in Warranty Counseling Process action.
- No ESP loss ratio concern - ESP claims are excluded from Warranty Counseling Process action.
- False or fraudulent findings - Should a Warranty Counseling Process action identify false or fraudulent findings, all claims, including ESP submissions will be included in the review or audit regardless of the dealership's ESP loss ratio.

Warranty Review Follow-up

If warranty performance does not improve after the initial warranty review, a 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 administrative practices.

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FOLLOW-UP REVIEW ELIGIBLE CHARGEBACKS

The following list of 29 categories of 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
- False or fraudulent practices

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 above list is not intended to be all inclusive. Any other claim category that the Company determines to be false or fraudulent will be charged back during any Warranty Counseling Process action.

Overpayment Categories

- Customer and Ford billed for same repair
- Duplicate claim payment
- Overlapping 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 PO6 adjustments as stated on page 4-8 of this manual.
- Service part not on original repair order
- Actual time (A, B, M, & NPF) that is not supported.

Inclusion/Exclusion of ESP Claims in Warranty Counseling Process Actions:

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 (100% and greater) concern - ESP claims are included in Warranty Counseling Process action.
- No ESP loss ratio concern - ESP claims are excluded from Warranty Counseling Process action.
- False or fraudulent findings - Should a Warranty Counseling Process action identify false or fraudulent findings, all claims, including ESP submissions will be included in the review or audit regardless of the dealership's ESP loss ratio.

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Administrative Errors/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
- 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

Warranty Audit

A warranty audit will be performed in those instances where FCSD determines that dealers have not demonstrated the ability to resolve their warranty administrative 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.

NOTE: Any deviation from the procedures in this Manual requires written approval from the Regional Manager. Such written approval must be filed in the dealership.

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

The list of examples above is not all-inclusive.

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Warranty Follow-up or Team Audit

Warranty follow-up audits will be performed in those instances where FCSD determines that dealers do not resolve their warranty administrative performance problems after a warranty audit.

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 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 or review, where false or fraudulent practices were uncovered

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.

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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 Adjustments (AWA)	Special repairs or refunds not covered by a warranty, Owner Notification, or Service 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
CAC	Customer 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
Company	Ford Motor Company
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
EDSR	Electronic Dealer Service Report
Electronic EC	Electronic Engine Control
EPA	Environmental Protection Agency
EPP	Environmental Protection Plan
ESC	Extended Service Contract
ESP	Extended Service Plan
FAD	Ford Authorized Distributors
FAR	Ford Authorized Remanufacturer
FCSD	Ford Customer Service Division
FCRS	Ford Car Rental System
FOCS II	Ford/Fleet On-Line Claim Service

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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
FQR	Ford Quality Renewal — FQR Service Assemblies are priced, catalogued and warranted by Ford and remanufactured by Ford suppliers.
FSP	Fleet Service Program
FTC	Federal Trade Commission
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 8,000 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 1/1/82
MORS II	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
ONP	Owner Notification Program — a program set up to inspect and, if necessary, repair a defective component on specified vehicles.
OPD	Order Processing Department
OSL	Outside Labor
OSP	Outside Parts
OTC	Over-the-Counter
PCM	Powertrain Control Module
PDC	Parts Distribution Center
PEARS	Parts Entry and Return System

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Policy	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.
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.
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.
Service Recall	A program to inspect and correct safety or emissions problems in specified vehicles.
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).

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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

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 548 Henry Ford II Avenue Marietta, Georgia 30064	H	Ford Motor Company Lafayette Assembly Plant 5401 Beaumont Road Lafayette, Ohio 44022 *Tolono, Ohio	R	Ford Motor Company Hammonton Shipping & Assembly Plant c/o Motor Air Int'l Forwarding Inc. 181 E. Main Drive Hammonton, NJ 08048
B	Ford Motor Company Oakville Assembly Plant Queen Elizabeth Way Oakville, Ontario, Canada L4M2C8	J	Ford Motor Company, S.A. DE C.V. MEXSA Assembly Plant Av. Unificada 2828 Norte Mexico, N.L. MEXICO 84880	T	Ford Motor Company Edison Assembly Plant U.S. Highway #1 Edison, New Jersey 08848 *Edison, New Jersey
C	Ford Motor Company Oshawa Truck Plant Hwy 10 at Highway-122 Oshawa, Ontario, Canada L5H2E7	K	Ford Motor Company Kansas City Assembly Plant Highway 88 Clayton, Missouri 64118 *Bolingbrook, Missouri	U	Ford Motor Company Louisville Assembly Plant Furn Valley Road at Maple Lane Louisville, Kentucky 40218
D	Ford Motor Company Olin Assembly Plant 650 Miller Road Ashe Lake, Ohio 44012	L	Ford Motor Company Michigan Truck Plant 3800 Michigan Ave. Wayne, Michigan 48184	W	Ford Motor Company Wayne Assembly Plant 37000 Michigan Ave. Wayne, Michigan 48184
E, V	Ford Motor Company Kentucky Truck Plant 3821 Chambers Lane Louisville, Kentucky 40241	M	Ford Motor Company, S.A. DE C.V. Cuernavaca Assembly Plant 104 DEE Antelope Mexico-Cuernavaca Cuernavaca, Mexico Estado de Morelos/2000 84728	X	Ford Motor Company St. Thomas Assembly Plant Highway 44 Tallapoosa, Ontario, Canada N2P3W1
F	Ford Motor Company Dearborn Assembly Plant 3001 Miller Road Dearborn, Michigan 48121	N	Ford Motor Company Marshall Assembly Plant 2404 Springfield Ave. Huntsville, Virginia 22662	Y	Ford Motor Company Warren Assembly Plant 38001 Warren Rd. Warren, Michigan 48090-3001
G	Ford Motor Company Chicago Assembly Plant 13800 Lawrence Avenue Chicago, Illinois 60622	P	Ford Motor Company Tulsa CSM Assembly Plant 505 South Mississippi Plant Blvd. St. Paul, Minnesota 55114	Z	Ford Motor Company St. Louis Assembly Plant 5800 North Lindbergh Boulevard Hannover, 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. P.O. Box 43392 300 Ren Cen, Detroit, MI 48243 FAX: 313-448-7820
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. 800-755-4181 Send Defective equipment with Form 8560 to: Audiotronics 1301 Cornell Parkway Suite 800 Oklahoma City, OK 73108
Commuter Van Service Program	Handle program information inquiries; provide customer and dealer support regarding Ford and Lincoln-Mercury commuter van program. 800-828-7427
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 Assistance Center (CAC)	Retail customers call or write with product or service related questions or concerns. Ford Motor Company Customer Assistance Center 16500 Executive Plaza Drive P.O. Box 8248 Dearborn, MI 48121 800-392-3873
Customer Name & Address Change	Customer name and address change processing for owner notification programs or recalls. No phone number required-use special postcard designed for updates. 800-825-5821

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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 625
Southfield, MI 48075

Electronic Dealer Service Report (EDSR)

Dealership personnel may submit an EDSR on any product concern that has not been resolved by Ford, particularly those where no fix is available. For additional information, EDSR administration can be reached at:

Phone - (800-322-5621)
Profs - (EDSR)
Fax - (800-329-3377)

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Extended Service Plan (ESP) - Mail Addresses

- **ALL PLAN APPLICATIONS/REGISTRATIONS**
ESP Headquarters
P.O. Box 6045
Dearborn, MI 48121
- **ALL ESP AND FSP CORRESPONDENCE**
ESP Headquarters
P.O. Box 6045
Dearborn, MI 48121
- **FORD ESP, EPP, AND SUPER SEAL CLAIMS**
Ford Warranty Claims Payment
P.O. Box 1587
Dearborn, MI 48121
- **COMPETITIVE-MAKE ESP/ESC CLAIMS**
ESP/ESC Headquarters
16800 Executive Plaza Drive
Mail Drop 631-A
Dearborn, MI 48126
- **COMPETITIVE-MAKE NEW ESC CLAIMS**
American Road
P.O. Box 4233
Detroit, MI 48226

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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 (Fleet Service Plan)

For prior repair approval (not required for Canadian vehicles):

- Ford Motor vehicles (new & used)
1-800-321-7790
- Used Competitive-Make vehicles (ESC)
1-800-521-4115
- New Competitive-Make vehicles (ESC)
1-800-233-5819
- U.S. while travelling in Canada
313-390-4870
- Rental Authorization for Minors
313-349-6000 (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.

ESC Claims

ESC Claims provide prior approval and repair information for contracts on competitive make vehicles.

800-521-4115

ESC - Competitive Make New

Handle inquiries, contract enrollments, claims processing and literature requests (contracts, brochures, etc.).

800-233-5819

ESC - Competitive Make Used

Verify active contracts and provide procedures for obtaining service, service locations & rentals. Assist dealerships with claims submission.

800-521-4144

ESP Administration Hotline

Handle all ESP administrative concerns and questions, credit card payment registrations, issue contract provisions, and process cancellations.

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. 800-272-5463
ESP Prior Approval Claims	Dealers requiring prior approval for ESP repairs call for commitment. Also provides information on covered parts and interpretation of rejected claims. 800-921-7790
ESP Prior Approval Inspection Team	Administers inspection of selected ESP vehicle repairs. 800-321-7790
ESP Registration Hotline (Competitive Make used vehicles)	For inquiries from Dealers, Regions, Customers. 800-331-3266
Export Operations	Handle inquiries regarding North American built vehicles for shipment out of the U.S. (except Mexico and select territories). 313-594-4857
Forms Ordering	Numbers to order Company Forms 734-414-2431 (FCS-900 Form) Notification of delayed delivery/in transit mileage accumulation 800-356-0792 (FCS-8601) Transmission Diagnostic Sheet 734-414-2431 (FCS-8571-97) Customer Concern Code 734-414-2431 (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)
FSP-Fleet Service Plan Billing/Administrative	Handle Fleet Service Plan payment procedures and the program. 800-625-8043

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FSP- Fleet Service Plan Hotline Car & Lt. Truck

Fleet Service Plan Hotline handles contract questions and supports the FSP Billing program inquiries.

800-367-3221

Fleet Customer Information

Fleet and rental program information, vehicle specifications, ordering, scheduling, shipping, tracing, government sales.

800-343-5338
313-448-3394 (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

FSP- 24 Hour Roadside Assistance

Provide roadside assistance to Ford fleet customers who have an FSP contract which includes roadside assistance coverage.

800-221-7280

Ford Audio Systems- Warranty Service

Supplies radios to dealers/distributors.
Handle program inquiries.

800-523-6520 (Teleservicing Directory)
800-367-3333 (Warranty Service Assistance)

Ford Auto Club - Customer

Handles customer enrollments, provides membership forms, brochures, roadside assistance, trip routing, and claims processing for Ford Auto Club members.

800-948-5220

Ford Auto Club-Dealer

Provides dealerships with administrative assistance relating to billing, etc., for the Ford Auto Club. Not a customer assistance number.

800-367-3258

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, MA 01490
Attn: Dock C Direct Dealer Dept.

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Ford First Assist	Provide emergency breakdown assistance for heavy truck customers. Replaces Ford Linehauler Club Program. 800-814-3673
Ford Power Products	To obtain authorization to perform warranty repairs call: 1-800-821-0370 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. 800-780-4357
Instrument Cluster Products	To place order for Instrument Cluster products or make inquiries call: 800-268-9700
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 1993-1997 Lincoln vehicle lines to dealerships. Calls from retail customers will not be accepted. 810-344-6836 810-344-6854 (FAX)
Loss and Damage Claims	Respond to inquiries regarding payment of 3715 claims (vehicles damaged in transit). (734) 523-3368 or 3357 Repairs greater than \$500 including supporting documents and a copy of the DWE/ACES II register with control number highlighted must be mailed within 90 days of DWE/ACES II submission to: Ford Motor Company Vehicle Claims Administration Unit P.O. Box 309 Dearborn Heights, MI 48127

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Misbuilt Vehicle Claims

Process misbuilt vehicle claims and handle claim inquiries from dealers.

Ford Motor Company
Misbuilt Vehicle Claims
P.O. Box 48375
Detroit, MI 48243

800-423-8851 (Dealer claims section)

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 6236
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.

800-782-4358
313-885-5827 (FAX)

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.

800-956-0792

Product Concern Reporting (Job #1 Early concern reporting)

To report product concerns on new Ford
and L-M 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.

800-322-5821
734-329-3377 (FAX)

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Reacquired Vehicle (RAV)

Questions regarding specific RAV transactions, inventory status such as transportation or disclosure.

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 (RAV-0489)

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
P.O. Box 370
Dearborn, MI 48121

800-323-8353
248-488-3703 (FAX)
248-848-5900 (Fax to send completed 8520)

Recall Hotline

Dealerships call regarding all Ford Motor Company recalls.

Service Recall Coordinator
P.O. Box 1904
Dearborn, MI 48121

800-325-5621

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 AudioTronics. Send defective equipment and form 8560 to:

AudioTronics
1501 Cornell Parkway
Suite 800
Oklahoma City, OK 73108

800-755-4161

Roadside Assistance Program

Assist eligible Ford/Mercury owners with emergency roadside assistance (i.e. flat tire, dead battery, lockout & towing)

Ford & Mercury 800-241-3673
Brochures 800-622-4511
Dir. Relations 972-641-6935
(Dealers Only)

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Service Publications & Training	<p>Provides warranty, owner, shop, and current model labor time standards manuals, etc. as well as service training materials.</p> <p>800-782-4356 (Past Model years) 800-782-4358 (Helm) 313-886-5927 (FAX)</p> <p>For Ford Shop Manuals, D.J.Y. Scheduled Maintenance Guide, Specifications booklets, Troubleshooting Manuals, Wiring Diagrams, and Owner Guides call:</p> <p>Helm, Inc. 313-886-5000</p>
STARS - Standardized Training & Resource System	<p>Updating dealership sales/service personnel info for use with dealer QCP, recognition, and awards programs. Answer curriculum questions on technical training.</p> <p>800-222-1224 313-446-9407 (FAX)</p>
Super Seal/EPP Contract Processing	<p>Handle inquiries and provide service authorization approval numbers under the terms of Super Seal and Environmental Paint Protection contracts.</p> <p>Super Seal Headquarters P.O. Box 8045 Dearborn, MI 48121 800-537-1810</p>
SVP (Special Vehicle Protection)	<p>Provides assistance to dealers regarding the processing of SVP warranty claims for Ford engines in various motorhome chassis.</p> <p>800-722-5787</p>
Technical Service Hotline	<p>Provide technical assistance on the repair of Ford and L-M vehicles. Also supports SBDS, SBTS as well as 1993 model and newer production FFV vehicles.</p> <p>800-525-4894 (Car & Lt. Truck & Heavy Truck)</p>
Transportation Assistance Hotline	<p>Formerly Service Loaner Program. Handle inquiries regarding administration, claim processing, eligibility, etc. For FRCS/LMCRS, call Marketing Programs Center - BAC</p> <p>800-336-0798 313-934-0313 (FAX)</p>
VECM/EI Decal Order Processing	<p>Process orders for replacement vehicle emission control decals. Dealers send in special postcard-call this number for postcard requests.</p> <p>734-374-8316</p>

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**Vehicle Security System
(Ford Alarm-Dealer Installed)**

For Parts Replacement call:

800-FORD-KEY (3673-5339)

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 Claims Payment
(Payment & Administration Dept.)**

Ford Customer Service Division
P.O. Box 43362
Detroit, MI 48243

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

1-800-418-9772 (Inquiries)

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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	12,000
40,000	24,000
60,000	36,000
80,000	50,000
100,000	60,000
120,000	75,000
160,000	100,000
240,000	150,000

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 Recall information
- ESP Coverage Information
- Warranty repair history
- P05/205 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) and the Hotline Top 25 that do not require the use of a VIN or Symptom Code to retrieve.

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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, view warranty repair history and determine what type of warranty coverage exists for a given vehicle.

RCMs - 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. 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 MORIS III issues
- Legal/Lemon Law/Buyback cases
- Before contacting the Dealer Technical Services Hotline
- When other diagnostic attempts fail to find/fix a concern

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 SSNs and TSBs for 10 model years for this type of request. 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 2-23 of the Warranty & Policy Manual.

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Warranty Cancellation - Branded Title

For information related to Branded Titles shown on OASIS (T1, T2, T3...etc.) see page 3-89 of the Warranty & Policy Manual.

OASIS Availability

Oasis is available from a variety of hardware devices. These include Service Bay Products (e.g., SSTS, SBDS, SBIS) and Dealer System's Provider (e.g., ADP, FDCS, Reynolds & Reynolds, etc.) terminals.

Ownercards

- The Warranty Authorization Card was eliminated effective with vehicles built on July 24, 1996 (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.

WARRANTY & POLICY MANUAL

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							
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	15. FRONT AXLE LIMITED SLIP (F-SERIES)							
10. PAINT (BODY)	13. GROSS VEHICLE WEIGHT	17. AXLE AXLE (HEAVY TRUCK)							
11. PAINT (ACCENT)	14. BODY (F-SERIES)	18. TRANSMISSION							
NOTE: REFER TO APPLICABLE PRE-DELIVERY MANUAL FOR DETAILED INFORMATION									

WARRANTY & POLICY MANUAL

VIN CODING CHART

CATEGORY	VIN POSITIONS 1,2,3	EXPLANATION		
WORLD MANUFACTURER		Manufacturer	Make	Type
	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
	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
	1ZV	AutoAlliance International	Ford	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
	2FF	Ford Motor Co. of Canada, Ltd.	Ford	Glider

* Multi-Purpose Passenger Vehicle

WARRANTY & POLICY MANUAL

VIN CODING CHART(Con't)

CATEGORY	VIN POSITIONS 1,2,3	EXPLANATION		
WORLD MANUFACTURER (con't)		Manufacturer	Make	Type
	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)
	3FE	Ford Motor Company, Mexico	Ford	Incomplete Vehicle
	3FM	Ford Motor Company, Mexico	Ford	MPV
	3FT	Ford Motor Company, Mexico	Ford	Truck
	3MA	Ford Motor Company, Mexico	Mercury	Car
	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)
	5LD	Ford Motor Company, USA	Lincoln	Incomplete Vehicle

WARRANTY & POLICY MANUAL

VIN CODING CHART(Con't)

CATEGORY	VIN POSITIONS 1,2,3	EXPLANATION		
WORLD MANUFACTURER (con't)		Manufacturer	Make	Type
	SLM	Ford Motor Company, USA	Lincoln	MPV
	SLT	Ford Motor Company, USA	Lincoln	Truck
	6MP	Ford Motor Company, Australia	Mercury	Capri
	9BF	Ford Brazil, S.A.	Ford	Cargo
	JC1	Mazda Motor Corp., Japan	Ford	Laser
	JC2	Mazda Motor Corp., Japan	Ford	Courier
	KNJ	Kia Motors Inc., Korea	Ford	Car
	LFA	Ford Lio Ho Mtr. Co., Taiwan	Mercury	Car
	WF1	Ford-Werke, A.G., W. Germany	Merkur	XR4TI Scorpio

VIN POSITIONS 4 (Restraint System)

CATEGORY	VIN POSITION 4	EXPLANATION
RESTRAINT SYSTEM	A	Active Belt (driver), Passive Belt (passenger) - Driver Air Bag
	B	Active Belts
	C	Active Belts and Driver Side Air Bags
	F	Active Belts and Second Generation Driver & Passenger Air Bags
	K	Active Belts and Second Generation Driver and Passenger Airbags (Escort ZX2 Coupe Only)
	L	Active Belts and Driver and Passenger Side Air Bags
	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 & Passenger Side Air Bags

WARRANTY & POLICY MANUAL

VIN Positions 5-8-7 (Vehicle Line, Series & Body Type)

VIN POSITIONS 5-8-7	VEHICLE LINE
A11/A14/A31/A41	AEROSTAR VAN
A51/A54	WINDSTAR
E11/E14/E24/E27/E29/E30/ E31/E34/E37/E39	ECONOLINE VAN
F07/F08/P14/F16/F17/F18/ F26/F28/F27/F29/F35/F38	F-SERIES (REGULAR CAB)
F37/F38	F-SERIES (CHASSIS CAB)
F53	MOTORHOME
M10/M13/M14/M15	TRACER
M50/M51/M53/M55/M58	SABLE
M62	COUGAR
M65/M66	MYSTIQUE
M74/M75	GRAND MARQUIS
M81/M82/M83	LINCOLN TOWN CAR
M91/M92	LINCOLN MARK VII
M97	LINCOLN CONTINENTAL
P10/P11/P12/P13/P14/P15	ESCORT
P40/P42/P44/P45/P46/P47	MUSTANG
P51/P52/P53/P54/P57/P58	TAURUS
P62	THUNDERBIRD
P65/P66/P67/P68	CONTOUR
P71/P72/P73/P74	CROWN VICTORIA
R10/R11/R14/R15	RANGER
S24	SUPER E-250
S31	SUPER CLUB WAGON
S34	SUPER E-350
T05/T06/T07	ASPIRE
T20/T22	PROBE
U15	BRONCO
U17/U18	EXPEDITION
U22/U24/U32/U34/U35	EXPLORER
U27/U28	NAVIGATOR
U32/U34/U35	MOUNTAINEER
V11/V14	VILLAGER
W25/W26/W35/W36	F-SERIES (CREW CAB)
X07/X08/X14/X16/X17/X18/ X25/X26/X27/X28/X35	F-SERIES (SUPER CAB)

WARRANTY & POLICY MANUAL

VIN POSITION - 8 (ENGINE TYPE)

PASSENGER CAR

VIN POSITION - 8	LITRE	DESCRIPTION
1	3.0 EFI-FFV M85	V-8(GASOLINE-FFV)
2	3.0 EFI-FFV E85	V-8(GASOLINE-FFV)
3	2.0 EFI-DOHC	I-4 (GASOLINE)
4	3.8 EFI	V-8(GASOLINE)
6	4.8 EFI-SOHC(W)	V-8(GASOLINE)
8	4.8 EFI-SOHC	V-8 NAT. GAS(CNG)
A	2.0 EFI-DOHC	I-4 (GASOLINE)
B	2.5 EFI-DOHC	V-8(GASOLINE)
G	2.5 EFI-DOHC	V-8 (GASOLINE)
H	1.8 EFI	I-4 (GASOLINE)
L	2.5 EFI-DOHC	V-8(GASOLINE)
N	3.4 EFI SHO-DOHC	V-8(GASOLINE)
P	2.0 EFI-SPI	I-4 (GASOLINE)
S	3.0 EFI-DOHC	V-8(GASOLINE)
U	3.0 EFI	V-8(GASOLINE)
V	4.8 EFI-DOHC	V-8(GASOLINE)
W	4.8 EFI SOHC(R)	V-8(GASOLINE)
X	4.8 EFI-SOHO	V-8(GASOLINE)
Z	2.0 EFI-DOHC	I-4 (GASOLINE)

WARRANTY & POLICY MANUAL

LIGHT TRUCK

VIN POSITION - 8	LITRE	DESCRIPTION
1	3.0 EFI	V-6(GASOLINE)
2	4.2 EFI-SPI	V-6(GASOLINE)
4	3.8 EFI-SPI	V-6(GASOLINE)
6	4.6 EFI-SOHC(W)	V-6(GASOLINE)
7	67KW	ELECTRIC
9	4.9 EFI G-LPG	I-6(GASOLINE)
A	2.3 EFI	I-4(GASOLINE)
B	2.5 D-SOHC-IDI	I-4(DIESEL)
C	2.5 EFI-SOHC	I-4(GASOLINE)
E	4.0 EFI-SOHC	V-6(GASOLINE)
F	7.3 D-TURBO-DI	V-8(DIESEL)
G	7.5 EFI	V-8(GASOLINE)
H	5.8 EFI	V-8(GASOLINE)
L	5.4 EFI-SOHC(W)	V-8(GASOLINE)
M	5.4 EFI-SOHC(W)	V-8(GASOLINE-GFP)
N	5.0 EFI	V-8(GASOLINE)
P	5.0 EFI	V-8(GASOLINE)
S	5.8 EFI-SOHC	V-10(GASOLINE)
U	3.0 EFI	V-6(GASOLINE)
W	4.6 EFI-SOHC(R)	V-6(GASOLINE)
X	4.0 EFI	V-6(GASOLINE)
Y	4.9 EFI	I-6(GASOLINE)
Z (1997)	4.9 EFI	I-6(GASOLINE-GFP)
Z (1998)	5.4 EFI-SOHC	V-8(GASOLINE)

VIN POSITION - 9 (CHECK DIGIT)

VIN POSITION - 10 (Model YEAR)

VIN Position 10	MODEL YEAR
M	1991
N	1992
P	1993
R	1994
S	1995
T	1996
V	1997
W	1998
X	1999
Y	2000

WARRANTY & POLICY MANUAL

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	MIAMI ASSEMBLY PLANT (2)
K	KANSAS CITY ASSEMBLY PLANT
L	MICHIGAN TRUCK PLANT
M	CUALTITLAN 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
5	AAI (FLAT ROCK MI)
6	MAZDA-KIA (3)

(1) Canada (3) Korea
(2) Mexico

VIN POSITIONS - 12-17 (VEHICLE NUMBER)

WARRANTY & POLICY MANUAL

Standards Certification Label

A Vehicle Safety Standards Certification Label shown below is affixed to the left front door face panel or door pillar.

VEHICLE SAFETY STANDARDS CERTIFICATION LABEL

MFD. BY FORD MOTOR CO. IN U.S.A.

DATE: 06-88
FRONT GAWT: 2714 LB
1231 KG

GAWT: 5347 LB - 2425 KG
REAR GAWT: 2583 LB
1176 KG

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND FLAMMABLE STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1. VEHICLE IDENT NO (FAMP438E2CK100001)
2. TYPE: PASSENGER
3. SA
4. EXTERIOR PAINT COLORE

BODY	VR	MLDG	INT TRIM	TAPE	R	S	AX	TR
BAH	YP	SCF	GG	A	3	B	8	70000

5. VIN
6. VIN
7. VIN
8. UNITED STATES
9. RADIO
10. SUN/MOON ROOF
11. AXLE RATIO
12. TRANSMISSION
13. SPRINGS
14. DISTRICT SALES OFFICE
15. PTO/SPL ORDER NUMBER
16. ACCESSORY RESERVE LOAD

WARRANTY & POLICY MANUAL

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, contact your FCSD Field Service Engineer or Customer Service Manager as appropriate.

- Extended Service Plan Operating Guide
- Ford Service Labor Time Standards Manual
- National Directory-Ford Authorized Audio Systems
- New Vehicle Receiving and Inspection Procedures Manual
- Sales and Service Stations

The following additional publications are helpful in administration of the Warranty and Policy Program:

PUBLICATION NAME	ORDERING PROCEDURE
• ACES II User Manual	Contact Gage Corp. (734-414-2431)
• ACES II Error Code Guide	Contact Gage Corp. (734-414-2431)
• Dealer Parts and Accessories Policy and Procedure Manual	Contact Budco (800-358-0792)
• Exchange Program Guide	Contact Budco (800-358-0792)
• Owner Guides	Contact Helm (800-782-4356)
• Owner Notification Program Letters ("B" and "M" Programs)	If original is lost contact Recall Hotline (800-325-5821)
• Parts Coverage Directory	Contact Gage Corp. (734-414-2431)
• Quick Reference Guide (Warranty and ESP Summary)	Contact Gage Corp. (734-414-2431)
• Service Recall Letters	If original is lost contact Recall Hotline (800-325-5821)
• Shop Manuals	Contact Helm (888-737-8782) -Current Model (800-782-4356) -Past Model
• Technical Service Bulletins	Contact Helm (888-737-8782) -Current Model (800-782-4356) -Past Model
• Warranty Guide	Contact your FCSD Regional Office

WARRANTY & POLICY MANUAL

WARRANTY ADMINISTRATION FORMS AND ORDERING PROCEDURES

FORMS:

- | | |
|-----------------------------|---|
| FCS-1863/
6125-2 | Single-purpose Handwritten Warranty Claim. <ul style="list-style-type: none">• Used for warranty and policy repairs. |
| FCS-3715 | Vehicle Claim for Carrier Loss and Damage. <ul style="list-style-type: none">• Used for loss and damage on new cars and trucks received from the assembly plant. |
| FCS-8490 | Core Return-Allowance Claim. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• Used to change warranty start information. |

Form Ordering

- Use Form 362-114 (Warranty and Predelivery Order Form). See example page 9-32.
- Use Form: 362-114D (Extended Service Plan Order Form). See example page 9-33.
- Use the dealer Stock Order Pad.
- Phone or write the FCSD Regional Office.

NOTE: When a new form is made available, but the form number is not shown on Form 362-114 or the Stock Order Pad, write in the form number and quantity needed.

WARRANTY & POLICY MANUAL

Additional Forms Ordering

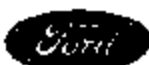
There are additional forms used in Warranty Administration that are not ordered on Form 362-114. Following is a list of forms and ordering instructions.

<u>Form Number and Name</u>	<u>Ordering Source</u>	<u>Ordering Procedure</u>
FPS-716 Part Identification Tag	PDC	Stock Order Pad
FCS-800 Notification of Delayed Delivery In-Transit Mileage Accumulation	Gage Corp.	Phone (1-734-414-2431)
FCS-1863/ 8125-2 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 (1-800-358-0792)
FCS-8571-87 Customer Concern Code	For Dealers: Gage Corp.	Phone (734-414-2431)
FCS-8572-97 Condition Code	For Fleets: Gage Corp.	Phone (734-414-2431)

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.

<u>Form Number and Name</u>	<u>Ordering Source</u>	<u>Ordering Procedure</u>
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

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.



1999 WARRANTY ORDER FORM

ITEM NUMBER	QUANTITY	FORM NUMBER	FORM NAME	ISSUANCE ORDER QTY	ORDER QUANTITY
0004	(Pack)	PCS-0025	Warranty Parts Return Center Shipping Label (50 per Pack)	3 Packs	
0005	(Pack)	PCS-0026-0	Ford Electronics & Refrigeration Corp. Shipping Label (50 per Pack)	3 Packs	
0006	(Roll)	78739101	Bright Orange 36 in. L.D. Labels	1 Roll (50)	
0004	(Set)	PCS-3P18	Claim Brief for Vehicle Loss and Damage	300 Claims	
0005	(Set)	PPS-0475	Pre-addressed 3P18 Center Claim Envelope	80 Envelopes	
0006	(Pack)	PPS-0284	Disclosure of Transit Damage (25 per Pack)	1 Pack	
0007	(Set)	PCS-0400	Core Return - Alternative Claim - Beyond Warranty (25 per pack)	1 Pack	
0008	(Pk.)	PCS-00009	1997/1998 7.3L DI Turbo Engine Diagnostic Guide (5 per Pack)	4 Packs	
0009	(Pk.)	PCS-00010	1997/1998 7.3L Diesel Engine Diagnostic Guide (10 per Pack)	2 Packs	
0010	(Set)	PCS-70230208	1999/1998 7.3L DI Turbo Diesel Powerstroke Control System Electronic Refresher Guide	1 Guide	
0011	(Set)	PCS-70230207	1997/1998 Powerstroke Diagnostic Guide (California)	1 Guide	
0012	(Set)	PCS-70230205	1997/1998 Powerstroke Diagnostic Guide - 48 State	1 Guide	
0013	(Pack)	360-114	Warranty Order Form (25 per Pack)	1 Pack	
0014	(Set)	PCS-70230209	95.5-98 Powerstroke Guide	1 Guide	
0015	(Pk.)	PCS-00000	1999 Powerstroke F-Series (10 per pack)	2 Packs	
0016	(Pk.)	PCS-0000E	1999.5 StrataLine Powerstroke (10 per pack)	2 Packs	

ONLY THOSE FORMS LISTED ABOVE MAY BE ORDERED ON THIS WARRANTY ORDER FORM. SEE YOUR WARRANTY AND POLICY MANUAL (SECTION 4) FOR FORMS TO BE ORDERED FROM OTHER LOCATIONS. PLEASE ALLOW 4 TO 8 WEEKS FOR ORDERS TO BE PROCESSED. THE PROCESSING OF ORDERS RECEIVED WITHOUT A P & A CODE WILL BE DELAYED.

Orders may be placed via telephone at (734) 414-2431; via facsimile at (734) 414-2971; or via mail. For mail orders, please fill in and mail the order form below.

SHIP TO:	P & A CODE # <input type="text"/>	DATE: _____
Dealership Name _____ Address _____ City _____ State _____ Zip _____		
FORD MOTOR COMPANY IS HEREBY AUTHORIZED TO CHARGE MY PARTS ACCOUNT FOR ALL TRANSPORTATION CHARGES, INCLUDING \$2.00 HANDLING CHARGE PER ORDER, REGULAR 4-8 WEEK PROCESS.		
AUTHORIZED DEALERSHIP SIGNATURE _____ FIRST NAME OF AUTHORIZING DEALERSHIP PERSONNEL _____ OFFICIAL BILLING NAME WARRANTY FORMS _____ OFFICIAL BILLING NUMBER: 78414		
Please fold and staple to form a self-sealer per the instructions on the reverse side of this sheet. MAIL ORDER TO: GAGE MARKETING GROUP 151 LORAIN STREET P.O. BOX 1008 PLYMOUTH, MI 48170 Telephone orders may be placed by calling Area Code 734 Telephone No. 414-2431 8:00 a.m. to 5:00 p.m. EST or by facsimile at Area Code 734 Telephone No. 414-2971.		

JULY 98 360-114 PREVIOUS EDITIONS MAY NOT BE USED.

FOLD ALONG THIS DOTTED LINE (FIRST FOLD)

WARRANTY FORMS ORDERING

FOLD ALONG THIS DOTTED LINE (SECOND FOLD)



No Postage
Necessary
If Mailed
in the
United States

BUSINESS REPLY MAIL

First Class Permit No. 152 Plymouth, MI 48170

POSTAGE WILL BE PAID BY

GAGE MARKETING GROUP
101 UNION STREET
PO BOX 1000
PLYMOUTH MI 48170-9989





1999 MATERIAL ORDER FORM

PLEASE PRINT ON FRONT & BACK OF FORM

SHIP TO: _____
F & A Code _____
Phone _____
Country Name _____
Address _____ **Date** _____
Shipping Address _____
City _____ **State** _____ **Zip** _____

MAIL TO:
 ESP LITERATURE DISTRIBUTION CENTER
 6903 W. JEFFERSON
 DETROIT, MI 48205
 For pricing orders call:
1-800-837-1910
 8:30 a.m. through 5 p.m. Eastern Time
 Fax Numbers: (313) 848-1730 or
 (313) 841-1714

ITEM CODE	QUANTITY	FORM NUMBER	DESCRIPTION
102		FCB-0840	Application Form - ESP/ESG Ford New and Used, and New-Ford Used
103		FCB-11030 FAN	Application Form - FAN
104		FCB-0840 USED NEW	Application Form - Used Vehicle Warranty (Interstate Only)
105		FCB-0840 UNLTY	Application Form - Used Vehicle Limited Warranty
112		FCB-11024-00	Credit Card Payment Plan Authorization Form
107	page	FCB-0784	ESP Used Vehicle Inspection Check Sheet (Page of 80)
108	page	FCB-11012	ESG Used Vehicle Repair Check Sheet, Ford and Competing-Make Vehicles (Page of 80)
109	page	FCB-11042	ESP Dealer Request for Action (Page of 80)
108	page	FCB-4100	ESP Short Mail - Customer Address and Details (Page of 80)
000		FCB-0700	ESP Direct Mail Brochure Form
111		FCB-11034	ESP/ESG New and Used Price List
112		FCB-11034 BLANK	ESP/ESG New and Used Dealer Blank Price List
000		FCB-11034 NEW	ESP Dealer Price List - New Vehicle Plans
001		FCB-11034 USED	ESP Dealer Price List - Used Vehicle Plans
103		FCB-000-114-0	ESP Material Order Form - Blank (Send with each order)
070	page	FCB-0200-01	Purchaser Information
070	page	FCB-11000	Lease/OWN/Finance Document
000		FCB-11000	PowertrainCARE Brochure - New Vehicle Plan
001		FCB-0740-EC	BasicCARE Brochure - New Vehicle Plan
002		FCB-0740-PC	AdvancedCARE Brochure - New Vehicle Plan
007		FCB-11004	MaintenanceCARE Brochure
040		FCB-11007	RentalCARE Brochure
100		FCB-0700-PT	PowertrainCARE Brochure - Used Vehicle Plan
042		FCB-0700-EC	BasicCARE Brochure - Used Vehicle Plan
100		FCB-0700-PC	AdvancedCARE Brochure - Used Vehicle Plan
000		FCB-11007	Used Limited Vehicle Coverage (PremiumOWNED, LeaseOWNED Limited Warranty)
000		FCB-11003	FAN Brochure
000		FCB-0700-SPH	New Vehicle Plans Brochure (Spanish Version)
001		FCB-0700-SPH	Used Vehicle Plans Brochure (Spanish Version)

FCB-000-114-0
 OCTOBER 1998

Vehicle Warranty Status Change Request

Vehicle Identification Number (or attach a list for multiple flood/hull damaged vehicles)

Model Year

Customer Name: _____

Dealer Name: _____

F & A Code: _____

FCSD Region: _____

The vehicle listed above should/should not (circle one) be covered under Ford warranty because (check all that apply):

☐ A. Vehicle damaged in dealer stock and sold "as is" or "salvage"

☐ B. Vehicle has been abused/misused in the following way(s):

☐ Engine

☐ Complete Powertrain

☐ Body/Paint

☐ Entire Vehicle

IMPORTANT: A MORSM issue must be entered for all Cancellation requests:

MORSM Issue Number: _____

☐ C. Vehicle Warranty Coverage has been canceled in error. Supporting documentation attached.

Reason for Cancellation:

Abuse/Misuse is due to the following reason(s):

☐ Improperly Maintained (Explain) _____

☐ Severely Damaged (Explain) _____

☐ Other _____

☐ D. Vehicle Title Branded as junk, dismantled, rebuilt, or salvage.

☐ E. Vehicle has sustained extensive flood damage.

☐ F. Exceeds Mechanical Units (Over 100,000 Miles).

(Note: Excludes Heavy Truck and units with SEB Unlimited coverage).

☐ G. Odometer Not Actual Mileage, Tampered.

NOTE: Documentation supporting the warranty change request must be submitted with this form.

Documentation Included: Yes _____

Signature of Service Manager

Regional Office Approval/Title

Dealership Phone # _____

PROPS ID

Date / Printed Name

Date / Printed Name

Dealership submits this request to their FCSD Regional Office.

Region submits this request to:
FCSD-General Office
Warranty Administration Department
P.O. Box 43988
300 Ren Cen, Detroit, MI 48243
Fax: 313-448-7829

Page 1 of _____

DATE: _____

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 the receiving location.

VEHICLE IDENTIFICATION NUMBER

NAME AND ADDRESS OF RETAIL SELLER

RETAIL SELLER'S NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

NAME AND ADDRESS OF RETAIL BUYER

FIRST SECOND

INITIAL INITIAL

LAST NAME ONLY

STREET ADDRESS

CITY OR TOWN

STATE

ZIP CODE

RETAIL BUYER'S SIGNATURE _____

This section of the form is to be used to notify Ford Motor Company of a delayed warranty start date.

WARRANTY START

DATE REQUESTED

MONTH DAY YEAR

REASON FOR DELAY OF WARRANTY START DATE

Please attach copies of documents to support revised warranty start date. (For example: new vehicle sales invoice or state registration.)

MILEAGE AT TIME OF DELIVERY

(NO TENTH)

MILEAGE AT TIME OF REQUEST

NOTE: When this section of the form is completed, submit IMMEDIATELY to Ford Motor Company with supporting documentation attached.

This section of the form is to be used to notify Ford Motor Company of an in-transit mileage accumulation.

MILEAGE AT TIME OF DELIVERY

(NO TENTH)

REASON FOR IN-TRANSIT MILEAGE ACCUMULATION

Please attach copies of documents to support accumulated mileage.

MILEAGE AT TIME OF REQUEST

(NO TENTH)

NOTE: When this section of the form is completed, DO NOT submit to Ford Motor Company unless a repair is required beyond warranty but within the mileage extension period. When the newly requested warranty start date appears on QASIS, submit the claim to payment via ONE/ACCESS.

MAIL TO:
Ford Motor Company
Ford Customer Service Division
P.O. Box 43088 • 13th Floor
300 Renaissance Center
Detroit, MI 48242

FCB-900 (10-90)

PREVIOUS EDITIONS MAY NOT BE USED

October 1998

Ford Motor Company

9-35

ER82-825 3885



**EXTENDED
SERVICE
PLAN**

Ford Customer Service Division

ESP PRIOR APPROVAL WORKSHEET

THIS FORM IS TO BE USED FOR FORD, LINCOLN AND MERCURY VEHICLES ONLY TO REQUEST PRIOR APPROVAL. CALL: 1 (800) 321-7799

FOR COMPETITIVE-BRAND VEHICLES CALL: 1 (800) 321-4179

ESP PRIOR APPROVAL & ALPHABETIC CONVERSION TABLE

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46

When prompted, enter the requested information and press 0 after each entry.

1. PIA code (Enter all 5 digits)

_____ 0

2. Repair order number

- a) _____ 0
b) If correct, press 1; go to step 3.
c) If incorrect, press 2; repeat step 2.

3. First alphanumeric character of the Repair Sequence Number. Letters must be converted using the conversion table above.

- a) _____ 0
b) If correct, press 1; go to step 4.
c) If incorrect, press 2; repeat step 3.

4. Second alphanumeric character of the Repair Sequence Number. Letters must be converted using the conversion table above.

- a) _____ 0
b) If correct, press 1; go to step 5.
c) If incorrect, press 2; repeat step 4.

5. Repair date

____/____/____ 0

6. First 5 and last 5 characters of the Vehicle Identification Number (VIN). Letters must be converted using table above.

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08.02	Customer/Citizen Complaints and Concerns [Definition] [Examples]	C+5	Retain for 5 years after the Completion of the Complaint/Concern.
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