

Version 1.5 – Oct. 2010

Warranty and Policy Manual

Warranty and Policy Manual Ford

WARRANTY AND POLICY MANUAL ORDERING INSTRUCTIONS

The Warranty & Policy Manual is available to all dealers on-line through the "FMCDealer.com" website.

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- Click on "Search for Matching Items."
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- Enter the quantity you would like to purchase in the "Enter Order Quantity Field."
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WARRANTY & POLICY MANUAL - CHANGE SUGGESTION

Dealer,

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

Fax this form to 313-845-4338 to:

Dealer Name:	
Dealer P&A Code:	
Phone Number:	
Name:	
Section and Page # where change is request	ed:
Description of Requested Changes	

INTRODUCTION

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

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

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

Ford Motor Company's warranty is a written statement of the Company's responsibility for the repair or replacement of defective parts. This warranty is a legal obligation that must be fulfilled.

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

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

How to Use This Manual

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

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

Dealership Responsibility Overview – Warranty

Key Requirements

In accordance with provisions of the Sales and Service Agreement and the Warranty & Policy Manual, dealers are required to provide warranty and policy service (e.g., warranty, ESP/ESC, Customer Satisfaction Programs, and Field Service Actions) for all vehicles they are franchised to sell. Listed below is a summary of warranty policy requirements for dealers:

Defect Present: There must be a defect in factory-supplied materials or workmanship to justify the repair of a vehicle for which warranty reimbursement is requested.

Diagnosis and Repair Procedures: Dealership Service Management is responsible for ensuring diagnosis and repairs comply with the most current published Ford Warranty and Policy and technical information.

Complete Repair Documentation: Technicians must record all test results and observations made during a repair on the shop copy of the repair order. Printable test results must be included in the service file. The shop copy of the repair order is the official record of the repair; other documents may provide support for the comments and findings recorded on the shop copy of the repair order. Appropriate commentary and time recording must be provided to support "MT" Actual Time submissions.

Cost Effectiveness: Ford Motor Company will reimburse a dealer for the most cost effective repair alternative using Ford-approved repair techniques and Ford branded or approved parts unless otherwise instructed by Ford (e.g., Technical Service Bulletin, Field Service Action, etc.).

Professional Standard of Work: Dealership Service Management is responsible for ensuring that repairs comply with the technical certification requirements as stated in Section 1 of the Warranty and Policy Manual. Dealership Service Management must ensure that work is dispatched to technicians capable of performing the repair. Ford will pay only once for the correction of a defect covered under warranty unless Ford service parts used in the repair are defective or new technical information becomes available.

Complete and Accurate Disclosure of Repair Information: All pertinent facts regarding a repair or related repair (i.e. maintenance, condition of vehicle, observations, test results, previous repair attempts, etc.) are disclosed completely and accurately in the claim information. This information is shared completely and accurately in communications with Tech Hotline, Warranty Claims Payment, and all other personnel representing Ford Motor Company.

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SECTION 1 – DEALERSHIP ADMINISTRATION

RESPONSIBILITY OVERVIEW

Authorization Requirements – Repairs Requiring Prior Approval

All dealers must have Company approval before making certain repairs or submitting certain claims or inquiries. The dealer is responsible for obtaining and documenting authorization when required. Authorization does not exempt the dealer from complying with the warranty and policy provisions outlined in this Manual, including price and time verification. The following situations require authorization:

- Accident or fire claims any condition which could have contributed to personal injury or property damage, contact the Office of the General Counsel (OGC) at FMCDealer/Parts & Service/Customer Satisfaction/ Dealer/Fleet Request for OGC review.
- <u>ESP/ESC</u> <u>Selected Repairs</u> prior approval is required for all ESP/ESC repairs that are over the assigned dealer's approval level. Ford will notify dealers of their prior approval level.
- <u>Misbuilt Vehicles</u> (Vehicles Not Built as Ordered) authorization is required from the Misbuilt Vehicle Claims Team for repairs that exceed \$1,500.
- <u>Super Seal Corrosion Repairs</u> ESP Headquarters approval is required before repairing the vehicle
- Disclosable damage exceeding \$1,000 on a new unit or if the vehicle is critically damaged (Refer to Section 2 In-Transit Damage in this manual)
- Repair/replacement of selected powertrain assemblies or components as directed by the Company. Prior approval may be required before the repair/replacement for selected gasoline engine, diesel engine and automatic transmission assemblies under the New Vehicle Limited Warranty (Powertrain, Diesel Engine, Hybrid or Emissions) or Service Part Warranty. Refer to <u>Section 3 - "Prior Approval Programs"</u> for more information.

NOTE: Each dealership's specific prior approval requirements (and program details) are listed on FMCDealer.com, under the Parts & Service, Warranty tab "My Prior Approval Programs". Dealers are responsible to be aware of the prior approval programs that pertain to them

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

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

<u>Conditions Subject To Disallowance - On-Site Inspector, Digital Imaging, Tech Hotline, Prior Approval</u>

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

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

- Repeat/Ineffective Repairs
- Mileage/Date Alteration
- Used Vehicle Reconditioned Under ESP
- VIN or Owner Name misrepresented
- Continuation Claim Bypasses Deductible Non-Ford Part Claimed as Genuine
- Service Part Not Supported
- Part Damaged, Not Defective

- Add-on Repair Not Approved
- Over-Repair (excluding conditions listed below for on-site inspection, Technical Hotline, and prior approval).
- Supporting Documentation Not Available (example: sublet invoices, alignment printouts, OASIS printout).

Conditions NOT Subject To Disallowance

On-Site Inspector Approval/Video Imaging Approval

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

Technical Hotline Involvement (OASIS call required)

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

NOTE: The Technical Service Hotline does not make or provide financial commitments, the role of the Technical Service Hotline is to provide guidance with diagnosis and repair. The Technical Service Hotline does not provide repair approval. The dealer technician must run a symptom code through OASIS for the vehicle with the concern and perform the noted repair. If at that time the repair performed does not resolve the concern, the technician should contact the Hotline for assistance.

Conditions NOT Subject To Disallowance (cont'd)

Prior Approval

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

Prior Approvals for Specific Components

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

Dealer Principal/Owner Operator Authorization to Submit Claim

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

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

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

In practice, submission of a repair to Ford Motor Company for payment consideration signifies confirmation by the Dealer Principal (or delegate) that the repair conforms to the statement above.

Repair Authorization for Dealership Vehicles

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

Warranty Solicitation

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

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

Parts Inventory

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

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

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

NOTE: The Company will reimburse dealers for the use of non-Ford parts used in emergency repairs when new Ford parts are not available. (Refer to Section 3 – "Emergency Repairs" in this manual)

R&R Part from In-Stock Vehicle

Under certain situations, it is allowable to remove and replace (R&R) a part from an in-stock vehicle to complete a bumper-to-bumper warranty repair. This procedure should be used under the following circumstances ONLY:

- Repair qualifies as an emergency repair. (Retain supporting documentation)
- Part is not available from the local FAD for next day delivery. (Retain supporting documentation)

If the repair meets the qualifications listed above; remove the required part from the in-stock vehicle and install it on the customer's vehicle that is in for service, and then file a normal warranty claim. When the replacement part is received, install the replacement part in the stock unit and submit a labor-only warranty claim using program code "R81". Refer to the ACES II Manual for complete claiming instructions.

Warranty Responsibility

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

Visiting Owner — Emergency Repair

Warranty Repairs — Ford recommends that an owner take the vehicle to the selling dealer for warranty repairs; however, an owner may take the vehicle to any Ford, or Lincoln-Mercury dealer authorized to repair their vehicle for warranty work. (Refer to Section 3 – <u>"Emergency Repairs"</u> in this manual)

Magnuson-Moss Act

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

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

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

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

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



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

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

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

The FTC has also issued FTC Rule 703 which encourages companies to use informal dispute resolution mechanisms to settle warranty disputes with their customers. An informal dispute resolution mechanism is a system that works to resolve warranty problems that are at a stalemate. Ford utilizes the Better Business Bureau (BBB) AUTO LINE program as its warranty dispute provider. BBB AUTO LINE works with consumers and Ford to try to reach a mutually acceptable resolution of any warranty related concerns. If the BBB is not able to facilitate a settlement, they will provide an informal hearing before an arbitrator. For more information about the BBB AUTO LINE, and the dealer's role in the process, see "BBB AUTO LINE Program Summary" in the Customer Handling Roadmap, under the Escalated Concern Handling section of FMCDealer.com.

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

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

DEALER AND SERVICE SUPERVISION RESPONSIBILITIES

Dealer Responsibilities

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

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

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

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

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

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

Service Supervision Responsibilities

Service management, including body shop management, must:

- Verify each customer complaint, where possible, and document at the time of write-up any special circumstances under which the problem occurs (e.g., at 45 mph, only when warm, when going over large bumps).
- Supervise all Company paid repairs.
- It is Service Management's responsibility to ensure that the latest service publications and/or repair procedures available from the Company are followed for all Company paid repairs. Repair procedures listed in the most current editions of the Work Shop (WSM) or Powertrain Control/Emissions Diagnosis (PCED) Manuals must be used. In some cases certain repair procedures listed in these manuals may be superseded through the Company publications listed below:
 - Technical Service Bulletins
 - OASIS Broadcast Messages
 - OASIS Special Service Messages
 - Field Service Actions

- Customer Satisfaction Programs
- Other communications as may be issued by the Company

If a repair procedure includes an updated special service labor operation and/or labor time, then that updated operation and/or labor time must be used for reimbursement.

Verify, approve, and initial additional (ADD-ON) repairs that are required, but discovered
after the initial write-up. These additional repairs must be verified, approved, and initialed
by service management before being performed. Service management's approving
initials must appear on the service (hard) copy of the claim, even if the repairs are
written by service management, and must appear on the same line as the additional
repairs on the shop copy of the claim.

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

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

NOTE:

- NPF is not for driveability related customer concerns.
- NPF labor time cannot exceed 1.5 hours.
- NPF claiming preparation procedures are detailed in the ACES II User Manual.
- Refer to Section 4 "No Problem Found (NPF) Usage Guidelines" for additional information.
- Implementing controls to eliminate improper or unnecessary repairs.

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- Conducting pre or post repair road tests when not specifically directed to do so by a published repair procedure (Work Shop Manual, Recall, ARN or TSB) is Service Supervision Responsibility. Refer to Section 5 "Road Test" and to Section 4 "NPF Usage guidelines".
- Ensuring complete and accurate claim preparation. This includes:
 - Entering on the repair order an accurate, complete, and clear description of the vehicle problem, the Condition Code and the Customer Concern Code.
 - Issuing clear repair instructions.
 - Identifying the employee(s) assigned to the repair by the last four digits of their Social Security Number (SSN).
 - Verifying that the technician enters an accurate, complete description of the repair on the shop copy which:
 - Identifies causal part
 - Clarifies the repair
 - Identifies diagnostic
- Identifies cause of failure
- Supports labor operations
- Identifies all diagnostic equipment results test codes
- Verifying that all diagnostic equipment printouts (e.g., computer alignment rack) are attached to the claim shop copy along with OASIS printout. In those instances where diagnostic equipment is used which does not have print capability, handwritten documentation of tests and the test results must be noted on the claim shop copy.
- Identifying labor operation(s) from service labor time standards manuals and entering required time recording.
- Maintaining a "LOG" when an owner complains of oil usage (consumption). The "LOG" must identify: the VIN, the amount of oil, the date, and the mileage on the vehicle when the oil is added. (The "LOG" must support the need for a major engine repair according to the fluid usage guideline and the "LOG" outlined in Section 3.0 - "Fluids & Fluid Usage Guidelines")
- Responsible for reviewing claims returned by the ACESII Cost Comparison filter prior to resubmission.

Technician Team Service Operation

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

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

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

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

WARRANTY RECORD RESPONSIBILITIES

Warranty Record Keeping

Customer Service File Requirements

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

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

Customer Service File Types

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

Computer Service Systems

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

Computer Service Systems Required Functionality - Examples

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

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

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

Document Retrieval

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

Record Retention Revised!

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

- Cost Cap Tool or 'Paper' Cost Cap documentation of the powertrain assembly repair vs. replace calculation / decision results
- Accounting copy of all claims submitted
- Bill of Lading/Delivery Document
- Body shop estimate (copy)
- Copies of computer-generated claims (Alternative Forms)
- ACES II Repair Register
- Engine Diagnostic Results Sheets required when Ford remanufactured engines are used in Ford paid repairs
- Diesel Engine performance chart
- DOES II screen printout (to support parts back orders or repair delays)
- Ford Auto Club towing claim forms (dealer copy), and requests for tow reimbursement
- Notification of delayed delivery date or in-transit mileage accumulation
- Warranty claim form copies (standard or alternative)
- Loss and Damage claim form
- Form 8240 (ESP Application and ESP Inspection Check sheet)
- Form 8376 (Authorization to Submit Claim) when issued for a repair under a Concern Definition Program
- Invoices (original) of OSP, OSL, tow bills, and transportation charge receipts, Carlite® glass documentation, plus record of payment
- Internal dealership repair orders
- Maintenance service repair orders (copy)

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- Motorcraft Battery warranty tear off tag is required for all batteries shipped before October 1, 1995. Attach to file copy of the warranty repair form.
- New vehicle factory invoices
- OASIS printout for each repair visit
- Owner refund repair invoice and Customer-paid repair orders
- Owner invoices for new and used vehicle sales
- Payroll records (detailed records used to prepare payrolls e.g., daily time and job tickets)
- PEARS Registers
- Quality Delivery Assurance Checklists
- Repair tag 1878, No. 1 copy (radio, tape player, clock, electronic speedometer)
- Diagnostic equipment printouts (e.g., IDS or PDS session file)
- Service copy (hard copy) of claim
- Service-installed/over-the-counter parts and accessories claim including supporting documentation. This includes:
- Repair order for accessory or previous warranty claim
- Owner-paid repair order or over-the-counter parts sale invoice
- Towing "log" for dealer-owned tow truck or sublet towing invoice
- Transportation-charge receipts for parts returned to the Company
- Transportation Assistance Program Logs
- ANY OTHER RECORDS WHICH SUPPORT CLAIMS REIMBURSED BY THE COMPANY

Claims Pending File

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

Warranty and Policy Register Journal (FMC-19)

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

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

Form FMC-19 may be ordered from outside suppliers.

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

Time Recording

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

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

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

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

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

Time Recording Requirements

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

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

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

IMPORTANT: Actual time may not be claimed for time spent checking OASIS, contacting the Technical Service Hotline, other Company hotlines or Company sponsored hotlines.

Actual Time Claiming Procedure

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

"MT" Using a Base Part Number

 When claiming labor for a repair where no labor operation exists for the parts replaced/repaired or when abnormal diagnosis time is required, you must include the base number of the part with "MT."

For example: A loose defroster control cable (part number 18548) is repaired and there is no scheduled labor operation. Claim actual time as "MT18548."

"MT" Using a Labor Operation

When a scheduled labor operation is available, but additional time is required to perform the repair due to unusual circumstances, or when no time is available for the vehicle being repaired, you must include the labor operation with "MT."

For example: Labor operation 6051A1 for valve grinding does not have a published time for a 2006 F150 (4X2) with a 5.4L engine. Claim actual time as "MT6051A1."

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

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

Time Recording Procedure

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

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

<u>Dealerships not required by the Company to time record standard labor operations</u>

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

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

<u>Dealerships required by the Company to time record standard</u> labor operations

Standard Labor Operations Only

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

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

Standard and Actual Time Labor Operations

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

Separate time recording:

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

Combined time recording:

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

Filing Copies of the Repair Set

Copies of Warranty/ESP claim form must be filed as follows:

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

Delay in Submitting Repair (Parts Not Available)

Supporting Documentation

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

Retain all documents showing:

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

Claim Submission Procedures

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

Claiming diagnostic labor as a separate repair at the time a special order part is ordered will inflate the Repair per 1000 measure on the 362-126 Warranty Trend Analysis Report. The above represents claiming procedures only. Under no circumstances should a drivable vehicle be held by the dealership while waiting for a special order part. Drivable vehicles are to be returned to the customer and the "date/mileage in" and "date/mileage out" fields accurately completed on the warranty repair order form. Additionally, the repair order form should contain a written statement that the vehicle is drivable and was returned to the customer while waiting for the parts to arrive.

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

When submitting the claim:

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

Ordering New Parts for Unsold In-Stock Vehicles

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

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

SECTION 1 – DEALERSHIP ADMINISTRATION

Disposition of Claims

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

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

Part Retention Policies

Part Retention – PEARS (All Dealers)

All Dealers must hold all of the following parts until claims are paid in ACESII and disposition instructions are posted on their Parts Entry and Return System (PEARS) Daily Register.

- Warranty Parts
- Extended Service Plan (ESP) Parts
- Service Parts Warranty (SPW) Parts
- Parts from Customer Satisfaction Programs and Field Service Actions (Recalls)

WARRANTY PARTS RETENTION AND RETURN POLICIES

Parts from Warranty Sublet Repairs

Disposition instructions for replaced parts will be posted on the dealer's PEARS Daily Register on FMCDealer.com after the warranty claims have been accepted for payment by the Company.

The Parts Manager must print the PEARS Register daily and FCS-700 Return Documents from FMCDealer.com. The register advises dealers which parts may be scrapped and which parts are required by the Company. Each part listed on the PEARS Daily Register will be assigned one of the following dispositions:

- FCS-700 TAG RETURN
- HOLD FOR BATTERY FAD
- CORE/HOLD FOR RCRC
- SCRAP IMMEDIATELY

All parts that are required to be returned to the Company as notified on the dealer's PEARS Daily Register must be received by the Regional Core Recovery Center (RCRC) within 35 days from the part return request date as listed on PEARS. Parts that have not been received by the RCRC within the 35-day time limit will result in the part / claim being charged back as "Parts Not Received" via the ACESII claims payment system.

Part Retention - Non PEARS (All Dealers)

Certain other parts must also be retained, but the individual part disposition instructions will not be posted on PEARS. These parts include:

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

As these part numbers will not appear on the ACESII Claim, they will also not appear on the dealer's PEARS Daily Register. Return these assemblies per the instructions provided with the no-cost engine/transmission.

NOTE: All Multimedia components (Audio, Navigation & Family Entertainment Systems) are separately exchanged through the online ordering system utilizing the Online 1878 Form.

SECTION 1 – DEALERSHIP ADMINISTRATION

Part Return Policies

Warranty Parts Return Procedures (All Dealers)

ALL Dealers are required to return parts, as instructed on PEARS Register. Any part returned to the Company or to the RCRC must be:

- Cleaned and drained of all fluids
- Reassembled and complete (for assemblies)
- Tagged with the FCS-700 Return Document (if one was issued)
- Packaged in the same container which held the replacement part
- Visual defects on the returned part must be identified with a permanent marker.

Labeled with the Repair Order number on the outside of the packaging

Additionally, certain Diesel engine components must be returned with a Diesel Engine Diagnostic Guide (completed up to the point of repair) and a copy of the repair order. Refer to the Diesel Engine Diagnostic Guide for the listing of applicable parts.

Example of FCS-700 Return Document:



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FCS-700 Return Document

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

- Print The FCS-700 return documents on special "sticky" paper
- Peel and adhere the peel-off portion of the FCS-700 return document to the outside of the box
- Pack old part into the replacement part's box
- Place the box in your dealership's designated RCRC / 700 Tag pick-up area

NOTE: If the dealership wants the part returned, in the event the warranty claim is charged back, the appropriate box on the bottom of the FCS-700 Return Document must be checked and the dealership's UPS account number provided. If the box is NOT checked or a UPS account number is not provided the part will not be returned. If a part it too large to be shipped via UPS, the WPAC will attempt to contact the dealership's Parts Manager for COD shipping instructions. If the Parts Manager cannot be reached in these instances, the part will not be returned.

Detailed instructions are available on FMCDealer.com and within the Warranty Parts Retention and Return Job Aid.

IMPORTANT: To the extent that there are any discrepancies between the Warranty Parts Retention and Return Job Aid and the Warranty & Policy Manual the Warranty and Policy Manual Governs.

FCS-700 Parts Return for Engineering Analysis Revised!

Note: Dealers should not return any part back to Ford Motor Company unless the part return request is one of the following approved processes and the freight is pre-paid. All documentation must be maintained in the customer's service file.

If the Warranty Parts Analysis Center recalls a part on a FCS-700 Return Document for engineering analysis, prepare the part as noted above and hold it for pick-up by your RCRC driver or direct ship the priority part via UPS. (Except Hazardous Materials). If the part also has a core charge, the RCRC will issue a core credit on the dealer's parts statement.

IMPORTANT: The Company does not reimburse the dealer for transportation charges associated with warranty parts returns or core through a warranty claim in the ACESII system. The RCRC will provide this service unless a part has been recalled under the Priority 700 Return Document process.

If upon completion of the engineering analysis by the Company it is determined that a company paid repair is inappropriate a chargeback of the part and / or the claim may be issued to the dealer.

Priority 700 Tag Parts Return formerly known as "Hot Process" Revised

Your PEARS Register contains hyperlinks. The disposition for Priority Parts will be highlighted and say 'UPS Overnight' or 'UPS Ground'. There will also be a hyperlink to the FCS700 Return Document:

- 1. Click on hyperlink 'click here for UPS Label'
- 2. Specify if part is Hazmat (same as previous process) and specify the weight
- 3. Click on 'UPS Tracking #' button

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- 4. Tracking # is displayed, UPS will automatically be notified for a package pick up
- 5. Click on 'Display UPS Label' then print this pre-paid UPS label to your local printer
- 6. Attach the FCS700 Return Document to the part, affix the label to the box and place the package in your UPS pick up area.
- 7. When UPS picks up the part and scans their label, you will receive credit for returning the part to Ford Motor Company.

IMPORTANT REMINDERS:

- All PRIORITY parts are to be shipped via UPS directly, and should NOT be given to the RCRC driver.
- To obtain your CORE credit, provide a copy of both the FCS700 Return Document and the UPS label to the RCRC driver to scan for your core credit.
- No change to the engine and transmission "Venturs" return process.

Hazardous Materials (HAZMAT)

The RCRC driver will not pick up parts labeled "Hazardous Materials". Hazardous Materials must be returned with the use of special shipping kit FCS-12637 (available on Dealer e-store). HAZMAT parts will be identified with HAZMAT labeling on the original service part box. HAZMAT parts are to be shipped via FedEx® with prepaid shipping.

The parts department should attach all HAZMAT shipping documentation to the FCS-700 Return Document and present it for scanning to the RCRC driver. The RCRC driver will scan the FCS-700 Return Document which prevents the claim from being charged back for non-return. This process will also issue core credit where applicable.

IMPORTANT: Ford and Lincoln Mercury dealers are solely responsible for complying with all applicable local, state and federal hazardous material transportation requirements. Ford and Lincoln Mercury dealers are responsible for scrapping or disposing of any hazardous material in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

Hold for Battery FAD (Ford Authorized Distributor)

Dealers may be notified to hold certain batteries for pickup. The dealer is responsible for appropriate legal disposal / recycling of warranty batteries that cannot be recharged. Consult your dealership's legal counsel for any clarification of local/state/federal battery disposal laws.

Core/Hold for RCRC (All dealers)

All dealers must retain ALL Warranty, ESP, SPW, and FSA parts with a core deposit until the parts disposition is received on the dealer's daily PEARS Register. Any part with a core charge should be held for pick-up by the RCRC driver.

Do not return Warranty, ESP, SPW, and FSA parts core parts to the RCRC until the core's disposition is given on the PEARS Register. If a core part is returned before disposition is given, and subsequently a FCS-700 Return Document is issued, the part and/or claim will be charged back for non-return.

For warranty, ESP, SPW, and FSA parts and retail repairs, reimbursement for cores will be obtained from your RCRC driver during their normal scheduled visits to your dealership. Any Ford, Motorcraft or Ford remanufactured part with a core charge is eligible for core credit through the RCRC pick-up.

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Core credits for all parts, including FCS-700 Return Documents, are scanned and retrieved by the RCRC and core credit is paid directly to your dealership's parts statement. The core amount does not need to be claimed via ACESII.

Parts damaged during normal vehicle use or competitor parts that have been replaced by genuine Ford, FAR or Motorcraft parts may be returned for applicable core credit.

IMPORTANT:

- Cores returned to the Company may not exceed the quantities of the same new or remanufactured parts purchased by the Dealer from a Ford Authorized Distributor or the Company.
- The Company will reimburse the dealer for the cores related to Ford or Motorcraft parts purchased from other dealers, provided the specific part was used to repair a customer's vehicle by the purchasing dealer. The dealer is required to keep the appropriate records detailing the purchase of the part.
- The Company will not reimburse the dealer for cores purchased from other dealers' inventories, from dismantled vehicles, from brokers or from any other sources.
- All cores must be returned in the box or powertrain packaging from the replacing part.
 RCRC Drivers will be instructed not to pick-up core returns which are not in the replacing part box or powertrain packaging.
- Dealers are prohibited from reproducing or providing the Genuine Ford or Motorcraft labels and/or boxes to third parties.

WPAC Chargebacks and Appeals

WPAC Chargebacks and Debit Reasons

All returned warranty parts are inspected. Claims may be charged back for any (but not limited to) the following reasons:

- Part Not Received (within 35 days of FCS-700 Return Document being issued)
- · Part not defective
- Wrong part returned
- Non-genuine part returned
- Part disassembled
- Over Repair
- Part damaged
 - Due to improper use or lack of maintenance
 - Due to improper removal
 - Due to improper packaging for return shipment
- Improper or incomplete paperwork
 - Entire FCS-700 Return Document not included
 - FCS-700 Return Document not attached to the part
 - FCS-700 Return Document damaged, destroyed or otherwise unreadable

FCS-700 Return Document Appeal of Chargebacks

Requests for Appeal of part or claim chargebacks must be made via the Web-Based Appeal process on FMCDealer.com within the current appeal submission time limits from the date the chargeback notification was received.

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WPAC Questions

General questions about the Company's parts retention and return policies and procedures should be directed to the Dealer Ask Ford tool on FMCDealer.com.

Questions about core return and core credits should be directed to your facing Regional Core Recovery Center (RCRC).

SECTION 1 – DEALERSHIP ADMINISTRATION

SERVICE TECHNICIAN SPECIALTY TRAINING STANDARDS - ACES II EDITS

Dealership Service Technician Specialty Training (STST) Standards were developed in certain specialty repair categories to enhance dealership repair competency. This can help to improve dealership Fix-It-Right-The-First Time (FIRTFT) performance and can lead to increased customer satisfaction. Edits have been incorporated into the Automated Claims Editing System (ACES II), which place applicable labor operations into one or more of the specialty repair categories. The Company will only pay repairs in those applicable specialty categories if the technician who performed the labor operation has successfully completed the applicable STST Training, or if the dealership is shop competent in the primary specialty repair category as documented in STARS.

- Labor operations mapped to Service Technician Specialty Areas can be found on FMCDealer.com and on the Service Labor Time Standards (SLTS) Web View via the Professional Technician Society (PTS) web site; FMCDealer/Parts and Service Role/Technical Tools/PTS/Labor Time/SLTS Web View.
- Certain labor operations used for the Suspension & Steering (33), Climate Control (35), Brakes (38), Diesel Engine Performance (51) and Diesel Engine Repair (52) categories are only reimbursable if performed by a technician certified in the applicable Specialty. Shop Competency does not apply in these instances.
- These edits will not apply at this time to: Technical Service Bulletins (TSB), Repairs to 600 & Higher Series Trucks, LCF Truck, Field Service Actions (Recall and Customer Satisfaction Programs), Loss & Damage, ESP, Customer Loyalty Program or Misbuilt Vehicle Claims.
- Any and all labor operations requiring Technician Competency or Technician Certification must be completed by a technician that is certified in the required area at the time of the repair. These repairs cannot be sublet, regardless of the Dealership's edit status.

Dealership Shop Competency / Trained Technician Requirements

The average number of repairing technicians is used to determine the dealer size and grouping. The average technician count is determined by the number of unique technicians submitting claims during the previous calendar year using labor operations related to the STST training. Targets are re-calculated during the first quarter of each year.

Monthly Average No. of Repairing	31	32	34	36	37
Techs	Engine	Engine	Electrical	Man Trans/ Drive	Auto Trans/ Drive
	Performance	Repairs		Train	Train
1-10	1	1	1	1	1
11-15	1	1	2	1	1
15-20	1	1	3	1	1
21-35	2	1	4	1	1
36 and up	3	1	7	1	2

When new targets are calculated, and if your dealership's minimum number to be trained increases from the prior year, and your current number of fully trained technicians falls below the new minimum number to be trained requirement, the dealership will be put on edit deferred status in the affected specialties. The length of deferral will be based on the table below in "Edit Deferral Administration".

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Multiple Repairing Technicians or Team System

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

IMPORTANT: For repairs that require individual Technician Competency (Suspension & Steering - 33, Climate Control - 35, Brakes - 38, Diesel Engine Performance - 51 and Diesel Engine Repair - 52), any SLTS labor operation claimed that indicates it is only applicable to technicians certified in the specific specialty must be completed by the certified technician and have the repairing technician's Tech ID associated with that labor operation. Dealerships can utilize a trainee or helper for labor functions not defined as requiring the technician to be certified in that specialty so long as the trainee and/or helper is registered in STARS and actively participating in Ford technical training for that specific specialty (e.g., Diesel Engine Repair, etc.). All trainee/helper time must be clocked and identified separately on the hard-copy or electronic repair order. Trainee and/or helpers must also document their own comments as required.

Edit Status Levels – Shop Competency

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

• **Shop Competent** – The dealership has achieved their "minimum number to be trained." Dealerships that have a sufficient number of fully trained technicians to attain their "minimum number to be trained" in a specialty repair category are shop competent, and all dealership technicians are eligible to perform repairs in that specialty repair category.

NOTE: Repairs within the Suspension & Steering (33), Climate Control (35) Brakes (38), Diesel Engine Performance (51) and Diesel Engine Repair (52) are only reimbursable if performed by a technician certified in the applicable specialty. Shop Competency does not apply in these instances.

- **Technician Fully Trained** The dealership is below their "minimum number to be trained." There is at least one technician within the dealership who is fully trained in the applicable specialty repair category who may perform repairs within that specialty repair category. These fully trained technicians are identified in STARS in the students Certification Summary. If a dealership submits a claim with a labor operation(s) for repairs within a specialty repair category, and the dealership is not in an edit-deferred period, the technician performing the repair must be fully trained or the Company will not pay the repair claim.
- Edit Deferred The technician training edit for the applicable specialty repair category is turned off. During the period that a dealer is on edit deferred status, claims submitted in the applicable repair category will not be returned if a technician who is not fully trained performed the repairs. The length of deferral is based on the number of specialties dropped to zero from either Shop Competent or Technician competent status. See the table and explanation below under "Edit Deferral Administration".
- **No Fully-Trained Technicians** The dealership does not have at least one fully trained technician in the applicable specialty repair category, and the dealership is not on edit deferred status. If a dealership submits a claim with a labor operation(s) for repairs within that specialty category, The Company will not pay the repair.

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Edit Status Levels – Technician Competency

Dealerships will fall under one of three edit status levels within Specialty 33-Suspension & Steering, 35-Climate Control, 38-Brakes, 51-Diesel Engine Performance and 52-Diesel Engine Repair. The three levels are: technician fully trained, edit deferred, or no fully trained technicians.

- **Technician Fully Trained** If a dealership submits a claim with a labor operation(s) for repairs within specialty 33-Suspension & Steering, 35-Climate Control, 38-Brakes, 51-Diesel Engine Performance or 52-Diesel Engine Repair, and the dealership is not in an edit-deferred period, the technician performing the repair must be fully trained as identified in STARS or the Company will not pay the repair claim.
- Edit Deferred The technician training edit for the applicable specialty repair category is turned off. During the period that a dealer is on edit deferred status, claims submitted in the applicable repair category will not be returned if a technician who is not fully trained performed the repairs. The length of deferral is based on the number of specialties dropped to zero from either Shop Competent or Technician competent status. See the table and explanation under "Edit Deferral Administration".
- **No Fully Trained Technicians** -The dealership does not have at least one fully trained technician in the applicable specialty repair category, and the dealership is not on edit deferred status. If a dealership submits a claim with an edited labor operation(s) for repairs within that specialty category, The Company will not pay the repair.

Edit Deferral Administration

When a dealership falls below target or falls to zero trained technicians in one or more STST specialty area(s) when a technician's employment ends, the dealership will be placed into Edit Deferral Status for the affected specialty or specialties. Edit deferrals are NOT granted if a technician's certification expires when required training is not completed by the effective date. Dealership management, on a timely basis, is required to add or activate newly hired employees to their Employee List in STARS and inactivate employees when their employment ends.

Edit Deferrals are put in place to provide a "recovery period" which allows dealerships to train a technician currently on staff, to hire an experienced technician or hire a Ford Technical Career Entry Program graduate. Dealerships will be required to commit to an Action Plan to recover and again become Shop and/or Technician Competent. See the following section titled "Dealership Recovery from Edit Deferral – Action Planning".

Automatic Edit Deferral Rules in STARS

- Shop Competency: If a dealership was previously Shop Competent for a specific specialty, they will be put on edit deferred status based on the table below when the number of fully trained technicians falls below the "minimum number to be trained", OR if the dealership falls to Zero trained technicians in one or more specialties when a technician's employment ends. Edit Deferrals are NOT granted when a technician's certification expires when required training is not completed by the effective date in STARS.
- **Technician Competency:** If a dealership goes from one or more fully trained technicians to no fully trained technicians in Suspension & Steering (33), Climate Control (35), Brakes (38), Diesel Engine Performance (51) or Diesel Engine Repair (52) when a technician's employment ends, the dealership will be put on edit deferred status for that specialty based on the table below. If a dealership loses one or more fully trained Technicians in

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multiple specialty areas, the dealership will be placed in edit deferred status for those specialties. Edit Deferrals are NOT granted when a technician's certification expires when required training is not completed by the effective date in STARS.

NOTE: The number of trained technicians is displayed on the Shop Competency Status Screen in STARS for each specialty.

If a dealership drops from Shop Competent or Technician Competent to NO trained technicians in multiple specialties when a technician's employment ends, the dealer is placed on edit deferred status based on how many specialties were lost at one time. The length of the deferral in each specialty will be based on the following table:

# Of Specialties	Deferral Periods
dropped to zero	(# of months)
1	4
2	4
3	6
4	6
5	8
6	8
7	10
8	10
9	12
10	12

Other Automatic Edit Deferral Rules:

- For buy/sell agreements: The new dealer will be put on Edit Deferred status for twelve months from the date the new dealership's P&A code is added to the Global On-Line Dealer Database (GOLDD). STARS will immediately evaluate the new dealer's technical staff. If the dealership is Shop or Technician Competent in any STST specialties, the automatic Edit Deferrals will expire.
- For new dealer points: The dealership will be given a target of one technician in each shop competency specialty until the new shop competency targets are calculated, which occurs at the beginning of each year (Refer to "Dealership Shop Competency / Minimum Trained Requirements"). The average number of repairing technicians is used to determine the shop competency targets. This average technician count is determined by the number of unique technicians submitting claims during the previous year using labor operations related to the STST training. New dealer points will be put on automatic Edit Deferral status for twelve months. As the dealership becomes Shop or Technician Competent in any STST specialties, the automatic Edit Deferrals will expire.
- For buy/sell agreements where the new dealer retains the prior dealer's parts and accessories (P&A) code: the new dealer will not be placed on edit deferred status unless the number of fully-trained technicians decreases, with the result being that the dealership's STST status level changes (e.g., from shop competent to technician fullytrained).

SECTION 1 – DEALERSHIP ADMINISTRATION

Special Circumstances

If special circumstances arise that are not covered by the existing Automatic Edit Deferral rules, Dealership management can request a Special Edit Deferral via their facing FCSD Technical team (TSOM or FSE) or the FCSD Sales team (ZM or PSOM). In all cases where a Special Edit Deferral is granted, dealership management will be required to develop an action plan to recover. Refer to the section below titled "Dealership Recovery from Edit Deferral – Action Planning".

Dealership Recovery from Edit Deferral – Action Planning

When a Dealership is placed into Edit Deferral Status, an email will be sent overnight advising Dealership management and Company management of the status change. Notification will be sent using email information on record in STARS. It is the dealership's responsibility to maintain complete and accurate email information in STARS.

- Dealership management will be provided a web link to planning tools, including:
 - o Training Plan pro forma that can be used with the TSOM/FSE.
 - o Recommendations relating to training vs. hiring, including training cost calculators.
 - o Technical Career Entry Program information and links.
 - o Recommendations that dealerships need a minimum of two trained service technicians.
- Within 30 days, the TSOM/FSE will meet with the dealer principal/general manager to request the dealerships written and signed action plan (train a current technician, hire career entry student or hire an experienced technician). To minimize recovery time, Dealerships are expected to check class availability beyond their local training center and, at a minimum, look at the three closest training centers.
- If the Automatic Edit Deferral (per the above matrix) is not sufficient to train another technician, a Special Edit Deferral can be used to lengthen the time.
- If the dealership declines to hire or train, the automatic edit deferral will be immediately revoked
- TSOM/FSEs will periodically review dealership progress on a training plan. Failure on the dealership's part to put good faith effort into training may result in revocation of the edit deferral.

The Technical Support Operations Manager (TSOM) with the geographic responsibility for a dealer has the authority to grant and/or revoke any edit deferral whether "automatic" or "special" based on the effort being made by a given dealer.

Dealer Performance Reports

STARS Online will continue to provide the most up-to-date status. Once the STARS application is accessed, click on the "Manager" tab and then click on "Shop Competency Status". Shop and Technician Competency status is also displayed as part of the Dealership Technical Performance Report, available via FMCDealer > Communications > Management Reports > Training Reports (STARS) or via STARS > Manager Tab > Dealer Reports.

Questions

For questions about training requirements, or enrolling a technician in a training course, contact Dealers Ask Ford via FMCDealer.

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

- The name, address and phone number of the sublet facility
- A pre-printed sublet invoice number

SUBLET INVOICE REQUIREMENTS

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

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

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

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

NOTE: In these cases refer to the ACES II Manual for proper claiming instructions.

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

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

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

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SECTION 2 - CARRIER DROP-OFF THROUGH DELIVERY TO CUSTOMER

CARRIER DROP OFF INSPECTION

Receiving and Inspecting New Vehicles

The receipt of vehicles and the regulations for submitting and settling loss and damage claims are governed by the Surface Transportation Board. These regulations protect both the dealer and the carrier.

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

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

Bill of Lading/Delivery Receipt

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

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SECTION 2 – CARRIER DROP-OFF through DELIVERY to CUSTOMER

E. and L. Trans	port Company L.	L.C.		Car	rier Code:	ELTP HOTOR COMPAN	,
	port Company L. Ave.	Origin: UAY Phone : 734	HE -326-0770	Dri	ver:	Trailer:	
Ship to: ANY FO 123 ANY STREET DEARBORN	RD DEALER			Dis	patch Date:	99999	
Special Instruc	tions:		,	Dro	p: 1 of 1		
Unit/Position/	Vehicle Mumber	Descri	ption		Color	COD Type	Ant
1/ 2/10	JEAFPISPI WUS	11775 ESCORT	SE 4DR	SEDAN	GREEN		
Exceptions: 2 / / Loc: 3-15	1FAFP13P2 WW3:		SE 4DR	SEDAH	BEIGE	*******	· · · · · · · · · · · · · · · · · · ·
	1FAFP13PX UU3:			SEDAH	WHITE		· · · · · · · · · · · · · · · · · · ·
Exceptions:	1FAFP13P9 UU3			SEDAM	RED	·····	/ T.
Loc: 7-4 Exceptions:			*********	SEDAN	GREEN	********	********
Loc: 12-22 Exceptions:	IFAFP13P9 UU3 /WAY		-	*********			*****
Loc: 3-18	1FAFP13P7 WU3 /WAY	11795 ESCORT	SE 4DR	SEDAN	GREEN		,
Loc: 2-17 Exceptions:	1FAFP13P7 W3	11781 ESCORT	SE 4DR	SEDAN	SILVER		/
8 / / Loc: 1-18 Exceptions:	1FAFP13P6 UU3	11772 ESCORT	SE 4DR	SEDAN	WHITE		,
9 / / Loc: 2-23 Exceptions:	1FAFP13P5 UU3	11780 ESCORT	SE 4DR	SEDAN	WHITE	********	**************************************
Exceptions: 10 / / Loc: 5-12 Exceptions:	1FAFP13P3 UU	313995 ESCOR	T SE 4DE	SEDAN	PLUE	*******	·*************************************
							•
Exceptions:	1FAFP13P3 UU /UAY 1FAFP13P3 UU /UAY	311762 ESCO	T SE 40	SEDAN	UHITE	*********	***********

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

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

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

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

The codes and corresponding explanations are included on the following pages.



SECTION 2 – CARRIER DROP-OFF through DELIVERY to CUSTOMER

Damage Area Codes (First and Second Digits)

Dam	age Area Codes (First and Second	Digits	S)
01	Antenna / Antenna Base	53	Sun Roof / T-Top
02	Battery	54	Undercarriage/other
03	Bumper/cover/ext. front	55	Cargo area, other
04	Bumper/cover/ext. rear	56	Vinyl/Convertible top/Tonneau
05	Bumper guard/strip - front	cover	•
06	Bumper guard/strip - rear	57	Wheel covers/Cap/Rings
07	Door, back cargo, right (t)	58	Radio speakers
80	Door, back cargo, left (t)	59	Wipers, all
09	Door, right cargo	60	Special use
10	Door, left front	61	Box interior, pickup
11	Door, left rear	63	Rails, truck bed/light bar
12	Door, right front	64	Deflector/spoiler, rear
13	Door, right rear	65	Luggage Rack (strips) / Drip Rail
14	Fender, left front	66	Dash/instrument panel
15	Qtr panel or pickup box left	67	Cigarette lighter/ashtray
16	Fender, right front	68	Carpet, front
17	Qtr panel or pickup box right	69	Center post, right
18	Front floor mats	70	Center post, left
19	Rear floor mats	71	Corner post
20	Glass windshield	72	Left Front Tire
21	Glass rear	73	Left Front Wheel / Rim
22	Grille	74	Left Rear Tire
23	Accessory bag / box	75	Left Rear Wheel / Rim
24	Headlight/cover/turn signal	76	Right Rear Tire
25	Lamps-fog/driving/spot light	77	Right Rear Wheel / Rim
26	Headliner	78	Right Front Tire
27	Hood	79	Right Front Wheel / Rim
28	Keys	80	Cowl
29	Keyless remote	81	Gas/cap cover
30	Mirror, outside left	82	Fender, left rear (t)
31	Mirror, outside right	83	Fender, right rear (t)
33	Audio/video player	84	Tools/jack/spare-tire mount + lock
34	TV/DVD screen	85	Communication/GPS unit
35	Rocker panel / Outer Sill - left	86	Parking sonar system
36	Rocker panel / Outer Sill - right	89	Tlr hitch, wiring harness tow hooks
37	Roof	90	Frame
38	Running board / step left (t)	91	Exhaust system
39	Running board / step right (t)	92	License bracket
40	Spare tire/wheel	93	Steering wheel
42	Splash panel / Spoiler - Front	94	Seat, left front
44	Gas tank	95	Seat, right front
45	Tail light / Hardware	96	Seat, rear
48	Trim panel, left front	97	Carpet, rear
49	CD changer separate unit	98	Interior
50	Trim panel, right front	99	Engine compartment, other
52	Deck lid/tail gate/hatchback		

Ford Motor Company



SECTION 2 – CARRIER DROP-OFF through DELIVERY to CUSTOMER

Damage Type Codes (Third and Fourth Digits)

- 01 Bent
- 02 Broken
- 03 Cut
- 04 Dented
- 05 Chipped
- 06 Cracked
- 07 Gouged
- 08 Missing
- 09 Scuffed
- 10 Stained or Soiled
- 11 Punctured
- 12 Scratched
- 13 Torn
- 14 Dented Paint Not Damaged
- 18 Moulding/Emblem/Weatherstrip Damaged
- 19 Moulding/Emblem/Weatherstrip Loose
- 20 Glass Cracked
- 21 Glass Broken
- 22 Glass Chipped
- 23 Glass Scratched
- 24 Marker Light / additional turn light damage
- 25 Decal/Paint Stripe Damaged
- 29 Contamination, Exterior
- 30 Fluid Spillage, Exterior
- 34 Chipped Panel Edge
- 36 Incorrect Part or Option Not As Invoiced
- 37 Hardware Damaged
- 38 Hardware Loose, Missing

Damage Severity Codes (Fifth Digit)

- 1 Damage up to and including 1" in length/diameter less than 3 cm
- 2 Damage over 1" up to and including 3" in length/diameter 3cm to 8cm
- 3 Damage over 3" up to and including 6" in length/diameter over 8cm to 15cm
- 4 Damage over 6" up to and including 12" in length/diameter over 15cm to 30cm
- 5 Damage over 12" length/diameter over 30cm
- 6 Missing

New Vehicle Receipt and Inspection Procedures

Transit Damage

Transportation damage charged to carriers must be evidenced by physical impact, abrasion, forced entry, or excessive soiling.

Below are some conditions considered to be transportation damage which must be noted on the bill of lading / delivery receipt, signed and dated. **Be specific on size, area, and extent of damage.**

- 1. Interior damage.
- 2. Tire and wheel rim damage and loss, including spare.
- 3. Undercarriage damage.
- 4. Missing items shipped loose as defined by the Loose Contents Label (LCL).
- 5. If two keys are missing or if keys and/or FOBS are noted on the LCL (then note missing components as identified on LCL).
- 6. Exterior glass scratched, chipped, or broken.

Warranty

The following conditions are not transportation damage and must be submitted as warranty. **Do not note these items on carrier's delivery document.**

- 1. Industrial fallout, acid or fluid dripping damage to exterior finish.
- 2. Wavy sheet metal, file, grinder or weld marks.
- 3. Outward sheet metal dents.
- 4. Inward dents with no paint damage, without evidence of physical impact, abrasion, or forced entry (damage type code 14).
- 5. Paint runs, over spray, sags, blistered / peeling paint or foreign material in paint.
- 6. Under-chrome defects, thin or peeling chrome.
- 7. Stress Cracks in glass (see Other Descriptions).
- 8. Paint chips on panel edges other than driver's side door.

NOTE: Correction (brush or spray can touch-up or spot polish/buff) of minor paint blemishes such as surface scratches not into metal, scuffs, or chips on edges of panels not into metal, is part of normal dealer vehicle preparation. These conditions cannot be claimed on either Warranty or Transportation claims and should not be noted on the carriers' delivery document.

Time Bound Policies

- Deliveries during dealer's normal business hours transportation damage (except concealed damage) must be noted on bill of lading at time of delivery.
- Deliveries after normal business hours dealers have up to 48 hours from the next business day to report damage in writing (certified mail recommended). Carrier must write on delivery document date and time of delivery with note "Subject to later inspection."
- Carriers must be notified in writing within two business days of Concealed Damages (detected by raising vehicle on hoist or road test).
- Carrier wait time, starting with arrival, is one hour for full loads and proportionately less time for less than full loads.
- Dealers must hold salvage parts for 20 days starting with claim payment date.
 Carrier must notify dealer within 20 days to hold, ship, or scrap parts. If asked to hold parts, dealer must keep parts for 60 days after carrier notification before scrapping.

Other Descriptions

- Stress cracks are cracks in fixed glass that originate beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels—do not note on carriers' delivery document.
- Damage vs. Defect—Damages are caused by physical impact, abrasion, forced entry, or excessive soiling which are charged to carriers. Defects are created in the assembly process which are charged to warranty and not noted on carrier's delivery document.
- Be specific noting damage using the five digit industry coding system. You can add comments (dealer on right side—carrier on left side) which describe the exception.
 - Do not use words intended to identify source of damage.
 - Note only transportation damage issues.

Dealership Responsibilities When Receiving New Vehicles

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

The dealer must:

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

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

- Sign for delivery by clearly writing the name of the dealer's representative, the date, and the time of delivery.
- Notify the carrier in writing (certified mail with return receipt recommended or fax) within two business days of all concealed loss or damage.
- Proof of notification is required for claim payment.
- Hold for the carrier any parts removed from the vehicle due to transportation damage.
- (These are called "salvage parts." Refer to "Disposition of Salvage Parts" in this section.)

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

Carrier Responsibilities When Delivering New Vehicles

The carrier representative must:

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

The carrier company is responsible for:

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

Unloading New Vehicles

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

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

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

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

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

Inspection Process at Time of Carrier Drop-Off

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

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

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

- Unless evidence of impact or abrasion is present to the RapGard (white protective wrap), dents, dings, chips, scratches, etc. found under the RapGard should not be written on the bill of lading/delivery receipt. These are factory defects which are covered by warranty.
- Do not include repairs covered by warranty on the bill of lading/delivery receipt.
- Keys / Key Fobs

The following should be submitted as a Carrier Loss and Damage Claim:

- Two keys are missing
- Two key fobs are missing
- Missing key(s) or key fob(s) that are noted on the Loose Contents Label
- Missing key fobs if shipped in a key bag and the seal has been disturbed

The following should be submitted as a Warranty Claim:

- One key is missing (Unless noted on Loose Contents Label)
- One key fob is missing (Unless noted on Loose Contents Label)

Battery:

- Maintaining the state-of-charge while vehicles are in dealership storage is the dealer's responsibility.
- Check battery state-of-charge within 14 calendar days of vehicle receipt. If the battery
 eye is "red," recharge the battery. For batteries without an eye, recharge if the voltage
 is less than 12.40 volts.
- Claims will not be accepted for battery recharges made 14 calendar days after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer.

Loss & Damage to Be Reimbursed By Carrier (In-transit Damage Claim)

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

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

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

Tire and wheel rim damage and loss, including spare.

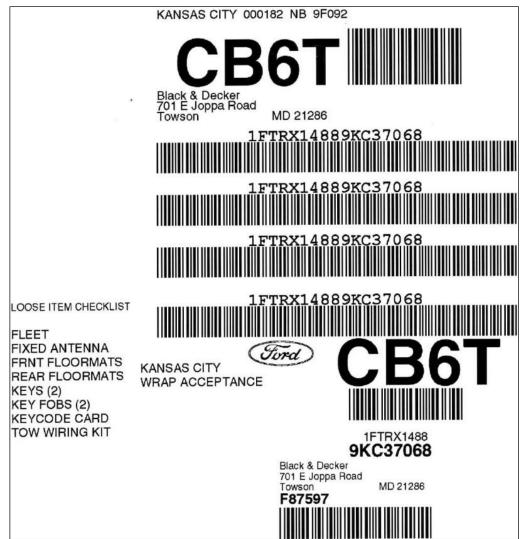
NOTE: The only acceptable repair technique for damaged tires is replacement.

- Damage to undercarriage.
- Missing parts and accessories that are noted on the Loose Item Checklist.
- Items shipped loose as defined by the Loose Contents Checklist. Options not invoiced cannot be claimed.
- Exterior glass scratched, chipped, or broken excluding stress cracks or blown out glass.
- Damage or soiling of the driver's area of the interior and obvious vandalism or abuse to any of the interior.

WARRANTY & POLICY MANUAL

SECTION 2 - CARRIER DROP-OFF through DELIVERY to CUSTOMER

Loose Item Checklist (example)



Conditions to Be Reimbursed By Ford (normal warranty repair)

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

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

Minor chips, scratches, dents or dings found under RapGard unless there is evidence

- of impact or abrasion to the RapGard.

 Customers have up to one week from the new vehicle delivery date to report any
- Customers have up to one week from the new vehicle delivery date to report any
 preexisting dents, dings, chips, or scratches to the selling dealer. Dealers have up to
 one month in service to begin warranty repairs for these conditions that are not the
 carrier's or the dealer's responsibility.
- Paint chips on panel edges other than the driver's door.

NOTE: Although not a factory defect, airborne material/environmental fallout (e.g., acid rain, or fluid dripping) damage to exterior finish or trim should not be noted on the bill of lading. Environmental fallout is reimbursable within 12 months/12,000 miles, whichever occurs first, and must be claimed using Program Code "R23" through DWE/ACES II.

Misbuilt —

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

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

Dealership Letterhead Receipt

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

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

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

Carrier Waiting Time

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

Missing Printed Material

- Warranty Guide Contact the Customer Relationship Center (CRC). Ford/Mercury vehicles 800-392-3673 / Lincoln vehicles 800-521-4140
- Owner Guide Kit
 - To purchase an Owner Guide Kit, contact Helm, Inc. at 1-800-782-4356.
 - For missing (at the time of carrier drop off) or wrong Owner Guides, file a misbuilt vehicle claim using "OWNERGD" as the causal part (no charge repair), "MVC" as the program code, and "38" or "39" as the condition code along with the appropriate comments. The assembly plant will be contacted and will ship the replacement Owner Guide Kit.

Late/After Hours Deliveries

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

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

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

- When business hours are resumed, immediately inspect the vehicles for intransit loss and damage.
- Either notify the carrier in writing (certified mail with return receipt recommended or fax with date stamp confirmation) of any damages or shortages, including any concealed damage or shortage, or return the signed copy of the carrier bill of lading/delivery receipt within 2 business days of the delivery. The 2 business days window begins with the start of business the next day after the night drop. Failure to properly notify the carrier within the proper time frame could relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

NOTE: Only one dated notification within 2 business days will be accepted for damages on an entire load of vehicles.

Concealed Damage

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

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

The dealer, accepting delivery from the carrier, must notify the carrier in writing of any concealed damage within 2 business days and prior to the customer delivery or dealer-to-dealer transfer (certified mail with return receipt recommended).

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

Vehicles stolen after carrier drop off and prior to dealer check in are the responsibility of the dealership. Dealers need to provide carriers with written instructions for drop offs, secure key drop box and a secure delivery (parking) area. Dealers are responsible for all loss and damage once the vehicle has been floor planned by the dealer or once the dealer asks for a delay in delivery, or once a dealer directs the unit to a pre-delivery service provider.

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

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

Deliveries to Body Companies (Primary and Secondary Moves)

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

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

SECTION 2 - CARRIER DROP-OFF through DELIVERY to CUSTOMER

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

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

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

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

In-Transit Damage Repairs

Vehicles damaged in-transit between the assembly plant and the destination dealer or other location (destination dealer) must be restored to new vehicle condition as soon as possible. Damage must always be corrected before retail delivery, and will be reimbursed by Ford as long as the damage was properly noted on the delivery receipt or the carrier was notified of damage within 2 business days of STI deliveries.

- Repair damaged cars or trucks as long as none of the following conditions exists:
 - Total disclosable repair cost exceeds \$1,000 (Refer to "<u>Disclosable Conditions</u>" heading in this section)
 - Vehicle is critically damaged, making new vehicle status doubtful. Critical damage usually involves at least one of the following:
 - o Axles Drivetrain
 - o Brakes Frame
 - Steering system Suspension system
 - o Body panel damaged beyond repair and requires welding to replace.

If one of these conditions exists, report the vehicle damage to the FCSD Regional Office within five days of receiving the vehicle. FCSD Regional Office will submit a request for vehicle pickup to the Damaged Vehicle Operations (DVO) Coordinator or authorize the repair.

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

Ford normally prohibits the sale of vehicles as new if they require over \$1,000 of disclosable intransit loss or damage repairs.

If Ford determines that the vehicle cannot be repaired and sold as new, the Company:

- Voids the original vehicle sale to the dealer
- Transfers vehicle title to Ford

Dealer reorders a new vehicle as replacement

Disclosable Conditions

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

- Straightening, realigning or refinishing
- Painting repaired or replaced sheet metal
- Painting bolt-on parts
- Exception insignificant dents and scratches

Non-Disclosable Conditions

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

• Bolt-on parts (bumpers, fenders, hood, deck lid, instrument panel, moldings).

NOTE: Generally, bolt on parts do not require painting or additional work as they are generally supplied in a manner in which they can merely be "bolted on." However, in the instances where some additional work is required, such as refinishing/repainting, that portion of the repair would be considered disclosable damage and would go toward the \$1,000 damage disclosure requirement.

- Parts and accessories used to replace identical original components (glass, radios, tires and wheels, etc.).
- Airborne material (environmental fallout) damage is not considered transportation damage and Federal law does not require disclosure to a new vehicle purchaser. The \$1,000 disclosable limit does not apply to damage resulting from airborne material.
 - Dealers should be aware; however, that state or local laws may require disclosure of environmental fallout repairs.
 - When requested, the dealership should provide a copy of the repair order which lists details of repairs performed to the new vehicle purchaser.

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

In-Transit Damage Repair Process

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

- Select the appropriate repair procedure for handling vehicles damaged on the way from the assembly plant to the dealer from the following:
- 1. Receive and repair all vehicles at their own dealership.

EXCEPTIONS:

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

WARRANTY & POLICY MANUAL

SECTION 2 - CARRIER DROP-OFF through DELIVERY to CUSTOMER

(DEA	ALERSHIP LETTERHEAD)
	Date
То:	(Regional Manager Name) Regional Manager (Ford or Lincoln-Mercury Regional Office as appropriate) (Address)
Subject:	Election to Repair Vehicles Damaged In-Transit
[This dealership requests that all vehicles designated for delivery to us that are damaged in-transit and which can be repaired to Ford standards for sale as new vehicles be shipped directly to us for repair. The request will not apply if it is necessary in your judgment to repair a vehicle in-transit because of safety considerations, the possibility of additional damage occurring if it is not repaired (e.g., glass replacement), or the need to operate the vehicle (e.g., battery or tire replacement). We also understand that Ford Customer Service Division will assist us to the extent possible in obtaining required parts on an expedited basis. This dealership requests that vehicles designated for delivery to us that receive damage in-transit continue to be repaired prior to delivery to us.
autom	uthorization will continue through the current Model Year and will latically be extended for each subsequent model year thereafter s notified in writing by us.
	(Officer)
	(Dealer Name)
	(Dealer Address)
	(Distribution Code)

In-Transit Damage Disclosure (To Customer)

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

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

Loss and Damage Claims – In-transit Repair Dealers

A number of dealerships (In-transit Repair Dealers) have been authorized by Ford to repair vehicles damaged in transit before they are delivered to their final destination dealerships. Vehicles determined to need in-transit repairs will have a Form AAD10032 (Authorization and Notification of Unit Repaired In-transit) prepared by the ramp operator and will be examined by a Ford designated inspection agency who will prepare a damage estimate and assign a damage category. Any repairs performed by the In-transit Repair Dealer must be authorized on the adjusting agency's estimate. Any additional needed repairs found after completion of the estimate must be authorized in writing by the inspection agency before the additional repairs are performed. Claims for these repairs must be submitted as In-transit Loss& Damage repair via ACESII with "In-transit Repair as per American Road estimate. See 10032 form" noted in the comments section.

Claims for these repairs must be submitted as In-transit Loss& Damage repair via ACESII with "In-transit Repair as per American Road estimate. See 10032 form" noted in the comments section.

Delayed Carrier Delivery due to In-Transit Repair

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

This notice:

- Identifies the unit by VIN
- Describes the damage

ATTENTION MR. DEALER	
VIN — IS BEII TO YOUR DEALERSHIP AND WILL BE MORE. REPAIRS ARE BEING MADE BY:	NG REPAIRED IN-TRANSIT DELAYED FOR 5 DAYS OR
(REPAIRING DEALER)	
(ADDRESS)	
AREA OF VEHICLE BEING REPAIRED:	
(RAMP OPERATOR & LOCATION)	(DATE)

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

Vehicle Loss and Damage Claim Reimbursement

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

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

NOTE: Outside purchased parts or outside labor will be reimbursed at actual cost not to exceed the price of the comparable Ford part or applicable published operation amount (Refer to Section 5 – "Sublet Repair"). For claims over \$500, the invoice from the source of the OSL/OSP must be mailed in with the claim documents, failure to provide an OSL/OSP invoice will result in non-payment of that portion of the claim.

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

Submitting Loss and Damage Claims (Destination Dealers)

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

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

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

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

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

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- To fax your paperwork, use phone number: 502-570-4419.
- To e-mail your paperwork, use either of the following e-mail addresses:
 - o FORDCLAIMSFAX@VASCORLTD.COM
 - FORDCLAIMFAX@VASCORLTD.COM

IMPORTANT: Under no circumstances will Ford accept a Loss or Damage repair older than six months from the date the vehicle was received from the carrier. Claims with errors or omissions of supporting documentation will be subject to chargeback.

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

NOTE: Loss and Damage claims **CAN NOT** be appealed using the ACESII on-line appeal process. Dealers must call 888-445-4234 for assistance.

Submitting Intent Claims

Dealerships should submit an Intent Claim when a Carrier Loss & Damage repair cannot be completed within 90 days of carrier drop-off because of parts not being available. Submitting an intent claim will satisfy the requirement that a claim be submitted within 90 days of carrier drop-off and will prevent the dealership from having the claim charged back more than 8 months after the claim payment date (see the previous topic for additional requirements).

To submit an Intent claim:

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

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

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

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INTENT CLAIM EXAMPLE

```
DM1ACEBB *** Ford ACES II Intransit Loss/Damage *** 2001/08/16
09:56:00
==> P&A: 00000 / GSC: USA Stat: Paid
VIN: 1FTZX17281NA35535 RprDt: 2001/08/15 Dist: 8 M SvcId 003615 LIC ST: _
RO/Rpr: 043297 01 PgmCd: TD DmgCode: 05120
Carrier C _____ Doc: 0024687486 Deliv Dt: 2001/08/11
 Carrier C _____2
Apv1: 1 2
CstCmt: LEFT FRONT DOOR DAMAGED REPLACE
                                                                               MU: 00.00
 TechCmt: DOOR ON BACK-ORDER XL3Z-1520124-BA Cost est 600.00
           Part/LaborOp/Misc Key Qty/Hrs Ea Amt Invc # Tech/Core Total 1520124 __ 0.00 0.00 ____ 0.00 0.00
  AC Ty
 A _ P
 В
 C
 D
 E
 F
 G
 H
 Ι
 J
 K
       0.00 L 0.00 M 0.00 PTC 0.00 TOT 0.00
 >P
 F2=Appeal F4=ComOv F5=Cod F6=Stat F7=Prv F8=Nxt F9=Err F11=Anlst F12=Rtn
```

SECTION 2 – CARRIER DROP-OFF through DELIVERY to CUSTOMER

Repair Verification by Carrier

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

Delayed/Denied Loss & Damage Claims Payment

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

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

Supporting Documents – Retention Requirements

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

- Bill of Lading/Delivery Receipt.
- Invoices for outside-purchased parts or labor.
- Delayed Inspection or Concealed Damage Letter.
- Copy of the new vehicle invoice.
- Invoice for replacement glass purchased from an outside source.
- Copy of certified mail receipt if either a salvage parts notification or concealed damage/delayed inspection letter was required.

SECTION 2 - CARRIER DROP-OFF through DELIVERY to CUSTOMER

- Copy of dated damage notification for after hours delivery.
- All other documents supporting the repair(s).

Disposition of Salvage Parts

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

- Hold the parts for pickup by the carrier
- Ship the parts to the carrier
- Scrap the part (Damaged glass may be scrapped immediately.)

IMPORTANT: To ensure that claims are not chargeback:

- Do not enter parts as Outside Labor (OSL); Parts should be entered separately or a Outside Purchased Parts (OSP)
- The correct carrier code must be used on all claims

Carrier Pickup of Parts

Dealer Responsibilities:

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

Carrier - Shipping Salvage Parts

Attach a tag to the parts shipment showing:

- Vehicle Identification Number
- Loss & Damage form number
- Bill of Lading/Delivery Receipt Number
- Dealership Name
- Circle the damaged area on the part with a permanent marker.

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

No Carrier Instructions or Instructions to Scrap

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

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

MISBUILT/MISINVOICED VEHICLES

Misbuilt Vehicles

"A misbuilt vehicle is any vehicle received by the dealer that was not built correctly or not built as ordered (i.e., missing option/equipment or incorrect parts)."

Examples of vehicles that are "Misbuilt":

- A vehicle was ordered with standard wheels (not optional wheels) and yet received with one non-standard wheel.
- A vehicle was ordered with the trailer towing package but built without the trailer towing package wiring loom.

Examples of vehicles that are **NOT** "Misbuilt":

- A vehicle is received without the Universal Garage Door Opener in the driver's side sun visor when this option was not ordered with the vehicle.
- A 2005 Super Duty is received without wheel well splash shields. OASIS Special Service Message advises splash shields were eliminated from production for this vehicle effective job 1 2005 MY.

Identification of Misbuilt Condition - Timing Guidelines

The timing allowed for dealer identification of misbuilt conditions is 90 days from the receipt of the vehicle by the original ordering dealer. Claims received with a date of repair beyond 90 days from vehicle receipt will not be accepted. Normal claim submission time limits apply to misbuilt claim.

NOTE: For vehicles that are traded between dealers, verification that a vehicle was built as ordered should be performed by the original dealer because the filing of misbuilt claims is the responsibility of the original ordering dealer. Misbuilt conditions identified after a dealer trade must be resolved between the trading dealerships.

Misbuilt Prior Approval Requirement

Vehicles with misbuilt claims for which the repairs are estimated to:

- Cost \$1,500 or less, should be completed and the claim filed with Ford Motor Company via ACESII.
- Exceed \$1,500 require prior approval from the Misbuilt Vehicle Claims Department before
 the repair is completed. Repairs that exceed \$1,500 without prior approval will be
 returned unpaid. Contact the Misbuilt Vehicle Claims department via FMCDealer / Parts
 & Service tab / Dealers Ask Ford.

Misbuilt Claims - Claim Procedures

Warranty claims for misbuilt units should be filed through Direct Warranty Entry (DWE)/ACESII as a warranty repair with program code "MVC".

The only unique coding requirement is to identify whether or not the part installed is the wrong part - condition code "38" or is a missing part - condition code "39".

Refer to the ACESII User Manual for specific claiming examples.

Identifying Misbuilt Conditions

All dealers must follow the Misbuilt Process Checklist below in order to correctly determine if the suspect vehicle is truly misbuilt. Dealers are required to identify misbuilt vehicle conditions and correct them as soon as found.

Misbuilt Process Checklist:

It is important for the Service Department to communicate with the Dealership's Sales Department in order to obtain the required information to determine whether or not a vehicle conforms to the Company's definition of a misbuilt vehicle.

- Obtain a copy of the Dealer Order Receipt Acknowledgment (DORA) and a copy of the new vehicle invoice.
- Compare the DORA against the new vehicle invoice to determine if there are any discrepancies between the order as placed and the vehicle invoice as built.
- If a discrepancy is found, verify via the Sales Dept. whether or not any Dealer News Bulletins
- (DNBs) have been issued that would indicate a change or elimination to the vehicle order content.

Always check the above sales information to ensure equipment was not deleted or supplied based on updated options package information.

DNB: Informs dealership sales department of changes to the vehicle order guide.

DORA: Lists equipment and details how a vehicle was to be built.

If you are unable to determine if the vehicle condition is a misbuilt situation then the Dealership should contact the Misbuilt Vehicle Claims Dept. for assistance, prior to making the repair. Items removed or supplied due to updates are NOT considered misbuilt and would not justify a claim

NOTE: Missing Items subject to theft or loss that are noted on the Loose Item Checklist are carrier responsibility and should be claimed as loss and damage. They should not be part of a misbuilt vehicle claim.

Misinvoiced Vehicles

Misinvoiced vehicles are those with invoice errors only and are not necessarily misbuilt vehicles.

Misinvoiced Standard Equipment

For standard equipment that has been invoiced as optional equipment, fax or mail a letter to:

Ford Motor Company Vehicle Billing Section P.O. Box 6235 Dearborn, MI. 48121 FAX (313) 845-1572

Misinvoiced Optional Equipment

Vehicle qualifies for certain value option discount, but receives lesser value option discount.

Invoiced for an option not ordered or received.

Dealers should contact the Misbuilt Vehicle Claims department via FMCDealer / Parts & Service tab / Dealers Ask Ford.

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

Option Credit

In order to initiate a request for an option credit, you must file a no-charge option credit claim requesting the missing option along with the option code not received. If vehicle reinvoicing is required this must be requested on the claim in the comments field.

Example:

Vehicle ordered with a 6 disc CD player and is built with a single CD player. Dealer/Customer decides to accept vehicle as built. An option credit claim with a request to reinvoice the vehicle must be processed; after the new vehicle invoice has been generated the dealer will receive a credit for the lesser value radio.

SECTION 2 – CARRIER DROP-OFF through DELIVERY to CUSTOMER

STORAGE OF NEW VEHICLES

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

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

New Vehicles Damaged in Dealer Stock before Delivery

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

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

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

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

Battery

 Battery recharging done after 14 days from dealer receipt of the vehicle from the carrier and vehicle delivery to the customer is not reimbursable by Ford.

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

PURCHASER'S ACKNOWLEDGMENT STATEMENT I, the undersigned, do hereby acknowledge my understanding that the Ford vehicle I purchased from	
(Enter Dealership Name)	
bearing Vehicle Identification Number	is not eligible for new vehicle warranty service under the terms of
Purchaser's Signature Date	
Dealership Representative's Signature Date	gnature Date

Storage of New Vehicles

The dealership is responsible for storing new vehicles safely to avoid damage, and maintaining them in new condition. Repairs required because of failure to properly store vehicles are the responsibility of the dealership.

General

- Store vehicles on a paved surface with adequate spacing so doors can be opened without damaging adjacent vehicles.
- Remove any tape, shipping films, stickers, etc. after vehicle check-in to avoid damage during removal at predelivery. Do not remove door protectors or white RapGard from painted horizontal surfaces, if present, until predelivery.
- Move the vehicle several feet every 15 days so that a different portion of the tread contacts the ground - to reduce tires flat spotting and to agitate the anti-oxidation agents in the fuel tank.

Important: If wheels are covered with a protective polyurethane film when received, do not remove the cover until the vehicle is being prepared for delivery to the customer.

Body

- Wash vehicles thoroughly to remove dirt, grease, oil, tar, or mud from exterior surfaces, rear wheel housings, and underside of front fenders.
- Periodically wash vehicles stored in exposed locations to minimize the risk of fallout damage.
- Touch up minor paint chips to prevent rust.
- Clean chrome and stainless steel parts with polish to prevent rust or corrosion

Powertrain

- Start the engine every 15 days and run it at a fast idle (accessories off) until it reaches normal operating temperature.
- Shift the transmission through all gears while the engine is running at idle speed.

Battery

- If the battery state of charge eye color is "red", recharge the battery. For batteries without an eye, recharge if the voltage is less than 12.40 volts.
- Keep connections clean and covered with light coat of grease.
- It is recommended that the charge eye color be verified upon delivery receipt and should be checked at least every 30 days afterwards to ensure that a proper battery charge is maintained.

Important: Proper storage and maintenance of vehicle batteries is the dealer's responsibility. Throughout the duration of the vehicle's storage time, any battery with a RED battery eye indicator must be recharged to minimize the possibility of permanent battery damage. A battery that requires replacement for a vehicle in dealer inventory because the battery was damaged due to being left uncharged is considered improper maintenance and is not covered under warranty. Refer to Section 3 – "Battery Recharging guidelines" for reimbursement time limitations.

Tires

 Maintain recommended air pressures. If the vehicle is stored longer than 30 days, reduce flat spotting by moving the vehicle several feet at least once during each 15 day period so a different portion of the tread contacts the ground.

PRE-DELIVERY/DELIVERY TO CUSTOMER

Delivery of New Vehicles

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

The Company periodically inspects vehicles and reviews Customer Service Files to verify that new vehicle predelivery inspections are performed according to Company standards. Under the Sales and Service Agreement, the dealer is responsible for inspecting, conditioning, and repairing each vehicle before it is delivered to the retail purchaser. The dealer:

- Should designate a specific area for performing a new vehicle preparation.
- Should assign new vehicle preparation responsibility to selected personnel.
- Must have the equipment necessary to properly prepare new vehicles.
- Must follow the Pre-delivery/Delivery guidelines listed below.

Pre-delivery/Delivery Guidelines

Prior to customer delivery:

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

NOTE: When a Predelivery Service Record shows "**Check**," required adjustments and repairs are to be performed under Warranty and submitted through the Direct Warranty Entry (DWE/ACES II) System as a warranty type repair.

When a Predelivery Service Record shows "Check and Adjust" (or correct, tighten, top-up, etc.), required labor services are part of the predelivery allowance. If fluids must be added, the actual quantity used may be claimed through the DWE/ACES II System as a warranty type repair. Ford or Motorcraft branded material must be used.

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

New Vehicles Delivered by Other Than the Selling Dealer

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

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

Delivery Guidelines

Normal Deliveries

- Report the vehicle sale, including the accurate warranty start date using:
 - CONCEPS

or

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

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

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

SECTION 2 - CARRIER DROP-OFF through DELIVERY to CUSTOMER

Delayed Deliveries

Delayed warranty start dates for eligible vehicles can be corrected using the following website www.fordwsd.com: To revise the warranty start date the following conditions must be met:

- There has been a delay due to special equipment installation. The warranty start date can be considered the date on which the vehicle is actually placed in service to the first retail customer. This applies to Dealer-delivered units and Body Company Deliveries.
- The eligible vehicle body type is listed in the charts below. These charts are also listed in the program rules area of the FCS-900 website www.fordwsd.com
 - For LCF & F650 and higher series truck, dealers may ask their customers to submit the Notification of Delayed Delivery Date or In-Transit mileage Accumulation form included in the customer's Warranty Guide. Customers can FAX this document to 734-374-8460.
- There is a Warranty Start Date discrepancy. Claims will be returned when a vehicle:
 - Is unsold or not registered as a demonstrator and the accrued mileage is over 750 miles (Cars and Light Trucks).
 - Is unsold and the accrued mileage is over 4,000 miles (Medium and Heavier Trucks, and Cutaways Cabs purchased from pools).

Eligible Vehicle Body Codes: (positions 5, 6 & 7 of the VIN)

venicle body C	u	es. (positioi	ıo	5, 6 & 7 OI IIIE	: VIIN)	
Crown Victoria Police Package		E-Series	-		F-Series	
P70		E24		F20 / F2A	W20 / W2A	X20 / X2A
P71		E25 / E2F		F21 / F2B	W21 / W2B	X21 / X2B
P72		E34 / E3B		F30 / F3A	W30 / W3A	X30 / X3A
P7A		E35 / E3E		F31 / F3B	W32 / W3B	X31 / X3B
P7B		E37 / E3F		F32 / F3C	W34 / W3C	X32 / X3C
P7E		E39 / E3K		F33 / F3D	W35 / W3D	X33 / X3D
		E45 / E4F		F34 / F3E	W36 / W3E	X34 / X3E
		E49 / E4K		F35 / F3F	W37 / W3F	X35 / X3F
		S24 / S2B		F36 / F3G	W3G	X36 / X3G
		S34 / S3E		F37 / F3H	W3H	X37 / X3H
		S37 / S3H		F46 / F4G	W42 / W4C	X46 / X4G
				F47 / F4H	W43 / W4D	X47 / X4H
				F53	W46 / W4G	X56 / X5G
				F56 / F5G	W47 / W4H	X57/ X5H
				F57 / F5H	W56 / W5G	X66 / X6G
				F66 / F6G	W57 / W5H	X75 / X7F
				F75 / F7F		
				F76		

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

A vehicle requires a repair that appears to be beyond warranty, but is eligible because
the body company failed to report the date the vehicle was actually placed in service.

In these instances the dealer should:

- o Contact the Warranty Assistance Team using the Dealers Ask Ford tool via www.FMCDealer.com to request the repair be manually paid.
- Provide documentation previously submitted to Ford Motor Company that verifies the updated Warranty Start Date to justify manual payment of the repair.

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

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

Warranty Start Date Errors or Omissions

(Vehicles Not Eligible For the FCS-900 Process)

Vehicle sales reporting is the responsibility of the dealer through the Vehicle Sales Division. The vehicle must be reported sold in CONCEPS. If OASIS shows no warranty start date or an incorrect warranty start date the Regional Sales Representative is responsible for handling all sales related issues which includes establishing a Warranty Start Date. For further assistance, the Regional Sales Representative can contact the Vehicle Order processing Center at 888-207-1248, option pick number two. The system can go back 10 model years. Every year when a new model year is launched the oldest model year is dropped.

Direct Deliveries by the Company

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

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

In-Transit Mileage Accumulation

Occasionally LCF / F650/750 trucks are driven from assembly plants to dealers or to body companies and then to dealers or other locations. The owner should complete the Notification of In-Transit Mileage Accumulation Form in the customers Warranty Guide to record the extended mileage. The extension is equal to the actual number of miles accumulated before delivery up to a maximum of 4,000 miles.

IMPORTANT: It is not necessary to submit the Notification of In-Transit Mileage Accumulation Form to Ford Motor Company for a mileage extension. The customer must maintain a copy of this form to support the mileage extension if a repair is required beyond warranty but within the mileage extension period.

SECTION 3 – WARRANTY COVERAGES

COVERAGE SUMMARY INTRODUCTION

Warranty Responsibility

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

When the U.S. Warranty Applies

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

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

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

When the U.S. Warranty Does Not Apply

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

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

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



Warranty Coverage in the United States

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

NOTE: Some 2002 through 2006 model year Canadian vehicles are sold with a 5 year/100,000 km powertrain warranty. Canadian vehicles registered in the United States are NOT eligible for powertrain coverage beyond the bumper-to-bumper period (3 years/60,000 km). Exceptions to this are powertrain components covered by the Emissions System warranty, the 6.0L and 7.3L DI Diesel Engine warranty or 2007 & newer vehicles with Powertrain warranty. These coverage's remain in effect. To be eligible for the 5 year/100,000 km Canadian powertrain warranty, vehicles must have Canadian license plates and the message "5yr/100,000 km Powertrain Coverage (Canadian Registered Vehicles Only)" must appear in OASIS. If the vehicle does not have Canadian license plates, or the message "Powertrain Warranty Coverage Cancelled – Vehicle Not Registered in Canada" appears in OASIS, the vehicle is NOT ELIGIBLE for powertrain coverage beyond the bumper-to-bumper period.

Coverage Priority

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

ACES IT System will automatically apply the lowest applicable deductible amount to the claim.				
CARS AND LIGHT TRUCKS COVERAGE PRIORITY				
PRIORITY		TIME / MILEAGE	DEDUCTIBLE	
SEQUENCE	COVERAGE	LIMITS	FEE	
1	Service Part Warranty	Variable	None*	
2	Basic Warranty	12/12	None	
3	Reacquired Vehicle Warranty	12/12	None	
	(California)	12/Unlimited	None	
4	Maintenance and Warranty Programs	Variable	None	
5	Emissions Warranties	Variable	None	
6	Bumper-to-Bumper			
	New Vehicle			
	Coverage: (Ford/Mercury) - (Lincoln)	3/36 - 4/50		
	Diesel Engine Coverage	5/100	\$100 (2006 & prior)	
	Powertrain Assembly Coverage:		None	
7	2007 Model Year and Newer	6 yr./70	None	
	(Lincolns)	5 yr./60		
	(Ford/Mercury)	Variable	None	
	Extended Service Plan (ESP)	Variable	None	
8	Extended Service Plan (ESP)	Variable	None	
9	Extended Service Plan (ESP/ESC)	Variable	\$25	
10	Extended Service Plan (ESP/ESC)	Variable	\$50	
11	Extended Service Plan (ESP/ESC)		\$100	
12			\$200	

^{*} Labor charges or co-pay may apply unless covered by another warranty.

Related Damage

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

- If the component that caused the failure is covered and damages a component that is no longer covered, the entire repair is reimbursable on the same basis as the failed component.
- If the component that caused the failure is beyond coverage and damages a component with remaining coverage, the entire repair is not reimbursable. (Refer to Emissions Coverage in this Section for exception under the Emissions Performance Warranty).
- Also, refer to Section 4 "Related Damage for Field Service Actions"

Non-Reimbursable Conditions

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

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

Damage Caused by Use and/or the Environment

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

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

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

Damage Caused by Improper Maintenance

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

Maintenance/Wear Items

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

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

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

Lincoln Commitment and Lincoln Complimentary Maintenance

- 2009 & 2010 Lincoln Vehicles: Receive complimentary scheduled maintenance for 12 months/15,000 miles, whichever occurs first, provided by Lincoln Commitment.
- 2004-2008 Lincoln Vehicles: Receive complimentary scheduled maintenance for 12 months/12,000 miles, whichever occurs first, provided by Lincoln Commitment.
- 2001-2003 Lincoln vehicles receive complimentary maintenance for 3years/36,000 miles, whichever occurs first.
- In addition, the following wear items are covered for 3 years/36,000 miles by the Lincoln bumper-to-bumper warranty for 2001-2003 Lincoln vehicles: shock absorbers, clutch disc (if equipped), engine belts and hoses, brake pads and linings, wiper blades and spark plugs.

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

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

NOTE: The Company pays dealerships "one-time only" for each specific repair on individual vehicles unless a new warrantable failure occurs or new repair information becomes available.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

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

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

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

WARRANTY COVERAGE SUMMARY CHARTS (2000-2011)

The warranty coverage's for 1998 and newer model cars and light trucks are summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

- Bumper-to-Bumper coverage
- Powertrain coverage
- Corrosion Perforation coverage
- Emissions Defect and Performance coverage
- Safety Restraint coverage
- Battery coverage
- Ford Powerstroke Diesel Engines

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

Bumper-to-Bumper Coverages

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

Ford and Mercury Cars and Light Trucks

 1998 and newer model year cars and light trucks eligible for the Bumper-to-Bumper warranty are covered for 3 years or 36,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

Lincoln

 1998 and newer model year Lincoln products eligible for the bumper-to-bumper warranty are covered for 4 years or 50,000 miles whichever occurs first. See Warranty Guide for specific exclusions.

TH!NK

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

Extended Powertrain Coverages

Beginning with the 2007 Model Year, Powertrain coverage on Ford, Lincoln, and Mercury cars and light trucks is as follows:

Ford and Mercury Cars and Light Trucks

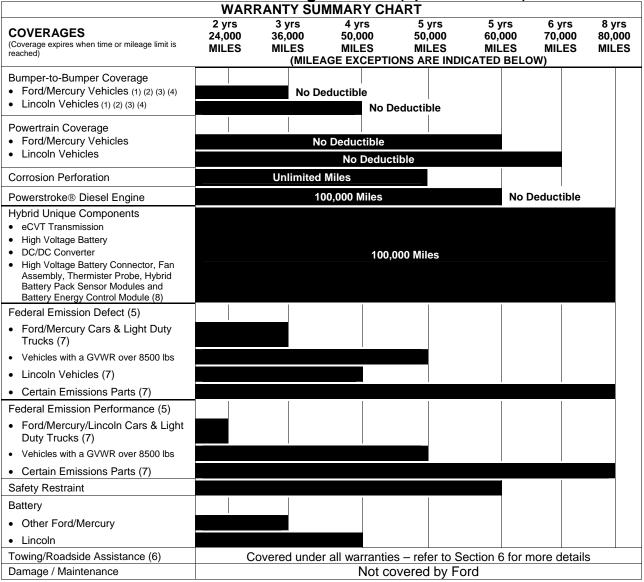
• 2007 and subsequent model year passenger cars and light trucks eligible for the extended powertrain warranty are covered for 5 years or 60,000 miles whichever occurs first.

<u>Lincoln</u>

• 2007 and subsequent model year Lincoln vehicles eligible for the extended powertrain warranty are covered for 6 years or 70,000 miles whichever occurs first.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

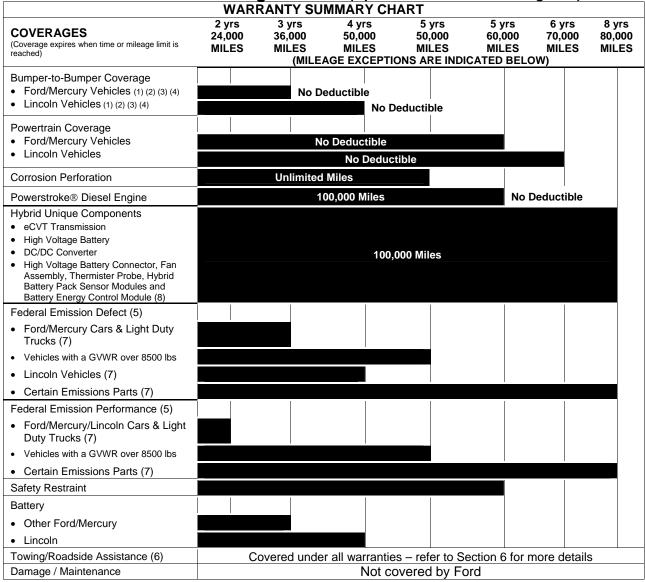
2011 Model Cars and Light Trucks (Up To 550 Series)



- 1. Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- 2. Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- 3. Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Pro Rata adjustments are applied for tire replacement beyond 12,000 miles. Reference the tire section of this manual for reimbursement schedule. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- 4. Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.
- Refer to Federal and California Emissions Warranty sections for coverage information. Refer to the OASIS Parts look-up tool for parts covered under the Emissions Warranty.
- 6. Roadside Assistance is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for 5 years or 60,000 miles (whichever occurs first). Ford will pay the tow charge for a covered repair after 5/60,000.
- Catalytic converters, Onboard Diagnostic Device (OBD), Electronic Engine Control Unit (ECU), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks w/GVWR LT 8500.
 - a. TCM is not a covered emissions component in Hybrids.
 - b. Battery Energy Control Module is covered for 8/80 on Fusion/Milan Hybrids only.
 - C. Heat shields attached to the catalytic converter are covered for the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.
- 8. Covered for Fusion/Milan/Lincoln MKZ Hybrid only.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

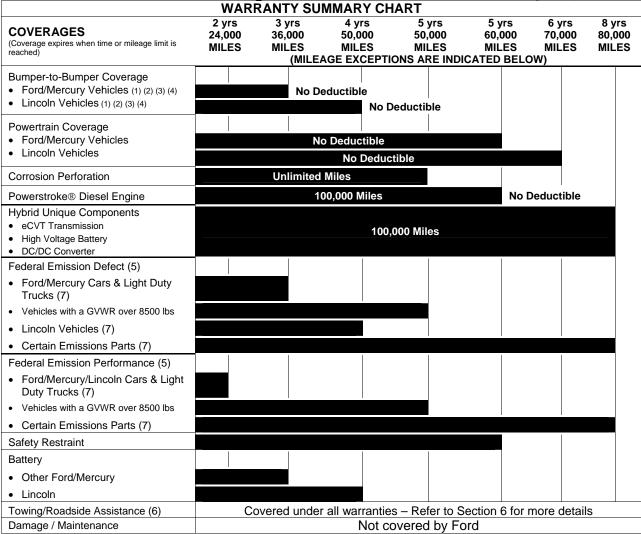
2010 Model Cars and Light Trucks (Up To 550 Series excluding LCF)



- Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or
 exposure to the elements.
- 2. Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- 3. Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Pro Rata adjustments are applied for tire replacement beyond 12,000 miles. Reference the tire section of this manual for reimbursement schedule. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.
- Refer to Federal and California Emissions Warranty sections for coverage information. Refer to the Parts Coverage Directory for parts covered under the Emissions Warranty.
- Roadside Assistance is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for 5 years or 60,000 miles (whichever occurs first). Ford will pay the tow charge for a <u>covered</u> repair after 5/60,000.
- Catalytic converters, Onboard Diagnostic Device (OBD), Electronic Engine Control Unit (ECU), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks.
 - a. TCM is not a covered emissions component in Hybrids.
 - b. Battery Energy Control Module is covered for 8/80 on Fusion/Milan Hybrids only.
 - C. Heat shields attached to the catalytic converter are covered for the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.
- Covered for Fusion/Milan Hybrid only.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

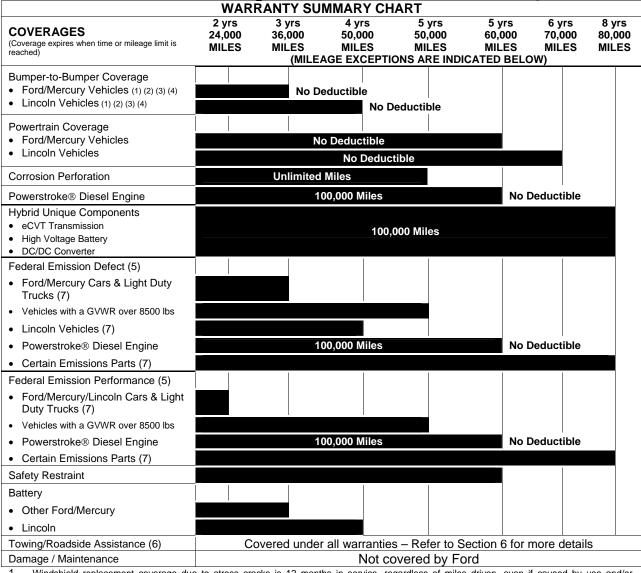
2009 Model Cars and Light Trucks (Up To 550 Series excluding LCF)



- Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or
 exposure to the elements.
- 2. Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- 3. Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Pro Rata adjustments are applied for tire replacement beyond 12,000 miles. Reference the tire section of this manual for reimbursement schedule. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- 4. Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.
- 5. Refer to Federal and California Emissions Warranty sections for coverage information. Refer to the Parts Coverage Directory for parts covered under the Emissions Warranty.
- Roadside Assistance is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for 5 years or 60,000 miles (whichever occurs first). Ford will pay the tow charge for a <u>covered</u> repair after 5/60,000.
- Catalytic converters, Onboard Diagnostic Device (OBD), Electronic Engine Control Unit (ECU), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks.
 - a. TCM is not a covered emissions component in Hybrids.
 - b. Heat shields attached to the catalytic converter are covered for the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

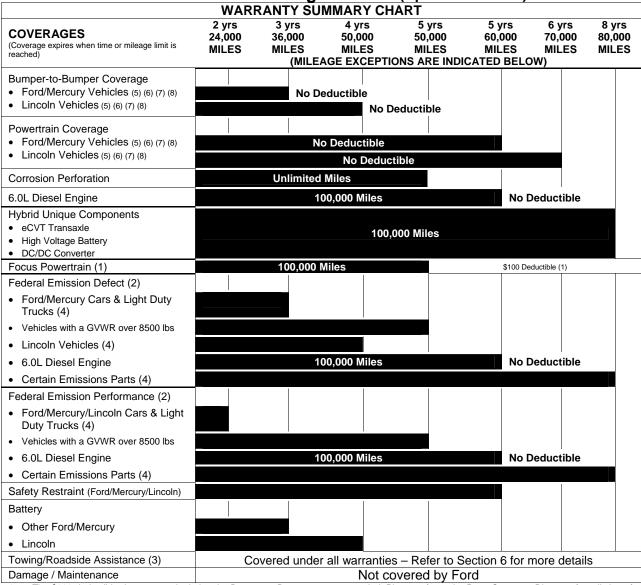
2008 Model Cars and Light Trucks (Up To 550 Series excluding LCF)



- Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- 2. Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- 3. Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Pro Rata adjustments are applied for tire replacement beyond 12,000 miles. Reference the tire section of this manual for reimbursement schedule. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- 4. Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.
- See Federal and California Emissions Warranty sections for coverage information. See the Parts Coverage Directory for parts covered under the Emissions Warranty.
- Roadside Assistance is separate from the New Vehicle Limited Warranty. It begins at the warranty start date and lasts for 5 years or 60,000 miles (whichever occurs first). Ford will pay the tow charge for a <u>covered</u> repair after 5/60,000.
- 7. Catalytic converters, Onboard Diagnostic Device (OBD), Electronic Engine Control Unit (ECU), Natural Gas Vehicle (NGV) module (Bifueled/CNG), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks. NOTES: TCM is not a covered emissions component in Hybrids. In addition, heat shields attached to the catalytic converter are covered for the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

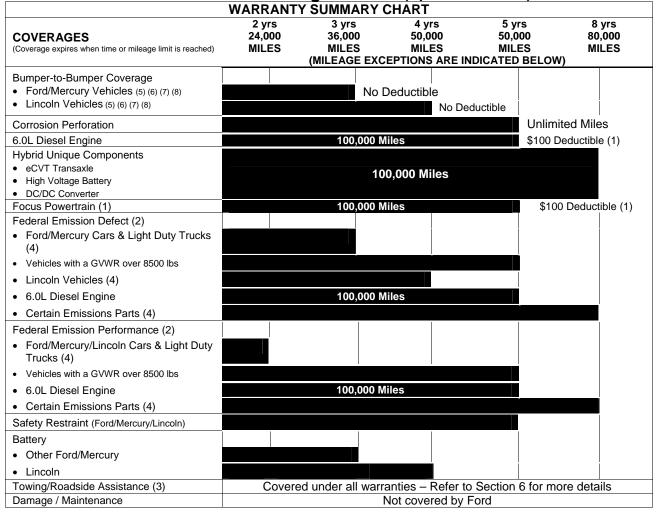
2007 Model Cars and Light Trucks (Up To 550 Series)



- 1. The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 6.0L Powerstroke Diesel Engine Warranty and Focus Powertrain. Focus Powertrain warranty is valid on Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan deliveries only. A 5-year/100,000 mile Ford Powertrain Extended Service Contract will apply to Focus deliveries in all other states.
- 2. See Federal and California Emissions Warranty sections for coverage information. See the Parts Coverage Directory for covered parts.
- Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- 4. Catalytic converters, Powertrain Control Module (PCM), Onboard Diagnostic Device (OBD), Electronic Emissions Control Unit (ECU), Natural Gas Vehicle (NGV) module (Bi-fueled/CNG), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks. NOTES: TCM is not a covered emissions component in Hybrids. In addition, heat shields attached to the catalytic converter are covered for the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.
- Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- 6. Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- 7. Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Pro Rata adjustments are applied for tire replacement beyond 12,000 miles. Reference the tire section of this manual for reimbursement schedule. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2006 Model Cars and Light Trucks (Up To 550 Series)

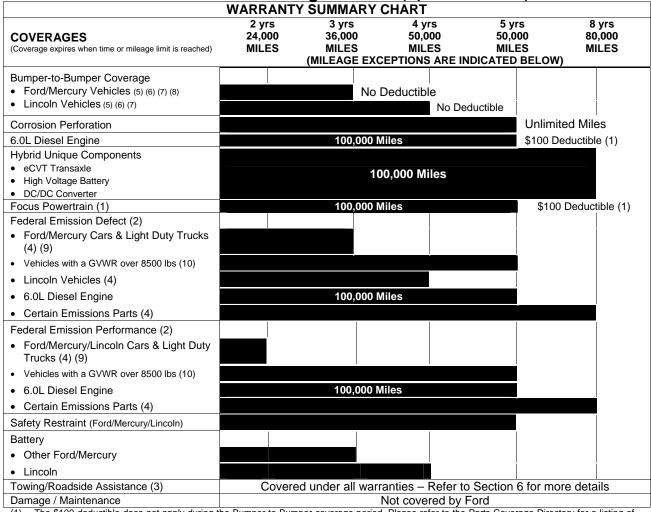


- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 6.0L Powerstroke Diesel Engine Warranty and Focus Powertrain. Focus Powertrain warranty is valid on Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan deliveries only. A 5-year/100,000 mile Ford Powertrain Extended Service Contract will apply to Focus deliveries in all other states.
- (2) See Federal and California Emissions Warranty sections for coverage information. See the Parts Coverage Directory for parts covered under the Emissions Warranty.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Catalytic converters, Powertrain Control Module (PCM), Onboard Diagnostic Device (OBD), Electronic Emissions Control Unit (ECU), Natural Gas Vehicle (NGV) module (Bi-fueled/CNG), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks.
 NOTES: TCM is not a covered emissions component in the Hybrid. In addition, heat shields attached to the catalytic converter are covered for
 - the shorter time period (Bumper to Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.
- (5) Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- (6) Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- (7) Tire repairs, replacements, or adjustments due to defects in the factory-supplied materials or workmanship are covered during the Bumper to Bumper coverage period. Warranty coverage is not provided for normal wear or worn-out tires. Wheel alignments and/or tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever comes first.
- (8) Certain vehicles equipped with Livery or Limousine packages are eligible for extended warranty or Extended Service Plan coverage. Refer to the Limousine / Livery Coverage within this section for details.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details. As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2005 Model Cars and Light Trucks (Up To 550 Series)

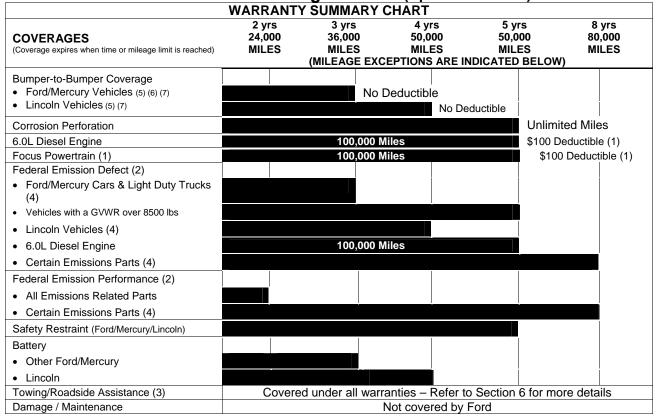


- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 6.0L Powerstroke Diesel Engine Warranty and Focus Powertrain. Focus Powertrain warranty is valid on Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan deliveries only. A 5-year/100,000 mile Ford Powertrain Extended Service Contract will apply to Focus deliveries in all other states.
- (2) See Federal and California Emissions Warranty sections for coverage information. See the Parts Coverage Directory for parts covered under the Emissions Warranty.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Catalytic converters, Powertrain Control Module (PCM), Onboard Diagnostic Device (OBD), Electronic Emissions Control Unit (ECU), Natural Gas Vehicle (NGV) module (Bi-fueled/CNG), and Transmission Control Module (TCM), are covered for 8 years or 80,000 miles, whichever occurs first for Ford, Mercury and Lincoln passenger cars, light duty trucks.
 - NOTES: TCM is not a covered emissions component in the Hybrid. In addition, heat shields attached to the catalytic converter are covered for the shorter time period noted (Bumper-to-Bumper Coverage), if they can be serviced without replacing or affecting the performance of the catalytic converter.
- (5) Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- (6) Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- (7) Tire vibration, ride harshness, out-of-round and uneven/rapid tire wear coverage is 12 months/12,000 miles (except for tires replaced on the new style F-150), whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing.
- (8) Extended 3 year/75,000 mile coverage on certain E-350 Livery Van components. See "Coverages" section.
- 9) Includes medium and heavy-duty vehicles certified to light-duty emission standards. The underhood emissions label on these vehicles is titled "Vehicle Emissions Control Information."
- (10) Except vehicle with a GVWR over 8,500 lbs that are certified to light-duty emission standards and are covered under the light-duty emissions warranty.

NOTE: For Ford and Mercury cars and light trucks, alternate transportation in the form of shuttle service or service rentals may be available under the Transportation Assistance Program. Consult with dealership service management for details. As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2004 Model Cars and Light Trucks (Up To 550 Series)



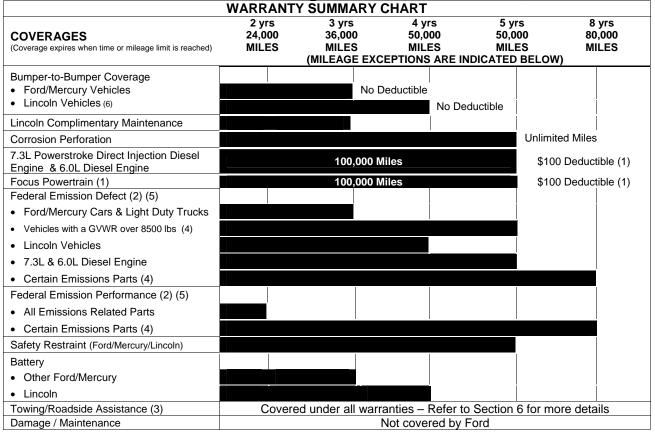
- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 6.0L Powerstroke Diesel Engine Warranty and Focus Powertrain. Focus Powertrain warranty is valid on Florida, Puerto Rico, US Virgin Islands, Guam, American Samoa, and Saipan deliveries only. A 5-year/100,000 mile Ford Powertrain Extended Service Contract will apply to Focus deliveries in all other states.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal Emissions Warranties and the special coverage for CALIFORNIA CERTIFIED VEHICLES. See the Parts Coverage Directory for parts eligible for Emissions Warranty coverage.
- (3) Roadside Assistance is separate from the New Vehicle Limited Warranty, but the program's time period runs concurrently with the Bumper-to-Bumper Warranty Coverage.
- (4) Covers catalytic converters (including heat shields only if not serviced separately), NGV Module (Bi-fuel/CNG), Powertrain control module (PCM), and onboard emissions diagnostic device for cars, light duty trucks and Lincoln vehicles.
- (5) Windshield replacement coverage due to stress cracks is 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements.
- (6) Brake pad/lining replacement coverage is 12 months/18,000 miles, whichever occurs first, for normal wear or defect.
- (7) Tire vibration, ride harshness, out-of-round and uneven/rapid tire wear coverage is 12 months/12,000 miles (except for tires replaced on the new style F-150), whichever occurs first, even though caused by maintenance and wear items such as wheel alignment or tire balancing.

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

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2003 Model Cars and Light Trucks (Up To 550 Series)



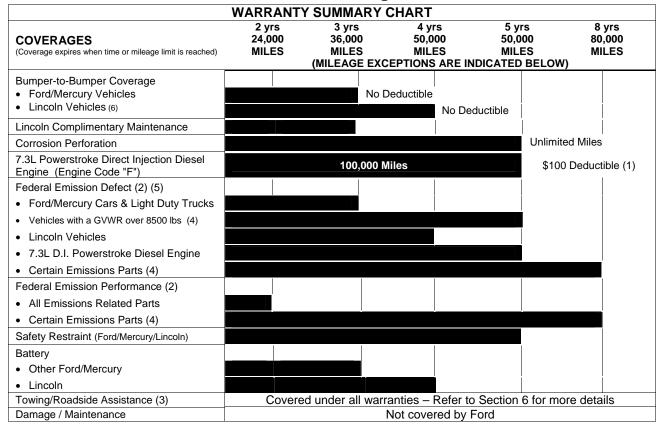
- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. and 6.0L Powerstroke Diesel Engine Warranty and Focus Powertrain. Focus Powertrain warranty is valid on Florida,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

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

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2002 Model Cars and Light Trucks



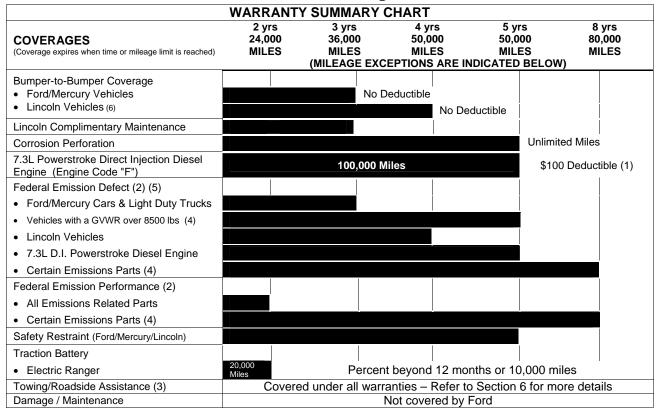
- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal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

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

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2001 Model Cars and Light Trucks



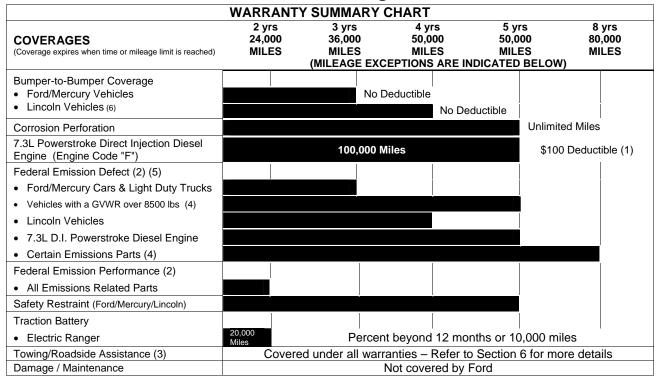
- (1) The \$100 deductible does not apply during the Bumper-to-Bumper coverage period. Please refer to the Parts Coverage Directory for a listing of parts that are covered by the 7.3L D.I. Powerstroke Diesel Engine Warranty.
- (2) See Section 3 (Emissions Coverage) for additional information on the Federal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

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

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

2000 Model Cars and Light Trucks



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

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

As part of the Lincoln Commitment Program, Lincoln vehicle owners will be provided with transportation assistance for warranty repairs in the form of shuttle service, loaner vehicle, or up to \$36 per day rental assistance.

CAR & LIGHT TRUCK - COVERAGE, CONDITIONS, & PROCEDURES BY CATEGORY

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

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

OATE OODY	COVERAGE & OTHER REMARKS
CATEGORY	COVERAGE & OTHER REMARKS
Access Time	 Actual time taken to remove a properly installed Ford or non-Ford part (includes conversions such as motor homes) in order to perform a warranty repair — reimbursable. 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 before sending the vehicle to an outside shop. If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately and payment is based on actual cost if the cost is reasonable.
	Refer to Factory Invoiced Accessories, Ford Licensed Accessories, Ford
Accessories	Work Solutions or Remote Start System.
Accident or Fire	This involves any condition which could have contributed to personal injury or property damage. In such a case:
Oldini	Contact the Office of the General Counsel (OGC) at FMCDealer/Parts &
	Service/Customer Satisfaction/Request for Consumer Affairs Review. Failure to obtain prior authorization from OGC may result in denial of the warranty claim.
	Do not begin no-charge repairs until authorized by the Company.
	 Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
	An actual time labor operation (B, MT, NPF) is used when there is no
Actual Time Labor	published labor operation in the Ford Service Labor Time Standards or other
Operations	Company publications, or for highly unusual repair situations when additional
	time is required to complete the repair. A full description of the need for the
	actual time operation must be listed on the repair form and the request must
	be reasonable. Dealerships must comply with time recording requirements
	noted in this manual whenever actual time labor operations are claimed.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Adjustments & Alignments	 Adjustments required to correct factory defects (no parts replaced) are reimbursable if they are not: Listed on the Predelivery Service Record (checksheet) as a required adjustment. Performed to improve vehicle appearance or performance beyond normal standards. A scheduled maintenance requirement. To correct prior improper or incomplete dealer adjustments. (The Company reimburses dealerships only once for an adjustment unless an ARN, TSB, ONP, or recall is subsequently issued.)
	 Prohibited elsewhere in this Manual or in other Company publications. 1998 and Newer models Service adjustments and alignments with or without a replacement of a part are covered for the full bumper-to-bumper warranty with the following exception: Front-end alignment and wheel balancing are covered during the first 12 months or 12,000 miles (whichever occurs first), unless required by a warranty repair. See "Wheel Alignments" in this section for additional coverage information.
	 HEADLAMP ADJUSTMENT Preset during assembly Adjust only when beyond specification Headlamp adjustment required because of special bodies added to incomplete vehicles or because of special equipment installation (modification-conversion) after the vehicle leaves the assembly plant is not reimbursable.
	 STEERING WHEEL ADJUSTMENT When correction is required, correction is reimbursable as follows: Adjustments to correct Clear Vision on 1998 and newer model light trucks having one tie rod adjuster sleeve are reimbursable under warranty. Never remove and re-index a steering wheel in a car or light truck with two tie rod adjuster sleeves. When special bodies are added to incomplete vehicles (i.e. chassis cabs), alignment and wheel adjustments are not reimbursable under warranty.
	NOTE: Adjustments needed because special equipment (such as a snow plow) has been installed are not covered.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Air Conditioning Components (Including Refrigerants)	Reimbursable: 1998 and Newer Model Coverage Lincoln Bumper-to-Bumper Coverage, 4 yrs/50,000 miles All other Car and Light Truck Bumper-to-Bumper Coverage, 3 yrs/36,000 miles IMPORTANT Air Conditioner Refrigerant - The amount of refrigerant that can be
	claimed for an air conditioning system repair is limited to the actual amount used, not to exceed the refrigerant capacity of that vehicle. For occasional situations where "leak checking" is necessary, a small additional amount can be claimed (up to two ounces for standard systems and four ounces for auxiliary systems).
	NOTE: Ford or Motorcraft branded refrigerant MUST be used.
	A/C Recovery/Recycling Equipment – UL approved recovery/ recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery/recycling equipment are not eligible for reimbursement.
Airborne Material (Environmental Fallout)	For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles, whichever occurs first. The policy covers vehicles: Received damaged from carriers In dealer stock Sold and in possession of owners
	IMPORTANT: Environmental Fallout repairs are not reimbursable beyond 12 months/12,000 miles.
	Environmental conditions not covered by Policy This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include: • Damage caused by bird droppings • Damage caused by tree sap • Stone chips/scratches • Hail damage • Damage from lightning
(continued)	Damage from lightning Damage resulting from flood

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Airborne Material (Environmental Fallout) (continued)	Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event (e.g., overspray from a crop duster) should be sought through the dealership's insurance company, not Ford.
	 Dealerships are responsible for minimizing damage from environmental fallout during inventory storage. RapGard should be left on vehicles until sold up to a maximum of 4 months.
	Owners are expected to wash and wax their vehicles frequently to remove harmful deposits from the vehicles' surfaces to help protect the finish.
	IMPORTANT: Environmental fallout claims submitted to Ford MUST contain appropriate program code, condition code and labor operation, refer to the ACESII Manual for the appropriate claiming procedure.
Alterations or Modification	All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation/use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty, Service Part Warranty or Extended Service Plan. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.
	For example, the new vehicle warranty does not cover damage caused by:
	 Alteration or modification of the vehicle including body, chassis or components after the vehicle leaves Ford Motor Company's control (Lift Kits, Oversized Tires, Roll Bars, etc.).
	 Misuse of vehicle, such as driving over curbs, overloading, racing (see also <u>"Racing"</u> category) or using the vehicle as a stationary power source (hauling in excess of GVW). Tampering with the vehicle, tampering with emissions systems or with other parts that affect these systems (performance chips, exhaust, intake systems, intake manifold boost devices, nitrous oxide, odometer toggle switches, propane injection, etc.).
Ambulance	Vehicles converted to ambulances must be equipped with the Ford Ambulance Prep Package (see information plate, driver's side rear door pillar). Converting vehicles that are not equipped with the Ford Ambulance Prep Package to ambulances will result in the New Vehicle Limited Warranty being voided (Emissions warranty remains valid).

CATEGORY	COVERAGE & OTHER REMARKS
Antennas	Bent or damaged antennas are not covered under warranty.
	NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts, with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.
Assemblies	 Priced Ford assemblies Ford remanufactured and new assemblies are PRICED and PART NUMBERED assemblies distributed through dealerships' facing Ford Authorized Distributors (FAD's) and Ford High Cube Centers (HCC's).
	They are available for use in all repairs, including New Vehicle Warranty, ESP, CLP, Service Part Warranty, and retail. Remanufactured assemblies are remanufactured to Ford Motor Company specifications and are identified by a Ford remanufactured emblem. The Handling Allowances listed in the Dewertrain Reference Cuide.
	 The Handling Allowances listed in the Powertrain Reference Guide also apply to PRICED remanufactured or new engine and transmission assemblies. These exchange engine and transmission assemblies are NOT
	eligible for a parts mark-up unless otherwise notified by the Company. • Any Ford remanufactured assembly that does not have a handling
	allowance is eligible for parts markup.
Audio System/ Satellite Radio	1998 and Newer Vehicle - Bumper-to-Bumper Warranty Audio Product parts/repair costs are not reimbursable by Ford under the Bumper-to-Bumper warranty. Only labor for radio removal and replacement will be reimbursed.
	 Audio System Diagnostics Audio system diagnostics are available by contacting the Ford Technical Hotline. Replace defective amplifiers, antennas, antenna leads, or speakers, with
	parts obtained from the Parts Distribution Center. NOTE: Do not send defective amplifiers, antennas, antenna leads, or
(continued)	speakers to the service center for repairs. These parts must be obtained through your normal parts ordering process.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Audio System/	Customer-Produced Media (CDs)
Satellite Radio (continued)	Due to the wide variety of hardware and software available to the customer, some customer-produced CDs will not be playable on Ford CD Radios.
	Customer-produced CDs may be playable in other customer owned systems, but not in the vehicle's radio. This is not evidence of a warrantable defect in the radio.
	If the CD Radio in question is able to play commercially-produced CDs, DO NOT REPLACE. Rather, explain to the customer that the media is incompatible with the vehicle's player.
	Failure to comply with this policy may subject the dealer to a charge for the Advance Exchange Radio.
	 Audio/Multimedia – Advance Exchange Program Core Return Policy Dealers using the Audio/Multimedia – Advance Exchange Program, will have thirty (30) days to return the defective product to the authorized service center. A core penalty will be billed to the Dealer for product not returned within thirty (30) days.
	NOTE: Dealers MUST provide the Vehicle Identification Number and Satellite Radio Receiver Electronic Serial Number (ESN) in order to receive a replacement Satellite Radio Receiver. Refer to the applicable Workshop Manual for the procedure to retrieve the ESN on the radio display. The ESN is also available on the Satellite Radio Receiver label.
	NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return. When a special shipping bracket is provided on the advance exchange radio it must be removed and installed in the core radio being returned. Instructions will be included in the advance exchange shipping container for Audio products requiring such devices. Failure to use special shipping brackets on returned radios may result in a charge to the dealer for additional damage done to the unit.
	Ford Motor Company DOES NOT cover damage to or failure of an audio component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if an audio product (radio, tape, CD player or satellite radio) is eligible for warranty repair/replacement.
	 Carefully inspect bezel face for liquid residue. Determine if all buttons and knobs operate freely - liquid frequently causes buttons to stick or require excessive pressure to operate. After unit is removed from instrument panel, inspect top and bottom
	 cover for signs of liquid residue. Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject.
(continued)	tapo, ob is in the dook and will not eject.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Audio System/ Satellite Radio (continued)	If any of the previously listed conditions exist, the unit <u>may not be covered under warranty or ESP</u> . Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your local repair facility for retail repair rates. For radios equipped with a removable security bezel, the bezel must be returned with the core radio. A missing security bezel is not a warrantable concern. Warranty claims for non-defective radios which are missing the security bezel will be returned to the dealership. NOTE: Products returned to the Ford authorized service center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.
	 Stuck Media Return Policy If customer complaint is "No eject", "Stuck CD", "Stuck Tape", or similar comment, DO NOT attempt to physically extract the stuck media. Doing so is likely to damage the player mechanism, and prevents the suppliers from diagnosing the problem in order to prevent recurrence. Return the radio to the service center WITH THE STUCK MEDIA STILL IN THE UNIT. If the sticking media problem is intermittent (not reproducible), obtain the media from the customer and return it with the radio to the service center. While there is no guarantee, every effort will be made to return removed media directly to the Dealership. Failure to comply with this policy may subject the dealer to a charge for the Advance Exchange Radio. NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
CATEGORY Battery Coverage Dealer Requirements and Battery Recharging	Bumper-to-Bumper Coverage Dealer Requirements for Battery Handling / Recharging Proper storage and maintenance of vehicle batteries is the dealer's responsibility. A failed battery in dealer inventory after 14 calendar days from the vehicle receipt is not covered under warranty. Check battery state-of-charge within 14 calendar days of vehicle receipt. If the battery eye is "red," recharge the battery. For batteries without an eye, recharge if the voltage is less than 12.4 volts Batteries within warranty coverage, either original equipment (production installed), service-installed, or over-the-counter which are defective and will not hold a charge must be replaced with an equivalent Motorcraft battery. Battery Recharging / Replacement Reimbursement In Stock (New vehicles in a dealership's inventory) – Battery recharging or replacement is reimbursable only within 14 calendar days of the vehicle's delivery to the dealership. Battery recharging or replacement between 14 calendar days after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer is NOT reimbursable Battery recharging or replacement is reimbursable within the Bumper-to-Bumper warranty coverage period. Fleet / Commercial – (Cars and Light Trucks sold for fleet / commercial use) Battery recharging is NOT covered / NOT reimbursable. NOTE: Refer to the Warranty Parts Retention and Return Policies, in Section 1, for battery retention and return policies. NOTE: Details regarding the Service Part Warranty Coverage for batteries replaced under the New Vehicle Warranty is provided later in this Section under Battery – Unique Service Part Warranty Coverage. NOTE: Refer to the Hybrid or THINK vehicle categories in this section for additional battery information. IMPORTANT: All battery warranty replacement claims in ACES II (except for the Hybrid High Voltage Battery and TH!NK vehicle categories in this section or GR1-190 Tester/Charger, if applicable. Dealers are required to use the testers for diagnosis prior to all bat
Body/Chassis &	required for ACES II warranty claim submissions (including CLP and Service Part Warranty). 2005 and Newer Models Some body, chassis and electrical modules may have the capability to re-
Electrical Module Flashing	flash software in the vehicle without replacing the module service part. Re- flash modules when directed by a technical service bulletin related to a specific condition only.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
3,11233111	Ford and Mercury Vehicles
Brake Linings	 2004 and Newer Models: Wear and Factory Defect: Coverage for brake pad/lining replacements is 12 months/18,000 miles, whichever occurs first, even if caused by normal wear. No coverage beyond 12/18. 2003 and Earlier Models: Maintenance: Replacement of worn brake pads/linings is a maintenance service and is not reimbursable. Factory Defect: Coverage for brake pads/linings replacement is 3 years/36,000 miles, whichever occurs first, for defect only.
	 Lincoln Vehicles 2005 and Newer Models: – Wear and Factory Defect: Coverage for brake pad/lining replacements is 12 months/18,000 miles, whichever occurs first, even if caused by normal wear. No coverage beyond 12/18. 2004 Model: – Maintenance: No coverage. – Factory Defect: Coverage for brake pad/lining replacements is 4years/50,000 miles, whichever occurs first. 2001 thru 2003 Models: – Maintenance: Under Lincoln Commitment, coverage is 3 years/36,000 miles, whichever occurs first. – Factory Defect: Coverage for brake pad/lining replacements is 4 years/50,000 miles, whichever occurs first.
	Some examples of criteria for warrantable conditions requiring brake linings replacement within 12 months/18,000 miles are shown below. Linings can be replaced only if the following criteria are met: Front & Rear Disc Linings Disc pad material thickness is less than 3.0 mm. Missing chunks, or cracks in the lining through to the backing plate. Rear Drum Linings Friction material thickness that is less than the minimum specification listed in the workshop manual.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
D 1 D 1	Bumper-to-Bumper Coverage
Brake Rotor Resurfacing (Machining)	NOTE: Dealers are required to resurface brake rotors using the Pro-Cut On-Car Brake Lathe during the Bumper-to-Bumper Coverage period.
	 Warrantable Rotor Resurfacing or Replacement Conditions Rotor Resurfacing is warrantable if: Service diagnosis confirms that the rotor is the root cause for vibration in the steering wheel, seat or brake pedal when the brakes are applied. Heavily rusted and/or pitted rotor brake pad contact surface area creates a vibration concern. NOTE: Exceptions to the previous requirements are REAR rotors on E and F-Series trucks with dual rear wheels. When a rotor defect is noted on these units, replacement is the only acceptable repair. Rotor Replacement is warrantable if: Rotor does not have enough material to allow turning as defined in the workshop manual and/or the specification stamped on the rotor. Service Management must authorize the replacement of brake rotors, and initial the service (hard) copy of the claim on the same line as the
	labor operation to replace rotors. Non-Warrantable Conditions Surface rust Scoring/grooves as a result of normal use Resurfacing/replacement associated with brake pad service due to normal wear/maintenance
	 Claim Requirements The following information MUST be noted on the warranty claim and entered in the DTC (chassis) field during the ACES II claim submission. • Pre-turn rotor thickness (Required when rotors are machined or replaced) Post-turn rotor thickness (Required when rotors are machined)
Brake System Cleaning	Reimbursable only when required due to foreign material entering the system at the assembly plant.
Brake System Fluid	Fluid only is not reimbursable. Brake fluid is only reimbursable when added as part of a repair.
Brake Wheel Cylinder	 Replace the complete wheel cylinder (drum brakes only). Repair the cylinder only when a complete assembly is not available and the cylinder is repairable.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Bumper System	 What is Covered: Bumper-to-Bumper Coverage Repairs due to a defect in factory-supplied material, paint, or workmanship with the exception of the items listed under "What is Not Covered." Defects include: excessive dirt specs in paint, thin paint, runs/sags in paint, orange peel, and clear-coat build up. 1. Repairs due to flaws in the material or paint peeling are covered for the full length of the warranty. 2. Paint fading is covered for the full length of the warranty provided the customer has maintained the bumper system.
	 Repairs covered under the category "Corrosion", with the exception of the items listed under "What is Not Covered" below. Coverage included: Rust/Corrosion without perforation up to 3 years/36,000 miles. Exception: Rust or corrosion damage obviously due to propagation from damage or scratches on the vehicle is not covered.
	Note: Submission of Environmental claims for the bumper must be done so as identified in the category "Airborne Material (environmental fallout)".
	 What is Not Covered: Any bumper system that has been altered or modified after the vehicle leaves Ford Motor Company's control (i.e., assembly plant). (See category "Alterations or Modifications") Alterations/Modifications include, but are not limited to: addition of holes, repainting, bumper stickers (inability to remove), brush guards, and any after-market packages. (Warranty for any after-market packages should be pursued from the maker of the after-market part.) Damage because of normal deterioration or due to improper maintenance/care of the system. Note: Owners are expected to wash and wax their vehicle, including the bumper system, to remove harmful deposits from the vehicle's surfaces to help protect the finish. Damage due to abuse/misuse of vehicle or using the vehicle outside of its intended function (i.e., pushing another vehicle by bumper contact, use of abrasive materials and/or harmful chemical cleaners to clean the bumper). Damage due to an accident. Rust/Corrosion or paint defects caused by conditions such as chips.
	 Rust/Corrosion or paint defects caused by conditions such as chips, scratches, dents, dings, nicks, bird droppings, tree sap, hail or other "acts of nature" that are not reported by the customer within one week of the new vehicle delivery date. (See category "Paint Defects") Damage due to placing an object that applies excessive downward force on the front or rear bumper.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE	& OTHER REMARKS
Cellular Phone (Mobile Phone)	cables (coil cords), and n Electronics using Form 856 diagnostic assistance and a	ets, transceivers, antennas, data connect nicrophones are supplied by Autocraft 60. Contact them at 1-800-755-4161 for dvance exchange requests for handsets ment unit will be sent overnight express.
	Autocraft El 1612 Huttor Carrollton,	n Drive, Suite 120
	for non-sourced cellular re	er dealers to the Parts Distribution Center lated parts. Claims for replacement of submitted through DWE/ACES II
	Dealers using the Cellular F Day delivery program, will ha handset, transceiver, or coi	Phone – Advance Exchange, Same/Next ave thirty (30) days to return the defective of cord to the authorized service center. I days will be billed to the dealer.
		ge due to customer abuse or water ged antennas are not covered under
Cellular Phone (Docking Station)	Bumper-to-Bumper Coverage The Ford Premium Hands-Free System by Cell Port (supplier's brand name) is a cell phone docking station developed to meet Ford specifications. This system is available as a "fleet only" Regular Production Option for certain Ford Fleet accounts on select Ford Motor Company vehicles. The system consists of:	
	Description Docking Station	Ford Service Part Base Number 1606024 (Windstar) or 19A384 (Taurus/Sable and Ford dealer accessory kits
	MicrophoneAntenna MastAntenna BaseMain Wire HarnessMic./Antenna Wire Harness	19A391 18A886 19A390 14588 18812
(continued)	- Mounting Bracket - Pocket Adapters	19A384 19A464

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Cellular Phone (Docking Station) (continued)	All of these component parts are warranted by Ford Motor Company and serviced by its dealers. They are covered by either Ford Motor Company's 3/36 or Lincoln's 4/50 Bumper-to-Bumper warranty (RPO).
	For technical hotline assistance contact: Cell Port System 4888 Pearl East Circle - Suite 300E
	Boulder, Colorado 80301 (866) 235-5767
	Mobile-Ease TM Hands Free Communication System
Cellular Phone (Bluetooth TM)	 Mobile Ease components, (module, microphone, HMI, wiring harness) are warranted under the New Vehicle Limited Warranty (if any) or the applicable Service Parts Warranty (12 months /12,000 miles, whichever occurs first) whichever is greater.
	 Only labor for Mobile Ease components removal and replacement will be reimbursed.
	 For service authorization the dealer representative must call the supplier, Peiker acustic, Inc. (email address: FordServiceParts@peiker.com) at 877-734-5375 and request a Repair Claim form. The form will then be provided to the dealer either via fax or email.
	 Defective part(s) with the claim number clearly written on the package are to be shipped freight pre-paid to:
	Ford Warranty Parts 8925 Sterling Street Irving, TX 75063
	(877) 621-8400 Dealer is responsible for service parts not returned/received by the Service Center within 60 days of the original claim number. After 60 days, the Dealer will be liable for all non-returned components at service part pricing.
	Basic Vehicle Coverage/Bumper-to-Bumper Coverage.
Clocks	 Stand Alone — Replace complete assembly except when only an illumination bulb is needed.
	 Obtain replacement clocks from the Parts Distribution Center. Do not send inoperative clocks to the service station for repair. Clock/Radio Chassis — Forward the defective clock/radio (transportation prepaid) with Form 1878 and a copy of the OASIS printout to the vendor's authorized service station.
Clutch Lining (Disc)	Replacement of clutch lining due to normal wear and tear (disc) is a maintenance service and is not reimbursable, except for 2001-2003 Lincoln vehicles which have coverage for 3 years or 36,000 miles, whichever comes first. If, however, the lining wear-out is due to a factory defect in material or workmanship, the clutch lining is reimbursable during the Bumper-to-Bumper coverage. The claim should be annotated
	with the specific defect.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Cobra "R" Mustang	 SVT Cobra "R" Mustangs are equipped with a competition package and are designed for competition purposes. All Competition Package equipped Mustang Cobra "R's" are void of all manufacturer's warranties except for Federal and California Emissions Warranties. Failure to properly maintain the vehicle, including performing any modification of emissions control equipment will void the Federal and California Emissions Warranties. Questions on SVT products may be directed to the SVT Hotline at 1-800-FORD-SVT.
Comebacks & Repeat Repairs	Not reimbursable. Comebacks or Repeat Repairs (second or subsequent attempts to correct the same complaint by a dealership, "including other dealer-owned stores") will be charged back if adequate technical information was published at the time of the original repair. (Refer to Section 4 – "Dealer Self-Approval of Repeat Repair Guidelines")
Company-Owned Vehicles	All Ford Motor Company-Owned Vehicles (excluding non-certified vehicles such as pre-production test vehicles) are covered by the New Vehicle Limited Warranty as well as Customer Satisfaction Programs, Special Service Instructions and Recalls.
Co-Pay Repairs (Warranty)	In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 600 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.
Convertible Top	 Basic Vehicle Coverage/Bumper-to-Bumper Coverage Covers convertible top and backlite for defects in materials and workmanship. Not covered – damage to the convertible top or backlite caused by improper storage or handling, and deterioration due to exposure, wear, or extreme environmental conditions. Ford service parts must be used when necessary to correct backlite concerns, or other factory defects noted after the vehicle has been placed in service. NOTE: Owners are expected to clean and wash convertible tops according to instructions shown in the vehicle owner's guide to protect and preserve the convertible top material and backlite against harmful deposits.
Cooling System Cleaning	Reimbursable only when required due to foreign material entering the system at the assembly plant. Bumper-to-Bumper Coverage on 1998 and newer models.
Corrosion	 If body sheet metal has corrosion damage without perforation, and the damage is not the result of abnormal usage and/or extreme environmental conditions, the corrosion damage repairs are covered in the Bumper-to-Bumper period — 3 years or 36,000 miles for Ford and Mercury Cars & Light Trucks, and 4 years or 50,000 miles for Lincoln. Rust damage resulting in perforation (holes) in body sheet metal panels is covered on 1998 and newer models for 5 years unlimited miles.
Diagnosis Time	Refer to Section 5 – "Labor Reimbursement Policies"

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Diagnostic Trouble Codes (DTC)	All Diagnostic Trouble Codes retrieved during the initial diagnosis of a repair must be recorded and entered on the hard copy and in the DTC field in ACESII.
Diesel Engine Warranty (7.3L D.I., 6.0L, 6.4L & 6.7L) (Does not apply to In- Direct Injection Diesel Engines)	 1998 and newer models 5 years or 100,000 miles, whichever occurs first, against defects in factory-supplied materials or workmanship on certain direct injection diesel engine components on the direct injection diesel engine. For 1998 through 2006 models, a \$100 deductible per visit applies after the Bumper-to-Bumper Warranty Coverage period (3 years or 36,000 miles). Effective with the 2007 Model Year, the \$100 deductible is eliminated. Refer to Parts Coverage Directory for a list of parts covered by the 7.3L, b.1., 6.0L, 6.4L & 6.7L Diesel Warranty. NOTE: Engines covered by this warranty can be identified by an "F" for 7.3L, "P" for 6.0L, "R" for 6.4L, "T" for 6.7L engine code in VIN (8th position). Covered components: cylinder block, heads and all internal parts, intake and exhaust manifolds, timing gear, harmonic balancer, valve covers, oil pan and pump, water pump, fuel system (excluding fuel lines, fuel tank and frame mounted fuel conditioning module sometimes referred to as the frame mounted fuel conditioning module sometimes referred to as the frame mounted pump/filter/water separator), high pressure lines, gaskets and seals, glow plugs, turbocharger, two-stage turbocharger assembly (6.4L/6.7L), turbocharger actuator (6.4L/6.7L), powertrain control module, engine control module (6.4L/6.7L), high pressure fuel injection pump assembly (6.4L/6.7L), electronic driver unit, injectors, injection pressure sensor, fuel rail pressure sensor (6.4L/6.7L), high pressure oil regulator, exhaust back pressure regulator and sensor, exhaust pressure sensor (6.4L/6.7L), manifold pressure sensor (6.4L/6.7L), intake air temperature sensor (6.4L/6.7L), crankshaft position sensor, accelerator switch. NOTE: Some components also may be covered by the Emissions Warranties with no deductible. If the use of a fuel that is not recommended by Ford is found to be the cause of a malfu
	fuel. The fuel in the vehicle during testing may or may not be contaminated. Multiple injector contamination is a maintenance issue and is not covered under warranty. Typically, any exceptions to this would be communicated to dealerships via Ford technical publications. Always check OASIS and FMCDealer.com for the latest service information.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Diesel Fuel Usage	Use only recommended fuel. Vehicles operated in the United States and Canada having 2007 model year and newer diesel engines requires ultra low sulfur diesel fuel (15 ppm sulfur maximum). Engine and exhaust systems were designed to only use this fuel. Using low sulfur diesel fuel (16-500 ppm) or high sulfur diesel fuel (greater than 500 ppm) in a diesel engine designed to use only ultra low sulfur diesel fuel will cause certain emission components to malfunction which may also cause the "Service Engine Soon" light to illuminate indicating an emissions-related concern.
	IMPORTANT: Damage as a result of improper fuel usage is not covered under the terms of the New Vehicle Limited Warranty.
	BIODIESEL Biodiesel fuel is a product that has been converted from renewable fuel sources, including vegetable oil, animal fat and cooking oil. Diesel fuel containing no more than 5% biodiesel may be used. Biodiesel should comply with ASTM D6751 or an equivalent specification. Use of biodiesel in concentrations greater than 5% may cause damage to vehicles fuel system components such as fuel tank, fuel lines, fuel pump, fuel sender and fuel injectors. Concentrations greater than 5% can also cause fuel filter restrictions that may result in a lack of power and or fuel pump and fuel injector failure.
	IMPORTANT: The use of home heating oil, agricultural fuel or any diesel fuel not intended for highway use may result in damage to the fuel injection system, engine and exhaust catalyst and is not covered under the terms of the New Vehicle Limited Warranty.
Electric Powered	Ford Motor Company vehicles that have been converted to electric power generally are covered by the standard Ford New Vehicle Limited Warranty.
Vehicles (Warranty coverage on vehicles converted to electric power)	The warranty, however, will not cover any part or component that has been affected by a modification to or conversion of the vehicle that was performed by anyone other than Ford Motor Company. The following components will typically not be covered by the Ford warranty on vehicles that have been converted to electric power:
	 any parts or components installed by the converter electrical systems (unless fully isolated from the power source) the vehicle frame (or sub-frame for uni-body vehicles) the brake and suspension systems (unless vehicle weight is not increased)
	Components such as sheet metal, paint and interior trim would typically continue to be covered by the Ford warranty. Each warranty claim, however, must be reviewed on a case-by-case basis by the servicing Ford dealer. Such caution is recommended by the Ford Motor Company because a conversion to electric power may have adverse effects upon the operation or durability of the converted vehicle that cannot be foreseen by Ford Motor Company. If assistance is required in a repair situation, you should contact your FCSD Regional Office Representative.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Emergency Repairs (non-visiting and visiting owner)	New Ford or Ford remanufactured parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or Lincoln Mercury dealers or from Ford or Motorcraft Authorized Distributors. Ford will allow the use of a FAR, Motorcraft, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:
	OWNER IS NOT TRAVELING If the owner is NOT traveling and the vehicle is inoperative, and DOES II displays one of the following messages: • Ford part is out-of-stock nationally (D-99 status) • OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen • No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen
	OWNER IS TRAVELING (VISITING OWNER) If the owner IS traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership. Supporting Document Requirements A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment.
	 An explanation of the reason for using the Ford Authorized Remanufactured, Motorcraft or new non-Ford part must be entered in DWE/ACES II. The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment.
	Reimbursement When the "Actual Cost" of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part "Dealer Price", the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount.
Emissions Control Systems Components	 Emissions Components and Warranty Coverage — See Parts Coverage Directory. Administrative Procedures — Refer to <u>Emissions Coverage</u> in this section.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Factory Invoiced Accessories (FIA)	Ford Factory Invoiced Accessory (FIA) Options are Genuine Ford Accessories, ordered as a Vehicle Option through CONCEPS and listed on the Vehicle Window Sticker. These Accessories are automatically sent to the Ship-To Dealer, for installation prior to vehicle delivery.
	Payment for Installation is automatically credited to the Ship-To Dealer on the Miscellaneous Parts Statement, and should not be claimed as a warranty repair.
	After Vehicle Delivery, all FIA Options are covered under the bumper-to- bumper warranty provisions, except for Remote Start.
	Refer to Remote Start System for further details.
	All other defective FIA components (other than Remote Start) replaced under the bumper-to-bumper warranty are eligible for labor reimbursement through ACESII. File labor-only claim using program code "ACC" through ACESII.
Ford Licensed Accessories (FLA)	Ford Licensed Accessories' (FLA) are quality aftermarket accessories designed, engineered, tested, and produced by their respective manufacturer.
	Covered under bumper-to-bumper warranty (unless specified differently by the accessory manufacturer): O All FLA's parts warranty coverage is provided by the accessory manufacturers, not Ford Motor Company. O Defective FLA components replaced under the bumper-to-bumper warranty are eligible for labor reimbursement through Ford Motor Company. O File labor-only claim using program code "ACC" through ACESII.
	Parts warranty coverage and claims process may vary by manufacturer. Do not order warranty replacement parts from Ford as they are not reimbursable through the Ford Motor Company warranty system.
	Questions regarding FLA warranty and claims process may be directed to (877) 682-4276 or fla@ford.com.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Ford Work Solutions (FWS)	Ford Work Solutions is offered through the Ford Licensed Accessories' (FLA) program.
(**************************************	Warranty coverage is 3 years/36,000 miles from the date of purchase of the vehicle.
	Ford Work Solutions products purchased in the U.S. are covered only in the U.S.A. Products purchased in Canada are covered only in Canada.
	This Warranty only covers the products in the vehicle in which it was originally installed at the time of delivery.
	PARTS - Warranty part claims may be administered through the local Ford Accessory Distributor (FAD) or directly with the supplier. Do not submit parts to Ford Motor Company via ACESII.
	 A complete list of supplier contact information is located at FMCDealer.com / Parts and Service / Parts Product Line Information / Accessories / Ford Licensed Accessories website.
	LABOR - Defective components replaced under the bumper-to- bumper warranty are eligible for labor reimbursement through Ford Motor Company. File labor-only claims using program code "ACC" through ACESII.
	Core Return A core penalty will be charged to the Dealer statement for any core not returned to the service center within 30 days of shipment.
	Questions regarding FLA warranty and claims process may be directed to (877) 682-4276 or fla@ford.com
Ford Power Products	When authorized by Ford Power Products (1-800-421-1821), dealers may perform warranty repairs to Ford Power Products. Mail claims to:
	Ford Power Products 290 Town Center Rd. Suite 1000 Dearborn, MI 48126
	NOTE: Ford parts (engines, transmissions, etc.) installed in motor homes or other modified vehicles are covered by the Ford New Vehicle Warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., Gillig, Spartan, Oshkosh, LaForza, John Deere, Coachmen) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Ford Power Products.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Fluids & Fluid Usage Guidelines (oils, lubricants, coolant, refrigerant)	Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications. The cost of non-Ford/Motorcraft oils, lubricants, fluids, and refrigerant used for a warranty or ESP/ESC repair without supporting documentation justifying their use, (e.g., emergency repair), is not reimbursable and subject to chargeback. • Only fluids specified as "Check & Fill" at predelivery are reimbursable, when not supplied in the specified amount at the assembly plant, up to the specified level. • Fluid lost or not usable due to a component defect is reimbursable for the same period as the component.
	 Refrigerant Refrigerant and labor are reimbursable within applicable coverage. Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable.
	 Engine Coolant-Fluid only (not labor) reimbursable at predelivery when not supplied in the proper amount at the assembly plant. Engine Oil Usage Guidelines Oil usage is normally greater during the first 10,000 miles of service. As mileage increases during the warranty coverage period, oil usage generally improves. Cars and light trucks in normal service should get at least 1500 miles/quart after 10,000 miles of service. Severe service (e.g., towing, hauling, short trips, taxi, extended idling, or law enforcement use) may result in greater oil usage. Diesel engines used in severe service should get at least 1000 miles/quart after 7,500 miles of service. NOTE: When an owner complains of oil usage (consumption), the dealership must determine the amount of oil the engine uses before any major engine repairs are started. The owner should be told to return to
	the dealership each time the engine needs oil. The amount of oil, the date, and the mileage on the vehicle when the oil is added must be recorded in a "LOG" maintained by VIN. (Refer to Section 1 – "Service Supervision Responsibility")
	EXAMPLE OF AN OIL CONSUMPTION "LOG" VIN DATE AMOUNT OF MILEAGE OIL ADDED
	1FAPP1485PW156887 1/7/10 1 QT. 4,293
Fuel Injection Pump (7.3L In-Direct Injection Diesel Engine Only)	 1998 - 2004 Bumper-to-Bumper Coverage Includes pumps and lines.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Fuel Injector Nozzle	 Covered under Emissions Warranty. Coverage includes diagnosis and replacement of both gasoline and Diesel engine injector nozzles, but cleaning of nozzles is covered only for gasoline engines without deposit resistant injectors (DRI).
Fuel Shortage - New Vehicles	Reimbursable at actual cost (no markup) when vehicles are delivered with less than the invoiced amount of fuel. Program code (L63) may only be submitted for the amount of fuel required to refill the vehicle to the invoiced amount. Refer to the ACESII Manual for claiming guidelines.
Fuel System Cleaning Revised!	 Covered within 12/12 only - fuel system cleaning is reimbursable only when required due to foreign material entering the system at the assembly plant. Bumper-to-Bumper Coverage for fuel system cleaning when required due to additional warrantable repairs performed. Fuel system cleaning due to fuel contamination is not covered under warranty.
Fuel Usage Guidelines	Fuel used during the course of a repair is not reimbursable under warranty.
Gaskets & Seals	 Reimbursable: Defective gaskets and seals are covered when installed properly for the same warranty period as the covered part with which they mate. Not reimbursable: Non-defective gaskets and seals that have been installed improperly during a previous repair or must be replaced as part of a normal maintenance procedure.
Glass Replacement	Covered under the Bumper-to-Bumper Warranty (stone chips and scratches that result from use are not covered under the New Vehicle Limited Warranty). For 2004 and newer models, windshield replacement coverage due to stress cracks is limited to 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements. • All glass replacements under warranty MUST be made with Carlite glass. • Parts Reimbursement - Parts reimbursement for the glass is at the Dealer's actual cost plus applicable parts allowance (e.g., 40%). The actual cost plus applicable parts allowance may not exceed Dealer Price of the glass plus applicable parts allowance. • Labor Reimbursement - If the Dealer performs the glass replacement, labor reimbursement is at the standard labor operation hour(s) multiplied by the Dealer's approved warranty labor rate. If the Dealer chooses to sublet the glass replacement, either the standard operation or the actual Outside Labor (OSL) charge may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the Dealer's approved labor rate. When returning glass to the WPAC, the visual defect must be identified with a permanent marker.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Government Vehicles	U.S. Government vehicles have the same warranty coverage as U.S. vehicles.
	 Parts and labor are covered only when the vehicles are operated in the 50 States or the U.S. federalized territories and are serviced by Ford dealers. If the vehicles are not serviced by Ford dealers, or are operated outside of the U.S. 50 States or the U.S. federalized territories, the Government may exchange defective parts for new parts (parts only, labor is not covered).
Harley Davidson F-150 Saleen Supercharger	 2007 & 2008 Model Year F150 Harley Davidson trucks ordered with the Saleen Supercharger Ship-Thru Package are warranted for 3/36 only. These trucks are not eligible for the 5/60 Powertrain Warranty. The Saleen Supercharger, intake manifold and any components modified by Saleen are not eligible for Emissions Warranty coverage through Ford Motor Company.
	Trucks ordered with this Supercharger Package will display the following message on OASIS: "UNIQUE HARLEY DAVIDSON TRUCK - NOT ELIGIBLE FOR 5/60 PT WTY"
Hybrid Revised!	The following unique components are covered for 8 years / 100,000 miles High Voltage Battery (also eligible for California Emissions 10/150) Electronically Controlled Continuously Variable Transmission (eCVT) DC / DC Converter High-Voltage Battery Connector (Fusion/Milan/MKZ Hybrid only) Battery Pack Fan Assembly (Fusion/Milan/MKZ Hybrid only) Thermister Probe (Fusion/Milan/MKZ Hybrid only) Hybrid Battery Pack Sensor Module (HBPSM) (Fusion/Milan/MKZ Hybrid only) Battery Energy Control Module (BECM) (Fusion/Milan/MKZ Hybrid only) Not Covered High Voltage Battery damaged due to improper vehicle storage (see the Owner's Guide for required storage procedures necessary to protect the High Voltage Battery.) For Hybrid Unique Components prior approval requirements, refer to the Prior Approval Programs category listed in this section.
	NOTE: Service Part coverage for High Voltage Battery is 12/12.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Instrument Cluster Products	For replacement of: - 10849 - Electronic Instrument Cluster (EIC) - 10849 - Hybrid Electro Mechanical Cluster - 10849 - Programmable Speedometer/Odometer Module cluster (PSOM) - 10D922 - Electronic Displays - 17C269 - Odometer NVM Module - 17255 - Mechanical Speedometers (94/95 Taurus/Sable/Windstar) - 17255 - Electro-Mechanical Speedometers - 17B383 - Electronic Speedometers IMPORTANT: Parts 10849 (Hybrid Electro Mechanical Cluster) and 17255 (Electro-Mechanical Speedometer) cannot be returned to the authorized service center for credit once the odometer has been set with the specific mileage requested by the dealership.
	Instrument Cluster – Advance Exchange Program Core Return Policy
	Dealers ordering Instrument Clusters through the online ordering system utilizing the Online 1878 Form will have thirty (30) days to return the defective cluster to the authorized service center. Those not returned within 30 days will be billed a core penalty of \$300.
	 Unused Instrument Clusters returned for credit require prior authorization from the Ford Electronics Service Group; call 313-390-3635 for return authorization. To partially offset the programming, handling and shipping costs unique to Instrument Cluster orders, a \$75.00 restocking fee will be assessed for all clusters returned unused.
Keyless Entry Remote Battery	Covered under the Bumper-to-Bumper Warranty.
	Non-reimbursable labor operations:
Labor-Only Operations	 Inspections, adjustments, alignments, and cleanup included in predelivery. Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications. (Refer to the Predelivery Service Record checksheet.) Adding 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: Sublet to an outside specialty shop. Performed on an emergency basis and Ford and Lincoln Mercury dealerships are closed. (Refer to Section 5 – "Sublet").
Legal Parts	Parts involved in accident, personal injury, or property damage MUST not be scrapped until authorized by the Company. (Refer to "Accident Or Fire" Claim" in this section for additional information.)

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

Light Bulbs Bumper-to-Bumper warranty. Bumper-to-Bumper Coverage (with the following condition exceptions) Covered (Lincoln Navigators, Ford Expeditions, and E-350 with Livery Service Package) - Ford Motor Company authorizes only Qualified Vehicle Modification Limousine conversions. - Only Lincoln Town Cars equipped with option order code 910 the Limousine Builders Package (418) or Hearse Builders Package (419) are suitable for limousine or hearse conversion. The wheelbase on Lincoln Town Cars with option order code 910 NOT be extended beyond 120 inches (237.7" total wheelbase manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7500 pounds. - Ford Motor Company authorizes only certain coachbuilders at the Qualified Vehicle Modifiers (QVM's of limousines as I <a a="" href="mailto: <a href=" mailto:<=""> <a a="" href="mailto: <a href=" mailto:<=""> to perform 2004 and newer Navigator and Ford Expedition limousine conversions using package. The wheelbase on Lincoln Navigators and Ford Expedition limousines cannot exceed the maximum exter 140 inches (270.8" total wheelbase) or exceed a total Gross Weight Rating (GVWR) of 9,900 pounds. All Navigat Expedition limousine conversions must use either of the fitires; Michelin Pilot LTX 285/60R18 or Michelin Latitude T 285/60R18.	ATEGORY	CATEGORY COVERAGE & OTHER REMARKS
Limousines/Livery Vehicles (Lincoln Town Cars, Lincoln Navigators, Ford Expeditions, and E-350 with Livery Service Package) • Ford Motor Company authorizes only Qualified Vehicle Modification Limousine conversions. • Only Lincoln Town Cars equipped with option order code 910 the Limousine Builders Package (418) or Hearse Builders Pac (419) are suitable for limousine or hearse conversion. The wheelbase on Lincoln Town Cars with option order code 910A NOT be extended beyond 120 inches (237.7" total wheelbase) manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7500 pounds. • Ford Motor Company authorizes only certain coachbuilders at the Qualified Vehicle Modifiers (QVM's of limousines as I		Interior and exterior light bulbs are covered for the duration of the Bumper-to-Bumper warranty.
 Lincoln Navigators, Ford Expeditions, and E-350 with Livery Service Package) Ford Motor Company authorizes only Qualified Vehicle Modifications, and E-350 with Livery Service Package) Only Lincoln Town Cars equipped with option order code 910 the Limousine Builders Package (418) or Hearse Builders Package (419) are suitable for limousine or hearse conversion. The wheelbase on Lincoln Town Cars with option order code 910A NOT be extended beyond 120 inches (237.7" total wheelbase manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7500 pounds. Ford Motor Company authorizes only certain coachbuilders at the Qualified Vehicle Modifiers (QVM's of limousines as I <a href="mailto:<a href=" mailt<="" mailto:<a="" td=""><td>ines/Livery ex</td><td>sines/Livery exceptions)</td>	ines/Livery ex	sines/Livery exceptions)
 Only Lincoln Town Cars equipped with option order code 910 the Limousine Builders Package (418) or Hearse Builders Pack (419) are suitable for limousine or hearse conversion. The wheelbase on Lincoln Town Cars with option order code 910A NOT be extended beyond 120 inches (237.7" total wheelbase manner that results in a Gross Vehicle Weight Rating (GVWR) exceeding 7500 pounds. Ford Motor Company authorizes only certain coachbuilders at the Qualified Vehicle Modifiers (QVM's of limousines as I sex-sww.fleet.ford.com>>>> to perform 2004 and newer Navigator and Ford Expedition limousine conversions using package. The wheelbase on Lincoln Navigators and Ford Expedition limousines cannot exceed the maximum extend 140 inches (270.8" total wheelbase) or exceed a total Gross Weight Rating (GVWR) of 9,900 pounds. All Navigat Expedition limousine conversions must use either of the fitires; Michelin Pilot LTX 285/60R18 or Michelin Latitude T 285/60R18. 	Navigators, Ford ons, and E-350 ery Service	Ford Motor Company authorizes only Qualified Vehicle Modifiers tions, and E-350 very Service Ford Motor Company authorizes only Qualified Vehicle Modifiers (QVM's) to perform Lincoln Town Car, Navigator, and Ford Expedition Limousine conversions.
the Qualified Vehicle Modifiers (QVM's of limousines as I <<< www.fleet.ford.com>>>>) to perform 2004 and newer Navigator and Ford Expedition limousine conversions using package. The wheelbase on Lincoln Navigators and Ford Exp modified into limousines cannot exceed the maximum exter 140 inches (270.8" total wheelbase) or exceed a total Gross Weight Rating (GVWR) of 9,900 pounds. All Navigat Expedition limousine conversions must use either of the fitters; Michelin Pilot LTX 285/60R18 or Michelin Latitude T 285/60R18.	•	Only Lincoln Town Cars equipped with option order code 910A and the Limousine Builders Package (418) or Hearse Builders Package (419) are suitable for limousine or hearse conversion. The wheelbase on Lincoln Town Cars with option order code 910A MAY NOT be extended beyond 120 inches (237.7" total wheelbase) or in a manner that results in a Gross Vehicle Weight Rating (GVWR)
Not Covered	•	• Ford Motor Company authorizes only certain coachbuilders amongst the Qualified Vehicle Modifiers (QVM's of limousines as listed at <a a="" href="mailto: <a href=" mailto:<=""> (QVM's of limousines as listed at <a a="" href="mailto: <a href=" mailto:<=""> <a a="" href="mailto: (QVM's of limousines as listed at <a href=" mailto:<=""> <a a="" href="mailto: <a href=" mailto:<=""> (QVM's of perform 2004 and newer Lincoln Navigator and Ford Expeditions using the 17L package. The wheelbase on Lincoln Navigators and Ford Expeditions modified into limousines cannot exceed the maximum extension of 140 inches (270.8" total wheelbase) or exceed a total Gross Vehicle Weight Rating (GVWR) of 9,900 pounds. All Navigator and Expedition limousine conversions must use either of the following tires; Michelin Pilot LTX 285/60R18 or Michelin Latitude Tour HP 285/60R18.
If a Ford or Lincoln and Mercury vehicle is converted into a lin and/or is not approved for inclusion in the QVM program and properly equipped with a Limousine Builder's Package (Expensavigator- 17L) and is not modified by a Qualified Vehicle Modified the limits of the Ford Guidelines described previously, then the Limited Vehicle Warranty and any Extended Service Plan will be the The Emissions Warranty may also be voided and the vehicle may be considered the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle may be considered the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle may be considered the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions Warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be voided and the vehicle "manufacturer" for Emissions warranty may also be void	If an pro Na the Lir Th ma	Not Covered If a Ford or Lincoln and Mercury vehicle is converted into a limousine and/or is not approved for inclusion in the QVM program and is not properly equipped with a Limousine Builder's Package (Expedition & Navigator- 17L) and is not modified by a Qualified Vehicle Modifier within the limits of the Ford Guidelines described previously, then the New Limited Vehicle Warranty and any Extended Service Plan will be void. The Emissions Warranty may also be voided and the vehicle modifier may be considered the vehicle "manufacturer" for Emissions Warranty coverage purposes (including responsibilities for emissions warranty, recall and in use compliance).

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Limousines/Livery	LINCOLN TOWN CARS
Vehicles (Lincoln Town Cars, Lincoln Navigators, Ford Excursions, Expeditions, and E- 350 with Livery Service Package) (continued)	2003 LINCOLN TOWN CAR – 418 Limousine Builder's Package An eligible End User who purchases or leases a new Lincoln Town Car 418 Limousine Builder's package converted into an eligible Limousine or six-door professional car by a Qualified Vehicle Modifier) is eligible for: • 36 Month / 150,000 Miles Lincoln Limousine Limited Warranty Coverage • Parts coverage equal to ESP Extra Care component coverage • \$50 deductible • \$50 towing coverage • Available to vehicles delivered in Florida
	 2005 – 2006 LINCOLN TOWN CAR – 535 Livery Package An eligible End User who purchases or leases a new Lincoln Town Car sedan 535 Livery package or 535 Executive L-Series is eligible for: 36 Month / 150,000 Miles Ford Extended Service Plan Extra Care Livery Coverage ESP Extra Care component coverage \$50 deductible \$0 towing coverage Not available for vehicles delivered in Florida due to unique state regulations, however this plan may be purchased from a Lincoln-Mercury dealer
	 2005 – 2009 LINCOLN TOWN CAR – 418 Limousine Builder's Package An eligible End User who purchases or leases a new Lincoln Town Car 418 Limousine Builder's package converted into an eligible Limousine or professional car by a Qualified Vehicle Modifier is eligible for: 48 Month / 150,000 Miles Lincoln Limousine Limited Warranty Coverage Parts covered equal to ESP ExtraCare component coverage \$50 deductible \$50 towing coverage Available to vehicles delivered in Florida
	 2005 – 2009 LINCOLN TOWN CAR – Livery – 535 Livery Package An eligible End User who purchases or leases a new Lincoln Town Car sedan 535 Livery package or 535 Executive L-Series is eligible for: 48 Month / 150,000 Miles (whichever occurs first) Ford ESP Extra Care Livery Coverage ESP Extra Care component coverage \$50 deductible \$100 towing coverage Not available for vehicles delivered in Florida due to unique state regulations, however this plan may be purchased from a Lincoln-Mercury dealer

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

Limousines/Livery Vehicles (Lincoln Town Cars, Lincoln Navigators, Ford Excursions, Expeditions, and E- 350 with Livery Service Package) (continued) 2004 – 2006 LINCOLN NAVIGATOR Avigator L Limousine 17L Package An eligible End User who purchases or leases a new Lincoln Town Car 41S Hearse Builder's package converted into an eligible Hearse by a Qualified Vehicle Modifier is eligible for: 72 Month / 100,000 Miles Lincoln Limousine Limited Warranty Coverage 9 Parts covered equal to ESP ExtraCare component coverage 9 Available to vehicles delivered in Florida LINCOLN NAVIGATOR 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L Limousine 17L Package An eligible End User who purchases or leases a Lincoln Navigator (17L package converted into an eligible limousine by a Qualified Vehicle Modifier is eligible for: 9 48 Month / 100,000 Miles (whichever occurs first) Limited Warranty Coverage 10 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR AND 2007 to 2009 LINCOLN NAVIGATOR L 2004 – 2006 LINCOLN NAVIGATOR L 2005 – 2006 LINCOLN NAVIGATOR L 2007 –
 \$100 towing coverage Available for vehicles delivered in Florida Livery (applicable to 2005 and 2006 Model Years Only) An eligible End User who purchases or leases a Lincoln Navigator that has NOT been modified into a Limousine and has NOT had its wheelbase extended and is being used in Livery Service is eligible for: 48 Month / 100,000 Miles (whichever occurs first) Miles Ford ESF ExtraCare Livery Coverage ESP Extra Care component coverage \$50 deductible \$100 towing coverage Not available for vehicles delivered in Florida due to unique state regulations, however this plan may be purchased from a Lincoln Mercury dealer

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Limousines/Livery	FORD EXPEDITION EL
Vehicles (Lincoln Town Cars, Lincoln Navigators, Ford Excursions, Expeditions, and E- 350 with Livery Service Package) (continued)	 2007 - 2009 FORD EXPEDITION EL - 17L Limousine Builders Package An eligible End User who purchases or leases a Ford Expedition EL (17L Limousine Builders Package) converted into an eligible limousine by a Qualified Vehicle Modifier is eligible for: 36 Month / 100,000 Miles (whichever occurs first) Limited Warranty Coverage Parts coverage equal to ESP Base Care component coverage \$50 deductible \$100 towing coverage
	2007 FORD EXPEDITION EL – Livery (applicable to 2007 MY Only)
	An eligible End User who purchases or leases a Ford Expedition EL that has NOT been modified into a Limousine and has NOT had its wheelbase extended and is being used in Livery Service is eligible for: • 36 Month / 100,000 Miles (whichever occurs first) Miles Ford ESP ExtraCare Livery Coverage • ESP Extra Care component coverage • \$50 deductible • \$100 towing coverage • Not available for vehicles delivered in Florida due to unique state regulations, however this plan may be purchased from a Lincoln-Mercury dealer
	FORD ECONOLINE
	<u>2005 – 2009 FORD ECONOLINE / E350</u>
	An eligible End User (with a Livery FIN code and livery incentive claimed) who purchases or leases a Ford Econoline / E350 Livery Van equipped with the Livery Service Package and Center Aisle Seating (order code 66W or 66Z) is eligible for: • 36 Month / 75,000 Miles (whichever occurs first) Limited Warranty Coverage • Parts coverage equal to ESP Base Care component coverage • \$50 deductible • \$50 towing coverage • Available for vehicles delivered in Florida NOTE: This amendment to the New Vehicle Limited Warranty applies to the original livery owner only who purchases or leases the E-350 Livery van.

SECTION 3 – WARRANTY COVERAGES
CARS & LIGHT TRUCK COVERAGE

CATEGORY
Limousines/Livery
Vehicles (Lincoln
Town Cars, Lincoln
Navigators, Ford
Excursions,
Expeditions, and E-
350 with Livery
Service Package)
(continued)
,

COVERAGE & OTHER REMARKS

FORD EXCURSION

2004 - 2005 FORD EXCURSION - Limousine 800A Package

An eligible End User who purchases or leases a Ford Excursion, equipped with a 800A Limousine Package and converted into an eligible limousine by a Qualified Vehicle Modifier is eligible for:

- 36 Month / 100,000 Miles (whichever occurs first) Limited Warranty Coverage
- Parts coverage equal to ESP Extra Care component coverage
- \$50 deductible
- \$50 towing coverage
- Available for vehicles delivered in Florida

Livery

An eligible End User who purchases or leases a Ford Excursion that has NOT been modified into a Limousine and has NOT had its wheelbase extended and is being used in Livery Service is eligible for:

- 36 Month / 100,000 Miles (whichever occurs first) Ford ESP ExtraCare Livery Coverage
- Parts coverage equal to ESP Extra Care component coverage
- \$50 deductible
- \$50 towing coverage
- Not available for vehicles delivered in Florida due to unique state regulations, however this plan may be purchased from a Lincoln-Mercury dealer

2003 FORD EXCURSION

An eligible End User who purchases or leases a Ford Excursion, equipped with a 4X2 XLT Package, 6.8L V10 engine, 4.30 axle (XC3) and an installed Excursion limousine retrofit package, which includes brake hydro-boost, tire upgrade and suspension spring package converted into an eligible limousine by a Qualified Vehicle Modifier is eligible for:

- 36 Month / 100,000 Miles Limited Warranty Coverage
- Parts coverage equal to ESP Extra Care component coverage
- \$50 deductible
- \$50 towing coverage
- Available for vehicles delivered in Florida

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Lincoln Commitment / Lincoln Complimentary Maintenance	2009-2010 Lincoln Vehicles (excluding Fleet rental) Lincoln covers all normal scheduled maintenance as outlined in the Scheduled Maintenance Guide for the first year or 15,000 miles (whichever occurs first) of ownership. Normal Scheduled Maintenance provides maintenance services at 7,500 mile intervals, or 6 months (whichever occurs first). This includes: Change engine oil and replace oil filter Inspect tires for wear and rotate Multi-point inspection
	2004-2008 Lincoln Vehicles (excluding Fleet rental) Lincoln covers all normal scheduled maintenance as outlined in the Scheduled Maintenance Guide for the first year or 12,000 miles (whichever occurs first) of ownership. Normal Scheduled Maintenance provides maintenance services at 5,000 mile intervals, or 6 months (whichever occurs first). This includes: Change engine oil and replace oil filter Inspect tires for wear and rotate Multi-point inspection
	2001-2003 Lincoln Vehicles Complimentary maintenance is provided as follows:
	NOTE: Lincoln Complimentary Maintenance excludes Lincoln vehicles with conversion order code 910A (418 Limousine, 419 Hearse), 900A, 930A Livery Package, and 17L Navigator Limousine Conversion package. Customers must have the maintenance work performed by a Lincoln dealership. Ford and Motorcraft branded parts and motor oil will be required for all services provided.
	Refer to the ACESII Manual – Special Preparation chapter 3A for claiming instructions.
Liquefied Petroleum Gas (LPG), Compressed Natural Gas (CNG) or Other Alternative Fuels	 Unless otherwise provided, Ford engines manufactured, converted, or modified by Ford are covered by the same warranty as conventional Ford engines and components. Ford engines converted or modified by other sources are also covered provided that the conversion does not adversely affect the performance of the vehicle or affected components. Non-Ford parts are not covered.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Maintenance	Not reimbursable unless covered by a special Company program such as Lincoln Complimentary Maintenance. Maintenance is an owner responsibility. Refer to "Non-Reimbursable Conditions" in this section.
	Scheduled Maintenance It is the customer's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer's Scheduled Maintenance Guide.
Mirrors – Outside Rearview	Covered: Bumper-to-Bumper Coverage. Covered by warranty only when a defect exists in the factory-supplied materials or workmanship. Examples include: Glass discoloration and distortion Electrical failure of motors and switches Wiring harnesses shorted Single glass crack on heated mirror Single line glass stress crack Only defective mirror components are covered. Entire mirror assemblies will not be covered when a single component replacement will remedy the concern.
	Not Covered: Abuse or impact is not covered. A mirror can be damaged from abuse or impact and show little or no witness marks on housing. Shiny or flat spots, on the housing, indicate abuse or impact. Typical damage from abuse or impact: • Mirror glass missing • Glass with scratches or cracks • Glass loose due to broken pivot or missing jackscrews • Scrapes on housing resulting from impact or abuse • Attachments loose due to impact • Broken mirror motor plate • Glass reattached (glued) after impact • Broken pivot neck/housing
Motorcraft Parts	Motorcraft parts (except those listed below) should be used during the Ford warranty coverage when available. Motorcraft parts NOT ELIGIBLE for use during the New Vehicle Warranty are: - any part with a base part containing "V" - I.D.I. Diesel Engines - transmission assemblies. These items may be used for emergency repairs, refer to "Emergency Repairs" in this section for details.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Motorhome, Bus, Truck Body Mounted On a Ford Chassis	 The chassis is covered by the New Vehicle Limited Warranty when: The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. The unit carries a Ford VIN. NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-521-0370). Ford parts modified by the motorhome body builder are not covered. Damage to Ford components resulting from modification is not covered by Ford. NOTE: When a motorhome, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly. Retail motorhome customers with product or service related questions or concerns can call Motorhome Customer Assistance 24 hours a day at 800-444-3311. NOTE: Also refer to "Limousines" in this section for warranty coverage information on vehicles that have been converted to Limousines.
Motorsport Parts (SVO)	Competition parts are sold "as is" without any warranty whatsoever. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are excluded where allowed by law. The entire risk as to the quality and performance of such parts is with the buyer. Should such parts prove defective following their purchase, the buyer and not the manufacturer, distributor or retailer, assumes the entire cost of all necessary servicing or repair where allowed by law.
Navigation System	 Bumper-to-Bumper Coverage on all Navigation System components Navigation System – Advance Exchange Program Core Return Policy Dealers using the Navigation System – Advance Exchange Program, will have thirty (30) days to return the defective Navigation System components to the authorized service center. A core penalty will be billed to the Dealer for product not returned within thirty (30) days. Diagnostic Assistance Refer to the Navigation System within the specific vehicle workshop manual for technical service information and for CPU "Self-Test" diagnostic instructions. Assistance is available at the Ford Technical Hotline. Navigation DVD replacement A replacement Navigation DVD can be obtained through the Ford Parts system or by calling NAVTEQ at (888) 628-6277. Newly delivered vehicles with a missing Navigation DVD should be replaced following the normal Misbuilt Vehicle process. NOTE: Refer to "Navigation Units-Portable" for unique warranty coverage

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
CATEGORI	
Navigation Units, Portable	The warranty for Garmin Nüvi products purchased through a Ford, Lincoln, or Mercury Dealer will be handled directly through Garmin. DO NOT file a warranty claim via ACESII.
	 Nuvi models 360, 680 & 780 receive a – 3 year warranty from Garmin Nuvi models 200, 205, 260W & 265W receive a – 1 year warranty from Garmin
	Technical & Warranty questions:
	contact Garmin Product Support, 1-800-800-1020
Non-Ford Parts	The use of Ford or Motorcraft brand parts or products is required on all claims paid by Ford. The cost of non-Ford/non-Motorcraft products used for Ford paid repairs is not reimbursable, except as noted below. The use of non-Ford parts is reimbursable when:
	 Required to complete an emergency repair. (Follow the guidelines outlined under <u>Emergency Repairs in this section</u>.) Specified in a Recall Bulletin, Customer Satisfaction Bulletin, Special Service Instructions, Technical Service Bulletin, or other Company publication.
	Used by an outside specialty shop when the parts are not sold by Ford.
	Additional requirements are:
	Only Carlite Glass is acceptable under warranty.The non-Ford part must meet the same standards as Ford parts.
	 A non-Ford part may not be installed on a new vehicle in dealer stock.
	Bumper-to-Bumper Coverage.
Paint Defects (Does	
Not Include Damage)	Covered:
	 Any repairs necessary due to a defect in material or workmanship with the exception of the items listed under "What is Not Covered."
	NOTE: Customers must report any pre-existing chips, scratches, dents, or dings (which may have been overlooked during the predelivery inspection) within one week of the new vehicle delivery date. Claims will not be accepted in ACES II for these repairs made after one month in service. For these repairs: 1) Dealerships must determine who is responsible for any chip,
Continued	scratches, dents or dings brought to their attention by the customer within one week of vehicle delivery. 2) The portion of the pre-delivery inspection procedure which covers touch up or buffing of minor chips or scratches and repairs that are required because of improper storage or damage that occurs while the vehicle is in dealership storage are the responsibility of the dealership and are not reimbursable by Ford.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Paint Defects (Does Not Include Damage) (continued)	3) All repairs which are not the responsibility of the customer or the dealerships should be submitted to Ford. 4) When using Ford Service Labor Time Standard paint labor operations that end in a "C", time for the removal of paint using machine sand or plastic media blast is included. Extra time for chemical stripping is not included. 5) The Ford Service Labor Time Standard Labor Operations include an allowance to "blend" the paint to one adjacent vertical panel. Additional time for blending is not allowed. For damage caused by airborne material (environmental fallout) — where there is no factory-related defect involved and therefore no warranty — Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles, whichever occurs first. The policy covers vehicles: Received damaged from carriers In-dealer stock Sold and in possession of owners What is Not Covered: Paint damage caused by conditions such as chips, scratches, dents, dings, nicks, bird droppings, tree sap, hail or other "acts of nature" that are not reported by the customer within one week of the new vehicle delivery date as outlined above.
	Damages due to collision, accident damage or owner abuse.Normal paint deterioration due to exposure
Police Interceptor with Fleet Crown Police Packages	 2005 and Newer Models Coverage on strobe bulbs and siren speakers on the Ford Crown Victoria Police Interceptors equipped with the 65A, 68P, 65W, 65N or 65U Fleet Crown Police Package option converted by a Qualified Vehicle Modifier is as follows: The strobe bulbs installed on the vehicle are covered against defects in factory-supplied materials or workmanship for the first 12 months or 36,000 miles, whichever occurs first. The siren speaker installed on the vehicle is covered against defects in factory-supplied materials or workmanship for the first 24 months or 36,000 miles, whichever occurs first.
Powertrain Components	Refer to Parts coverage look-up tool via OASIS or the Parts Coverage Directory for specific component coverage's.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Powertrain Control Module (PCM) Reprogramming	 Reimbursable during Bumper-to-Bumper Coverage, and Emissions Defect Coverage Replace PCM's only when they cannot be reprogrammed to complete a warrantable repair.
	Claiming Procedures 2006 & newer Model Year Vehicles The PCM should only be reprogrammed (flashed) when directed by a TSB or other written documentation. Claims must include the applicable TSB Labor Operation number for reported vehicle and symptom or DTC.
	NOTE: Beginning with all 2006 model year vehicle lines PCM calibration TSB's will have a specific labor operation number included in each TSB. The specific TSB labor operation will replace generic labor operation 12650D84. The generic 12650D84 labor operation will no longer be available for use beginning with 2006 model year vehicles.
	Prior to 2006 Model Year Vehicles RECAL (recalibration) and RECALEM (recalibration-emissions) are causal part numbers used for claiming technician time to reprogram a powertrain control module during a warranty repair. RECAL and RECALEM have replaced 12A650 as the causal part number for claims where the PCM can be reprogrammed to complete the repair. For situations where the PCM is defective and cannot be reprogrammed, follow normal Powertrain Control Emissions Diagnosis manual diagnostic and warranty claiming procedures. Use the following guidelines when submitting a claim: RECAL is to be used for non-emission-related driveability concerns. RECALEM is to be used for emissions-related driveability concerns (e.g., check engine light on).
	RECAL or RECALEM must not be claimed for PCM replacement. NOTE: If no problem is found and the customer's concern cannot be verified, refer to DIAG USAGE REQUIREMENTS in Section 5 for claiming procedures.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Prior Approval Programs	Ford Motor Company requires prior approval for various types of repairs and components. Each dealership's specific prior approval requirements (and program details) are listed on FMCDealer.com, under the Parts & Service, Warranty tab "My Prior Approval Programs". Dealers are responsible to be aware of the prior approval programs that pertain to them.
	Warranty Prior Approval Program: Repair/replacement of selected powertrain assemblies or components as directed by the Company. Prior approval (authorization before the repair will be necessary) is required before repair/replacement of selected gasoline engine, diesel engine and automatic transmission assemblies or components replaced under the New Vehicle Limited Warranty (Powertrain, Diesel Engine, Hybrid, Emissions) or the Service Part / Over the Counter warranties.
	Hybrid Vehicles: Ford Motor Company requires prior approval for various types of repairs and components. Each dealership's specific prior approval requirements (and program details) are listed on FMCDealer.com, under the Parts & Service, Warranty tab "My Prior Approval Programs". Dealers are responsible to be aware of the prior approval programs that pertain to them.
	Obtaining Tech Hotline Prior Approval Run OASIS with a symptom code from the PTS website. At the end of the OASIS run, click on the "Prior Approval" link and select the appropriate prior approval form link. By clicking on this link it will automatically load the prior approval form which will be partially populated with vehicle information. This will save time when completing prior approval requests.
	IMPORTANT: Obtaining prior approval does not exempt a claim from ACESII edits, reviews or audits. There may be instances where requests cannot be approved. These instances include but are not limited to:
	 The part is over time and/or mileage coverage An inspection provides evidence that a claim should not be approved, i.e.: modifications, lack of maintenance or abuse Approval requested after the repair is made (post approval request).
	4) Reported repair is under the cost cap
(continued)	5) Approval not required (+10 model years)6) Vehicle characteristic

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Prior Approval Programs (cont.)	Digital Imaging (DI) Dealerships selected for the Digital Imaging program will be required to obtain prior approval to repair or replace DI covered components. This requirement is for all applicable repairs covered under the New Vehicle Limited and Corrosion Perforation Warranties.
	Dealers are selected for the DI program based on their warranty performance as shown on their 126 - Warranty Trend Report. They would be selected if they exhibited a red condition code(s) (C1-C6) in a selected category in one of the following three key measures: • Cost Per Vehicle Serviced (CPVS) • Repairs/1000 (R/1000) • Cost Per Repair (CPR)
	Categories and components are subject to change. For additional information, including a listing of the covered components, access the Digital Imaging Homepage, on the PTS Website, located within the Tech Hotline tab.
	Real Time Diagnostics Assistance (RTDA): Prior approval is only required for dealerships that are selected based on a review of 12-months performance (October-September) and show an 'Abnormal Condition Code' for the specific 126 Component Groups Identified in the dealer letter in CPV's, R/1000, or CPR.
	• Contact #: (888) 571-7135
	Extended Service Plan (ESP): All Dealers are required to obtain approval for any ESP/ESC repair over their panel limit.
	In addition, dealers are required to obtain Prior Approval for the following:
	 All dealers are required to obtain Prior approval for used ESP claims over \$250, when the claim date is less than 30 days from the ESP contract start date. This includes the 3 month/3,000 mile CPO PremiumCARE plan.
	All dealers are required to obtain Prior Approval for ESP rental according ever five (5) days.
	 coverage claims over five (5) days. All dealers are required to obtain prior approval for the following repairs: 17682, 17683 and 17D743 – Exterior Mirror Assembly, and 1007 and 1015 – Wheel Assembly
	ESP Contact #'s:
(continued)	 ESP Prior Approval: 800-321-7790 ESP Comp Make Prior Approval: 800-521-4116 ESC Comp Make Prior Approval: 800-233-5819

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Prior Approval Programs (cont.)	Misbuilt Repairs over \$1,500 (MVC): All dealers are required to contact the Misbuilt Vehicle Claims department to obtain prior approval for any repair involving a misbuilt concern that will exceed \$1,500 total repair cost. Contact Dealers Ask Ford via FMCDealer (enter the following into the search field "MVC – Prior Approval Requirements").
Pro-Rata and Owner Participation Adjustments	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
Racing	Repair, replacement, or adjustment of any component adversely affected by racing is not reimbursable. Racing includes events judged by time trials, competition with another vehicle, or any similar situation in which abnormal stress is placed on the vehicle or its components.
Radiator Cleaning	Reimbursable during the Bumper-to-Bumper Warranty Period only when required due to foreign material entering the system at the assembly plant or caused by another covered component.
Rear Seat Entertainment System	 Covered: Bumper-to-Bumper Warranty Coverage Labor to remove and install the center console assembly for the purpose of system diagnostics is reimbursable. Dealers should contact their local audio repair center once the console has been removed for specific component assembly replacement. Diagnostic assistance is available by contacting the Ford Technical Hotline.
(continued)	REAR SEAT ENTERTAINMENT CONSOLE – ADVANCE EXCHANGE PROGRAM CORE RETURN POLICY • Dealers using the Rear Seat Entertainment – Advance Exchange Program, will have thirty (30) days to return the defective Rear Seat Console to the authorized service center. A core penalty will be billed to the Dealer for product not returned within thirty (30) days. NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product returns.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Rear Seat Entertainment System (cont.)	Not Covered: Ford Motor Company DOES NOT cover damage to or failure of a Rear Seat Entertainment component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if a Rear Seat Entertainment System is eligible for warranty replacement. Carefully inspect the console inside and out for liquid residue. Determine if all buttons and knobs operate freely - liquid frequently causes buttons to stick or require excessive pressure to actuate. After console is removed from vehicle, inspect top and bottom cover for signs of liquid residue.
	 Inspect VCR/DVD player area and interior of player for pry marks, especially if a tape is in the deck and will not eject. Open VCR/DVD player area and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins). If any of the above conditions exist, the unit is not covered under warranty. Please contact the customer immediately and advise him/her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your service center.
(continued)	 Stuck Media Return Policy If customer complaint is "No eject", "Stuck DVD", "Stuck VCR Cassette", or similar comment, DO NOT attempt to physically extract the stuck media. Doing so is likely to damage the player mechanism, and prevents the suppliers from diagnosing the problem in order to prevent recurrence. Return the player to the service center WITH THE STUCK MEDIA STILL IN IT. It the sticking media problem is intermittent (not reproducible), obtain the media from the customer and return it with the player to the service center. Removed media will be returned directly to the dealership. Failure to comply with this policy may subject the dealer to a charge for the Advance Exchange player.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Rear Seat	Customer-Produced Media (DVDs)
Entertainment System (cont.)	 Due to the wide variety of hardware and software available to the customer, some customer-produced DVDs will not be playable on Ford Rear Seat Entertainment Systems or Family Entertainment Systems. Customer-produced DVDs may be playable in other customer owned systems, but not in the vehicle's system. This is not evidence of a warrantable defect in the system. If the DVD player in question is able to play commercially produced DVDs, DO NOT REPLACE. Rather, explain to the customer that the media is incompatible with the vehicle's player. Failure to comply with this policy may subject the dealer to a charge for the Advance Exchange System.
Remanufactured Parts	The following Ford remanufactured parts may be used for New Vehicle Warranty, ESP, CLP, Service Part Warranty, and other program repairs paid by Ford AFTER new vehicle delivery.
	Ford remanufactured assemblies should NEVER be used to repair UNSOLD vehicles. When a new part is required for an unsold in-stock vehicle in which the service part exists only as remanufactured refer to the policy in Section 1 titled "Ordering New Parts for Unsold In-Stock Vehicles".
	OBTAINED FROM THE FORD PARTS DISTRIBUTION CENTER: - Diesel Fuel Injector Nozzles - Diesel Fuel Injector Pump - Fuel Computer - Fuel Gauge Display
	 Instrument Cluster Assembly LCD Speedo Module LCD Speedo/Odometer Message Center Display Message Center Control Module Powertrain Control Module
(continued)	 Powertrain Control Module Speedometer Display T5OD Transmission Tripminder ZF Transmission (Automatic only)

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Remanufactured Parts	OBTAINED FROM THE FORD AUTHORIZED DISTRIBUTOR (FAD)
(cont.)	Ford remanufactured Service Assemblies are REQUIRED for use in Warranty, ESP, CLP, and RAV repairs. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. Also, refer to the Master Parts Catalog for application information and to the Powertrain Reference Guide for cost caps and other program data. Ford remanufactured parts obtained from FADs are:
	 Ford remanufactured clutch disc and pressure plate. Ford remanufactured torque converter. Ford remanufactured small parts (non-Powertrain). Ford remanufactured engine and transmission assemblies. Ford remanufactured engine components. Ford remanufactured Diesel engines and associated parts (Cylinder heads, connecting rods, crankshaft kits, water pumps, turbochargers, high pressure oil pumps, and fuel injectors.)
	 Ford remanufactured engines and transmissions are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. Ford remanufactured small part assemblies are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. When a Ford remanufactured assembly fails and must be replaced under Service Parts Warranty, Handling Allowances and repair Cost Caps for Ford-Paid repairs still apply to the second exchange (refer to the Powertrain Reference Guide for details). Reimbursement for damaged cores on warranty/ESP repairs should be obtained directly from the Ford Authorized Distributor.
	IMPORTANT: Select gasoline engine, diesel engine and automatic transmission assemblies replaced under the New Vehicle Limited Warranty, and Service Part Warranty will require additional prior approval from the Technical Hotline.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Remote Start System (Factory Invoiced Accessory)	Lifetime limited coverage to original purchaser on all components against defects and workmanship. (For complete Warranty details, please refer to the warranty section found at the rear of each Security or Remote Start systems Owners Manual) Contact the warrantor, Code Systems for return authorization/replacement approval for failed components at no charge by the manufacturer. Return of Components to Code Systems requires the following: 1. Dealer/FAD representative must call the Ford Vehicle Security System Dealer Warranty Department at 1-800-FORDKEY (1-800-367-3539) to obtain generic claim form. 2. Fill out claim form and identify the defective component, not the entire kit, and fax to 1-631-231-5785. 3. Dealer/FAD will receive via fax the claim form with RA number authorizing the return of defective components. 4. Dealer/FAD is to box the defective component (including a copy of the claim form) with the claim number clearly written on the package(s) and ship them freight prepaid to: Ford Service Parts 180 Marcus Blvd. Hauppauge, NY 11788
	IMPORTANT: If a repair to the Remote Start System is sublet, it is the dealer's responsibility to obtain the replacement part from Code Systems. Reimbursement is labor-only.
	 Note: If the package is sent without a claim number/claim number visible on the outside of the package, the shipment will be refused and returned at sender's expense. 5. Once a tracking number for the returning component has been issued to Code Systems, replacement components will be shipped within 24 hours via regular UPS ground transportation. 6. Dealer/FAD is responsible for service parts not returned/received by the Warranty Service Center within 30 days of the original claim date. Post the 60 days; the Dealer/FAD will be liable for all non-returned components at service part pricing.
	NOTE: DO NOT CLAIM PARTS ON A WARRANTY REPAIR FORM
	Removal and reinstallation labor to replace defective components is covered under the bumper-to-bumper warranty coverage period or 12-month/12,000 mile warranty (whichever is greater) and must be submitted by filling a warranty claim through ACES II. File labor-only claim using program code "ACC" through ACESII.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Replacement or Repair Policy	 The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when: Disassembly reveals that the assembly cannot be repaired. The assembly replacement is authorized in this Manual or other Company publications (e.g., the Powertrain Reference Guide). The part or parts required to repair the assembly are not available from the PDC System, i.e., D-99. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair.) The repair cost exceeds the cost of an assembly replacement. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by
	entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'. NOTE: Warranty Repairs: The Cost Cap Tool must be used on warranty covered repairs whenever the total cost of the repair to a gas engine, diesel engine, automatic or manual transmission is expected to exceed the dollar threshold listed below and/or when it is likely that the replacement of the powertrain assembly may be the least expensive repair alternative:
	 All Diesel Engines: \$7000 All Gas Engines: \$2500 All Automatic Transmissions: \$1500 All Manual Transmissions: \$1000
	The tool can be used on any engine or transmission repair, but it is required when the parameters listed above are met.
(continued)	NOTE: The Cost Cap Tool can be used on all newer model vehicles and powertrain assemblies. However, it does not support Medium duty trucks engines or transmissions, or powertrain assemblies from older model year vehicles, (1999 and prior). For 1999 and prior model year vehicles the current paper process and Cost Cap Reference Charts (dated May 1, 2009) should continued to be used. In the case that a specific powertrain assembly is not supported by the Cost Cap Tool the warranty policy regarding repair vs. replace still applies: "The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exception to this procedure is when the cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly."

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Replacement or Repair Policy (cont.)	IMPORTANT: Prior approval may be necessary to replace an engine or transmission assembly. Dealers are responsible to be aware of the prior approval programs that pertain to them. This information is available in the 'What are My Prior Approval Programs' section of the Warranty Guidelines homepage, on FMCDealer / Parts & Service tab / Warranty tab. Independent Repair Facilities must obtain approval from the Powertrain Assistance Center.
	IMPORTANT: With the one exception noted below, Ford remanufactured engine assemblies, when available, must be used in all New Vehicle Limited Warranty, Field Service Action (recalls), and ESP repairs when the repair vs. replace decision provided by the Cost Cap Tool is to replace the assembly.
	EXCEPTION: For a vehicle within the first 12 months / 12,000 miles (whichever occurs first) of the New Vehicle Limited Warranty period, dealers may replace an assembly with a new assembly if the estimated repair cost is above the cost of replacement using a new assembly.
	NOTE: If a remanufactured assembly is not available, retain documentation in the customer's service file that the part is out of stock. Enter dealer self approval code of "DDDR4" on the warranty claim.
	IMPORTANT: If a remanufactured assembly is not available (i.e., D99 or one does not exist for a vehicle application), then the next least expensive repair alternative should be performed. Either replace with a new assembly if one is available or repair the assembly if the repair cost is less than the cost of replacement using a new assembly.
	 The Warranty (Technical Hotline) and Extended Service Plan Prior Approval Centers are authorized to approve an assembly repair or replacement which may or may not align with a Cost Cap Tool decision. For example, they may elect to authorize a repair instead of an assembly replacement, or a complete new engine assembly replacement in lieu of a long block, etc. In these situations an approval code will be provided. The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form.
(continued)	NOTE: For dealers on ESP prior approval, the region approval code is NOT a substitute for an ESP prior approval. Dealers MUST contact the ESP Hotline for prior approval.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE	& OTHER REMARKS
Replacement or Repair Policy (cont.)	Assembly Inspection, Repair vs. Replace Determination When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable and should be listed on the repair with the replacement assembly. Labor reimbursement can be claimed for assemblies using applicable SLTS labor operation if available OR use actual time (MTINSPECT). All actual time recording policies must be followed.	
	e.g., boots, input shaft seals, tie	- Transaxle** - Transmission** - Valve Body - Any other re-buildable assembly Reference Guide for specific usage

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Rescu System (Remote Emergency Satellite Cellular Unit)	Bumper-to-Bumper Coverage Service replacement control modules, GPS antennas and antenna cables are supplied by Autocraft Electronics using form 8560. Contact them at 1-800-755-4161 for diagnostic assistance and advance exchange requests on control modules. A replacement unit will be sent overnight express. Send defective equipment, along with form 8560, to: Autocraft Electronics 1612 Hutton Drive Suite 120 Carrollton, TX 75006
	Autocraft Electronics will refer dealers to the Parts Distribution Center for non-sourced RESCU related parts; overhead consoles, switch assemblies, wiring, etc. Claims for replacement of these repair parts should be submitted through DWE/ACES II.
Safety Restraint System	 1998 through 2006 model cars and light trucks: 5 years/50,000 miles. TH!NK Neighbor: 5 years/unlimited miles. 2007 and newer model year cars and light trucks: 5 years/60,000 miles. Covers safety belts, air bags, and related components. Refer to the Parts Coverage Directory for a list of covered parts.
Shop Supplies	Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable unless specifically stipulated as being required in the repair procedure for emissions or safety recalls, customer satisfaction programs, TSBs, or other Company publications.
Spark Plug Replacement	Factory Defect only: Bumper-to-Bumper Coverage.
SYNC	SYNC Hands Free Communication and Entertainment System. • Bumper-to-Bumper Coverage • Program updates to correct the functionality or current features of SYNC are also covered NOT COVERED:
	 Loss of personal recording media, software or data Failure to provide proper installation environment Updates to add additional features / enhancements (such as 911 Assist)
(continued)	 Damage caused by the following examples: abnormal use such as insertion of foreign objects, fluid spillage unauthorized modification to alter functionality or capability computer or internet viruses, bugs, worms, Trojan Horses, cancelbots installation of unauthorized software, peripherals and attachments

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

SYNC (cont.) unauthorized, unapproved and/or in modification the defective function of your cellular (i.e., inadequate signal reception by	
other software problems)	
Tachometer (Electric) • Bumper-to-Bumper Coverage. Replace complete assembly unless o required.	only a new dial face lamp bulb is
Service C 0-12 1 13-18 19-24 25-30	perform repairs on TH!NK vehicles. ay authorize repairs at other than vehicles are covered by the TH!NK is similar to the Ford New Vehicle NK Neighbor is only limited by time, imple: period is 3 years with no mileage limitation at (environmental fallout) is covered. New Vehicle Limited Warranty and years: years with no mileage limitation. If the service based on

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
T: Designal	Covered:
Tires Revised!	2001-2003, 2006 and newer model years: Warranted by Ford for defects in factory supplied material and workmanship during the Bumper-to-Bumper coverage period. Tire manufacturers' warranty may apply after the Bumper-to-Bumper warranty has expired.
	2004 and 2005 model years (except the New Style F150): Tire vibration, ride harshness, out-of-round and uneven or rapid tire wear coverage is 12 months/12,000 miles, whichever occurs first even though caused by maintenance and wear items such as wheel alignment or tire balancing. After the first 12 months in service or 12,000 miles, vibration or ride harshness due to wear, is not covered. This limitation for ride harshness and uneven or rapid tire wear does not apply to the New Style F-150 Truck.
	Tire Pro-Rata: 2007 & newer model years: For vehicles within the New Vehicle Limited Warranty time and service and mileage coverage period, defective tires will be replaced on a pro rata adjustment basis according to the following reimbursement schedule:
	Ford Cars and Light Trucks
	Miles Driven Percent of parts covered by Ford
	1-12,000 100%
	12,001-24,000 60% 24,001-36,000 30%
	24,001-30,000 3076
	Lincoln Vehicles
	Miles Driven Percent of parts covered by Ford
	1-12,000 100% 12,001-24,000 60%
	24,001-36,000 30%
	36,001-50,000 15%
	All model years: When replacing tires under the Ford New Vehicle Limited Tire Warranty, dealers must replace the defective tire(s) with the same brand/model as originally equipped with the vehicle unless specifically directed by some other Company publication such as an ARN, TSB or SSM. Radial Run-out & Road Force Concerns
	Tires returned under warranty for radial run-out or road force related
(continued)	concerns must be marked as indicated in the Workshop Manual, section 204-04. Failure to properly mark returned tires may be subject to charge back.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & O	THER REMARKS
Tires (cont.)	NOTE: Dealers are not authorized to replace tires with a different brand unless the original tires are no longer available. Replacement requires verifying documentation to be kept in the customer's service file. Tire brand changes for customer satisfaction purposes are not eligible under the New Vehicle Limited Warranty. IMPORTANT: Any tire replacement for Michelin, B.F. Goodrich or Uniroyal brand tires requires a completed Michelin claim form to be signed by the customer and attached to the defective tire. Tire Claim forms can be found on FMCDealer.com within the Parts Product Line / Tires / Tire Warranty site.	
	Examples of Tire \	/ibration Coverage
	12 months/12,000 Miles (Maintenance and Wear)	Bumper-to-Bumper (Materials Defects)
	 (TB3) Out of Round (applies to 2004 & 2005 MY, except New Style F150) Balance or Alignment Wear 	 (TA1) Entire or partial tread separation from Tire (TA3) Bubble/Bulge in Sidewall (not due to lap-splice indentation or impact break) (TA4) Splits/Cracks in Sidewall/Tread (not separation) (TA5) Tread Chunks Missing
	Not Covered: 2000 and prior model years: Not warrented by Ford, warrented by	•
	otherwise stated in a Company progr 2001 – 2003, 2006 and newer mode	
	breaks, and punctures)Improper Use and Maintenance	(cuts, snags, bruises, bulges, impact
	chains, racing, spinning, mountinAdjusting tire pressure to extin	tire repair, inflation, alignment, tire g or dismounting. guish the Tire Pressure Monitoring
	 System indicator. Flat tires on new unsold units muss not an acceptable repair techn 	ust be replaced, patching or plugging ique.
(continued)		

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
	2004 – 2005 model years:
Tires (cont.)	 Normal wear and road hazards (cuts, snags, bruises, bulges, impact breaks, and punctures)
	Improper Use and Maintenance
	 Damage caused by improper tire repair, inflation, alignment, tire chains, racing, spinning, mounting or dismounting. Wear or Out of Round after 12 months/12,000 miles (except New Style F150)
	Adjusting tire pressure to extinguish the Tire Pressure Monitoring System indicator.
	• Flat tires on new unsold units must be replaced, patching or plugging is not an acceptable repair technique.
	Ford does not provide a Service Parts Warranty on replacement tires, (except for TH!NK Neighbor – refer to <u>SPW section</u> for details) however the remainder of the Bumper-to-Bumper warranty still applies as does any warranty provided by the tire manufacturer. P18 may be used to assist customers with tire related concerns on 2001 and newer model vehicles within the standard Customer Loyalty Program guidelines.
	NOTE : P18 coverage only applies to warrantable concerns; road hazards, scuffs, etc. are not eligible for P18 coverage. 2000 and prior model year vehicles are not eligible for P18 assistance with tires.
Tire Inflation Kit	Some vehicles are equipped with a Tire Inflation Kit which includes an inflation pump and tire sealant, in lieu of a spare tire, jack and lug wrench.
	The Tire Inflation Kit is covered for defect in the performance of the inflator (i.e., inflation pump doesn't work) during the bumper-to-bumper warranty.
	Replacement of the tire sealant as the result of a (non-warrantable) tire deflation is not covered under warranty.
	NOTE : Replacement of valve stem and TPMS module due to tire sealant usage (for a non-warrantable repair) is not reimbursable under warranty.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS	
Towing & Roadside Assistance	Refer to Section 6 for complete details on Roadside Assistance. 1998 and newer models — All Ford, Lincoln and Mercury cars and light trucks (excluding major Fleet daily rental vehicles) are eligible for complimentary Roadside Assistance within New Vehicle Limited Warranty Bumper to Bumper or the Extended Powertrain Assembly Warranty coverage period (Effective beginning with the 2007 Model Year). Towing and emergency services for cars and light trucks and vans up to E/F-250 series are provided by and/or through, Cross Country Motor Club, Inc., Medford, MA, except in AK, CA, HI, OR, WI and WY where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA. Towing and emergency services for E/F-350 series and larger medium/heavy trucks are provided by Coach-Net Motor Club Inc., except in CA and MA where services are provided by Safe Driver Motor Club.	
	If towing is required for a warranty repair beyond the coverage period for Roadside Assistance but within another eligible warranty period (i.e., Diesel Engine Warranty repair), reimbursement may be claimed through ACES II. See the ACES II User Manual Section 3 for complete details.	
Transportation Assistance Program	Refer to Section 6 for complete details.	
Trim (Interior & Exterior)	Bumper-to-Bumper Coverage. Covers only defective materials and workmanship. Accident damage or normal deterioration is not covered. IMPORTANT: Customers must report any pre-existing cuts, punctures, indentations, scratches, and scuffs within 7 days of the new vehicle delivery date.	
	 Not Covered Damage, burns, soil marks, cuts, scratches, scuffs, tears or punctures by foreign objects that occur after new vehicle delivery Leather/Stitching damaged during removal of steering wheel wrap Damage due to chemicals, solvents, or use of non-Ford approved cleaners. Leather/vinyl normal deterioration and wear. Wood natural grain pattern variation (i.e. grain direction, frequency, knots) Dye transfer from customer clothing to seating surface. 	

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Trim Covers (Seat Upholstery)	 Bumper-to-Bumper Coverage. Covers only defective materials and workmanship. Customers must report any pre-existing cuts, punctures, indentions, scratches, and scuffs within 7 days of the new vehicle delivery date on a service repair order to be eligible for warranty reimbursement. Customers are expected to maintain the seat upholstery according to the instructions in the vehicle's Owner Guide.
	Not Covered Damage, burns, soil marks, cuts, scratches, scuffs, tears or punctures by foreign objects that occur after new vehicle delivery. Leather/vinyl normal deterioration and wear. Example is leather which develops character lines/wrinkles. Leather natural markings (scars less than 3mm in width and 100mm in length). Cloth normal deterioration and wear. Example is minimal nap crush. Dye transfer from customer clothing to seating surface. Damage due to chemicals, solvents, or use of non-Ford approved cleaners. See Owners Guide for recommended cleaners. Replacement of multiple seat trim covers when only one was replaced under warranty. Example is driver cushion cover replaced for warrantable item and the driver seat back cover was requested to be replaced to match the new appearance of the cushion cover. Covered Defective Materials and Workmanship Examples Split seams caused by material tears, loose thread tension, broken thread, or elongated needle holes. Leather russet visible (sub-surface leather when topcoat is removed) and leather top coat peel. Cloth pile yarns missing and cloth excessive nap crush. Sub-surface wear through caused by seat structure, springs, wires. Repair Policy During the Bumper-to-Bumper warranty, dealerships are required to repair instead of replace seat trim covers if the defects are within the following limits: Split seams caused by loose thread or broken thread must be resewn. NOTE: Exception to this policy is front seat backs that have side airbags. Per Workshop Manuals these cannot be repaired. Loose trim cover "J" clips. Secure clip by either reattaching or alternative means (adhesive, screw). Trim covers that are misaligned must be corrected through adjustment.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Trim Covers (Seat	Warranty Returned Parts Policy
Upholstery) (cont.)	When returning seat trim covers to the Warranty Parts Analysis Center WPAC) or direct shipments to the suppliers, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPAC in the container in which the replacement part was received. If cigarette burns or cuts are present and the claim was for split seams the Dealer Charge Back Process could be implemented for the claim.
Turbocharger	 Powertrain coverage (7.3L D.I., 6.0L, 6.4L & 6.7L Turbo Diesel - 5 years/100,000 miles) 1998 and newer models: Federal Emissions defect warranty
Unauthorized or Unacceptable Repair Techniques	 The following are not reimbursable: Repair techniques that alter a vehicle's specifications beyond the limits outlined in the Shop Manual or other Company publications. Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, bending Twin I-Beams, and sleeving gasoline engine cylinder blocks. Resurfacing cylinder head and cylinder block on engines. Resurfacing head gasket surfaces on any engine with an aluminum head and block.
Valve Guides (Ream or Repair)	 Covered under Bumper-to-Bumper Warranty Coverage Reaming/repairing valve guides is authorized within specifications outlined in shop manuals. Knurling is unauthorized under warranty.
Vehicle Personalization	Accessories installed by Ford Motor Company prior to delivery to the dealership are eligible for coverage under the vehicle's Bumper-to-Bumper Warranty. These items will be listed on the vehicle's window sticker (refer to "Service Parts Warranty - Dealer Installed Accessories").
Vinyl Trim Repair Policy	Repairs of manufacturing defects to vinyl door trim, instrument panels, and floor consoles are covered under the Bumper-to-Bumper Warranty. Cuts, punctures, dents, scratches or scuffs must be reported by the customer within one week of the new vehicle delivery date to be eligible for warranty reimbursement.
	Not Covered Accidental damage, normal deterioration, burns, soil marks, tears, or punctures by foreign objects that occur after new vehicle delivery are not covered by the Bumper-to-Bumper Warranty.
	Repair Policy During the Bumper-to-Bumper warranty, dealerships are required to repair (instead of replace) vinyl door trim, instrument panels, and floor consoles if the defects are within the limits noted below. This policy does not apply to air bag trim covers, or vinyl seat trim.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Vinyl Trim Repair Policy (cont.)	Defects/Non-Conformities that Must be Repaired
	Cuts and tears less than one (1) inch
	Punctures less than 1/4 inch in diameter
	Dents less than 1/4 inch deep Constables and apperent
	Scratches and scuffsDiscoloration
	Bubbling
	Bumper-to-Bumper Coverage
Weatherstrips	Dumpor to Bumpor Goverage
	Reimbursable - Replace weatherstrips under the following conditions:
	Workmanship defect
	Defect in material (abnormalities to surface or shape)
	Damage caused by normal opening/closing of door, decklid, etc.
	*Normal deterioration and customer misuse are not covered. Wear caused
	by excessive contact while entering/exiting vehicle is not covered.
	Not Reimbursable - Do not replace weatherstrips under the following conditions:
	Non-damaged or non-defective weatherstrip to repair a wind noise
	concern**
	 Non-damaged or non-defective weatherstrip to repair a loose or misaligned weatherstrip. Reattach and/or use adhesive as necessary.**
	** Refer to service manual under Body Systems for repair instructions.
Wheels	Ford and Lincoln Mercury wheels sold on production vehicles are covered under the New Vehicle Limited Warranty. Genuine Ford Accessory wheels are covered under the Ford Accessories Limited Warranty.
	Alignment
	 Wheel alignment normally needs no correction at predelivery, and may not be aligned as a general practice during the predelivery process. If the need for alignment is determined during the predelivery road test, the repair is reimbursable.
	Wheel alignment is reimbursable one time only during the first 12 months/12,000 miles (12 months/unlimited miles for the TH!NK Neighbor) if based on a customer concern and it is necessary to align the vehicle to adjust factory settings.
	Wheel alignment beyond 12 months/12,000 miles (12 months /unlimited miles for the TH!NK Neighbor) is reimbursable under the Bumper-to-Bumper Coverage only if the misalignment is caused by a defect in factory material or workmanship.
	The replacement of tires is covered if tires become damaged due to a vehicle defect in factory material or workmanship.
	NOTE: Installation/removal of cams or shims to adjust alignment angles is not reimbursable beyond 12months/12,000 miles unless required due to the replacement of a covered part.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Wheels (Cont.)	Balancing Wheel and tire assemblies are balanced during assembly. Normally, not required at predelivery and wheel and tire assemblies should not be rebalanced as a general practice during the predelivery inspection. If balancing is needed when determined by a road test, reimbursable one time only for 12 months/12,000 miles. Not Covered Wheel alignment required because of special bodies added to incomplete vehicles (i.e. – chassis cabs) or because special equipment installation (modification) after the vehicle leaves the assembly plant is not reimbursable. Correction of an out-of-alignment condition caused by customer abuse or misuse. Aftermarket Warranty and legal responsibility for aftermarket wheels and/or Tire Pressure Monitoring System installations rest with the dealer, converter or aftermarket wheel manufacturer. In addition, any repairs to the vehicle that are caused by non-Ford wheels will not be covered by the Ford Warranty.
Wiper Blades	 Wheels Returned to WPAC When returning wheels to the WPAC, any visual defect must be identified with a permanent marker. Bumper-to-Bumper Coverage – Wiper blade replacement is considered normal wear beyond 12 months in service. Maintenance: Replacement of worn wiper blades is a maintenance service. Not reimbursable except under the Lincoln Bumper-to-Bumper warranty for 3 years or 36,000 miles, whichever occurs first, for 2001-2003 Lincoln vehicles. Motorcraft Premium Wiper Blades with wear indicator may not be used for warranty repairs.

SECTION 3 – WARRANTY COVERAGES CARS & LIGHT TRUCK COVERAGE

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

600 & HIGHER SERIES INCLUDING LCF TRUCK COVERAGES

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

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

NOTE: Refer to Warranty Guide for further information.

WARRANTY COVERAGE SUMMARY CHARTS

The warranty coverage for 1998-2010 model 600 and higher series trucks including LCF is summarized in chart form in this section. The summary charts are organized by model year and provide time and mileage limits for:

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

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

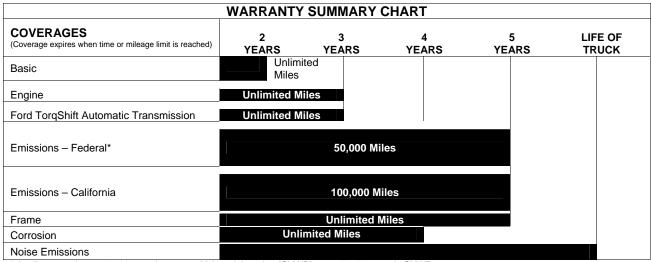
IMPORTANT: The information shown on the following charts is of a summary nature. For more complete information see the applicable Warranty Guide or specific areas of this manual (i.e., Emissions, Service Parts).



SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

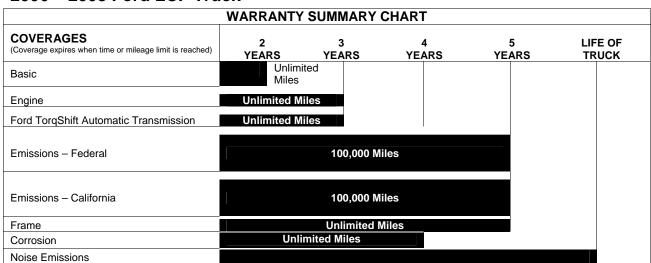
Ford LCF Trucks

2009 Ford LCF Truck



^{*} Applies to trucks over 8500 pounds gross vehicle weight rating (GVWR) up to 19,500 pounds GVWR.

2006 - 2008 Ford LCF Truck

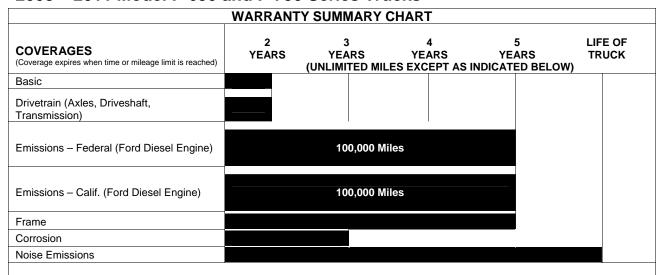




SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

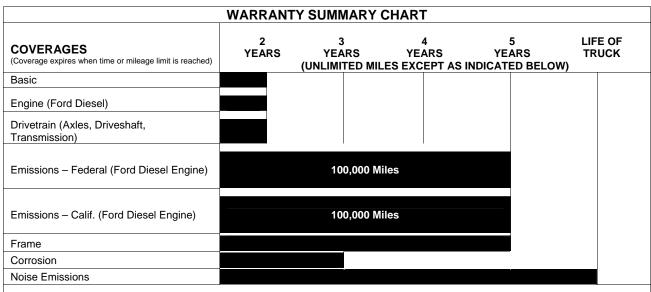
F-650 and F-750 Series Trucks

2008 - 2011 Model F-650 and F-750 Series Trucks



Allison Transmissions, Caterpillar and Cummins Diesel Engines, Non-Ford components, Damage, Tires, Maintenance and Wear items are not Warranted by Ford Motor Company

2000 - 2007 Model F-650 and F-750 Series Trucks



Allison Transmissions, Caterpillar and Cummins Diesel Engines, Non-Ford components, Damage, Tires, Maintenance and Wear items are not Warranted by Ford Motor Company

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

600 and Higher Series Trucks Including LCF

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

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

Powertrain Components for 600 and Higher Series Trucks

COMPONENT	COMPONENTS COVERED BY ENGINE	RELATED ITEMS NOT
GROUP	WARRANTY	COVERED
*Caterpillar, Cummins and Detroit Diesel engines are warranted by the engine manufacturer.	Cylinder Block Connecting rods and bearings Core plugs Crankshaft, bearings, and seals Front cover, gaskets, and seals Oil pan, gaskets, and seals Oil pump and shaft Pistons, pins, and rings Turbocharger & associated parts Fuel injection pump, lines, and fuel shut-off solenoid Fuel injector nozzles Governor (Ford diesel) Fuel lift pump (Ford diesel) Fuel lift pump (Ford diesel) Thermostat (Ford diesel) Cylinder Head Core plugs Gaskets and valve covers Exhaust Manifold Intake Manifold Intake Manifold Naffles, gaskets, and seals Valve Train Camshaft and bearings Fuel pump eccentric Rocker arm, shafts, and pivots Timing sprockets and chain Valve lifters and push rods Valves, springs, dampers, and retainers Water Pump and Gasket	COVERED Carburetor Drive Belts Electrical parts (ignition, charging, starting) Engine governor (gas) Engine ventilation or emissions parts Exhaust system Fan Fuel pump (gas) Manifold heat control Oil dipstick Pulleys Radiator and cooling system components Thermostat (gas)

Ford Motor Company



SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

COMPONENT GROUP	COMPONENTS COVERED BY DRIVETRAIN WARRANTY	RELATED ITEMS NOT COVERED
FRONT AXLE ASSEMBLY	 1991 and newer Models I-Beam Spindles King Pins Bushings 	BrakesHubsDrums
FRONT AND REAR DRIVE AXLES	Axle Housing and All Internal Parts Drive axles Gaskets and seals (all)	Axle bearings Electrical components
AUTOMATIC TRANSMISSION	Allison transmissions are warranted by their manufacturer.	
MANUAL TRANSMISSION	Transmission Case and All Internal Parts Auxiliary transmission and all internal parts Clutch housing Flywheel, housing, and cover Gaskets and seals (all) Pilot bearing (7600) Starter ring gear Transfer case and all internal parts	 Clutch pressure plate and disc Clutch release bearing, lever cable, bracket, and hub Miscellaneous external parts Overdrive electric and external controls Shift linkage Speedometer-driven gear Transmission controls
DRIVESHAFT	Driveshaft Assembly	



SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

MEDIUM & HEAVY TRUCK - COVERAGE, CONDITIONS & PROCEDURES BY CATEGORY

CATEGORY	COVERAGE & OTHER REMARKS
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 before sending the vehicle to an outside shop.
	 If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately, and payment is based on actual cost if the cost is reasonable.
Accident or Fire	This involves any condition which could have contributed to personal injury or property damage. In such a case:
	Contact your Commercial Vehicle Operations Manager immediately for instructions.
	Do not begin no-charge repairs until they are authorized by the Company. Failure to obtain prior authorization may result in denial of the warranty claim.
	 Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company.
Actual Time Labor Operations	An actual time labor operation (B, MT, NPF) is used only when there are no published labor operations in the Ford Service Labor Time Standards or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the form and the request must be reasonable. Time recording requirements are given in this manual.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Adjustments	Adjustments required to correct factory defects (such as to windows, hoods, doors) are reimbursable during basic vehicle coverage if they are not:
	Listed on the Predelivery Service Record (checksheet) as a required adjustment.
	Performed to improve vehicle appearance or performance beyond normal standards.
	 A scheduled maintenance requirement. Performed to correct improper or incomplete original adjustments.
	 (The Company reimburses dealerships only once for an adjustment unless new technical information becomes available.) Prohibited elsewhere in this Manual or in other Company publications.
	BELT ADJUSTMENT
	Not reimbursable, predelivery responsibility.
	BRAKE ADJUSTMENTS (Service & Parking) Reimbursable at predelivery only.
	CLUTCH ADJUSTMENT Reimbursable at predelivery only.
	STEERING WHEEL ADJUSTMENT When special bodies are added to incomplete vehicles (i.e. chassis cabs), steering wheel adjustments are not reimbursable under warranty.
	NOTE: Adjustments needed because special equipment (such as a snow plow) has been installed are not covered.
	TIGHTENING NUTS, BOLTS, AND FITTINGS Predelivery responsibility; not reimbursable.
	TRANSMISSION LINKAGE ADJUSTMENT Reimbursable at predelivery only.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS	
Air Compressor	 Basic vehicle coverage. Reimbursement for Bendix Air Brake Compressors is paid by Ford, a local Bendix distributor, or a Ford dealer participating in the Bendix Air Brake SDS Program. 	
	NOTE: When the dealership elects to submit claims to Ford, reimbursement is based on the outright purchase price plus applicable parts allowance, and labor. The compressor core must be held for recall by Ford.	
Air Conditioning Components (Including Refrigerants)	 Reimbursable for 12 months/unlimited miles (1999 and prior model years). Reimbursable for 2 years/unlimited miles (2000 and newer models F-650/F-750-LCF). 	
	IMPORTANT: UL approved recovery/recycling equipment must be used when performing warranty service on air conditioning systems. Repairs performed without the use of recovery/recycling equipment are not eligible for reimbursement.	
Airborne Material (Environmental Fallout)	For damage caused by airborne material (environmental fallout) - where there is no factory-related defect involved and therefore no warranty - Ford Motor Company's policy is to cover paint damage due to airborne material for 12 months/12,000 miles, whichever occurs first. The policy covers vehicles: Received damaged from carriers In-dealer stock Sold and in possession of owners	
	Environmental conditions not covered by Policy. This policy does not cover surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure. Some examples include: Damage caused by bird droppings Damage caused by tree sap Stone chips/scratches Hail damage Damage from lighting Damage resulting from flood Reimbursement for damage to vehicles caused by a SINGLE, IDENTIFIABLE, CATASTROPHIC event, i.e., overspray from a crop duster, should be sought through the dealership's insurance company,	

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS	
Airborne Material	Dealers are responsible for minimizing fallout damage during inventory	
(Environmental	storage.RapGard should be left on vehicles until sold up to a maximum of 4	
Fallout) (continued)	months.	
	Owners are expected to wash and wax their vehicles frequently remove harmful deposits from the vehicles' surfaces to help protect the finish.	
	IMPORTANT: Environmental fallout claims submitted to Ford MUST contain:	
	Program Code R23 Condition Code C8 For Industrial/Environmental Fallout	
	Condition Gode Co For madistrial/Environmental Fallout	
Allison Transmission	Warranted by transmission manufacturer, not Ford.	
Alterations or Modifications	All alterations or modifications of Ford Motor Company vehicles must be done in compliance with all applicable State and Federal Statutes and regulations. The installation/use of any non-Ford product will not necessarily void the Ford New Vehicle Limited Warranty. If, however, the non-Ford product fails or causes a Ford part to fail, the cost of the repair and any related damage are not covered by the Ford New Vehicle Limited Warranty. The vehicle owner would need to look to the manufacturer or installer of the non-Ford product for repairs, not to Ford.	
Antennas	Bent or damaged antennas are not covered under warranty.	
Audio System	This special preparation applies to the following components when it is necessary to send them to authorized service centers (or Radio Exchange Centers for Canada) for no-charge repairs: Compact Disc Player/Changer Radio Chassis	
(continued)	Audio System Diagnostics • Audio system diagnostics are available by contacting the Ford Technical Hotline.	

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Audio System	Warranty Coverage
(continued)	2000 and newer model F-650 & F-750 - Covered for 2 years/unlimited miles.
	1999 and prior model 600 and higher series trucks - Covered for 12 months/unlimited miles.
	Audio Products listed above are not reimbursable by Ford under warranty period. Repair costs are ultimately vendor responsibility during the basic warranty period. Only labor for radio removal and replacement will be reimbursed.
	Replace defective amplifiers, antennas, antenna leads and speakers with parts obtained from the Parts Distribution Center.
	Ship audio components (listed above) with completed Form 1878, a copy of the OASIS printout and prepaid transportation to the vendor's authorized service station.
	 Submit claim through DWE/ACES II for removing and replacing the unit, and for one-way shipping if applicable.
	NOTE: Refer to Section 9 "Resources – Multimedia (Audio, Navigation & Family Entertainment) Systems".
	NOTE: Do not send defective amplifiers, antennas, antenna leads, speakers, or stand-alone clocks to the service center for repairs. These parts must be purchased from the PDC.
	Audio/Multimedia – Advance Exchange Program Core Return
	 Policy Dealers using the Audio/Multimedia – Advance Exchange Program, will have thirty (30) days to return the defective product to the authorized service center. A core penalty will be billed for product not returned within thirty (30) days.
	NOTE: All advance exchanges include returnable shipping containers and shipping instructions to facilitate product return. When a special shipping bracket is provided on the advance exchange radio it must be removed and installed in the core radio being returned. Instructions will be included in the advance exchange shipping container for Audio products requiring such devices. Failure to use special shipping brackets on returned radios may result in a charge to the dealer for additional damage done to the unit.
	Ford Motor Company DOES NOT cover damage to or failure of an audio component caused by abuse or neglect. The following inspection criteria must be used by dealership personnel to determine if an audio product (radio, tape or CD player) is eligible for warranty repair/replacement.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Audio System (continued)	 Carefully inspect bezel face for liquid residue. Determine if all buttons and knobs operate freely – liquid frequently causes buttons to stick or require excessive pressure to operate. After unit is removed from instrument panel, inspect top and bottom cover for signs of liquid residue. Inspect player door area and interior of player for pry marks, especially if tape/CD is in the deck and will not eject. Open player door and look carefully at levers and head assembly to see if they are bent or broken. Also, look for loose parts or foreign objects (such as coins). For radios equipped with a removable security bezel, the bezel must be returned with the core radio. A missing security bezel is not a warrantable concern. Warranty claims for non-defective radios which are missing the security bezel will be returned to the dealership.
	If any of the above conditions exist, the unit may not be covered under warranty. Please contact the customer immediately and advise him/ her that the failure did not occur as a result of a factory defect - as a result the damage is not covered under warranty. Contact your service center for retail repair rates.
	If there are no visible signs of liquid residue or mechanical damage (including foreign objects) as described above, and the unit qualifies under the warranty time and mileage limits, handle the repair as warranty. In the absence of the above signs of abuse or neglect, dealerships will not be subject to repair charges.
	NOTE: Products returned to the authorized service center with the manufacturer's bar code product ID Label altered or missing will not be covered under warranty.
	NOTE: Only defective antennas are covered under warranty. Missing, bent, or otherwise damaged antennas are not covered. Power antenna masts with base part number 18A886 will be accepted as a valid warranty claim if the mast develops a "bowed" condition. This does not include antenna assemblies (Base P/N 18850) or "kinked/bent" masts caused by customer abuse (i.e., car wash or garage door). FCS 700 Tags will be issued for masts replaced under warranty.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Axle - Drive (Front - Tandem/4x4 and Rear)	Drivetrain coverage
	2000 and Newer Models F-650 / F-750 and LCF
Battery Coverage Dealer Requirements and Battery Recharging	 2000 and Newer Models F-650 / F-750 and LCF 2 years / unlimited miles Dealer Requirements for Battery Handling / Recharging Proper storage and maintenance of vehicle batteries is the dealer's responsibility. A failed battery in dealer inventory after 14 calendar days from the vehicle receipt is not covered under warranty. Check battery state-of-charge within 14 calendar days of vehicle receipt. If the battery eye is "recharge the battery. For batteries without an eye, recharge if the voltage is less than 12.4 volts Batteries within warranty coverage, either original equipment (production installed), service-installed, or over-the-counter which are defective and will not hold a charge must be replaced with an equivalent Motorcraft battery. Battery Recharging / Replacement Reimbursement In Stock (New vehicles in a dealership's inventory) – Battery recharging or replacement is reimbursable only within 14 calendar days of the vehicle's delivery to the dealership. Battery recharging or replacement between 14 calendar days after dealer receipt of the vehicle from the carrier and vehicle delivery to the customer is NOT reimbursable Fleet / Commercial - Battery recharging is NOT covered / NOT reimbursable. NOTE: Refer to the Warranty Parts Retention and Return Policies, in Section 1, for battery retention and return policies. NOTE: Details regarding the Service Part Warranty Coverage for batteries replaced under the New Vehicle Warranty are provided later in this Section under Battery - Unique Service Part Warranty Coverage. IMPORTANT: All battery warranty replacement claims in ACES II (except for the Hybrid High Voltage Battery and THINK Neighbor claims) must have battery codes generated from the Rotunda Micro 490, 590GR Tester or GR1-190 Tester/Charger, if applicable. Dealers are required to use the testers for diagnosis prior to all battery warranty
	Part Warranty).

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Brake Linings and Pads	 Maintenance Service: Replacement of worn brake linings/ pads is a maintenance service. Not reimbursable. 2005 & Newer Trucks: Wear and Factory Defect - Coverage for brake pad/lining replacements is 12 months/18,000 miles, whichever occurs first, even if caused by normal wear. No coverage beyond 12/18.
Brake System Cleaning	Reimbursable at predelivery only.
Brake Wheel Cylinder	Basic vehicle coverage.
Cab Corrosion Perforation	Holes in sheet metal panels caused by corrosion perforation: 2000 and Newer Models F-650/750 Series — 3 years / unlimited miles. LCF — 4 years / unlimited miles.
Cab Structure	2000 and Newer Models2 years/Unlimited miles.
Clutch Lining (Disc)	 Maintenance Service: Replacement of worn clutch (disc) lining is a maintenance service. Not reimbursable. Factory Defect: Basic vehicle coverage.
Comebacks & Repeat Repairs	Not reimbursable. Comebacks and Repeat Repairs (second or subsequent attempts to correct the same complaint by a dealership, including other dealer-owned stores) will be charged back if adequate technical information was published at the time of the original repair. (Refer to Section 4 - Dealer Self-Approval of Repeat Repair Guidelines.)
Cooling System Cleaning	Reimbursable at predelivery only.
Co-Pay Repairs (Warranty)	In addition to those repairs on which the owner is required to pay a deductible amount, there are other repairs (usually to 600 and higher series trucks) on which the owner is required to co-pay a percentage of the repair amount.
Diagnosis Time	Refer to Section 5
Diesel Engine (Non- Ford)	Caterpillar, Cummins, and Detroit Diesel engines are warranted by the engine manufacturer, not Ford.
Driveshaft	Drivetrain coverage. Includes support bearings, U-joints, and slip yoke.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Emergency Repairs (Non-Visiting and Visiting Owners)	New Ford or Ford remanufactured parts are normally required when making warranty repairs. In some instances the required Ford part(s) may not be available from Ford, or locally from other Ford or Lincoln Mercury dealers. Ford will allow the use of a Motorcraft, Ford Authorized remanufactured (FAR) part, or a new non-Ford part (after the new vehicle delivery date) to complete warranty repairs in the following situations:
	OWNER IS NOT TRAVELING If the owner is NOT traveling and the vehicle is inoperative, and DOES II displays one of the following messages: • Ford part is out-of-stock nationally (D-99 status) • OBS. Review (Part Obsolete/Not Replaced) - From the EMR Backorder Status Screen • No Promise (Date to be shipped unknown) - From the EMR Backorder Status Screen
	OWNER IS TRAVELING (VISITING OWNER) If the owner IS traveling (visiting owner), cannot return home overnight, and the parts are not in dealership stock or available locally from another Ford or L/M dealership.
	 Supporting Document Requirements A printout of the applicable DOES II screen must be retained in the customer service file for one year following Company notification of payment. An explanation of the reason for using the Motorcraft, Ford remanufactured, or non-Ford part must be entered in DWE/ACES II. The outside parts purchase invoice must be retained with the claim for one year following Company notification of payment.
	Reimbursement When the "Actual Cost" of the outside part (OSP) or locally purchased Ford part is GREATER than the equivalent Ford part "Dealer Price", the part price difference (PRDIFF) is reimbursable if the repair qualifies as an emergency repair based on the guidelines noted above. The price difference is reimbursable at actual cost. There is no parts allowance/markup on the price difference (PRDIFF) amount.
Engines	Gas and Ford Diesel: Engine coverage.
	1998 and 1999 Models ■ Non-Ford Diesel engines are warranted by engine manufacturer (Ford Diesel not offered during 1998-1999 Model Years) 1998 F-700 Series Trucks - Ford Gas Engines are covered for 2
(continued)	years/unlimited miles (Owner pays 50% of parts and labor beginning with the 13th month).

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Engines (continued)	 2000 and Newer Models F-650 & F-750 Ford Diesel engines are covered for 2 years/unlimited miles. Non-Ford Diesel (Caterpillar, & Cummins): NOT WARRANTED BY FORD. Refer to manufacturers' warranty statements.
	IMPORTANT: Warranty service on Ford diesel engines and Cargo Series Trucks may only be performed by Ford dealers certified to service these engines and trucks.
Fluids/Fluid Usage Guidelines (oils, lubricants, coolants, refrigerants)	 Use only Motorcraft or Ford brand oils, lubricants, fluids, and refrigerant unless specified otherwise in Company publications. 600 and higher series trucks in normal service should get at least 500 miles/quart after 7,500 miles of service. Only fluids specified as "Check & Fill" at predelivery are reimbursable, when not supplied in the specified amount at the
	 assembly plant, up to the specified level. Fluid lost or not usable due to a component defect is reimbursable for the same period as the component. Refrigerant and labor are reimbursable during the basic or air
	 conditioner warranty, whichever provides greater coverage. Labor required for a trained operator on U.L. Certified equipment to recycle A/C refrigerant is reimbursable.
Ford Power Products	When authorized by Ford Power Products (1-800-421-1821), dealers may perform warranty repairs to Ford Power Products. Mail claims to:
	Ford Power Products 290 Town Center Rd. Suite 1000 Dearborn, MI 48126
	NOTE: Ford parts (engines, transmissions, etc.) installed in motor homes or other modified vehicles are covered by the Ford New Vehicle Warranty only when the vehicles have Ford VINs. Ford parts installed as original equipment in vehicles having non-Ford VINs (i.e., Gillig, Spartan, Oshkosh, LaForza, John Deere, Coachmen) are normally warranted by the chassis manufacturer. Inquiries on these Ford parts should be directed to Ford Power Products.
Frame	1998 and newer models are covered for 5 years/unlimited mileage.

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SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Fuel Injection Pump	 1998 and newer models with Ford Diesel Engines: Engine Coverage & Emissions Defect Warranty 1998 and newer models with Non-Ford Diesel Engines: Warranted by engine manufacturer Repairs must be performed by Bosch Diesel Service Dealer (DSD). – Within Bosch Warranty — Repairs performed by Bosch DSD at no charge. Submit claim through DWE/ACES II for removal, replacement, and required towing. – Within Ford Engine Warranty but beyond Bosch Warranty (Repairs performed by Bosch DSD). Submit claim through DWE/ACES II for removal and replacement (Bosch repair charge) and for required towing.
Fuel Injector Nozzle (Ford Diesel Engines)	 NOTE: Please contact your local Bosch DSD for warranty information. 1998 and newer models with Ford Diesel Engines: Engine and Emissions Coverage. An Engine Performance Chart (FPS-8485) and a copy of the warranty repair form must be enclosed in the container with the nozzle(s) and returned to WPAC for 6.6L / 7.8L Ford diesel engines. Only the diagnostic steps needed to determine the cause of the concern should be completed on the diesel engine performance chart.
Fuel Pump (Gasoline)	Basic vehicle coverage.Replace complete assembly.
Fuel System Cleaning	Reimbursable 100% for the first 30 days of service.
Gaskets & Seals	 Reimbursable: Defective gaskets and seals are covered for the same warranty period as the part with which they mate. Not reimbursable: Non-defective valve cover gaskets replaced during normal maintenance.
Glass Replacement	Covered under the Bumper-to-Bumper Warranty (stone chips and scratches that result from use are not covered under the New Vehicle Limited Warranty). For 2005 and newer models, windshield replacement coverage due to stress cracks is limited to 12 months in service, regardless of miles driven, even if caused by use and/or exposure to the elements. • All glass replacements under warranty MUST be made with Carlite glass. • Parts Reimbursement - Parts reimbursement for the glass is at the Dealer's actual cost plus applicable parts allowance (e.g., 40%). The actual cost plus applicable parts allowance may not exceed Dealer Price of the glass plus applicable parts allowance.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Labor Performed At Other Than Authorized Dealership	Refer to Section 5 under "SUBLET"
Legal Parts	Parts involved in accident, personal injury, or property damage MUST NOT be scrapped until authorized by the Company. (Refer to "ACCIDENT or FIRE" CLAIM in this section for additional information).
Liquefied Petroleum Gas (LPG) Engines (propane)	Ford engines properly converted or modified are covered provided the conversion does not adversely affect the performance of the vehicle or related components. Non-Ford parts are not covered.
Maintenance	Not reimbursable. Maintenance is an owner responsibility.
Maintenance	Scheduled Maintenance It is the customer's responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet Ford engineering specifications. Failure to perform scheduled maintenance as specified in the Scheduled Maintenance Guide will invalidate warranty coverage on parts affected by the lack of maintenance. Receipts for completed maintenance work should be retained with the vehicle and confirmation of maintenance work should be entered in the customer's Scheduled Maintenance Guide.
Motorhome, Bus, or Truck Body Mounted On a Ford Chassis	 The chassis is covered by the New Vehicle Limited Warranty when: The Ford chassis is sold directly to a body or equipment manufacturer, or a retail customer. The unit carries a Ford VIN.
	 NOTE: If the vehicle does not have a Ford VIN, contact Ford Power Products (800-521-0370). Ford parts modified by the motorhome body builder are not covered. Damage to Ford components resulting from modification is not covered by Ford.
	NOTE: When a motorhome, truck body, or emergency vehicle equipment is installed on a Ford chassis, the vehicle normally does not return to the selling dealer-of-record for service. In these cases, the vehicle should be considered a visiting owner vehicle and handled accordingly.
	Retail motorhome customers with product or service related questions or concerns can call Motorhome Customer Assistance 24 hours a day at 800-444-3311.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Non-Ford Parts	The use of Ford or Motorcraft brand parts or products is required on all claims paid by Ford. The cost of non-Ford/non-Motorcraft products used for Ford paid repairs is not reimbursable, except as noted below. The use of non-Ford parts is reimbursable when:
	 Required to complete an Emergency Repair (follow the guidelines outlined under <u>Emergency Repairs in this Section</u>). Specified in a Recall Bulletin, Customer Satisfaction Program Bulletin, Technical Service Bulletin, or other Company publication. Used by an outside specialty shop when the parts are not sold by Ford.
	NOTE: Refer also to Selected Coverage Guidelines – <u>Components</u> <u>Installed by K-Tec or Mod Center</u> .
	Additional requirements are: - Only Carlite Glass is acceptable under warranty. - The non-Ford part must meet the same standards as Ford parts. - A non-Ford part may NOT be installed on a new vehicle in dealer stock.
Paint Defects (Does not include damage)	 Basic vehicle coverage. Normal paint deterioration due to exposure is not covered. Paint and material allowance is based on the amounts listed in the Ford Service Labor Time Standards Manual.
	NOTE: Customers must report any pre-existing chips, scratches, dents, or dings within one week of the new vehicle delivery date. Claims will not be accepted in ACES II beyond one month in service.
Pro-rata and Owner Participation Adjustments	Some repairs are not reimbursed completely. In these cases, the dealer should charge the owner for the difference between repair cost and the amount received from Ford. Compute the owner participation amount at the dealer's regular charge to Ford.
Radiator Cleaning	Reimbursable at predelivery only or when required due to a defect in a covered component.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Remanufactured Parts	The following Company remanufactured parts may be used for warranty, After-Warranty Assistance, ESC and other program repairs paid by Ford after new vehicle delivery. Refer to Emergency Repairs in this Section.
	 COMPANY REMANUFACTURED PARTS Company Remanufactured Parts Obtained From Ford Ford remanufactured Anti-Skid Valve Ford remanufactured Ford Diesel Engine (6.6L and 7.8L) Ford remanufactured Cylinder Heads, Crankshaft Kits, Water Pump, Turbocharger, Oil Pump and Oil Cooler Core for Ford Diesel Engine (6.6L and 7.8L) Ford remanufactured Ford Diesel Engine Fuel Injector Pump (6.6L and 7.8L) Company Remanufactured Parts Obtained From the Ford Authorized Distributor.
	 Ford remanufactured Clutch Disc and Pressure Plate FORD AUTHORIZED REMANUFACTURED PARTS Parts for Emergency Repairs (refer to Emergency Repairs in this Section.) Parts for After-Warranty Assistance and ESC repairs Parts not available from the Ford PDC
	IMPORTANT: FAR assemblies used in warranty, After-Warranty Assistance, ESC, and other program repairs paid by Ford that subsequently fail are to be claimed from the FAR using the FAR Warranty and the FAR Lifetime Parts Guarantee Coverage reimbursement table shown in this section. Refer to Emergency Repairs in this Section for additional important information that must be followed for reimbursement of new non-Ford parts.
	NOTE: When the FAD advises that one of the exchanged cores listed above is damaged beyond remanufacturable specifications, the core amount should be claimed from Ford.
Replacement or Repair Policy	The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when:
(continued)	 Disassembly reveals that the assembly cannot be repaired. The assembly replacement is authorized in this Manual or other Company publications.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

COVEDACE & OTHER DEMARKS
COVERAGE & OTHER REMARKS
 The part or parts required to repair the assembly are not available from the PDC System, i.e., D-99. (Retain a copy of the DOES II screen printout as support that the parts were not available at the time of repair.) The repair cost exceeds the cost of an assembly replacement. The decision whether to repair or replace an engine or transmission
assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'.
NOTE: Warranty Repairs: The Cost Cap Tool must be used on warranty covered repairs whenever the total cost of the repair to a gas engine, diesel engine, automatic or manual transmission is expected to exceed the dollar threshold listed below and/or when it is likely that the replacement of the powertrain assembly may be the least expensive repair alternative:
 All Diesel Engines: \$7000 All Gas Engines: \$2500 All Automatic Transmissions: \$1500 All Manual Transmissions: \$1000
The tool can be used on any engine or transmission repair, but it is required when the parameters listed above are met.
NOTE: The Cost Cap Tool can be used on all newer model vehicles and powertrain assemblies. However, it does not support Medium duty trucks engines or transmissions, or powertrain assemblies from older model year vehicles, (1999 and prior). For 1999 and prior model year vehicles the current paper process and Cost Cap Reference Charts (dated May 1, 2009) should continued to be used. In the case that a specific powertrain assembly is not supported by the Cost Cap Tool the warranty policy regarding repair vs. replace still applies: "The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exception to this procedure is when the cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly."

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS
Replacement or Repair Policy (continued)	IMPORTANT: Prior approval may be necessary to replace an engine or transmission assembly. Dealers are responsible to be aware of the prior approval programs that pertain to them. This information is available in the 'What are My Prior Approval Programs' section of the Warranty Guidelines homepage, on FMCDealer / Parts & Service tab / Warranty tab. Independent Repair Facilities must obtain approval from the Powertrain Assistance Center.
	 IMPORTANT: With the one exception noted below, Ford remanufactured engine assemblies, when available, must be used in all New Vehicle Limited Warranty, Field Service Action (recalls), and ESP repairs where the estimated repair cost exceeds the cost cap for the given engine. EXCEPTION: For a vehicle within the first 12 months / 12,000 miles (whichever occurs first) of the New Vehicle Limited Warranty period, dealers may replace an assembly with a new assembly if the estimated repair cost is above the cost of replacement using a new assembly.
	NOTE: If a remanufactured assembly is not available, obtain documentation from your Ford Powertrain Distributor that the part is out of stock. With the documentation, contact your region for an approval code. The approval code MUST be entered on the warranty claim upon submission.
	NOTE: If a remanufactured assembly is not available, retain documentation in the customer's service file that the part is out of stock. Enter dealer self approval code of "DDDR4" on the warranty claim.
	Only the Technical Hotline and ESP Call Centers are authorized to approve a repair with an estimated repair cost above the remanufactured assembly cost cap but below the repair cost of a replacement using a new assembly. An approval code for a repair above the cost cap is required or the claim will be returned unpaid. The reason the repair cost is higher than the replacement cost must be entered in the Repair Description area of the claim form. NOTE: For dealers on ESP prior approval, the region approval code is NOT a substitute for an ESP prior approval. Dealers MUST contact the ESP Hotline for prior approval.
	Assembly Inspection, Repair vs. Replace Determination When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable and should be listed on the repair with the replacement assembly. Labor reimbursement can be claimed for assemblies using applicable SLTS labor operation if available OR use actual time (MTINSPECT). All actual time recording policies must be followed.

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS	
Service Calls	Refer to "Towing/Service Calls"	
Shop Supplies	Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable unless specifically stipulated as being required in the repair procedure for emissions or safety recalls, customer satisfaction programs, TSBs, or other Company publications.	
Spark Plugs	Factory Defect only: Basic vehicle coverage	
Speedometer Heads	 Basic vehicle coverage. Replace complete assembly. Set the odometer to show vehicle's accrued mileage. For an electronic speedometer, complete the label included with the new speedometer. Affix the completed label to the door jamb. 	
Supplier Direct Ship Parts (SDS) (Supplier Branded)	 SDS parts are ordered through the Ford Parts Distribution Center and are: Used for new vehicle warranty repairs — covered for 12 months/unlimited miles or the remainder of the new vehicle warranty, whichever is greater. Installed at owner expense or sold over-the-counter — covered for 12 months/unlimited miles. NOTE: Certain SDS parts may have additional warranty coverage by the supplier beyond the limits of Ford coverage. SDS supplier warranties are listed in the Heavy Truck SDS price list. Dealers should assist the owners in obtaining the manufacturer's warranty coverage. 	
Tachometer (Electric)	 Basic vehicle coverage. Replace complete assembly unless only a new dial face lamp bulb is required. 	

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS		
Towing, Service Calls & Roadside	 1998 and 1999 Model 600 & Higher Series Towing required due to failure of a warranted part is reimbursable at actual cost (up to the normal retail charge) to the nearest dealer equipped to repair the vehicle, or to the selling dealer if distance is reasonable. (Refer to Aces II User Manual, Section 3.) 		
	 2000 and Newer Model F-650 & F-750 Eligible for towing under the Roadside Assistance Program. Please refer to Section 6 for program details including refund provisions. Damage resulting from improper hoisting or towing methods is not covered. Service calls are reimbursable under the same conditions that cover towing. If it is more economical and practical to service an F600 or higher series Ford Truck on site rather than towing the vehicle to a dealership, Ford will reimburse (1) technician travel time at actual time at the dealership's warranty labor rate, and (2) mileage provided the total amount to be reimbursed is reasonable and does not exceed the normal amount that would have been allowed if the vehicle had been towed to the dealership. There cannot be a service call and a towing charge for the same repair. The service call MUST be documented by the standard towing log requirements. The DWE/ACES II input for the service call must be designated as "TOW" in the "Misc. Area" of the warranty claim with a full explanation of the service call in the "Technician Comments" section. 		
Transmission Case and All Internal Parts	Drivetrain Coverage. (See <u>Drivetrain Coverage Chart</u> in this Section).		
Trim (Interior and Exterior) and Upholstery	 Basic vehicle coverage. Covers only defective material and workmanship. Accident damage or normal deterioration is not covered. Burns, normal wear, soil marks, tears, or punctures by foreign objects are not covered. 		
	IMPORTANT: When returning seat upholstery and other interior components to the Warranty Parts Analysis Center (WPAC) for warranty concerns, the affected area must be identified on the returned part. Circle the defect with a permanent marker or pen. Return the component to the WPAC in the container in which the replacement part was received.		
Tires & Tubes	Not warranted by Ford. Warranted by the tire or tube manufacturer unless otherwise stated in a company program (Refer to "Wheel Alignment" in this section). Tires replaced during warranty as a result of a factory defect of another component (e.g., defective tie-rod causes damage/wear to the tire) are reimbursed at the outside purchase price net amount. Tires are not eligible for the parts allowance.		

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS		
Turbocharger	 Engine Coverage. 1992 and newer models: Emissions Defect Warranty An Engine Performance chart (FPS-8485) and a copy of the warranty repair form must be enclosed in the container with the turbocharger and returned to WPAC for 6.6L/7.8L Ford diesel engines. Only the diagnostic steps needed to determine the cause of the concern should be completed on the Engine Performance Chart. 		
Unauthorized or Unacceptable Repair Techniques	 The following are not reimbursable: Repair techniques that alter a vehicle's specifications beyond the limits outlined in the Shop Manual or other Company publications. Techniques such as knurling pistons or valve guides, re-arching springs and adding leaves, sleeving gasoline engine cylinder blocks, and resurfacing head gasket surfaces on aluminum heads and block. Resurfacing head gasket surfaces on any engine with an aluminum head and block. 		
Universal Joints (Includes Slip Yoke)	Drivetrain Coverage (See <u>Drivetrain Coverage Charts in this section</u>)		
Valve Guides (Ream or Repair)	Engine Coverage (See <u>Engine Coverage Charts</u> in this section). See <u>Unauthorized or Unacceptable Repair Techniques</u> .		
Vinyl Trim Repair Policy	Repairs of manufacturing defects to vinyl door trim, instrument panel and floor consoles are covered under the Basic Warranty. Cu punctures, dents, scratches or scuffs must be reported by the custon within one week of the new vehicle delivery date to be eligible warranty reimbursement.		
	• Accidental damage, normal deterioration, burns, soil marks, tears, or punctures by foreign objects that occur after new vehicle delivery are not covered by the Bumper-to-Bumper Warranty. Repair Policy During the Basic warranty, dealerships are required to repair (instead of replace) vinyl door trim, instrument panels, and floor consoles if the defects are within the limits noted below. This policy does not apply to air bag trim covers, or vinyl seat trim.		
	 Defects/Non-Conformities that Must be Repaired Cuts and tears less than one (1) inch Punctures less than 1/4 inch in diameter Scratches and scuffs Dents less than 1/4 inch deep Discoloration Bubbling 		

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

CATEGORY	COVERAGE & OTHER REMARKS		
Water Pump	Engine Coverage (See <u>Engine Coverage Charts in this section</u>).		
Weatherstrips	Basic Vehicle Coverage Covered - Replace weatherstrips under the following conditions: Workmanship defect Defect in material (abnormalities to surface or shape) Damage caused by normal open/closing of door, decklid, etc. Not Covered - Do not replace weatherstrips under the following		
	 conditions: Normal deterioration and customer misuse are not covered. Wear caused by excessive contact while entering/exiting vehicle is not covered. Non-damaged or non-defective weatherstrip to repair a wind noise concern or a loose or misaligned weatherstrip. 		
Wheel Alignment	 Front tires damaged due to improperly set toe-in on a vehicle driven from the assembly plant to the dealer or body builder are covered at the time of predelivery if damage is noticed during new vehicle inspection and noted on the bill of lading. Caster — installation of taper shims to correct lack of turn recovery that is noted during the predelivery inspection road test: reimbursable at predelivery only. Camber is not adjustable: not covered. When special bodies are added to incomplete vehicles, (i.e. chassis cabs), wheel alignments and tire balancing are not reimbursable under warranty. 2008 & Newer Model Years: Wheel alignment and tire balancing, unless required by a warranty repair are not covered under warranty. NOTE: Alignments needed because special equipment (such as a snow plow) has been installed are not covered. 		
Wheel Balance (Front Only)	 2007 & Prior Model Years: Wheel alignment and tire balancing (unless required by a warranty repair) are not covered beyond 12 months or 12,000 miles, whichever occurs first. 2008 & Newer Model Years: Wheel alignment and tire balancing, unless required by a warranty repair are not covered under warranty. 		
Wiper Blades	 Maintenance service: not reimbursable. Factory defect: Basic vehicle coverage. 		

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

Extended Coverage Programs (ESC/Work-Ready Fleets)

600 AND HIGHER SERIES TRUCKS

General Information

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

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

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

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES 600 & HIGHER SERIES and LCF COVERAGE

FEDERAL EMISSIONS COVERAGES

There are two Federal emissions control system warranties: a defect warranty and a performance warranty. These warranties apply to all vehicles, including those covered by the California Emissions Warranty. This section provides an explanation of these warranties and guidelines for handling them.

Defect Warranty is the basic emissions control systems warranty that has been in effect for all vehicles since the 1973 model year. It covers repairs of certain emissions systems components at no cost to the owner when the vehicle is within the warranty period.

Performance Warranty applies to 1981 and newer low altitude and 1982 and newer high altitude cars and light trucks operated in areas with a vehicle inspection maintenance (I/M) program using an emissions test and standards approved by the Environmental Protection Agency (EPA). This warranty provides additional coverage for vehicles which fail to meet these standards.

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

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

Emission Claim Submission Requirements

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

Non-Ford Diesel Engines

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

Federal Emissions Control Systems Defect Warranties

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

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

Federal Emissions Defect Warranty Checklist

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

- Make sure the emissions defect warranty applies to the repair by verifying that:
 - The vehicle is within the warranty period.
 - The failed part is a Ford part.
 - The failed part is a covered component (See Parts Coverage Directory FPS 8516), or is required to restore proper function of the MIL system.
 - The part failure is due to an emissions-related defect in materials or workmanship and is not due to tampering, accident, use of a non-Ford part, misuse, mis-fueling, or improper modification, maintenance or parts installation.
 - Some other conditions where emissions-related components are not covered include: altered/disconnected odometer; vehicles labeled or branded as dismantled, fire, flood, junk, rebuilt, or salvaged; damage from theft, vandalism, fire, driving in deep water, or natural disasters.
- Retain the parts removed. Refer to Section 1 "Parts Retention and Return".
- Prepare an emissions defect warranty claim.

NOTE: If the failed part is ineligible under the conditions listed above, other parts damaged as a result of its failure are also ineligible for coverage.

NOTE: Some components serve both emissions and non-emissions functions. Replacement of a multi-function emissions-related component due to a defect or emissions test failure is covered under the emissions warranty (unless otherwise specified in the Parts Coverage Directory). Other repairs (i.e., recalibration, adjustment or cleaning) to a multi-function, emissions-related component is covered by the emissions warranty only if an emissions related function of the component requires repair.

NOTE: Powertrain control module recalibrations (causal part RECAL) that correct non-emission (e.g., speed control) malfunctions are not covered by the emissions warranty.

NOTE: The emissions defect warranty does not cover maintenance, cleaning, malfunctions, damage, or conditions resulting from tampering, misuse, mis-fueling or lack of proper maintenance.

NOTE: If diagnosis reveals non-emissions related defect, the emissions defect warranty does not apply, except as noted above.

Emissions Components

Components that are covered under the vehicle's emissions warranty (refer to the OASIS parts coverage look-up tool or Parts Coverage Directory) can only be replaced with an OEM component or a component that meets or exceeds OEM standards and not with a certified aftermarket part. For vehicles that are outside of their emissions warranty period, a certified aftermarket part may be used in the repair. Dealers must be familiar with their states emissions regulations for warranty periods and aftermarket part certification requirements.

Federal Emissions Performance Warranty

The Federal Emissions Performance Warranty:

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

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

- During the Federal Performance warranty limits, Ford will repair, replace or adjust the parts (listed in the Federal Emissions Defect and Performance Warranty Section of the Parts Coverage Directory) needed to make the vehicle conform to the applicable emissions standards.
- Repairs necessary to correct a condition causing Malfunction Indicator Light (MIL) illumination and to restore proper function to the MIL system are covered by the Federal Emissions Performance Warranty. These repairs are covered during the vehicles Emissions Performance warranty period even if the causal part is not specified as an emissions component. In the event a component fails that is beyond the coverage provided under the Emissions Performance warranty and damages a component that is still within coverage, the component with greater coverage can be claimed under the Emissions Performance warranty see example below. All cases of MIL illuminations must be fully explained and documented on the repair order.

Example: Vehicle brought to dealership at 79,000 miles in-service -

The mass air flow sensor fails beyond its Emissions Performance coverage period (2/24) and causes damage to the catalytic converter (which is covered up to 8/80). To correct the MIL condition the customer is responsible for the failed mass air flow sensor repair; after the MAF sensor is repaired, Ford Motor Company will pay for the catalytic converter replacement under the Emissions Performance Warranty coverage (program code "S10").

SECTION 3 – WARRANTY COVERAGES FEDERAL EMISSIONS COVERAGES

NOTE: Use of Uncertified Aftermarket Parts; Under certain circumstances, Ford may deny Emission Performance Warranty claims if a vehicle fails an EPA approved emissions inspection and the failure was caused by use of uncertified aftermarket parts in the maintenance or repair of the vehicle. Uncertified parts are parts that have not been certified by the EPA. Thus, if an owner presents a vehicle for service under the Federal emissions performance warranty and an aftermarket part caused that vehicle to fail an EPA-approved I/M test, contact the Regional Office before performing the repair.

Federal Emissions Performance Warranty Guidelines

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

- Obtain written proof from the owner that the vehicle failed the Inspection and Maintenance (I/M) test and attach a copy to the claim.
- Verify that the vehicle is within the warranty period.
- Based on the time and mileage of the vehicle, determine whether the repair, replacement, or adjustment required to make the vehicle meet applicable standards is eligible for emissions performance warranty coverage.
- Verify and document that the vehicle has not been abused, misused, tampered with, or modified so as to cause or contribute to the emissions test failure.
- Verify that the vehicle's failure was not caused by lack of proper maintenance.
- If lack of maintenance appears to be the cause of the failure, but the owner states that maintenance was properly performed, request document support such as:
 - Itemized receipts from service outlets.
 - Parts purchase receipts when maintenance was done by the owner.
 - An owner's log book listing the dates and mileage when maintenance services were performed.
- Verify that the failure to pass the I/M test is not due to improper installation of parts or incorrect service adjustments performed outside a Ford or Lincoln Mercury dealership.
- Verify that the owner will incur a penalty because of failing the I/M test. Penalty may include being denied the right to use the vehicle (Federal Performance Warranty Only).
- Perform the authorized repair at no charge to the owner.
- When the repair is complete, run an emissions test at no charge to the owner to verify that the repair is effective if testing facility is available. Attach a copy of the test to the claim.
- Retain the required removed parts and all non-Ford parts. Refer to <u>Section 1 "Parts Retention and Return,"</u>
- Prepare an emissions performance warranty claim (program code "S10").

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

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

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

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

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

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

SECTION 3 – WARRANTY COVERAGES FEDERAL EMISSIONS COVERAGES



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

In addition to the California Emissions Warranty coverage shown below, the Federal Emissions Warranties apply to all model year vehicles. The emissions control systems warranties begin as soon as a vehicle is placed in service or delivered to the new owner. Remaining portions of emissions control systems warranties are transferred automatically to subsequent owners. No warranty transfer document is needed.

California Emissions Defect & Performance Warranty Coverage

The defect & performance warranty:

- Applies to all 2000 model year vehicles that are certified for sale in California and are registered in California, Massachusetts, New York, or Vermont.
- Applies to all 2001 thru 2007 model year vehicles that are certified for sale in California and are registered in California, Maine, Massachusetts, New York, or Vermont.
- Applies to all 2008 model year vehicles that are certified for sale in California and are registered in California, Connecticut, Maine, Massachusetts, New York, Pennsylvania, Rhode Island and Vermont.
- Applies to all 2009 thru 2010 model year vehicles up to 8500 lbs. GVWR that are certified for sale in California and are registered in California, Connecticut, Maine, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.
- Applies to all 2009 thru 2010 model year vehicles 8501 14,000 lbs. GVWR that are certified for sale in California and are registered in California, Connecticut, Maine, Massachusetts, Oregon, Rhode Island, Vermont and Washington (Washington in 2010 Econolines that are MDPV certified on the VECI label only).
- Applies to all 2011 model year vehicles up to 8500 lbs. GVWR that are certified for sale
 in California and are registered in California, Connecticut, Maine, Maryland, Massachusetts,
 New Jersey, New Mexico, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.
- Applies to all 2011 model year vehicles 8501 14,000 lbs. GVWR that are certified for sale in California and are registered in California, Connecticut, Maine, Maryland, Massachusetts, New Mexico, Oregon, Rhode Island, Vermont and Washington (Washington in 2011 – Econolines that are MDPV certified on the VECI label only).
- Applies to 2005 through 2009 model year Ford Diesel fueled trucks over 14,000 pounds GVWR registered in California, Maine, Massachusetts, or Pennsylvania.
- Applies to 2010 through 2011 model year Ford Diesel fueled trucks over 14,000 pounds GVWR registered in California, Maine or Pennsylvania.
- Applies to new vehicles certified under the provisions of the AB965 Offset Program (Young Bill) or the Public Service and Emergency Vehicle Exception, and registered in California, or a state adopting California regulations.

SECTION 3 – WARRANTY COVERAGES CALIFORNIA EMISSIONS COVERAGES

PZEV & AT-PZEV Vehicles

California (and states adopting California Emissions Warranty) Partial Zero Emission Vehicles (PZEV) and Advanced Technology Partial Zero Emission Vehicles (AT-PZEV) have extended coverage of 15 years or 150,000 miles (whichever occurs first) on emission related parts. AT-PZEV applies to Hybrid vehicles only. PZEV & AT-PZEV vehicles are indentified on the VECI label.

NOTE: The high-voltage battery is warranted for 10 years or 150,000 miles (whichever occurs first) for AT-PZEV vehicles.

California PZEV & AT-PZEV Emissions Defect & Performance Warranty Coverage

The PZEV Defect & Performance Warranty:

- Applies to all 2003 thru 2007 model year vehicles that are certified as PZEV on the VECI label and are registered in California, Maine, Massachusetts, New York, and Vermont.
- Applies to 2008 model year vehicles that are certified as PZEV on the VECI label and are registered in California, Connecticut, Maine, Massachusetts, New York, Pennsylvania, Rhode Island and Vermont.
- Applies to all 2009 thru 2010 model year vehicles that are certified as PZEV on the VECI label and are registered in California, Connecticut, Maine, Massachusetts, New Jersey, New York. Rhode Island and Vermont.
- Applies to all 2011 model year vehicles that are certified as PZEV on the VECI label and are registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, New York, Rhode Island and Vermont.

The AT-PZEV Defect & Performance Warranty:

- Applies to all 2005 thru 2008 model year vehicles that are certified as AT-PZEV on the VECI label and are registered in California, Connecticut, Maine, Massachusetts, New Jersey, New York, Rhode Island and Vermont.
- Applies to all 2009 thru 2010 model year vehicles that are certified as AT-PZEV on the VECI label and are registered in California, Connecticut, Maine, Massachusetts, New Jersey, New Mexico, New York, Rhode Island and Vermont. NOTE: Oregon has adopted the 10 years /150,000 miles AT-PZEV high-voltage battery warranty only.
- Applies to all 2011 model year vehicles that are certified as AT-PZEV on the VECI label and are registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico, New York, Rhode Island and Vermont. NOTE: Oregon has adopted the 10 years /150,000 miles AT-PZEV high-voltage battery warranty only.

NOTE: 2009 model year and newer PZEVs and AT-PZEVs in Pennsylvania, Oregon and Washington receive the standard California emissions defect warranty.

NOTE: Vehicles certified for sale in California can be identified by the Vehicle Emissions Control Information (VECI) label located in the engine compartment. For 2007 and earlier models, the words "conforms to California regulations" or "certified for sale in California" will be present. For 2008 and newer models, the applicable emissions standard will be stated after the word "California".

California Emissions Warranty Eligibility

The state in which a vehicle is repaired does not affect it's eligibility for California Emissions Coverage. California emissions warranty coverage applies if your vehicle meets the following two requirements:

- Your vehicle is registered in California or other States that have adopted California emission and warranty regulations, and
- Your vehicle is certified for sale in California as indicated on the vehicle emission control information label.

NOTE: For vehicles that are not certified for sale in California, the above phrases for 2007 and earlier models will not be displayed on the VECI label. For 2008 and later models that are not California-certified, the VECI label will state "Not for sale in states with California emissions standards".

Part Eligibility for Emissions Warranty

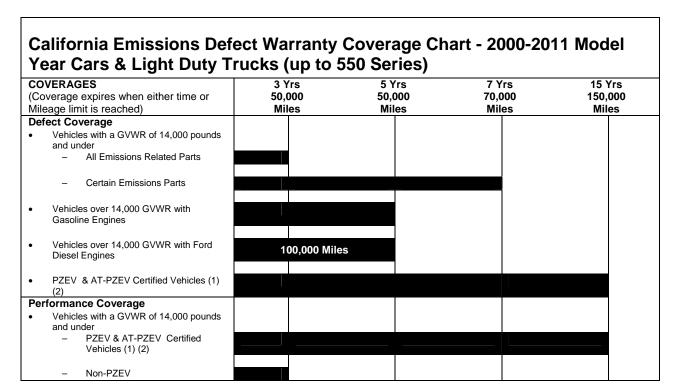
Specific base part eligibility can be verified by using the Parts Coverage look-up tool available via OASIS or refer to the Parts Coverage Directory as published on FMCDealer.com.

Emission Claim Submission Requirements

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

Non-Ford Diesel Engines

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



- (1) Refer to the Vehicle Emissions Control Information Label for emissions certification information.
- (2) Coverage for the high voltage battery is 10 years or 150,000 miles, whichever occurs first.

California Emissions Defect Warranty Coverage Chart - 2000 to 2011 Model Year 600 & Higher Series Trucks

2000 - 2011 F650 and F750 Series Trucks

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

2006-2009 Low Cab Forward (LCF)

Vehicles with the 4.5L Ford Diesel Engine - 5 years/100,000 miles*

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

California Emissions Defect Warranty Checklist

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

- Make sure the emissions defect warranty applies to the repair by verifying that:
 - The vehicle is within the warranty period.
 - The failed part is a Ford part.
 - The failed part is a covered component (verify by using the <u>Parts Coverage look-up tool available via OASIS</u> or See Parts Coverage Directory FPS 8516), or is required to restore proper function of the MIL system.
 - The part failure is due to an emissions-related defect in materials or workmanship and is not due to tampering, accident, use of a non-Ford part, misuse, misfueling, or improper modification, maintenance or parts installation.
- Retain the parts removed. Refer to Section 1 "Parts Retention and Return".
- Prepare an emissions defect warranty claim (refer to ACESII manual for instructions).

NOTE: If the failed part is ineligible under the conditions listed above, other parts damaged as a result of its failure are also ineligible for coverage.

NOTE: Some components serve both emissions and non-emissions functions. Replacement of a multi-function emissions-related component due to a defect or emissions test failure is covered under the emissions warranty (unless otherwise specified in the Parts Coverage Directory). Other repairs (i.e., recalibration, adjustment or cleaning) to a multi-function, emissions-related component is covered by the emissions warranty only if an emissions related function of the component requires repair.

NOTE: Powertrain control module recalibrations (causal part - RECAL) that correct nonemission (e.g., speed control) malfunctions are not covered by the emissions warranty.

NOTE: The emissions defect warranty does not cover maintenance, cleaning, malfunctions, damage, or conditions resulting from tampering, misuse, misfueling or lack of proper maintenance.

NOTE: If diagnosis reveals non-emissions related defect, the emissions defect warranty does not apply, except as noted above.

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

California Emissions Performance Warranty Guidelines

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

- Obtain written proof from the owner that the vehicle failed the Inspection and Maintenance (I/M) test and attach a copy to the claim.
- Verify that the vehicle is within the warranty period.
- Based on the time and mileage of the vehicle, determine whether the repair, replacement, or adjustment required to make the vehicle meet applicable standards is eligible for emissions performance warranty coverage.
- Verify and document that the vehicle has not been abused, misused, tampered with, or modified so as to cause or contribute to the emissions test failure.
- Verify that the vehicle's failure was not caused by lack of proper maintenance.
 - If lack of maintenance appears to be the cause of the failure, but the owner states that maintenance was properly performed, request document support such as:
 - Itemized receipts from service outlets
 - o Parts purchase receipts when maintenance was done by the owner
 - An owner's log book listing the dates and mileage when maintenance services were performed.
- Verify that the failure to pass the I/M test is not due to improper installation of parts or incorrect service adjustments performed outside a Ford or Lincoln Mercury dealership.
- Verify that the owner will incur a penalty because of failing the I/M test. Penalty may include being denied the right to use the vehicle (Federal Performance Warranty Only).
- Perform the authorized repair at no charge to the owner.
- When the repair is complete, run an emissions test at no charge to the owner to verify that the repair is effective if testing facility is available. Attach a copy of the test to the claim.
- Retain the required removed parts and all non-Ford parts. Refer to Section 1 "Parts Retention and Return".
- Prepare an emissions performance warranty claim.

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

Repairs necessary to correct a condition causing Malfunction Indicator Light (MIL) illumination and to restore proper function to the MIL system are covered by the Federal Emissions Performance Warranty. These repairs are covered during the vehicles Emissions Performance warranty period even if the causal part is not specified as an emissions component. In the event a component fails that is beyond the coverage provided under the Emissions Performance warranty and damages a component that is still within coverage, the component with greater coverage can be claimed under the Emissions Performance warranty see example below. All cases of MIL illuminations must be fully explained and documented on the repair order.

Example: Vehicle brought to dealership at 79,000 miles in-service -

The mass air flow sensor fails beyond its Emissions Performance coverage period (2/24) and causes damage to the catalytic converter (which is covered up to 8/80). To correct the MIL condition the customer is responsible for the failed mass air flow sensor repair; after the

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES CALIFORNIA EMISSIONS COVERAGES

MAF sensor is repaired, Ford Motor Company will pay for the catalytic converter replacement under the Emissions Performance Warranty coverage (program code "S10").

- If you do not recommend the repair, contact the Regional Office Operations Manager with the results of your inspection.
 - If the Regional Office agrees that the repair is not covered by the emissions performance warranty:
 - The dealership must explain the reason for the denial to the owner.
 - The Regional Office must mail a letter to the owner confirming the reason for denial.
 - Both of the above must be done within 30 days from when the dealership received the vehicle for repair.
 - If authorized by the Regional Office, perform the repair within the 30 days (or less if specified by state or local law) from the date the vehicle was first brought in for repair.
- California emissions performance warranty is 3 years/50,000 miles for non-PZEV vehicles or 15 years/150,000 miles for PZEV or AT-PZEV vehicles (except for the high voltage battery which is 10 years/150,000 miles), whichever occurs first. During this period Ford will repair, replace or adjust any part needed to make the vehicle conform to the California emissions standards.
- Does not apply to vehicles certified to meet emissions standard only at sea level when they are tested at high altitude. Check the Vehicle Emissions Control Information Label in the engine compartment to verify exemption from high altitude standards.
- Covers repairs of a vehicle that fails an eligible EPA approved emissions test at no cost to an owner if the vehicle has been properly maintained and used (Retain copy of the EPA test with the claim).

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

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

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

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

SECTION 3 – WARRANTY COVERAGES CALIFORNIA EMISSIONS COVERAGES

Emissions Control Systems Components Eligible for Warranty Coverage

The Parts Coverage Directory lists the parts eligible for emissions coverage and their warranty coverage period, The Emissions section of the Parts Coverage Directory is divided into model year categories. VIN specific part coverage can also be verified via the Part Coverage look-up tool on OASIS.

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

- California Defect Warranty covers emissions-related adjustments of components which have tamper-resistant devices.
- Emissions-related bulbs, hoses, clamps, brackets, tubes, gaskets, seals, belts, connectors, and wiring harnesses used for the parts and systems warranted are also covered by the warranty.
- Components are warranted only up to the first scheduled maintenance interval specified for that component and vehicle.
- In the event your dealership feels a part should be eligible for Emissions warranty coverage
 for a part that is not shown as listed in the Parts Coverage tool on OASIS, please handle as
 follows. Contact Ford via the Dealer Ask Ford tool, file a web-form with the specific part #
 and model year / vehicle application. We will investigate and respond to the original
 requestor.

CAUTION: PERFORM EMISSIONS REPAIRS AT NO CHARGE TO OWNERS. UNDER FEDERAL LAW, CIVIL PENALTY UP TO \$32,500 MAY BE ASSESSED FOR EACH FAILURE TO HONOR THE EMISSIONS WARRANTY. A DIAGNOSIS CHARGE TO AN OWNER WHEN PERFORMING AN EMISSIONS-RELATED REPAIR (DEFECT OR PERFORMANCE) IS CONSIDERED FAILURE TO HONOR THE EMISSIONS WARRANTY.

SECTION 3 – WARRANTY COVERAGES
BATTERY WARRANTY COVERAGE

BATTERY – UNIQUE SERVICE PART WARRANTY COVERAGE

Introduction

This section contains information on the Service Part Warranty Coverage by battery and vehicle type. A visual guide and charts have been provided to help identify each battery type and warranty coverage.

NOTE: Details regarding the New Vehicle Battery Warranty are listed earlier in this Section.

Batteries within warranty coverage, either production installed, service-installed, or over-the-counter which are defective and will not hold a charge must be replaced with an equivalent Motorcraft battery. Pro-rata allowances are to be used for the purchase of a new Motorcraft battery.

The Company's warranty and policy coverage for labor, towing if needed, and related damage for Production Installed batteries also applies to retail service-installed batteries except as noted in this Manual or other Company publications.

Covered

Batteries installed under the New Vehicle Bumper-to-Bumper Warranty or Service Parts Warranty are covered for:

1998 and Newer Ford, Lincoln, Mercury Cars & Light Trucks

Remaining portion of the new vehicle battery warranty as measured from the original warranty start date or the Motorcraft battery warranty as shown on the battery label whichever is greater.

1998 and Newer 600 and Higher Series Trucks

90 days unlimited miles or if beyond 90 days the remaining portion of the new vehicle battery warranty.

Not Covered

The Service Part Warranty / Motorcraft® Limited Battery Warranty does NOT cover:

- Failure as a result of use in applications other than those recommended in the Motorcraft Battery catalogs.
- Damage to case, cover or terminals caused by abuse, negligence, freezing or improper installation.
- Cost of recharging a battery while in dealer stock.
- Use of a rental battery.
- Labor to remove and replace battery in the vehicle (except batteries originally installed at a Ford or Lincoln Mercury Dealership).
- To the extent allowed by law, loss of time, inconvenience, loss of use of the vehicle or other consequential damages.
- Discharged batteries that can be recharged and returned to service.

SECTION 3 – WARRANTY COVERAGES
BATTERY WARRANTY COVERAGE

THERE IS NO OTHER EXPRESS WARRANTY ON MOTORCRAFT® BATTERIES. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Inquiries concerning this warranty should be directed to:

Warranty Administration Ford Customer Service Division P.O. Box 43392 Detroit, Michigan 48243

IMPORTANT: All battery warranty replacement claims in ACES II (except for the Hybrid High Voltage Battery and TH!NK Neighbor claims) must have battery DTC codes generated from the Rotunda Micro 490, 590GR or GR1-190 Tester, if applicable. Dealers are required to use the testers for diagnosis prior to all battery warranty repairs. For all batteries that prove to be defective, the testers will generate a unique ACES II approval code and an engineering defect code. Both codes are required for ACES II warranty claim submissions (including CLP and Service Part Warranty).

Battery Storage

Under no circumstances should new or used batteries be stored outside the warehouse or in any other manner that exposes them to weather or the outdoor environment. Batteries should never be stored near floor drains. Batteries should be stored off the floor on wood pallets with cardboard inserted between layers

Battery Recycling

Defective production installed batteries are to be retained in the dealership until disposal instructions are provided on the dealers Parts Entry and Return System (PEARS) Register. Defective batteries (replaced under either warranty or customer pay) are to be returned to the dealer's facing Ford Authorized Distributor (FAD). Dealers are responsible for the proper disposal of defective batteries (e.g., recycling) which cannot be exchanged with the FAD. Dealers are also responsible for the appropriate legal disposal / recycling of warranty batteries that cannot be recharged. Consult your dealership's legal counsel for any clarification of local/state/federal battery disposal laws.

IMPORTANT: Ford and Lincoln Mercury dealers are responsible for complying with all applicable local, state and federal hazardous material requirements.

IMPORTANT: Ford and Lincoln Mercury dealers are responsible for scrapping or disposing of any hazardous material in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

Battery Coverage

A new coverage period begins when:

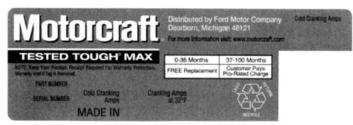
- The battery is replaced under the bumper-to-bumper warranty
- The customer participates in the purchase of the battery within the proration period
- The customer purchases a new battery

SECTION 3 – WARRANTY COVERAGES BATTERY WARRANTY COVERAGE

Type "A" Battery

(MOTORCRAFT BATTERIES SOLD ON OR AFTER JUNE 1, 2002)

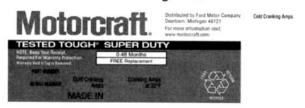
Type "A" Battery Label Examples



Tested Tough MAX



Tested Tough Plus



Tested Tough Super Duty

Type "A" Battery Warranty Coverage APPLIES TO ALL MOTORCRAFT BATTERIES SOLD ON OR AFTER JUNE 1. 2002

BATTERY TYPE	WARRANTY COVERAGE PASSENGER CARS & LIGHT TRUCKS	WARRANTY COVERAGE FLEET & COMMERCIAL VEHICLES	FREE WARRANTY REPLACEMENT (1)	LABOR/ TOWING COVERAGE? (2)
BXT – Tested Tough MAX	100 Months	50 Months	36 Months	YES
BXL – Tested Tough Plus	84 Months	42 Months	18 Months	YES
BUC – A1 Power	40 Months	20 Months	12 Months	YES
BSD – Super Duty	48 Months (3)	Not Covered	48 Months (3)	YES
BH Commercial	Various Coverage's, see Price List for information			

- (1) Batteries replaced under the Free Replacement Warranty (no cost to customer) period must have the original date of purchase noted on the replacement paperwork. Unless the customer pays a pro-rata amount for a replacement battery, the battery age is always measured from the original date of purchase.
- (2) Labor and towing, if needed, is only covered when the battery was installed at a Ford or Lincoln Mercury Dealer.
- (3) Light truck, SUV and Vans only.

Note: Warranty coverage is based on the battery sale or installation date and not on the battery or label type. The battery label examples shown are meant to assist in battery identification only.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES
BATTERY WARRANTY COVERAGE

Type "B" Battery (MOTORCRAFT BATTERIES SOLD AFTER MAY 1, 2000 THROUGH MAY 31, 2002)

Type "B" Battery Label Example



Type "B" Battery Warranty Coverage APPLIES TO ALL MOTORCRAFT BATTERIES SOLD AFTER MAY 1, 2000 THROUGH MAY 31, 2002

BATTERY TYPE	WARRANTY COVERAGE NON-COMMERCIAL	WARRANTY COVERAGE COMMERCIAL	FREE WARRANTY REPLACEMENT (1)	LABOR/ TOWING COVERAGE? (2)
BXT – Silver Series	96 Months	48 Months	36 Months	YES
BXL – Heavy Duty	84 Months	42 Months	18 Months	YES
BUC – A1 Power	40 Months	20 Months	12 Months	YES
BH Commercial	Various Coverage's, see Price List for information			

(1) Batteries replaced under the Free Replacement Warranty (no cost to customer) period must have the **original date of purchase** noted on the replacement paperwork. Unless the customer pays a pro-rata amount for a replacement battery, the battery age is always measured from the original date of purchase. (2) Labor and towing, if needed, is only covered if the battery was installed at a Ford or Lincoln Mercury Dealer.

Note: Warranty coverage is based on the battery sale or installation date and not on the battery or label type. The battery label examples shown are meant to assist in battery identification only.

SECTION 3 – WARRANTY COVERAGES
BATTERY WARRANTY COVERAGE

Type "C" Battery (MOTORCRAFT BATTERIES SOLD AFTER OCTOBER 1, 1995 THROUGH MAY 1, 2000)

Type "C" Battery Label Example



Type "C" Battery Warranty Coverage APPLIES TO ALL MOTORCRAFT BATTERIES SOLD AFTER OCTOBER 1, 1995 THROUGH MAY 1, 2000

BATTERY TYPE	WARRANTY COVERAGE NON-COMMERCIAL	WARRANTY COVERAGE COMMERCIAL	FREE WARRANTY REPLACEMENT (1)	LABOR/ TOWING COVERAGE? (2)
BXT – Silver Series	84 Months	42 Months	24 Months	YES
BXL – Heavy Duty	72 Months	36 Months	12 Months	YES
BUC – A1 Power	40 Months	20 Months	12 Months	YES
BH Commercial	Various Coverage's, see Price List for information			

Batteries replaced under the Free Replacement Warranty (no cost to customer) period must have the original date of purchase noted on the replacement paperwork. Unless the customer pays a pro-rata amount for a replacement battery, the battery age is always measured from the original date of purchase.
 Labor and towing, if needed, is only covered if the battery was installed at a Ford or Lincoln Mercury Dealer.

Note: Warranty coverage is based on the battery sale or installation date and not on the battery or label type. The battery label examples shown are meant to assist in battery identification only.

SECTION 3 – WARRANTY COVERAGES BATTERY WARRANTY COVERAGE

Required Documentation (Types A, B, and C)

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

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

Determining Months-In-Service

Months-In-Service can be determined by counting the whole months which have elapsed since the vehicle was sold, (Vehicle Warranty Start Date), battery was purchased or a warranty covered battery replacement payment (pro-rata) was received. Partial months are not counted as part of the Months-In-Service. The month the vehicle was sold and the current month are always considered partial months. Based on the example listed previously:

Date Battery Purchased: July 15, 2001

Date Battery Replaced: September 15, 2004

Count the whole months in 2001 after July (which is a partial month) and this equals 5 months. Add to this the number of whole months in the years 2002 and 2003 with is 24 months. Finally add to this the number of whole months in 2004 prior to September (which is a partial month) and this equals 8 months.

- 05 Number of whole months in 2001
- + 12 Number of whole months in 2002
- + 12 Number of whole months in 2003
- + 08 Number of whole months in 2004
- = 37 Total Whole Months in Service

Claim Preparation Instructions

Refer to the ACESII Manual – Special Preparation for battery claim preparation instructions.

SECTION 3 – WARRANTY COVERAGES BATTERY WARRANTY COVERAGE

Replacement Procedures (Types A, B, and C)

After the battery is properly tested and found to be unserviceable by the dealer, the battery is to be replaced with an equivalent Motorcraft battery in exchange for the Pro-rata amount collected from the vehicle owner or at no cost on within the Free Replacement Warranty period as described on the label.

Pro-Rata Formula: To determine the Pro-Rata Cost to the vehicle owner use the following formula:

1 - Calculate the "Cost Per Month"

<u>Battery Suggested List Price (\$59.95)</u> = Cost Per Month (\$0.71)

Total Warranty Coverage Period (84 Months)
(as listed in the Warranty Coverage Charts listed previously)

2 – Calculate the "Vehicle Owner's Pro-Rata Cost"

Months in Service (37 Months)*

X Cost Per Month (\$0.71)

Vehicle Owner's Pro-Rata Cost (\$26.27)

* Refer to the formula above to "Determine Months in Service"

Example:

In the formula / example listed above, the vehicle owner purchased a Motorcraft, BXL – Heavy Duty battery for their 1997 F150 (non-commercial vehicle) on July 15, 2001 and the replacement date is September 15, 2004. The total warranty coverage of this battery in this application in 84 months and the Free Replacement Warranty period is 18 months. The current Suggested List Price of this battery is \$59.95. The Free Replacement Warranty period has expired.

In the above example the vehicle owner's would have to pay the Pro-Rata cost of \$26.27 to replace the battery. If the defective battery was serviced-installed (not sold over-the-counter), labor and towing, if needed, may be claimed from Ford.

The defective battery and required paperwork are returned to the Ford Authorized Distributor (FAD) for warranty replacement. Ford Authorized Distributors are to replace the defective battery during the Free Replacement Warranty period or for an amount equivalent to the "Customer's Cost" on Pro-rata claims.

SECTION 3 – WARRANTY COVERAGES BATTERY WARRANTY COVERAGE

Original Equipment TH!NK Battery

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

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

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

Retail Customer Purchased/Warranty Replacement

TH!NK Neighbor batteries replaced, where the customer pays all or a portion of the battery cost, receive a 12-Month/Unlimited miles warranty or the remainder of the base vehicle warranty, whichever provides the greater coverage. The 12-Month battery warranty start date for the customer-purchased battery is the date of battery purchase/installation. Customer-purchased batteries that are purchased/installed with greater than 12-Months left on the base vehicle warranty are prorated after the first 12 months of usage per the prorate schedule in this section.

TH!NK Neighbor batteries replaced under warranty receive the remaining portion of the new Vehicle Battery Warranty. The warranty start date for the replacement battery is the vehicle's Warranty Start Date. Batteries that are damaged due to the vehicle owner's failure to maintain battery charge are not covered under warranty.

Hybrid - High Voltage Battery New!

The Service Part Warranty coverage for the Hybrid – High Voltage Battery (10B759) is 12 months / 12,000 miles or the remaining portion of the New Vehicle Limited Warranty, whichever is greater. Additional coverage information for the High Voltage Battery is provided in <u>Section 3 – "Hybrid"</u>.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

SERVICE PARTS WARRANTY (SPW) COVERAGE

Service Parts and Accessories Introduction

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

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

The Company will repair or replace any properly installed new Ford or Ford remanufactured part or accessory found to be defective in factory-supplied material or workmanship during the service parts or accessory warranty or during the New Vehicle Limited Warranty. In addition, the Company will repair or replace any components damaged by the defective part or accessory.

If the failure of a covered part directly causes a related part to fail, then both failures are covered. The cause of failure of the related part must be noted on the Service Parts Warranty claim. Dealers are cautioned to exercise sound judgment and provide clear documentation when claiming reimbursement for related failures.

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

SPW Coverage for Parts Replaced at Company Expense

Parts replaced at Company expense (e.g., Customer Satisfaction Programs, Special Service Instructions, Field Service Actions (FSA), or Customer Loyalty Plan) are covered under the applicable Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty (if any), whichever is greater.

Ford, Lincoln, Mercury, TH!NK Cars & Light Trucks: The parts and accessories warranty is:

- Dealer-Installed

- 12 months / 12,000 miles, whichever occurs first, or
- The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
- A greater warranty period listed under <u>Unique Service Parts and Accessories</u> in this section.

Sold Over-the-Counter

- 12 months / 12,000 miles, whichever occurs first, or
- A greater warranty period listed under <u>Unique Service Parts and Accessories</u> in this section.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

600 and higher series trucks: The parts and accessories warranty is:

Dealer-Installed

- 12 months / unlimited miles, or
- The remaining portion of the Ford New Vehicle Limited Warranty, whichever is greater, or
- A greater warranty period listed under <u>Unique Service Parts and Accessories</u> in this section.

- Sold Over-the-Counter

- 12 months / unlimited miles, or
- A greater warranty period listed under exceptions in this section.

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

Ford/Sterling Dealers

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

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

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

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

COVERAGE APPLICATION

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

Covered:

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

Not Covered:

– Tires are not Ford or Ford remanufactured parts and do not carry a Ford Service Parts Warranty beyond the vehicle warranty except for TH!NK Neighbor tires, which have a 12 months/12,000 mile service parts warranty coverage (<u>refer to Section 3 - Tire Coverage</u>).

Over-The Counter Parts and Accessories Coverage:

Covered:

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

Not Covered:

- Labor to remove and replace the defective part or accessory from the vehicle.
- Parts and any related damage caused by a Ford component not properly installed by the customer or an outside repair source.
- Vehicle towing required as a result of the failure of an assembly or part sold over-the-counter.

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

Determining the Part or Accessory Warranty Start Date

The Warranty Start Date for a Ford or Motorcraft New or Remanufactured Part that is:

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

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

SERVICE PARTS AND ACCESSORIES WARRANTY STATEMENTS

Company Parts and Accessories Limited Warranty (Company-To-Dealer)

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

Ford, Lincoln, Mercury Cars & Light Trucks:

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

600 and higher series trucks:

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

NOTE: Refer to <u>UNIQUE WARRANTY COVERAGES</u> in this section for additional coverage when applicable.

Warranty Begins:

• Parts and accessories installed by the dealer: Warranty begins on the date of installation.

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

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

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

For a dealer to invoke the Ford-to-dealer warranty, the dealer must have provided the customer with a dealer-to-customer warranty that is as good, if not better than, the Ford-to-dealer warranty.

This warranty does not cover parts and accessories that fail due to abuse, misuse, neglect, alteration, accident, racing, or the use of non-Ford parts, or parts and accessories installed in vehicles other than those listed in the coverage statement including other Ford Motor Company brands, or parts which are replaced as part of normal maintenance.

Parts and accessories found to be defective or packaged incorrectly before installation on the vehicle or sale over-the-counter are to be returned for credit as specified in the Parts Policy and Procedure manual, section 4200 as a Defective Parts Claim via the Parts System (not ACESII).

Repeat repairs performed as a result of a previous repair that was misdiagnosed or involved an improper repair procedure are not covered.

To the extent allowed by law, loss of time, inconvenience, loss of the use of the vehicle, commercial loss, and consequential damages are not covered.

There is no other express warranty on Ford Motor Company-supplied replacement parts and accessories except such obligation as ford may have assumed in its warranty and policy manual or other documents.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

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

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

Coverage Statement

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

Ford, Lincoln, Mercury Cars & Light Trucks:

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

600 and higher series trucks:

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

NOTE: Refer to <u>UNIQUE WARRANTY COVERAGES</u> in this section for additional coverage when applicable.

The purchaser must return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must present the original counter sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory. The servicing dealer is required to retain a copy of the original receipt in the customer's service file. If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company dealer will fulfill this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLECT, ALTERATION, ACCIDENT, RACING, OR THE USE OF NONFORD PARTS, OR PARTS AND ACCESSORIES INSTALLED IN VEHICLES OTHER THAN THOSE LISTED IN THE COVERAGE STATEMENT INCLUDING OTHER FORD MOTOR COMPANY BRANDS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

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

THERE IS NO OTHER EXPRESS WARRANTY OF FORD MOTOR COMPANY-SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

UNIQUE SERVICE PARTS AND ACCESSORIES WARRANTY COVERAGE'S:

The following parts and accessories have different parts, labor, parts allowance, or time/mileage coverage than what is normally offered under the 12 months/12,000 mile or 12 months/unlimited miles service part and accessory warranty.

The coverage which applies for these parts is the unique service part coverage listed, or the applicable New Vehicle Limited Warranty, whichever is greater.

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

Air Conditioning System

- Complete New Ford System (Includes Thermostatic Fan)
- Dealer Installed or Dealer Authorized Sublet Installed 12 months/36,000 miles (Parts, Parts Allowance and Labor)
- Over-the-Counter 12 months/36,000 miles (Parts and Parts Allowance only)
- Retrofit Kit 12 months/12,000 miles (R-12 to R134a conversion).
- Retrofit Kit 12 months/unlimited miles 600 and higher series trucks.
- **Battery** Refer to <u>Battery Coverage</u> in this Section for details on service-installed batteries.
- **Bedliner and Cargo Liner** (Light Truck) (See footnote a/): Lifetime limited coverage to original purchaser. (Contact the warrantor, Penda at 1-888-FORD-OE1 for authorization/replacement Bedliner and Cargo Liner supplied at no charge by the manufacturer.)

Belts and Hoses

- Sold before 1-1-92: Lifetime Limited Warranty for parts, parts allowance and labor
- Sold on or after 1-1-92: 12 months/12,000 miles
- **Bumper-MasterGuard** (See footnote a/): Contact the warrantor, Master Guard at 1-800-541-5834 for authorization to replace the bumper and for a replacement bumper supplied by Master Guard at no charge. Additional information on Master Guard bumpers can be found in the Accessories Showcase.
- **Cellular Phone** Transportable/Portable: Coverage is for 12 months. These phones are serviced through "Autocraft Electronics" using Form 8560. Send the defective component along with the form to:

Autocraft Electronics

1612 Hutton Drive

Suite 120

Carrollton, TX 75006

Questions: Call 1-800-755-4161

- **Diesel Engines** Ford New Holland:
 - 6.6L and 7.8L Engine Components (See footnote b/): 12 months/unlimited miles,
 - 6.6L and 7.8L Ford remanufactured Engines: 12 months/unlimited miles

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

- Ford Remanufactured Engine and Transmission Assemblies Refer to "Ford and Motorcraft Remanufactured Parts Unique Service Part" Coverage in this section.
- <u>Lift Supports</u> Motorcraft (See footnote c/): Lifetime Limited Warranty to original purchaser (Not to be used under the New Vehicle Limited Warranty).
- Motorcraft Parts Refer to "Ford and Motorcraft Remanufactured Parts Unique Service Part" Coverage in this section.
- Motorcraft Remanufactured Parts Refer to "Ford and Motorcraft Remanufactured Parts Unique Service Part" Coverage in this section.
- <u>Sheet Metal</u> Lifelong limited guarantee (as long as original purchaser owns the vehicle) against rust perforation (includes parts, parts allowance, and labor).
- Shock Absorbers and Struts Motorcraft (See footnote d/):

For shock absorbers or struts sold on or after October 1, 1997:

- Private Cars and Light Trucks: Lifetime Limited Warranty to original purchaser.
- Other than Private Cars and Light Trucks: 24 months or 24,000 miles, whichever occurs first.

For shock absorbers or struts sold before October 1, 1997:

- AA, AS, AT, AW, AX Series:
- Private Cars and Light Trucks: Lifetime Limited Warranty to original purchaser
- Other Than Private Cars and Light Trucks: 24 months/ 24,000 miles, whichever occurs first.
 - AJ, AK, AVS Series: 12 months/12,000 miles, whichever occurs first.
 - AM Series (Cartridges and Assemblies): 12 months/24,000 miles, whichever occurs first.
 - AY Series: 24 months/24,000 miles, whichever occurs first.
- Spark Plug Wiring Set (Complete Set) (See footnote c/):
 - Normal Service: Lifetime Limited Warranty to original purchaser,
 - Severe Service (e.g., Police / Taxi): 12 months or 12,000 miles.
- <u>Tires</u> no Service Part Warranty coverage.
- <u>Vehicle Security System</u> (Ford Alarm Dealer Installed) (See footnote a/): Lifetime Limited Warranty on parts - contact supplier at 800-FORD-KEY (3673-539) for parts replacement).
- Walker Exhaust SDS program (See footnote d/): Effective November 1, 1993, a Lifetime Limited Warranty is provided on all Walker replacement mufflers "against rust through, blowouts and defects in material and workmanship for as long as the original purchaser of the muffler owns the vehicle." A 12 months/12,000 mile warranty is also provided on muffler system replacement pipes, accessories and catalytic converters.

Ford Motor Company WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

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

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

a/ Labor is covered up to 12 months/12,000 miles, whichever occurs first, if the vehicle is beyond the Bumper to Bumper warranty period — no parts allowance at any time.

b/ Same engine components as those covered by the powertrain warranty on 600 and higher series trucks.

c/ Labor and parts allowance are covered up to 12 months/12,000 miles, whichever occurs first, if the vehicle is beyond the Bumper-to-Bumper warranty period.

d/ Labor is covered up to 12 months/12,000 miles, whichever occurs first, if the vehicle is beyond the Bumper to Bumper warranty period.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

FORD AND MOTORCRAFT REMANUFACTURED PARTS – UNIQUE SERVICE PART COVERAGE

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

The Warranty Start Date for Ford and Motorcraft Remanufactured Part that is:

- **Dealer-installed**: The date of installation.
- Sold Over-the-Counter:
 - To a retail purchaser: The date of sale.
 - To a fleet, general installer or wholesaler: The date the part or accessory is installed (could be later than the date of sale).

Motorcraft Brake Pads and Shoes

Motorcraft Brake Pads and Shoes MAY NOT be used for vehicle warranty (including Recall and ONP) repairs but are required for ESP repairs. The service part warranty on these parts is:

Dealer Installed

- Parts and labor are covered against defects for 12 months/12,000 miles, whichever occurs first, from the warranty start date.
- Dealers will be reimbursed for parts and labor at warranty rates.

• Sold Over-the-Counter:

- Parts only are covered against defects for 12 months/12,000 miles, whichever occurs first, from the warranty start date.
- Dealers will be reimbursed for only parts at warranty rates.

Warranty Policy for Ford and Motorcraft Remanufactured Gas Engines and Transmissions

Gas Engine and Transmission Assemblies and Component Parts - Usage

- Ford remanufactured gas engine and transmission assemblies and component parts MAY
 be used for new vehicle warranty repairs, Extended Service Plans (ESP), Field Service
 Actions (FSA), Customer Loyalty Program (CLP), or retail repairs (refer to Section 3 "Remanufactured Parts" for additional information).
- Motorcraft remanufactured gas engine and transmission assemblies MAY NOT be used for warranty (including Field Service Actions) repairs EXCEPT for emergency repairs (refer to Section 3 – "Emergency Repairs").
- Motorcraft remanufactured gas engine and transmission assemblies and components MAY be used for ESP and CLP repairs.
- Ford and Motorcraft remanufactured gas engines and transmissions found to be defective before installation on the vehicle or sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for powertrain products.

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Ford and Motorcraft New & Remanufactured Transmission and Gas* Engine Assemblies Installed <u>Before</u> June 1, 2005

		•
Assembly Type	Coverage a/ New Vehicle Limited Warranty, SPW, CLP, ESP, OTC, Field Service Actions and Retail Repairs	Coverage Details
Gas Engine 6006, 6V006, 6V012 Transmission 7000, 7V000, 7003	3 years / 36,000 miles from the warranty start date, whichever occurs first.	 100% of all parts and labor at the approved warranty reimbursement rate. Parts and labor for related damage is covered during the applicable warranty period. If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (see Section 6 for details).
Assemblies Sold OTC		 Same as above except: Vehicle towing required as a result of the failure of an assembly or part sold over-the-counter is not covered.
Gas Engines 6009 and 6V009, 6049 and 6V049 Cylinder Heads, 6303 and 6V303 Crankshaft Kits	12 months / 12,000 miles from the warranty start date, whichever occurs first.	 100% of all parts and labor at the approved warranty reimbursement rate. If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (see Section 6 for further details).

[#] includes Propane engines

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Ford and Motorcraft New & Remanufactured Transmission and Gas* Engine Assemblies Installed On or After June 1, 2005 Revised!

	New Vehicle	OTC /	OTC /	ESP, CLP	OTC / Dealer	OTC / Dealer
0	Limited	Dealer	Dealer		Installed -	Installed -
Original	Warranty, SPW,	Installed -	Installed		ESP, CLP	ESP, CLP
Coverage a/	Field Service	ESP, CLP	motanoa		20., 02.	New!
	Actions	LOI, OLI				IVEW:
		0/4/0005	0/4/0000	0/4/0007	4/4/0000	0/4/0040
Effective	6/1/2005 —	6/1/2005 –	9/1/2006 –	3/1/2007 –	4/1/2008 –	9/1/2010
Date*	current date	b/	3/31/2008	3/31/2008	8/31/2010	thru
Date						current date
Program	SPW	OTC or SSP	OTC or SSP	SSP	OTC or SSP	OTC or SSP
Code	12/12	3/36	3/75	3/75	3/100	3/unlimited
Time/Mileage						
	6006, 6007,	6006, 6007,	6006, 6007,	6006, 6007,	6006, 6007,	6006, 6007,
	6009, 6012,	6009, 6012,	6009, 6012,	6009, 6012,	6009, 6012,	6V006.
	6V006, 6V007,	6V006.	6V006.	6V006.	6V006.	6V012
Coo Engino	6V009, 6V012	6V007,	6V007,	6V007,	6V007,	00012
Gas Engine	60009, 60012	,	· · · · · · · · · · · · · · · · · · ·	,	,	
		6V009,	6V009,	6V009,	6V009,	
		6V012	6V012	6V012	6V012	
l	7000, 7002,	7000, 7002,	7000, 7002,	7000, 7002,	7000, 7002,	7000, 7002,
Transmission	7003, 7V000	7003, 7V000	7003, 7V000	7003, 7V000	7003, 7V000	7003, 7V000
	i '	·	·	l ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	,	,

^{*} Date assemblies are installed on or after

b/ Date range for assemblies replaced under coverage:

- o OTC or Dealer Installed is 6/1/2005 8/31/2006
- o ESP or CLP is 6/1/2005 2/28/2007

[#] includes Propane engines

a/ Motorcraft remanufactured gas engine and transmission assemblies MAY NOT be used for New Vehicle Limited Warranty repairs (including Field Service Actions) EXCEPT for emergency repairs, but MAY be used for ESP repairs and CLP repairs.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Warranty Policy for Ford and Motorcraft Remanufactured Diesel Engine Assemblies and Parts

DIESEL ENGINES AND COMPONENT PARTS – USAGE

- Ford remanufactured diesel engines and component parts MAY be used for New Vehicle Limited Warranty repairs, Extended Service Plans (ESP), Field Service Actions (FSA), CLP, or retail repairs. These parts are intended for installation in Ford E and F series trucks rated at 15,000 pounds GVWR or less which were originally equipped with the 7.3L International diesel engine. This limited warranty coverage does not apply if these diesel engine assemblies and components are used in motorhome vehicles (class A).
- Motorcraft remanufactured diesel engines and engine components with a "V" in the base part number MAY NOT be used for warranty (including Field Service Actions) repairs, EXCEPT for emergency repairs, but MAY be used for ESP repairs and CLP repairs.

Ford and Motorcraft New & Remanufactured Diesel Engine Assemblies and Parts Installed <u>Before</u> June 1, 2005				
Diesel Engine Assembly/ Part	Coverage a/	Coverage Details		
6.0L, 6.9L and 7.3L Assemblies with Base Part Numbers 6006 and 6007	24 months / unlimited from the warranty start date	 Parts (except those noted in the next Section) and labor are covered when the specified parts ARE INCLUDED IN AN ASSEMBLY. Parts and labor for related damage is covered during the applicable warranty period. Towing is not covered for parts sold over-the-counter. If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (see Section 6 for details). 		
Fuel filter assembly and lines, fuel transfer pump, relays, harness, sensors, switches, glow plugs, injection pump and lines. 6.0L, 6.9L and 7.3L Assemblies with Base Part Numbers 6009 and 6012	12 months / unlimited from the warranty start date	 Parts and labor Parts and labor for related damage is covered during the applicable warranty period. Towing is not covered for parts sold over-the-counter. If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (see Section 6 for details). 		
6049 Head, 6200 Connecting Rod, 8501 Water Pump, 6303 Crankshaft, 6K682 Turbo, 6N639 Turbo Pedestal, 9E527 Injectors, 6A642 Oil Cooler	12 months / 12,000 miles from the warranty start date, whichever occurs first.	 Parts and labor when the specified parts are sold separately (NOT INCLUDED IN AN ASSEMBLY). Towing is not covered for parts sold over-the-counter. If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (see Section 6 for details). 		

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Ford and Motorcraft New & Remanufactured Diesel Engine Assemblies and Parts Installed On or After June 1, 2005					
Original Coverage a/	New Vehicle Limited Warranty (includes replacements under Diesel Engine or Powertrain Warranty), SPW, Field Service Actions	ESP, CLP, OTC or Retail Sale	ESP, CLP, OTC or Retail Sale		
	All VEHICLES (includi	ng Medium Trucks)			
Program Code – time/mileage	SPW / SPH - 12/12 b/	SSP – 12/unlimited	SSP – 24/unlimited		
Diesel Engines (4.5L, 6.0L, 6.4L, 6.7L & 7.3L)	6006, 6007, 6009	6009, 6012, 6V009, 6V012	6006, 6007, 6V006, 6V007		

Coverage details:

- Parts and labor at the approved warranty reimbursement rate.
- Parts and labor for related damage is covered during the applicable warranty period.
- Towing is not covered for parts sold over-the-counter.
- If Dealer installed, reasonable towing charges are covered if the vehicle is not covered under another towing insurance company (refer to Section 6 "<u>Transportation Assistance Program</u>" for further details).

a/ Motorcraft Diesel engines and engine components with a "V" in the base part number MAY NOT be used for New Vehicle Limited Warranty repairs (including Field Service Actions) EXCEPT for emergency repairs, but MAY be used for ESP repairs and CLP repairs.

b/ Or the remaining portion of the New Vehicle Limited Warranty from the original replacement.

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Warranty Reimbursement for Ford and Motorcraft Remanufactured Engines and Transmissions Sold Over-The-Counter

<u>Dealership actions required for assemblies that were sold Over-The-Counter and are subsequently repaired or replaced by a dealership and claimed as an OTC repair</u>

For All dealers, prior approval is not required to repair or replace an assembly covered by the OTC warranty (warranty claims with transaction codes of "OTC")

IMPORTANT: Prior approval may be necessary to replace an engine or transmission assembly. Dealers are responsible to be aware of the prior approval programs that pertain to them. This information is available in the 'What are My Prior Approval Programs' section of the Warranty Guidelines homepage, on FMCDealer / Parts & Service tab / Warranty tab. Independent Repair Facilities must obtain approval from the Powertrain Assistance Center.

• Dealers can obtain prior approval by completing the Powertrain Approval form via the Professional Technician Society (PTS) website.

Dealer Reimbursement

- In order for a Dealer or Installer to claim under the Limited Warranty, the Dealer, Installer or customer (whether original customer or subsequent transferee) must provide the original owners repair order or sales slip that includes the VIN of the service vehicle, the current mileage of the service vehicle, the serial number of the part being replaced, and the labor amount charged for the replacement.
- Engine assemblies and components found defective before installation on the vehicle or before sale over-the-counter are to be returned for credit to your selling Ford Authorized Distributor for Powertrain Products.
- Dealers will be reimbursed for parts and labor (if applicable) at warranty rates.
- Reasonable removal and reinstallation labor is reimbursed when prior authorization is obtained.
- Vehicle towing required as a result of the failure of an assembly or part sold over-thecounter is not covered.

<u>Dealership actions required for replacement of assemblies sold Over-The-Counter but NOT repaired/installed at a dealership.</u>

- Ensure the OTC customer completes the Assembly Replacement Worksheet and calls the Powertrain Assistance Center (800-392-7946) for an authorization number when requesting replacement of an assembly.
- DO NOT GIVE REPLACEMENT ASSEMBLIES WITHOUT THE POWERTRAIN ASSISTANCE CENTER AUTHORIZATION NUMBER.
- For over-the-counter sales, the selling dealer is responsible for submitting a warranty claim on behalf of the over-the-counter customer, and reimbursing the customer for the repair.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Customer (retail and/or independent installer) actions required for Warranty Reimbursement for assemblies sold Over-The-Counter

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

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

NOTE: It is recommended that the over-the-counter customer call the dealer to discuss possible diagnostic procedures that should be taken before removal of the assembly.

IMPORTANT: Effective with repairs dated August 1, 2005 and newer, all independent repair facilities (IRF) and customers installing OTC engines and transmissions must call the Powertrain Assistance Center at 800-392-7946 for prior authorization before removing or replacing Ford and Motorcraft Remanufactured Engine and Transmission assemblies under OTC Service Part Warranty.

- The over-the-counter customer (whether original customer or subsequent transferee) must present a copy of the original sales receipt for the Ford or Motorcraft remanufactured engine or transmission.
- Labor reimbursed to the over-the-counter customer will be calculated based on the standard hours listed in the Ford Service Labor Time Standards Manual multiplied by the Dealer's (from which the engine assembly or component was purchased) approved warranty labor rate in effect on the date of repair, or the over-the-counter customer's actual labor amount, whichever is less.
- Vehicle towing required as a result of the failure of an assembly or part sold over-thecounter is not covered.
- Except as noted in the prior statements, all provisions and procedures outlined in the Warranty and Policy Manual apply to Ford and Motorcraft remanufactured engines and transmissions installed or sold over-the-counter by Dealers.

SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

Prior Approval requirements for Gas Engine, Diesel Engines or Automatic Transmission assembly replacements

All Dealers

All dealers will be required to obtain prior approval for an SPW covered repair when a 4.5L, 6.0L, 6.4L or 6.7L diesel engine assembly (6006 / 6007) is replaced. (Warranty claims with program codes of 'SPW' or 'SSP')

Selected Dealers

Only selected dealers will be required to obtain prior approval for an SPW covered repair when a gas engine or automatic transmission assembly is replaced. (Warranty claims with program codes of 'SPW' or 'SSP'). Prior approval is NOT required on vehicles older than 10 model years (2000 and prior model year).

IMPORTANT: Prior approval may be necessary to replace an engine or transmission assembly. Dealers are responsible to be aware of the prior approval programs that pertain to them. This information is available in the 'What are My Prior Approval Programs' section of the Warranty Guidelines homepage, on FMCDealer / Parts & Service tab / Warranty tab. Independent Repair Facilities must obtain approval from the Powertrain Assistance Center.

IMPORTANT: In accordance with the W & P Manual, prior approval does not negate dealership responsibility to adhere to the provisions of the W & P Manual. Such approval does not exempt the repair from ACESII edits or review/audit examination.



SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

DOCUMENT RETENTION

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

Program Code	Vin Req'd	Document Description
ACC	Yes	Repair order for a dealer-installed part or accessory
SPW	Yes	Previous warranty repair or customer-paid repair order
SPH	Yes	Original Equipment Service Part Warranty Replacement
OTC	No	Over-the-Counter parts sales invoice (including engines and
010	140	transmissions sold over the counter)
MTC	No	Motorcraft Direct Sale Agreement - Canada Only
		Special Service Part (Use code SSP for service part repairs
SSP	Yes	when a part has coverage greater than 12/12 - e.g. Ford
		Remanufactured Engines - excluding Lifetime coverages).
RLE	Yes	Remanufactured Lifetime Service Parts
		Lifetime Service Part (Use for Lifetime Service Guarantee
LSG	Yes	Claims, Lifelong Sheet Metal Limited Guarantee claims, and
		Lifetime Limited Warranty claims)
HTC	No	Heavy Truck Over-the-Counter Service Part
P33	Yes	Lifetime Service Guarantee Portability Claim

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SECTION 3 – WARRANTY COVERAGES SERVICE PARTS WARRANTY COVERAGE

SECTION 3 – WARRANTY COVERAGES WARRANTY CANCELLATION

WARRANTY CANCELLATION

Warranty Cancellation – Summary

The Company will cancel the New Vehicle Limited Warranty in part or in total on damaged vehicles based on data provided by insurance companies, dealer requests and internal sources within Ford Motor Company. This includes; but is not limited to vehicles damaged because of an accident or a natural disaster.

In addition to full warranty cancellations, other elements of the warranty may also be cancelled on engine, transmission, powertrain, rear axle, paint and sheet metal due to abuse, misuse, or modifications that caused damage or neglect. If you encounter any of these situations, you may request that the warranty be cancelled by accessing the Warranty Cancellation/Reinstatement Request on www.FMCDealer.com Parts & Service tab / Warranty Administration & Warranty Parts Return / Warranty Cancellation/Reinstatement Request Form.

OASIS displays a message for both Title Branded cancellations and warranty cancellations. The OASIS update timing by model year for processing a cancellation is listed below:

Vehicle Model Year*	Timing of OASIS Update
2008 - 2012 (current 5 model years)	Daily
2003 - 2007 (6-10 previous model years)	Monthly (daily may be requested)
2002 and Prior (older than 10 model years)	No Update

^{*}Model year rollover takes place every year in May. For example, in May of 2010, 2007 model year vehicles will move to the monthly update schedule and 2002 and earlier model year vehicles will cease to be updated in OASIS.

Other Cancellation Categories

In some instances Ford may cancel all or part of a vehicle's warranty due to customer abuse, racing, damage caused by modifications or weather, improper conversion to a limousine, etc. In these instances a specific message will appear in OASIS such as: Engine warranty coverage cancelled; Powertrain warranty coverage cancelled; Total Cancellation; Rear Axle Cancelled; – Regional request, etc. Below are common types of vehicle damage that require warranty cancellation;

Infrequent or No Vehicle Maintenance

 Cancellation Criteria: Infrequent or no vehicle maintenance has caused engine or transmission damage or failure * Cancellation Types: Engine, Transmission, and Powertrain.

Modification or Alteration

- Cancellation Criteria: Vehicle has been modified or altered for performance enhancement (for example chips, etc.), resulting in damage to the engine, transmission, or other vehicle components.
- Cancellation Types: Engine, Transmission, Powertrain, Rear Axle or, in extreme cases, entire vehicle coverage.

Water Ingestion / Damage

- Cancellation Criteria: Water has been ingested into the vehicle's powertrain compartment or elsewhere in the vehicle causing damage to one or more components.
- Cancellation Types: Engine, Transmission, Powertrain or, in extreme cases, entire vehicle coverage.

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SECTION 3 – WARRANTY COVERAGES WARRANTY CANCELLATION

Abuse

- Cancellation Criteria: Vehicle abuse whether intentional or inadvertent, resulting in damage
 to the engine, transmission or other vehicle components. Types of abuse may included fuel
 contamination, aggressive driving behavior, racing, aftermarket fluid additives, etc.
- Cancellation Types: Engine, Transmission, Powertrain, Rear Axle, Body/Paint or, in extreme cases, Entire Vehicle Coverage.

Odometer Tampering

- Cancellation Criteria: The odometer shows signs of tampering.
- Cancellation Types: Entire Vehicle Coverage.

Unauthorized Repair or Parts

- Cancellation Criteria: Vehicle repair or service has been performed by an unqualified repair facility or a non-Ford part has been installed, resulting in damage to the engine, transmission, or other vehicle components.
- Cancellation Types: Engine, Transmission, Powertrain, Rear Axle or, in extreme cases, Entire Vehicle Coverage.

OASIS - Warranty Cancellation Messages

The following messages are provided in the "WARNING" area on OASIS to indicate cancellation of coverage due to the title being branded or the vehicle being scrapped. Following are the available messages to be displayed in OASIS:

Warranty Cancellation OASIS Messages:

- ALL WARRANTY COVERAGE CANCELED EXCEPT EMISSIONS
- ENGINE WARRANTY COVERAGE CANCELLED
- TRANSMISSION WARRANTY COVERAGE CANCELLED
- REAR AXLE WARRANTY COVERAGE CANCELLED
- POWERTRAIN WARRANTY COVERAGE CANCELLED
- PAINT AND SHEET METAL WARRANTY COVERAGE CANCELLED

Reinstating Warranty Coverage for Cancelled Warranty (non-Branded Titles)

When appropriate, dealers can request a cancelled warranty be reinstated (does not apply to Branded Title cancellations). Requests can be submitted via www.FMCDealer.com Parts & Service tab / Warranty Administration & Warranty Parts Return / Warranty Cancellation/Reinstatement Request Form.

SECTION 3 – WARRANTY COVERAGES BRANDED TITLE

BRANDED TITLE

Branded Title / Scrapped Vehicles – Summary

Ford Motor Company does not "brand" titles. Vehicle titles are branded by the State of registration Department of Motor Vehicles (DMV). The Company based on data provided by each state's DMV, insurance companies and internal sources within Ford Motor Company will cancel the New Vehicle Limited Warranty on any vehicle that has ever been labeled or branded as "dismantled", "flood", "junk", "reconstructed", or "salvaged", or that has been determined to be a "total loss" by an insurance company. The Company will also cancel warranty on any vehicle with true mileage unknown (odometer not showing actual mileage), or vehicles that have exceeded mechanical limits. These vehicles have been severely damaged either through a collision or a natural disaster, or have odometers with over 100,000 miles or odometers which have been altered and are ineligible for Ford warranty coverage.

NOTE: Title branded vehicles remain eligible for Field Service Actions (Recalls and Customer Satisfaction Programs) unless specifically excluded in the Program bulletin.

OASIS displays a message for both Title Branded cancellations and warranty cancellations. The OASIS update timing by model year for processing a cancellation is listed below:

Vehicle Model Year*	Timing of OASIS Update
2008 - 2012 (current 5 model years)	Daily
2003 - 2007 (6-10 previous model years)	Monthly (daily may be requested)
2002 and Prior (older than 10 model years)	No Update

^{*}Model year rollover takes place every year in May. For example, in May of 2010, 2007 model year vehicles will move to the monthly update schedule and 2002 and earlier model year vehicles will cease to be updated in OASIS.

- The Company will also cancel warranty coverage on any vehicle that has been converted to an ambulance and is not equipped with the Ford ambulance prep package.
- Any Ford, Lincoln or Mercury vehicle that is converted into a Limousine that does not meet the modification criteria as listed in this manual within section 3, Coverage – <u>Cars</u> <u>and Light Trucks - Limousines</u>, will have the New Vehicle Limited Warranty and any Ford Extended Service Plan coverage voided.
- The Company maintains a database on vehicles that have been damaged and the title branded as dismantled, fire, flood, junk, rebuilt, reconstructed, salvaged, exceeds mechanical limits, or odometer not actual mileage.
- The Company WILL NOT PAY CLAIMS on these vehicles during the New Vehicle Limited Warranty period. These vehicles are also ineligible for ESP contract sales or <u>Customer Loyalty Program (CLP)</u> repairs.
- The Company will pay Service Parts Warranty (SPW) claims on title branded vehicles if the part was installed AFTER the vehicle was title branded AND the part was defective. There can be no pre-existing vehicle conditions that contributed to the failure of the part.
- Direct Registration Entry (DRE) and ESP contract processing will not accept Ford, Lincoln Mercury or Competitive Make Vehicle ESP/ESC contracts for any vehicles with the titles branded after June 1, 1991.

SECTION 3 – WARRANTY COVERAGES BRANDED TITLE

IMPORTANT: Information on vehicle warranty coverage eligibility is provided by OASIS.

NOTE: Certain states require that titles for reacquired vehicles be branded. The Company will ensure that titles for reacquired vehicles are branded, where branding is a manufacturer responsibility, in accordance with applicable state laws. The RAV branding will not affect the vehicle's warranty eligibility.

OASIS - Branded Title / Scrapped Vehicle Messages

The following messages are provided in the "WARNING" area on OASIS to indicate cancellation of coverage due to the title being branded or the vehicle being scrapped. Following are the available messages to be displayed in OASIS

Branded Title / Scrapped Vehicle OASIS Messages:

- BRANDED TITLE ALL WARRANTIES EXCEEDED; EXCEPT PZEV
- BRANDED TITLE ALL WARRANTY CANCELLED
- BRANDED TITLE ALL WARRANTY CANCELLED TOTAL LOSS PER FORD CREDIT CANADA
- BRANDED TITLE ALL WARRANTY COVERAGE CANCELED EXCEPT EMISSION
- BRANDED TITLE ALL WARRANTY COVERAGE CANCELLED; FLOOD UNIT
- SCRAPPED UNIT ALL WARRANTY CANCELLED -TOTAL
- SCRAPPED UNIT ALL WARRANTY CANCELLED

Reinstating Warranty Coverage for Branded Titles

- Title corrections <u>must</u> be made through the State's Department of Motor Vehicles.
- The corrected title must be from the state that originally branded the title and must have an issue date after the original branded title date.
- Provide vehicle history documentation (i.e. Carfax, Experian, etc.) showing that the title has been corrected will assist in processing your request quicker.
- Fax the required documentation (as identified above) to 1-866-293-9833 to the attention of Warranty Analyst.
- In case there is a concern with the faxed documentation, the dealership will be contacted by the Warranty Analyst. Please make sure to include contact information including name and phone number or email address.

NOTE: VIN's identified as "scrapped" in OASIS are not eligible for reinstatement of the warranty coverage.

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SECTION 3 – WARRANTY COVERAGES SERVICE CONTRACTS

SERVICE CONTRACTS Revised!

SERVICE CONTRACTS SUMMARY

Several types of service contracts may be purchased to provide specific coverage to complement the warranty for eligible vehicles.

- Extended Service Plans Ford Extended Service Plans (ESP) for both new and used Ford and non-Ford vehicles are service contracts which may be purchased by a customer to supplement the factory warranty of eligible vehicles. These service contracts are not a warranty (with the exception of ESP plans sold in the State of Florida), and are separate from the Ford New Vehicle Limited Warranty. There are two categories of ESP plans: core (PowertrainCare, BaseCare, ExtraCare, PremiumCare and DieselCare) and maintenance. In general, a core ESP plan covers moving mechanical and electrical components as defined by the ESP contract terms and conditions. A maintenance ESP plan covers selected maintenance items (and some wear items for PMP) as defined by the ESP maintenance contract terms and conditions. By participating in the sale of an ESP contract or the servicing of an eligible vehicle under an ESP contract, the Dealer or any affiliated entity that sells an ESP contract or services an eligible vehicle hereunder, shall be bound by the terms and conditions of the ESP plans as specified herein and in the Ford Extended Service Plan Contract, ESP Administration Manual and all policies within this manual.
- The New Vehicle Limited, Powertrain, Emission, Safety and Service Part warranties, recall, FSA or insurance coverage will take precedent over ESP core coverage if failure occurs within the warranty, recall or FSA time or mileage parameters or under an insurance policy.
- ESP Incomplete vehicle and DieselCare (2010 & 2011) plans have miles, time and hours of use limitations.
- The <u>Ford Extended Service Plan Service and Administration Manual</u> can be accessed via the ESP homepage at FMCDealer.com.

NOTE: Vehicles which have had their NVLW cancelled, odometers altered or vehicle title has been branded are not eligible for ESP coverage. If part of the vehicle's NVLW has been cancelled, the corresponding portion of the ESP coverage is also cancelled. Please see the ESP Program Manual or ESP contract for a complete list of what is not covered under an ESP plan.

EXTENDED SERVICE PLANS

Ford Extended Service Plans (ESP) are service contracts backed by Ford and purchased by owners of new and used Ford and Lincoln Mercury cars, light trucks and competitive make vehicles. In most states ESP on competitive make vehicles, or ESC, are dealer service contracts purchased by owners of competitive-make vehicles. This section provides a brief description of ESP features other than component coverages.

- The <u>Ford Extended Service Plan Service and Administration Manual</u> provides complete ESP information. It is available as noted above.
- Use the OASIS system to verify vehicle's ESP eligibility and component coverage for all core and maintenance ESP plans.
- ESP staffs a Registrations Hotline to support dealership/Regional office personnel. Inquiries regarding contract registrations or cancellations should be directed to 1-800-521-4144.

ESP Authorization Requirements – Repairs Requiring Prior Approval (New and Used Contracts)

Dealers are required to obtain ESP prior approval for individual repairs according to the dealership's Prior Approval Level. Failure to obtain this approval will result in the claim being rejected upon submission.

Requirements

All dealers are required to obtain prior approval for the following ESP claims:

- Individual service repairs over the dealer's ESP Prior Approval level
- Repairs on selected components as indicated by OASIS using the Parts Coverage Tool
- ESP claims over \$250, when the claim date is less than 30 days from the Used ESP contract start/effective date.
- ESP loaner / rental coverage on all plans requiring over 5 days of loaner
- Any ESP emergency repair refund request over \$50.00

Dealer's Prior Approval Level is \$900:

- If a customer has two distinct repairs estimated to cost \$300 and \$1,000 each for parts and labor only the \$1,000 repair requires prior approval.
- If both repairs were \$500 each, no prior approval is required.
 NOTE: Ford Motor Company reserves the right to change or motor.
 - **NOTE:** Ford Motor Company reserves the right to change or modify the Prior Approval Program.
- For prior approval, please utilize the Web ESP Prior Approval (WEPA) located on the ESP home page within FMCDealer.com or call the ESP Prior Approval Team at 1-800-321-7790 (Ford/Lincoln/Mercury vehicles) or 1-800-521-4116 (competitive make contracts).
- Dealerships must complete the "<u>ESP Supplemental Diagnostic Call In Sheet</u>" before calling in for prior approval (Refer to Section 9 - Resources for example).
- After review of the repairs requested, prior approval personnel will either 1) provide you an
 approval code which must be included on the claim during submission, or 2) advise why the
 claim is being partially or totally denied.
 - **NOTE:** U.S. Ford and Lincoln Mercury Dealers are authorized to repair Canadian vehicles within the time and mileage of the Canadian warranties and ESP coverage. All claims for Canadian vehicle repairs are to be submitted through the ACES II system. For ESP coverage information for Canadian vehicles, can be obtained by using OASIS Parts Coverage Tool or by contacting Ford of Canada ESP at 800-367-3317.
- If dealer need to know the status of an ESP prior approval claim or if the approved amount of an ESP needs to be changed, dealers should utilize the WEPA Status & Amendment link. This tool will eliminate the need to call ESP to determine a claim status or request a change.

ESP Inspection

In very few cases (less that 1% of all ESP claims nationally) some ESP vehicle repairs require an inspection. ESP prior approval personnel will decide if an inspection is necessary. Inspections are done primarily by a third party independent company.

- The prior approval representative will advise you to have the vehicles torn down, if necessary, for the requested repair in preparation for inspection. (Note: If diagnosis reveals repair is not covered by ESP, the customer is responsible for teardown & rental costs.)
- Inspections will normally be completed prior to the close of the next business day.

- ESP will reimburse the customer for a rental, for a covered repair, up to \$30 (\$36 for Lincoln) per day if their vehicle is required to remain at the dealership due to an inspection delay.
- The inspectors will report their findings to the ESP Inspection team.
- An ESP inspection representative makes the final decision and notifies the dealership of approval or denial of the claim.

ESP Digital Photos

ESP digital photos will speed a claim decision by at least 24 hours because it eliminates a vehicle inspection. Instead of waiting for a physical vehicle inspection any FLM dealer can submit digital photos. Dealers need to tell ESP prior approval agents they can and will take photos on the WEPA form or verbally to the agent on the telephone. ESP vehicle repairs requiring digital photos will be decided by prior approval personnel. ESP will also pay dealers an additional 0.2 hour to take and submit photo. Dealers need to use the labor operation code "DIGITAL" when claiming the 0.2 hour.

Prior Approval Level

ESP Prior Approval Levels are established based on a dealership's 12-month average ESP repair cost loss ratio and contract sales penetration.

Total Repair Cost for 12-month Period

<u>ESP Contract Revenue for same 12-month Period</u>

\$100,000

= Loss Ratio Example: \$ 90,000 = 90%

Total Repair Cost includes all repairs paid on the ESP contracts sold by the dealer regardless of repair location. ESP Contract Revenue is defined as that portion of the contract revenue for all active contracts sold by the dealership allocated to the specified 12-month period based on earning curves developed by Ford Motor Company. The earning curves allocate the total contract revenue for each contract sold over the life of the contract (based on historical repair cost experience) so that an appropriate share of the revenue is allocated to each 12-month period of the contract life.

Based on actual experience for the previous 12-month period, all dealers will be assigned prior approval as follows:

ESP Prior Approval Matrix

Loss Ratio	Sales Penetration	New 2010 Prior Approval Level (Per Repair Line)
Above 79%	All Levels	\$900
30%-79%	Below 30%	\$1,200
30%-79%	Above 30%	\$1,500
Below 30%	Below 30%	\$2,000
Below 30%	Above 30%	\$2,500

Dealers with low ESP repair volume (50 repairs or less for a 12-month period) are included in the Prior Approval Level of either \$900 (with penetration rate below 30%) or \$900 (with



penetration rates of 30% and above). This is done to avoid penalizing any dealer based on possibly distorted loss ratios due to low volume of repairs.

New dealerships or dealerships assigned new P&A codes (i.e., transfer of ownership) during the six-month prior approval period will be assigned to the \$900 Prior Approval Level until sufficient data is available to calculate loss ratios and penetration rates.

2002 Through 2004 ESP Plans

Features	Powertrain CARE	Base CARE	Extra CARE	Premium CARE
Major Component	29	84	113	500+
Coverage High-Tech	No	No	Yes	Yes
Standard Deductible per Repair Visit	\$50*	\$50*	\$50*	\$50*
Rental Car Reimbursement (2)	\$28/day (\$35/Lincoln) For 10 days	\$28/day (\$35/Lincoln) For 10 days	\$28/day (\$35/Lincoln) For 10 days	\$28/day (\$35/Lincoln) For 10 days
Towing Reimbursement (3)	Up to \$100	Up to \$100	Up to \$100	Up to \$100
Transfer Fee to Subsequent Owners†	\$50	\$50	\$50	\$50
Roadside Assistance	Yes	Yes	Yes	Yes

^{*} This plan has a \$50 standard deductible. \$0, \$100, \$200 and disappearing deductible options are available. For incomplete vehicles, only \$50 standard deductible is available for PowertrainCARE and BaseCARE.

2005 Through 2011 ESP Plans

Features	Powertrain CARE	Base CARE	Extra CARE	Premium CARE
Major Component	29	84	113	500+
Coverage High-Tech	No	No	Yes	Yes
Standard Deductible per Repair Visit	\$100*	\$100*	\$100*	\$100*
Rental Car Reimbursement (2)	\$30/day ** (\$36/Lincoln) For 10 days			
Towing Reimbursement (3)	Up to \$100	Up to \$100	Up to \$100	Up to \$100
Transfer Fee to Subsequent Owners†	\$75	\$75	\$75	\$75
Roadside Assistance	Yes	Yes	Yes	Yes

^{*} These plans have a \$100 standard deductible. \$0, \$50, \$200 and disappearing deductible options are available.

[†] Transfer fees may vary according to state. Refer to the ESP Operating Guide for complete details.

^{** 2005-2008} ESP Plans have a Rental Car Reimbursement rate of \$28/day for Ford/Mercury and \$35/day for Lincoln, 2010 – 2011 ESP plans can have an Enhanced Rental Option reimbursement rate of \$75/day.

(3) Towing reimbursement is to be requested to Roadside Assistance.

^{† 2005 – 2008} ESP Plans have a transfer fee of \$50. Transfer fees may vary according to state. Refer to the ESP Service and Administration Guide for complete details.

Quality Care Maintenance Protection Plan (QCMPP) through 2004 Plan year and Premium Maintenance Plan for 2005–2007 sold through April 1, 2008 provide:

 All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.

IMPORTANT: Dealership payment for maintenance services are reimbursed at a 20% parts mark up and 60% of the dealership's mechanical labor rate for Ford and Mercury vehicles and a 40% parts mark up and 70% of the dealership's mechanical labor rate for Lincoln vehicles respectively. Reference ESP Service and Administration Manual for details.

- Wear items: brake pads and linings, clutch disc, spark plugs (except California), engine belts and hoses, wiper blades, and shock absorbers. Payment for the replacement of these items will be calculated using Ford labor standards and warranty parts pricing
- A \$0 deductible

Premium Maintenance Plans (PMP) sold after April 1, 2008 provide:

- All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.
- PMP plan on a 2011 F-Super Duty truck with a 6.7L Power Stroke engine will include the fill up or top off of the DEF tank only at the service interval purchased by the customer.

IMPORTANT: Dealership payment for maintenance services are reimbursed at a 15% parts mark up and 35% of the dealership's mechanical labor rate for Ford and Mercury vehicles and a 40% parts mark up and 70% of the dealership's mechanical labor rate for Lincoln vehicles respectively. Reference the ESP Service and Administration Manual for details.

- Wear items: brake pads and linings, clutch disc, spark plugs (except California), engine belts and hoses, wiper blades, and shock absorbers. Payment for the replacement of these items will be calculated using Ford labor standards and warranty parts pricing
- A \$0 deductible

Extra Maintenance Plan for 2005 – 2007 Plan Year Provides:

All normal scheduled maintenance listed in the vehicle's Scheduled Maintenance Guide.

IMPORTANT: Dealership payment for maintenance services are reimbursed at a 20% parts mark up and 60% of they dealership's mechanical labor rate for Ford and Mercury vehicles and a 40% parts mark up and 70% of the dealership's mechanical labor rate for Lincoln vehicles respectively. Reference the ESP Program Manual for details.

2004 – 2007 Limited Maintenance Plans (LMP) sold through April 1, 2008 provides:

- Lube, Oil and Filter
- Tire Rotations
- Multi-point Inspections

IMPORTANT: Dealership payment for LMP maintenance services are reimbursed at a 20% parts mark up and 60% of the dealership's mechanical labor rate. Reference ESP Service and Administration Manual for details.

A \$0 deductible

<u>Limited Maintenance Plans (LMP) sold after April 1, 2008 provide:</u>

- Lube. Oil and Filter
- Tire Rotations
- Multi-point Inspections

IMPORTANT: Dealership payment for LMP maintenance services is reimbursed at a 15% parts mark up and 35% of the dealership's mechanical labor rate. Reference the ESP Service and Administration Manual for details.

- A \$0 deductible

Basic Maintenance Plan provides:

- Oil and Filter
- Tire Rotations
- Multi-point Inspections

IMPORTANT: Dealership payment for Basic Maintenance Plan maintenance services are reimbursed at a \$30 flat fee per service. Diesel vehicles are excluded from this coverage. Not available in New Jersey or Maine. Reference ESP Service and Administration Manual for details.

- 2006 and Prior plan years \$30
- 2007 plan year \$37
- 2009/2010 plan year \$42 gas/hybrid, \$110 diesel. Not available in New Jersey or Maine. Reference ESP Service and Administration Manual for details.
 - A \$0 deductible

Engine Maintenance Plan

- Oil and Filter
- \$ 0 deductible

Dealership payment for Engine Maintenance Plan maintenance services are reimbursed at:

- 2006 and prior plan years \$15 gas, \$50 competitive-make diesel, \$60 Ford diesel
- 2007 plan year \$22 gas, \$65 competitive-make diesel, \$75 Ford diesel
- 2009/2010 plan year \$25 gas and hybrid vehicles, \$82 for Diesel vehicles.

Not available in New Jersey or Maine. Reference ESP Service and Administration Manual for details.

IMPORTANT: Vehicles requiring full synthetic oil are not eligible for any ESP maintenance plan. ESP will not reimburse dealers for the incremental cost of using full synthetic oil on vehicles that require a semi-synthetic oil. If the dealer or customer wants to use synthetic oil, the dealer should deduct the incremental cost of using full synthetic oil in the customer/dealer participation portion of the PMP/LMP claim.

ESP RentalCARE provides up to three days of rental coverage, beginning the first day of the repair, for all warranty-covered repairs during the specified contract period. This contract is available for Ford and Lincoln Mercury and competitive-make vehicle owners and may be purchased as a stand-alone plan, or with a maintenance plan.

ESP for Competitive Make Vehicles

- If the competitive make vehicle is still under the Manufacturer's warranty, direct the owner to the nearest franchised dealer for warranty repairs. The owner must show a paid receipt for the Manufacturer's Warranty deductible amount to a Ford or Lincoln/Mercury dealer to obtain the refund.
- Prior Approval is not required if repair is less than the referring/servicing dealer's assigned prior approval level.

Focus Upgrade Plans (2006 through 2007 Models)

Customers may elect to purchase additional coverage to compliment their 5 year/100,000 mile powertrain coverage. Please see the "Focus Incentive Program" procedure in the ESP Service and Administration Manual for rules on selling additional coverage. Eligible vehicles must be within 3 years/36,000 miles.

Rental Car Reimbursement

Coverage

Reimbursement covers rental related expenses incurred up to the specified plan limits. Not available in Hawaii prior to the 2002 plan year.

- Within 3 yrs/36,000 miles for 1996-through current model year Ford/Mercury vehicles or 4 yrs/50,000 miles for 1996-through current model year Lincolns — Any component covered by the New Vehicle Limited Warranty.
- Beyond 3 yrs/36,000 miles for 1992-through current model year Ford or Mercury vehicles or 4 yrs/50,000 miles for 1996-through current model year Lincoln vehicles

 Any component covered by the ESP plan on the vehicle.
- 1996-through current model year Lincolns refer to the Transportation Assistance Program Guidelines (TAP) in Section 6, or call 1-800-336-0798 for further information on the TAP Program.

IMPORTANT: Dealers must obtain prior approval for any ESP claim requiring over 5 days of rental car reimbursement coverage.

Guidelines

If the vehicle is brought in for service, is inoperable and must be kept overnight to complete a covered repair (unless the contract has first day rental), Ford ESP will reimburse the customer for a rental vehicle up to the maximum number of days described in the plan provisions beginning with the day the repair work commences:

- A 24-hour period, or portion thereof, is considered one day.
- Reimbursement is calculated from the time the rental vehicle is provided to the customer to the time the rental vehicle is returned.
- For 2001 and prior plan years rental coverage does apply to work done on recalls and Customer Satisfaction Programs involving an ESP covered component.
- No drivers under age 21 are eligible for rental coverage or usage unless the driver is also the customer listed as owning the ESP on the vehicle for which rental coverage is being provided.
- For 2011 ESP core plan(s) can provide first day rental option as a standard feature. Please use OASIS to confirm this type of rental coverage.

IMPORTANT: Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealership's expense.

Example #1:

• The customer's vehicle is brought into the dealership for service on Monday morning. The service department, however, cannot begin work on the vehicle until the following day (Tuesday) due to shop scheduling. Once the work begins, it is determined that the repair involves an ESP covered part and the vehicle will need to be kept for a second overnight period (Tuesday). The work is not completed until Wednesday afternoon and customer picks up the vehicle that same afternoon.

The customer would be entitled to two full day's rental vehicle reimbursement for the Tuesday overnight period and the portion of Wednesday that was required to complete the repair. There would be no reimbursement for Monday.

If the vehicle is determined to be inoperable at the time it is left for service (or if further driving would damage the vehicle and make it inoperable) and will be kept overnight, rental vehicle reimbursement will:

- Begin on the same day the vehicle is dropped off,
- Extend from the first day up to the maximum number of days described in the plan provisions.

Example #2:

• An inoperable vehicle is towed into the dealership on Monday morning with an ESP covered part problem and must be kept overnight. The repair will not be completed and the vehicle available for pick-up by the customer until the following afternoon (Tuesday).

The customer is entitled to two days rental vehicle reimbursement.

Additional information on ESP Rental Assistance is given in the ESP Service and Administration Manual.

	MAXIMUM TRANSPORTATION ALLOWANCE		
ESP PLANS	PER DAY	NUMBER OF DAYS	
PowertrainCare through PremiumCare (2009 –	\$30	10	
2011)**	\$28*	10	
BaseCARE New & Used (2002-2008)	\$28*	10	
ExtraCARE New & Used (2002-2008)	N/A	N/A	
FAR/Ford remanufactured (1991-2007)	N/A	N/A	
Scheduled Maintenance Plans (1992-2009)	\$28*	10	
PowertrainCARE New & Used (2002-2009)	\$28*	10	
PremiumCARE New & Used (2002-2009)	\$28*	3	
RentalCARE (1998-2009)			

^{*} Lincoln: \$30/day (1992-1997), \$33/day (1998), \$35/day (1999-2007), \$36/day (2009/2011)

^{** 2011} ESP plans can provide first day rental. 2010 – 2011 ESP plans can have an Enhanced Rental Option reimbursement rate of \$75/day.

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SECTION 3 – WARRANTY COVERAGES SERVICE CONTRACTS

NOTE: At the dealership's discretion, an ESP customer with a Ford or Mercury vehicle may be provided a loaner vehicle under the provisions of the Transportation Assistance Program (TAP), once the customer has exhausted the rental benefits provided by their ESP plan coverage.

An ESP loaner day, however, cannot be claimed in conjunction with a TAP day.

- **TOWING CHARGES** to the repairing dealership are covered to the following limits if a covered part fails and towing charges are not paid by warranty or other insurance. (Not available in Hawaii prior to 2002 plan year.)
 - 2000 and Newer Plans: maximum \$100 reimbursement benefit provided by Roadside Assistance (except Ford ESP covered Remanufactured assemblies which are not eligible for Roadside Assistance but do have a maximum \$50 towing reimbursement).
 - CUSTOMER REIMBURSEMENTS should be processed immediately for owners who
 request them for emergency ESP repairs performed by other than the selling dealership as
 defined in the ESP Program Manual.
 - Prepare a claim, attach the refund invoice, and retain in the customer's service file
 - Obtain ESP prior approval if the refund request is over \$50.00.
 - Enter the repair into ACES II.
- CLAIM PREPARATION for ESP is the same as for warranty claims except for:
 - The deductible amount.
 - The approval number for repairs requiring prior approval authorization should be shown under approval one on the claim form.
- USED VEHICLE IN DEALER STOCK ESP repairs on used vehicles in dealer stock are
 only eligible for reimbursement if 1) the owner acknowledged the condition existed
 prior to transfer of title and 2) the ESP owner at the time of trade authorized the
 repair by signing a dated repair order.

SUPER SEAL CORROSION REPAIR PROTECTION SERVICE CONTRACT

This plan was available for all Ford-manufactured and competitive-make cars and light trucks treated with Ford Super Seal Rustproofing within 90 days or 3,000 miles of delivery. This plan is not available after the 1992 plan year. It provides corrosion repair coverage beyond the new vehicle corrosion perforation coverage.

Coverage

- Lifetime protection against corrosion from inside-to-outside for vehicles purchased by a private owner for non-commercial use:
 - New retail vehicles
 - o Demonstrator, Lease, Rental, or Driver Education Vehicles.
- Six year protection for commercial vehicles (Five complete calendar years following date of vehicle sale or super seal application).
- Only the original owner is covered unless Super Seal Headquarters processes a transfer.

Owner Responsibility

NOTE: 1987-1992 privately owned vehicles require inspections beginning at 54 months or 85,000 miles whichever occurs first. Commercial vehicles require inspections beginning at 85,000 miles.

Super Seal Vehicle Repair Procedure – Ford and Lincoln Mercury Products

Follow this procedure for an inside-to-outside corrosion perforation repair on a Super-Seal vehicle beyond the corrosion perforation coverage included as part of the new vehicle warranty.

- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-521-4144 to check these items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-in-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the average trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 6045, Dearborn, MI 48121, if the repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Submit the repair claim to Ford using the ACES II claims payment system.
 - The transaction code for the Super Seal program is L26.

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES SERVICE CONTRACTS

 Include the Super Seal Headquarters authorization number for the vehicle's repair in the repair description area of the form.

Super Seal Vehicle Repair Procedure — Competitive Make Products

Follow this procedure before making a Super Seal service contract repair on a vehicle with inside-to-outside corrosion perforation.

- Make sure the vehicle is beyond the manufacturer's corrosion warranty.
- Verify vehicle eligibility by calling Super Seal Headquarters at 1-800-521-4144 to check the following items:
 - Vehicle program registration.
 - Original (or transferred) ownership.
 - Required inspections performed.
 - Time-in-Service greater than corrosion perforation warranty coverage, and for commercial vehicles less than 5 years.
 - Perforated components are covered (see provisions of contract).
 - Inside-to-outside perforation.
 - Repair cost is not beyond N.A.D.A. trade-in value of vehicle.

If the vehicle is eligible, a unique authorization number is issued for that vehicle's repair.

- Perform the repair or request a cash settlement if the repair cost exceeds the wholesale value of the vehicle.
 - Covered repair will be approved up to the trade-in value of the vehicle as published in the most recent edition of the N.A.D.A. Used Car Guide.
 - Detailed requests for cash settlements must be submitted by the Regional Office to the Super Seal Administrator, P.O. Box 6045, Dearborn, MI 48121 if repair cost exceeds the current N.A.D.A. trade-in value of the vehicle.
- Enter the following information on the repair order.
 - Actual date of repair and mileage.
 - Customer's name and address.
 - Vehicle identification (make, model, VIN).
 - Registration / certificate number.
 - Approval number.
 - Dealer's name and address.
 - Description of repair.
 - Actual repair cost at warranty rate reimbursement.
- Mail completed repair order claims to Super Seal Administration Headquarters, P.O. Box 6045, Dearborn, MI 48121.

QUALITY FLEET CARE

Authorization Requirements

When the repair visit cost exceeds the pre-set spending limit, the dealership must contact the fleet company at the telephone number listed in OASIS and request approval to proceed with the service. ESP and/or Ford Motor Company New Vehicle Limited Warranty repairs are not to be included in the repair cost total. Prior approval is not required on any ESP deductible.

Additional Information

The following references are available for a more detailed program description and dealer claims entry.

- ESP Service and Administration Manual: Contains Administrative Program details
- Quality Fleet Care Manual: Contains detailed Examples and instructions for Claim Entry

Program administration and Claims Entry details and job aids are available on the Quality Fleet Care website: www.qfc.ford.com or by calling QFC Program Headquarters at 1-800-367-3221



SECTION 3 – WARRANTY COVERAGES FORD REMANUFACTURED PARTS COVERAGE

FORD REMANUFACTURED AND MOTORCRAFT PARTS COVERAGE/USAGE REQUIREMENTS`

General Information

The same rules that apply to assembly repair versus replacement under the New Vehicle Limited Warranty also apply to assembly repair versus replacement covered under Extended Service Plan. Refer to Section 3 – "*Replacement or Repair Policy*".

Definition of "RM" Identifier

Parts packed in a container marked "remanufactured" or Ford service part numbers that end with an "RM" suffix identify a remanufactured part. In addition, parts packed in a container marked "remanufactured" are also remanufactured, irrespective of whether the part number has an "RM" suffix.

ESP Repairs

The use of Ford or Motorcraft Remanufactured products is required for ESP repairs not covered by the New Vehicle Limited Warranty. This requirement applies to all New and Used ESP contracts in all plan years.

If Motorcraft parts are not available or are available, but cannot be obtained within a reasonable period of time, new or remanufactured Ford parts may be used with an explanation in the ESP Claim Comments field as to why a Motorcraft part was not used.

Warranty Repairs

- Ford remanufactured small part assemblies are REQUIRED for use in warranty covered repairs where the estimated repair cost exceeds the cost of an assembly
- Ford remanufactured engine and transmission assemblies are REQUIRED for use in warranty covered repairs when the estimated repair cost exceeds the cost of an assembly. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'Tool. Refer to the Master Parts Catalog for application Information.

<u>Note:</u> The Cost Cap Tool must be used on warranty covered repairs whenever the total cost of the repair to a gas engine, diesel engine, automatic or manual transmission is expected to exceed the dollar threshold listed below and/or when it is likely that the replacement of the powertrain assembly may be the least expensive repair alternative:

All Diesel Engines: \$7000
All Gas Engines: \$2500
All Automatic Transmissions: \$1500
All Manual Transmissions: \$1000

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES FORD REMANUFACTURED PARTS COVERAGE

Note: The Cost Cap Tool can be used on all newer model vehicles and powertrain assemblies. However, it does not support Medium duty trucks engines or transmissions, or powertrain assemblies from older model year vehicles, 1999 and prior model years. For 1999 and prior model year vehicles the current paper process and Cost Cap Reference Charts (dated May 1, 2009) should continued to be used. In the case that a specific powertrain assembly is not supported by the Cost Cap Tool the warranty policy regarding repair vs. replace still applies: "The approved procedure is to repair or replace component parts within an assembly, rather than replacing the entire assembly. The only exceptions to this procedure are when the cost of repairing/replacing component parts would be higher than the cost of replacing the entire assembly."

Motorcraft parts NOT ELIGIBLE for use during the New Vehicle Warranty are:

- any part with a base part number containing a "V"
- I.D.I. Diesel Engines
- transmission assemblies
- Ford warranty coverage means all warranties applicable to the vehicle being considered (i.e., 12/12 coverage, Powertrain coverage, Major Component coverage, Bumper-to-Bumper coverage, New Vehicle Limited Warranty Coverage).

Authorization Requirements:

- If Ford remanufactured, FAR or Motorcraft parts are required but are not available, new Ford parts may be used with an explanation in the comments field as to why a Ford remanufactured, FAR or Motorcraft part was not used.
- Selected dealerships are required to obtain regional office price approval to submit a claim whenever new Ford parts are used where Ford remanufactured parts are required but not available.
- If Ford remanufactured parts are required but are not available from the FAD, the FAD will provide the dealership with authorization to repair the assembly.

Ford Motor Company



SECTION 3 – WARRANTY COVERAGES FORD REMANUFACTURED PARTS COVERAGE

Ford Authorized Remanufacturer's (FAR) Warranty and Lifetime Parts Guarantee Coverage

The FARs previously offered a Lifetime Parts Guarantee (LPG) for certain parts which may also be covered by ESP. The Lifetime Parts Guarantee is in addition to the warranty coverage provided by a FAR. In the examples that follow, the repair coverage is for the second or subsequent failure of a FAR part originally used in an ESP repair when the repair is still covered by ESP. Refer to eligibility for FAR coverage before submitting ESP claims.

REPAIR CATEGORY	FAR PAYS	ESP PAYS	CUSTOMER PAYS	PROGRAM CODING
Covered by FAR warranty	PartsLabor	Applicable Parts AllowanceTax and Loaner	\$0	RLE
2. Covered by FAR LIFETIME PARTS GUARANTEE	Parts	 Labor Applicable Parts Allowance Tax, Loaner and Tow 	\$0	RLE
3. Not covered by FAR LIFETIME PARTS GUARANTEE or beyond FAR warranty (Repair still covered by ESP)	\$0	LaborPartsApplicable Parts Allowance Less Deductible	Deductible	ESP

SECTION 3 – WARRANTY COVERAGES
GOVERNMENTAL COVERAGE REGULATIONS

GOVERNMENTAL COVERAGE REGULATIONS & LEGAL PROCEDURES

STATE LAWS (STATUTES)

Certain States and Localities have, or may enact, laws that could have an impact on the dealerships' method of conducting their everyday business transactions. This Manual does not attempt to identify all of these Laws as they apply to certain States, Localities, and Ford Motor Company dealers within those States and Localities. Ford Motor Company recommends that all dealers consult their legal counsel for clarification of State and Local Laws as they apply to individual dealers.

New York State Coverage (2003 and Prior Model Year Vehicles)

New vehicles sold or leased, and registered in the state of New York are eligible for New York State coverage.

Coverage Guidelines:

- On Vehicles with Bumper-to-Bumper warranty, service adjustments normally limited to 12 months/12,000 miles coverage are covered up to 2 years/18,000 miles, whichever occurs first. <u>Refer to "ADJUSTMENTS"</u> in this section for a complete listing of service adjustments by model year.
- When traveling outside the state of New York the retail customer must pay the servicing out-of-state dealership for repairs during the extended New York coverage period. The customer may then request a refund for covered repairs from a New York state dealership.
- The revised warranty coverage applies only to vehicles sold or leased new and registered in the state of New York. Vehicles originally eligible for New York coverage remain eligible if they are both resold and registered in the state of New York. If the vehicle is subsequently sold or registered outside the state of New York, the revised coverage no longer applies. Vehicles sold outside New York that are drop-shipped in New York for new lease are eligible if originally registered as a New York unit.

The dealer must:

- Verify that the vehicle is registered in the state of New York. The vehicle must have a New York license plate.
- Verify that the vehicle was sold new in the state of New York.

The owner must have a copy of the new vehicle disclosure card (Form CSE-7972-NYLL) or a copy of the bill of sale showing that the vehicle was sold in the state of New York.

IMPORTANT: Copies of the supporting documentation must be retained in the dealership.

Special Preparation of warranty claim:

- If a visiting owner repair is performed by a New York dealer, and the vehicle is beyond the 12 months/12,000 mile coverage but within the 2 year/18,000 mile period, Program Code NYL must be entered in the Program Code box.
- If the servicing dealer is the selling dealer, Program Code NYL is not required.

NOTE: All eligible claims are to be submitted via DWE/ACES II.

REACQUIRED VEHICLES

A reacquired vehicle (RAV) is a vehicle repurchased by Ford from a retail owner as a result of a Goodwill decision, BBB AUTOLINE decision, State Lemon Law decision, or legal settlement requirement.

Some decisions to reacquire a vehicle stem from lemon law eligibility. All fifty states and the District of Columbia have enacted Lemon Laws. State Lemon Laws are an outgrowth of the federal Magnuson-Moss Act (1974), which gave consumers a specific statute to litigate against manufacturers for not upholding a warranty. If the manufacturer cannot fix the vehicle to conform to the warranty within a "reasonable" (as defined by each state) number of repair attempts or days out of service, then the manufacturer may be required to replace the vehicle or provide a refund to the customer, less a mileage offset for its use.

RAV PROCESSING DEALERS

As a general rule, the customer should work with the dealer who sold them their vehicle to process the RAV. In the event that this is not possible, another dealer will be selected to facilitate the process of the RAV transaction for the customer. The processing dealer will receive an administrative fee from Ford on their parts statement once the process has been concluded.

In the case of a replacement, dealers are responsible for assisting customer with obtaining financing if applicable.

RAV Procedure and responsibilities of the processing dealer

Vehicle Inspection/Turn-In

The dealer must perform a RAV vehicle inspection with the customer prior to turn-in.

Any damage, abnormal wear and/or missing equipment, per <u>Wear and Use Evaluator guidelines</u> (found in the dealer packet provided by RAV HQ), must be repaired/replaced at the customer's expense prior to completing the RAV transaction, where not prohibited by state law.

The processing dealer should:

- Inspect the vehicle at turn-in and complete the <u>"Reacquired Vehicle Inspection/Condition Report" Form #8521</u> (found in the dealer packet provided by RAV HQ) with the customer. Estimates for repairs need to be attached to the 8521. Dollar amounts for the repairs must be included on the 8521.
- Provide proof of repair.
- Put the RAV process on hold until the repairs are completed.
- Turn in the RAV dealer packet to RAV HQ in a timely manner.
- Store the vehicle in a secure location until the transport company picks it up. Storage
 fees are NOT to be charged to the Company. Dealers will be held responsible for any
 damage that occurs while the vehicle is on their lot.

Ford Motor Company

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES REACQUIRED VEHICLES (RAV)

Bill of Lading

The transport carrier will bring the Bill of Lading document to the dealership. A "Bill of Lading" (Form #8518) is used to identify damage and/or missing equipment on a RAV that is moving through the RAV process, starting with pick-up from the processing dealer.

A Bill of Lading is completed for each vehicle reacquired and subsequently resold through auction.

The Bill of Lading form travels with the vehicle through the RAV process and must be completed and signed by each RAV processing entity. Each entity (i.e., processing dealers, transport companies, and repair facilities) is held responsible for damage and/or missing equipment that occurred while the RAV was in their possession.

Vehicles are to be inspected using Wear and Use Evaluator Guidelines.

The processing dealer should:

- Accept the vehicle from the customer, inspecting the vehicle and completing the first column of the Bill of Lading form under "Processing Dealer" noting any exterior or interior damage, missing equipment, and glass damage.
- Store the vehicle in a secure area until the transport company picks it up.
- Ensure the vehicle is in running condition and ready for pick up. If vehicle
 is not ready for pick up when the transporter comes, there is a dry-run fee
 that is assessed. Dealers will be held accountable if the reason for dry-run
 is their fault.

The Bill of Lading process is intended to minimize RAV damage. However, when damage is determined, it is possible to charge repair costs to the responsible party.

RAV - SELLING DEALERS

After completion of repairs, RAV units are sold through Ford closed auctions. Only Ford and Lincoln-Mercury dealers are eligible to attend the auction and purchase RAVs for resale. This policy is to enhance Ford's ability to control the RAV disclosure process.

By using Ford sponsored auctions, the Company is assured of a consistent sales process to return inventory to the retail market. The sales price of an RAV is controlled by competitive dealer bidding at the auctions. Auctions also obtain required signatures of purchasing dealers on all disclosure documentation. Dealers will receive a copy of the vehicle title at the time of purchase. The physical title will be sent to the dealership via overnight mail upon receipt of completed disclosure paperwork to RAV Headquarters.

Note: RAV HQ holds Titles until the dealer has sold the vehicle and disclosed the RAV status to the subsequent retail owner.

Procedure and responsibilities of the selling dealer

Reacquired Vehicle (RAV) Disclosure

(**Note:** This procedure applies to U.S. Dealers only.)

Ford Motor Company requires disclosure of all Reacquired Vehicles (RAVs). Dealers who purchased a RAV unit from auction are to disclose the RAV to the first retail customer.

The selling dealer should:

- Sign the <u>RAV Disclosure Agreement (Form FCS-8535)</u> and the <u>Reacquired Vehicle Resale Disclosure and Warranty Notice (Form FCS-8520)</u> at auction.
 Both forms are part of the auction file that is provided by RAV HQ. They stay with the vehicle and are provided to the purchasing dealer.
- Not utilize any other documents or stickers to advertise the RAV status other than
 the <u>FCS-8526</u>, <u>Ford Reacquired Vehicle Hang Tag</u> and the <u>FCS-8525 sticker</u>
 (<u>Important Reacquired Vehicle Information</u>). Both items are part of the auction file
 that is provided by RAV HQ. They stay with the vehicle and are provided to the
 purchasing dealer.
- Prior to sale review all disclosure documents with the customer.
- <u>Complete</u> the #8520, obtaining the purchasing customer's signature on the #8520 and Warranty Repair History signed by the customer at the time of sale. These two documents should be kept together.
- Submit original, signed documents to RAV Headquarters. This will also activate the RAV Warranty.
- If the dealer is missing any of the forms mentioned above they can contact RAV Headquarters at 800-367-3050.

Ford RAV Headquarters 34115 West 12 Mile Road Farmington Hills, MI 48331 800-367-3050 (Phone) 248-848-5900 (FAX)

RAV Warranty Registration

A 12 months/12,000 miles (12 month/unlimited miles for vehicles resold in California) RAV warranty is provided to the first retail customer after buyback.

The RAV Warranty coverage begins on the date and mileage at the time the vehicle is sold to the first retail customer after buyback - NOT - when the bumper-to-bumper coverage expires. The RAV warranty coverage may run concurrently with other warranties still in effect on the vehicle.

The selling dealer should:

- Ensure that the original RAV Disclosure/Warranty Notice and Warranty Repair History have been completed and are legible.
- Wait for the original title to arrive via FedEx.

OTHER IMPORTANT INFORMATION

Reacquired Vehicle Disclosure Agreement

To comply with many state laws and to ensure that owners are properly and fairly treated, Company policy prohibits RAVs being resold unless the vehicles are properly disclosed and registered for the RAV warranty.

To ensure 100% compliance with Ford's disclosure policy, an RAV Disclosure Agreement (FCS-8535) must be signed by the purchasing dealer (or the buyer representing the dealer) for each RAV purchased at a Ford sponsored auction. This form includes Ford's disclosure policy and actions Ford may take in the event of dealer non-disclosure.

Actions Ford May Take For Non-Disclosure of a Reacquired Vehicle

- \$5,000 liquidated damages for each non-disclosed vehicle.
- Three months suspension of Ford RAV auction privileges.
- Reimbursement to Ford for any costs, penalties, or expenses, including attorney fees, Ford incurs as a result of the dealer's failure to disclose in accordance with Company policy.

NOTE: Because of many state laws, Company policy requires that RAVs may not be resold unless the vehicle is properly disclosed and registered for the RAV warranty (Wholesaling of RAVs is not permitted.)

Dealers Cannot Retain Reacquired Vehicles for Business Use

Dealers are not permitted to retain RAV units for business use including, but not limited to, dealership shuttle, demos, rental, etc.

Wholesaling Of Reacquired Vehicles Is Not Permitted

Wholesaling RAVs purchased at Ford sponsored auctions limits Ford's ability to ensure compliance with individual state disclosure laws. Because of this, wholesaling of RAVs is not permitted.

Repair Program for Auction Purchased Reacquired Vehicles New!

Ford Motor Company feels confident that every reacquired vehicle has been inspected thoroughly to identify and repair the reason(s) for which it was reacquired, as well as, any other mechanical concerns present at the time it was in service at the authorized Reacquired Vehicle repair facility.

If a dealer should find that a reacquired vehicle that they have purchased has a defect(s) that has a repair cost of \$400 or more, they must notify Reacquired Vehicle Headquarters within 7 calendar days of the purchase to be considered for assistance by Ford Motor Company.

Expense reimbursement will be at the sole discretion of Ford Motor Company and will be limited to reasonable and documented expenses. Lost profit, commissions, floor plan expenses, transportation, etc. will not be considered.

Repurchase Program For Auction Purchased Reacquired Vehicles

To provide an alternative to wholesaling, an RAV "repurchase" program has been established. RAV repurchase requests must meet the following criteria:

- Vehicle must have been in dealer inventory and not sold for a minimum of 45 days, but no more than 90 days from the auction purchase date.
- Units in excess of 90 days in inventory will be the dealer's responsibility to retail.
- Vehicle condition must be equal to the condition at the time of original auction purchase.
- Vehicle mileage must be within 100 miles of the odometer reading at the time of original auction purchase.

Reimbursement for Repurchased Reacquired Vehicles Revised

Ford and Lincoln Mercury dealers may request repurchase of an RAV by completing and faxing an RAV Repurchase Request Form to RAV Headquarters. To obtain the form contact RAV Headquarters at (800-367-3050).

Reimbursement to the requesting dealer will be calculated using the following formula:

Subsequent Auction Selling Price Less: Auction Fee

Less: Transportation charges to the Ford sponsored auction

Equals: RAV Reimbursement Amount***

*** Total RAV Reimbursement to Dealer shall not exceed the original purchase price paid by the Dealer at the time if was purchased at auction (effective August 16, 2010).

Dealers will not be reimbursed for vehicle reconditioning or detailing charges incurred while in dealer inventory. RAVs repurchased under this program will be resold through Ford sponsored auctions. Failure to comply with RAV disclosure policies will subject dealers to the penalties outlined within the RAV Disclosure Agreement.

Reacquired Vehicle Repairs

Ford remanufactured parts must be used in all non-warranty Reacquired Vehicle (RAV) repairs; new parts may be used only when the Ford remanufactured parts are not available.

WARRANTY & POLICY MANUAL

SECTION 3 – WARRANTY COVERAGES REACQUIRED VEHICLES (RAV)

WARRANTY & POLICY MANUAL

SECTION 4 – FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

SECTION 4 - FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

SAFETY, EMISSIONS & COMPLIANCE RECALLS

Overview

A Recall is conducted to remedy a safety, compliance or emissions concern. When the Company notifies you of a recall for inspection and repair, the appropriate correction must be performed promptly to vehicles in dealer stock and to vehicles presented by customers for recall service.

NOTE: Federal law requires dealers to complete any outstanding safety, compliance and emissions recalls before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle as well as exposure to other legal liabilities. Correct all vehicles in your new vehicle inventory prior to delivery.

There are three different types of recalls that may appear on **OASIS**. The type can be easily determined by looking at the letter in the recall number:

- "S" Safety Recall (e.g., 08S03, 08S05)
- "E" Emissions Recall (e.g., 07E19, 07E20)
- "C" Compliance Programs are issued to address a regulatory compliance issue (e.g. 07C19).

Recalls remain open until repairs are completed and the claim paid. Vehicles are identified in OASIS until a claim is reimbursed against the recall number – do not code the claim as a warranty repair. If you do not submit the claim against the recall number using a recall type claim and entering the FSA # in the program code field, the vehicle will not be removed from OASIS and the customer may continue to receive recall reminder letters. In cases where the customer paid to have the repair performed before the recall announcement, or in the case of emergency repairs away from the servicing dealers, after the recall announcement, the customer may be eligible for both a refund and a repair based on the specific bulletin guidelines. Refer to "Customer/Dealer Refunds for Recalls" for additional information regarding Recall refunds.

Determining eligibility

Consult OASIS - If OASIS shows the vehicle is eligible, the claim for eligible repairs will be paid.

Recall Process

- Affected dealerships receive via FMCDealer.com:
 - A recall bulletin explaining details of the recall and repair instructions.
 - Information on direct shipment of parts, or parts ordering procedures.
 - Generally, a list of vehicles which require inspection and possible correction. Refer to Field Service Action (FSA) VIN list information in this Section.
- After dealer notification, the owners of recalled vehicles receive via first-class mail:
 - A personalized letter which explains the recall and asks the customer to return the vehicle to a Ford or Lincoln Mercury dealership for prompt correction, or directions to call a 1-800 phone number to arrange for parts shipment and a service appointment.
- It is the responsibility of the dealer to perform recalls promptly.

WARRANTY & POLICY MANUAL

SECTION 4 – FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

IMPORTANT: When a Ford vehicle is in the dealership's possession, for whatever reason, OASIS must be contacted to determine if there is an open recall. The customer is requested to present the recall letter to the dealer when requesting recall service, but recall service should not be denied because of a missing letter. Complete all recalls identified in OASIS as soon as possible, even when the customer's letter is missing.

- A dealer must verify recall eligibility through OASIS regardless of whether the customer presents a personalized letter.
- The dealer performs the service following the repair instructions contained in the particular recall bulletin.
- The dealer requests reimbursement for the completion of the recall through the ACES II claims payment system (refer to the Section 3 of the ACES II User Manual), including reimbursement for:
 - The recall repair.
 - Related damage. Refer to "<u>Related Damage Policy for Field Service Actions</u> (<u>FSA</u>)" in this section.
 - Refunds, only if specifically authorized in the program dealer bulletin and customer letter (Refer to "Customer/Dealer Refunds for Recall" in this section).
 - Special Customer Handling (If Authorized).
 - Towing, if required.
 - Access time (removing of non-Ford parts, add-on equipment, i.e. trailer hitches, etc.) in order to complete the recall.
 - Related mechanical damage to the vehicle. (Refer to "<u>Related Damage</u>" in this section.)

Customer/Dealer Refunds for Recalls

- Dealers may process customer refunds for repairs that have been subsequently covered by a recall. Please refer to the "Owner Refunds" paragraph in each recall bulletin for further details. The repair must have been performed on an emergency basis or prior to the date of the notification letter sent to the customer for the specific recall. To request a refund, the customer must provide an original paid receipt, which identifies the vehicle by VIN and the component affected by the recall. The customer does not have to currently own the vehicle to be eligible for a refund.
- Please note that under the requirements of the TREAD Act, manufacturers are required to provide customers with a method to request a refund directly from the manufacturer for certain recalls. This is an alternative to the preferred method of customers seeking a refund directly from a dealer for repairs that have been subsequently covered by a recall. This alternative method does not apply to any Customer Satisfaction Program. The alternative refund method is addressed in the "Owner Refunds" paragraph in the recall bulletin if applicable. The repair must have been performed on an emergency basis or prior to the date of the notification letter sent to the customer for the specific recall. Dealers are still encouraged to process refund requests for their customers by submitting a recall claim.
- Customers who prefer to seek recall reimbursement directly from Ford Motor Company should be directed to contact the Customer Relationship Center (CRC) to obtain a copy of the reimbursement plan.

Customer Relationship Center (CRC) at 800-392-3673

WARRANTY & POLICY MANUAL

SECTION 4 – FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

- The CRC will encourage customers to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Claiming a refund will not close a recall unless noted otherwise in the recall bulletin. The
 recall should still be performed based on the specific bulletin guidelines, even if the
 customer has paid for a previous repair.
- Dealers are also authorized to refund customer-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- Refer to Section 3 "<u>Emergency Repairs</u>" for guidelines on eligibility. Any refund for an emergency repair must be within the guidelines of the "Emergency Repairs" section.
- All recall repairs must still be performed, even if the customer has had a previous repair performed.

CUSTOMER SATISFACTION PROGRAMS (CSP)

Overview

There are five different types of Customer Satisfaction Programs that may appear on OASIS B, M, N, G and Special Service Instructions) and one type that ordinarily does not (L). The type can be easily determined by looking at the letter in the program number:

"B" Programs (e.g., 08B03, 08B07) – These programs request customers to return their vehicle without delay to receive a repair or update. In addition, dealers must repair new vehicles in stock prior to delivery. Vehicles affected by "B" programs are identified in OASIS until the program expires or until a claim is submitted for payment against the program number - do not code the claim as warranty. If you do not submit the claim against the program number, the vehicle will not be removed from OASIS until after the program has expired. In cases where the customer previously paid to have the repair performed, the customer may be eligible for both a refund and a repair as defined by the bulletin.

"M" Programs (e.g., 07M06, 07M08) – 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"). Vehicles affected by "M" programs are identified in OASIS until the program expires. Vehicles affected by "M" Programs are eligible for repeat repairs if the covered component or system fails again within the program coverage period. In cases where the customer previously paid to have the repair performed, the customer may be eligible for a refund. Submission of an "M" program claim will not remove the vehicle from OASIS because vehicles affected are eligible for subsequent repairs if the affected condition recurs during the program time and mileage period.

"N" Programs (e.g., 07N09, 08N01) are similar to "M" programs whereby they provide the customer additional coverage for a particular component or system. Repairs under an "N" program are to be made ONLY if the described condition in the customer letter occurs (i.e., "fix only if broken"). Vehicles affected by "N" programs are identified in OASIS. Unlike "M" programs, vehicles affected by "N" programs are eligible for ONLY one (1) repair if the covered component or system fails within the program coverage period. In cases where the customer previously paid to have the repair performed, the customer may be eligible for a refund. Submitting a refund claim will not close the program in OASIS. Submission of an "N" program repair or expiration of the program will remove the program from OASIS. Completed vehicles are not eligible for subsequent repairs.

WARRANTY & POLICY MANUAL

SECTION 4 – FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

"G" Programs (e.g., 03G01) – These programs are Optional Product Improvement Programs and are to be performed only if requested by the customer. Vehicles affected by "G" Programs are identified in OASIS until the program coverage term expires or until a customer requests the optional upgrade and a claim is submitted for payment against the program number. Do not code the claim as warranty. Please note that "G" Programs do not apply to dealer stock units.

"L" Programs (e.g., 07L03, 07L04) – These programs involve a label, literature or a printed material revision. The customer is mailed a new or revised label or literature. Customers may be requested to affix the new information in a specified location. In some programs the customer may choose to have their dealer affix the new information. Vehicles affected by "L" Programs are ordinarily NOT identified in OASIS. For "L" programs that are in OASIS vehicles are removed from OASIS when a claim is submitted for payment against the program number or eligibility expires.

Special Service Instructions (SSI) Special Service Instructions (SSIs) contain a "T" in the number (e.g. 04T03). SSIs differ from CSPs in that there is no customer notification. Vehicles affected by SSIs are identified in OASIS and coverage is limited to the warranty coverage period for the specific part or system addressed by the SSI. If a vehicle is in dealer stock or for service, and OASIS indicates it is eligible for a SSI and the applicable warranty is still in affect, the SSI should be completed and the customer must be informed of the service performed. Unlike other CSPs dealers must claim the repair on a **warranty** type claim instead of a recall type claim. Refer to the Claiming section of the SSI for additional information. SSIs performed on non-eligible vehicles will be subject to chargeback.

Determining eligibility

• "B" Programs

Consult OASIS – If OASIS shows the vehicle is eligible, the claim for eligible repairs will be paid.

• "M," "N" Programs

Consult OASIS – Vehicles affected by "M" and "N" programs are listed in OASIS. If OASIS shows the vehicle is eligible and the vehicle is within the program time & mileage limitations and exhibits the covered condition, the claim for eligible repairs will be paid.

• "G" Programs

Consult OASIS – If OASIS shows the vehicle is eligible and the customer has requested the optional product improvement, the claim for eligible repairs will be paid. Please note that dealer stock units are not eligible for "G" programs.

Special Service Instructions (SSI)

Consult OASIS – If OASIS shows the vehicle is eligible the claim for eligible repairs will be paid if the vehicle is within the specified warranty period.

NOTE: Warranty Start Date (WSD) Not Available - All CSP's

If you are unable to determine a vehicle's warranty start date (WSD) because the vehicle is older than 10 model years, contact the Special Service Support Center (SSSC). The SSSC will assist in determining if this information is available.



SECTION 4 – FIELD SERVICE ACTIONS (RECALLS & CUSTOMER SATISFACTION PROGRAMS)

Eligibility after Customer Satisfaction Program Expiration (CSP)

If a customer requests repairs under an expired program or for an affected vehicle no longer listed in OASIS, repairs may still be covered under warranty if the vehicle has remaining eligible vehicle warranty or service part warranty coverage.

A warranty claim should be submitted under the provisions of the Warranty and Policy Manual – do not submit claims on a recall type claim or use the Customer Satisfaction Program number.

Customer Satisfaction Program (CSP) Process

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

- Each customer receives a letter which:
 - Informs the customer about the component concern.
 - Explains the effective dates and/or the time and mileage limits of the program.
 - Presents the terms of coverage
 - Tells the customer when to take the vehicle to a dealership for inspection and, if needed, correction (i.e., "now", or "only if the condition exists").
- Before customers are notified, each dealership receives a "Dealer Bulletin" via FMCDealer.com which:
 - Identifies the condition and component involved.
 - Outlines inspection and repair procedures.
 - Provides parts ordering procedures.
 - Explains reimbursement terms.
 - Indicates if program is in OASIS. (If so, VIN must be verified for eligibility.)

Performing a Customer Satisfaction Program (CSP)

- Run OASIS and (if needed) check vehicle mileage/in-service time to make sure vehicle is eligible for the repair.
- Refer to the appropriate dealer bulletin.
- Make sure the vehicle is eligible for the repair.
- Repair the vehicle and/or give the customer a refund as appropriate. Whenever possible, the CSP service action should be performed first to prevent unnecessary diagnosis for a related customer symptom/concern.
- Submit claim electronically via ACES II to obtain reimbursement.
- Be sure to include the appropriate Customer Satisfaction Program code.
 - For assistance in preparing the claim refer to ACES II User Manual.

Customer/Dealer Refunds for Customer Satisfaction Programs (CSP)

When all or a portion of a repair covered by a Customer Satisfaction Program is performed prior to the release of the program, both the customer and the dealer are eligible for a refund (if refunds are specifically authorized in the program dealer bulletin and customer letter) when the:

- Customer and/or dealer has paid for all, or part of a prior repair, or the repair was done on an emergency basis.
- Customer and/or dealer has participated in an After-Warranty Assistance.
- Refund is requested within the time period stated in each program.

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To request a refund, the customer must provide an original paid receipt to the dealer, which identifies the vehicle by VIN and the component affected by the CSP. The customer does not have to currently own the vehicle to be eligible for a refund. The refund claim must be submitted separately from the CSP claim. Refunds will not remove the VIN from OASIS unless specified otherwise in the "Owner Refunds" paragraph of the bulletin. "B" and "N" programs will remain eligible for the CSP until the repair is completed and a CSP claim is submitted. For "M" programs the VIN will remain eligible until the vehicle's program coverage expires (i.e. the time or mileage limit has been exceeded).

NOTE: For claims processing of refunds on Customer Satisfaction Programs, refer to the ACES II Manual, Section 3 - "Refunds on Safety or Emission Recalls/Customer Satisfaction Programs".

- Dealers are authorized to refund customer-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Ford Motor Company does not offer an alternative method to refund customer-paid repairs covered by a Customer Satisfaction Program.
- Refer to the bulletin to determine if the CSP should still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close a CSP unless noted otherwise in the CSP bulletin.
- Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- A reimbursable emergency repair must have been required because the vehicle could not be driven or transported to the nearest Ford dealership. Repairs that can't be performed due to scheduling issues do not justify recall repairs being performed outside of a Ford or Lincoln Mercury dealership.

General Information (Field Service Actions – applies to Recalls and Customer Satisfaction Programs)

Towing and Rental Vehicle Policy for Field Service Actions (FSA)

- If towing is required for a warranty repair beyond the bumper-to-bumper warranty period (i.e., Diesel Engine Warranty repair or as part of a Recall or Customer Satisfaction Program), reimbursement may be claimed through the DWE/ACES II system. On the same repair line that contains the program repair enter "TOW" in the "Misc. Area" of the claim, enter a full explanation of the service call in the "Technician Comments" section of the claim, and enter the tow invoice number in the invoice field of the claim. See the ACES II User Manual Section 3 for complete details.
- If a rental vehicle is specifically allowed for a Recall or Customer Satisfaction Program, reimbursement may be claimed through the DWE/ACES II system. Refer to the Recall or Customer Satisfaction Program bulletin for details. Enter the miscellaneous expense code "RENTAL" on the Recall or Customer Satisfaction Program claim. See the ACES II User Manual Section 3 for complete details.
- If rental vehicle coverage is not specifically noted in the Recall or Customer Satisfaction Program bulletin, but the vehicle is expected to require more than a reasonable time for

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repair as a direct result of the component or issue covered by the bulletin, the claim must be submitted as related damage on a separate repair line. Refer to the "Related Damage" section of the bulletin for specific information as prior approval may be required. Enter the miscellaneous expense code "RENTAL" on the related damage claim. See the ACES II User Manual Section 3 for complete details. Please contact the SSSC prior to making a commitment for a rental vehicle if the "Related Damage" section of the bulletin states that prior approval is required.

Related Damage Policy for Field Service Actions (FSA):

- FSA's are generally issued to proactively inspect and, if necessary, repair or replace components to prevent component failure or improve component performance. Preventing component failure, and any associated related failure or damage, is a result of the prompt and proper completion of the FSA. Since Field Service Actions (FSAs Recalls and CSPs) are issued to remedy concerns on affected vehicles, it is the customer's responsibility to present an affected vehicle for the FSA repairs in a reasonable amount of time.
- Related damage may not be reimbursable if the customer did not have the FSA repairs completed in
 a reasonable amount of time. (For additional exceptions, refer to Section 3 "Non-Reimbursable
 Conditions" of this manual.) In most cases, the Special Service Support Center (SSSC) must be
 contacted prior to any additional repairs being performed unless otherwise specified in the FSA Bulletin.
 - Related damage is considered to be any mechanical damage to the vehicle that is a direct result of a failure of the component or issue covered by the FSA bulletin but is not specifically noted by the bulletin as a covered repair. This does not include any property damage. All related damage should be claimed on a repair line that is separate from the Recall or Customer Satisfaction Program or as defined by the specific FSA bulletin.
 - Related mechanical damage repairs MUST be completed and claimed at the same time the Recall or CSP is completed. Repairs claimed on a different visit will not be accepted for payment by ACES II unless specifically authorized by the Special Service Support Center (SSSC).
 - If additional "Access time" is required to remove non-Ford parts or add-on equipment such as trailer hitches or PTO driven components, labor may be claimed as "Actual Time". Typically this labor will require prior approval from the Special Service Support Center (SSSC) to support the claim. All approved "Access Time" must be supported by the actual time punched on the repair order. Any "Access Time" granted will be on the basis that the removal of the add-on equipment is required to complete the FSA repair. Access time will typically be claimed as related damage unless specified otherwise in the FSA bulletin.
 - Dealership Responsibility: Dealers are responsible for following the Field Service
 Action Process outlined in this section, and for performing applicable FSAs promptly on
 all affected in-stock and sold units. If additional damage results from the dealership not
 performing the specified FSA instruction in the proper and/or timely manner the additional
 damage may not be covered by Ford.

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Customer Responsibility: For FSAs that require customers to schedule a service
appointment at the dealership, Ford Motor Company makes every effort to contact these
customers in a timely manner, advise them of the reason for the FSA along with the
potential risks in not having it performed, and ask that they schedule an appointment
"without delay." In cases where the customer does not promptly present their vehicle for
the FSA repairs, the Company reserves the right to deny coverage for any consequential
damage caused by such delay.

Special Service Support Center (SSSC) 1-800-325-5621

Property Damage and Field Service Actions

If property damage has occurred as a result of the failure of an FSA listed component, **do not begin no-charge repairs until authorized by the company** (refer to Section 3 – "Non-Reimbursable Conditions" and the "Accident or Fire" Claim Coverage in this manual). If the event could have contributed to personal injury or a claim of property damage, contact the Office of the General Counsel (OGC) at FMCDealer/Parts & Service/Customer Satisfaction/Request for Consumer Affairs Review. (If the claim involves a fleet vehicle, call the Fleet Service Hotline at 1-800-343-5338.)

Branded Title Vehicle Coverage

Vehicles that are labeled or branded as "dismantled", "fire", "flood", "junk", "rebuilt", "reconstructed", or "salvaged" are eligible for all Field Service Actions unless the FSA bulletin specifically renders these vehicles ineligible for the repair.

Repair Submission

FSA repairs must be claimed within the current submission time limits (or the time period allowed by state law, if longer than the current limits based upon the date of repair). Refer to "Repair Submission Requirements" in Section 5 of this manual.

Field Service Action (FSA) VIN Lists

FSA affected vehicle VIN Lists are available on FMCDealer.com; this list can also be accessed directly at https://web.fsavinlists.dealerconnection.com/. These lists provide dealers with the ability to view all vehicles that are in a dealer's inventory or that have been assigned to a dealer that require the completion of a Field Service Action (FSA). Dealers are encouraged to use these VIN lists to aid in completing the closure of FSAs.

NOTE: Your FSA VIN List may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than in connection with recalls is a violation of law in several states/provinces/ countries. Accordingly, limit the use of this listing to the follow-up necessary to complete recall actions. Important sections of the FSA VIN List website include:

- VIN Lists View a summary of open FSA's, view customer contact information for a particular FSA or download the information in CSV or Excel file formats.
- Contacts Submit a question or comment about the website.
- FAQ View common questions other users have about the website.

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Please Note: Prior to performing an FSA program repair on any vehicle, you must check OASIS to verify that FSA is still open on that vehicle. For assistance with the FSA VIN Lists, refer to the contact link within the FSA VIN List website.

Special Circumstances

• For vehicles in stock (new or used) or in dealer service (demonstrator, rental, shuttle vehicle, etc.) repair the vehicle following the published recall specific procedures.

NOTE: Federal law requires dealers to complete any outstanding safety, compliance and emissions recalls before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle as well as exposure to other legal liabilities. Correct all vehicles in your new vehicle inventory prior to delivery.

- When the dealership receives the recall notice, but the vehicle has recently been delivered. The dealership must request by phone or mail that the new owner return to the dealership for recall service as directed in the Recall bulletin.
- When the vehicle has been traded to another dealership the transferring dealership must notify the receiving dealership of the required recall service.

Special Customer Handling

For certain Recalls and Customer Satisfaction Programs, additional compensation is provided to allow dealers to provide personalized customer satisfaction services (such as pick-up/delivery, wash/vacuum, etc...).

- Recall/CSP dealer bulletins will indicate if Special Customer Handling is authorized, and if so, which specific features are authorized and claiming instructions.
- Special Customer Handling is not announced in the customer letter.
- When authorized, Special Customer Handling applies only to vehicles which have been delivered to customers.

Reopening a Field Service Action (FSA)

To request that a Field Service Action on a specific vehicle be reopened, contact the Special Service Support Center (SSSC). Please provide the VIN, Recall number, P & A code and reasoning. If the FSA was closed due to a claim submitted in-error, that claim must be debited prior to contacting the SSSC.

Special Service Support Center (SSSC) 1-800-325-5621



DEALER SELF-APPROVAL GUIDELINES

Ford Motor Company provides dealerships the authority to administer self-approval privileges for the following repair situations:

- Actual time
- NPF No Problem Found
- Repeat Repairs use self approval code DDDR3
- Leaking/cracked Batteries (or conditions where the battery tester cannot provide an approval code) – use self approval code DDDR4
- Remanufactured assembly not available (new assembly used) use self approval code DDDR4
- Tire Brand Change use only when original tire brand is no longer available from the original tire manufacturer. (no approval code required)
- R&R Part from In-stock unit (no approval code required)
- Refer to Section 5 "Repair Submission Requirements" for unique self-approval codes to submit repairs beyond the submission time limits.

Benefits:

These privileges benefit both the dealer and Ford Motor Company by helping to:

- Improve customer satisfaction by providing the dealership the tools necessary to fix the vehicle right the first time.
- Reduce shop comebacks.
- Improve evaluation of standard labor operations through more accurate reporting.
- Reduce administrative workload and accelerate payment of warranty claims.

NOTE: Specific claiming procedures for each of the dealer self-approval privileges are provided in the ACES II User Manual.

Actual Time Usage Guidelines:

An actual time labor operation is used only when:

- There is no published labor operation in the Ford Service Labor Time Standards.
- In highly unusual repair situations when actual time is required to complete the repair (e.g. repairing broken bolts, nuts, or fasteners that require the use of a torch, drilling, or tapping).

The actual time labor operations are:

- "B" body repair time
- "MT" Labor operation not published, a published labor operation requires additional time due to unusual circumstances, or abnormal diagnosis time.
- "NPF" No Problem Found repair initiative
 When "MT" is claimed you must include either a labor operation or base part number along with "MT" for the applicable repair.
- Claiming "MT" actual time without a labor operation or base part number will result in your claim being returned for correction. The actual time claiming procedure for body repairs ("B" time) and no problem found ("NPF") has not been changed.
- For actual time requests of two hours or more you are required to enter an explanation in the comments section of ACES II when the claim is submitted for payment.

MT Using a Base Part Number

- When no labor operation exists for the part that was replaced/repaired, or when abnormal diagnosis time is required, you must include the base part number of the part that was repaired/replaced along with "MT."
 - For Example: You repair a loose defroster control cable (base part number 18548) and no scheduled labor operation is available. Claim actual time as "MT18548".

MT Using a Labor Operation

- When a scheduled labor operation is available, but additional time is required to perform
 the repair due to unusual circumstances, or when you are performing a repair for which
 there is a scheduled labor operation but there is no time published for the vehicle you are
 working on, you must include the labor operation with "MT".
 - Example: Labor operation 6051A1 for valve grinding does not have a published time for a 2006 F150 (4X2) with a 5.4L engine. Claim actual time as "MT6051A1".
 Dealers are authorized to self-approve actual time and no approval code is required.

Service Management Responsibilities:

- All actual time repairs must be properly time recorded.
- Actual time is only for repairs that are the responsibility of Ford Motor Company.
- The actual time claimed for a repair must not be included in another labor operation (i.e. overlapping operation).
- Technicians must explain on the hard copy why actual time was required.
- The reason actual time was required must be entered in the comments area of the claim (less than 2.0 hours of actual time does not require explanation).
- All applicable Ford Service Labor Time Standards Manuals must be used in claims preparation.

NOTE: Actual time may not be claimed for time spent calling the technical service hotline, checking OASIS, or obtaining prior approvals.

IMPORTANT: Non-compliance with the above requirements or abuse of this authority may result in up to a 90-day conditional approval period or program cancellation. In the event of cancellation, at least 90 days must elapse before a dealer can be reconsidered for use of the self-approval privilege.

No Problem Found (NPF) Usage Guidelines:

The No Problem Found (NPF) repair initiative compensates dealers for abnormal diagnosis time when no problem is found with the vehicle. It was created to reduce situations in which customers are dissatisfied because their vehicle was not diagnosed correctly the first time. Using the "NPF" actual time labor operation is limited to:

- A maximum of 1.5 hours per repair.
- diagnosing hard-to-find customer identified product concerns only.

The "NPF" actual time labor operation may NOT be claimed for any of the following circumstances:

- in instances where insufficient concern detail is provided during service write up (e.g., frequency of occurrence, special conditions, etc.)
- for identifying product features or characteristics (this is service management's responsibility).
- whenever parts are replaced as a result of diagnosing the customer's concern.
- when non intermittent concerns are not verified by service management during write up.
- for vehicle inspections when the customer has not identified a specific product complaint (i.e., add-on repairs).
- for diagnosis of dealer-owned vehicles, such as stock units, used cars and dealership daily rental units.
- for use with any EEC diagnosis related concerns.
- ESP repairs are NOT eligible for NPF labor.
- for driveability concerns.
- when a cause has been identified and the part is not available to complete the repair.

NOTE: Diagnostic time claimed in which a repair has been initiated and is not properly claimed using "NPF" as the causal part will be subject to chargeback.

NPF Benefits:

NPF benefits the dealer by allowing technicians to service the customer's vehicle with only problem solving in mind. 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 for NPF Repairs:

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 other service recommendations supplied by Ford (OASIS, ARNs, 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, ARNs, Technical Service Bulletins (TSBs), National Technical Hotline, etc.).
- The importance of "fixing it right the first time."

Repeat Repair Self-approval 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 Parts & Service Zone Manager or Select Dealer Market Zone Manager approval when these unusual situations are encountered.
- Providing the Company with valuable repair information on a timely basis.

Service Management Responsibilities for Repeat Repairs:

Service Management must review each repair to be submitted or resubmitted, enter a five character approval code in the Approval Code box on the claim and initial the service (hard) copy of the claim form. The approval codes for repeat repairs and mileage inconsistencies and their definitions are:

- DDDR1 Service Part Concern
- DDDR2 New Technical Data Available
- DDDR3 Different Causal Part Failure
- DDDR4 Other See the repair description area of the claim
- DDDME Odometer or Repair Date Discrepancy with another paid repair. Can only be used for the following mileage inconsistency return codes: P040, P041, P042, P043, P044, and P045. Refer to the ACES II User Manual (Chapter 8 – "Odometer/Repair date correction procedure") for further instructions.
- When appropriate, dealers are authorized to self approve ACESII returned repairs with repeat repair return codes P010 to P015.

NOTE: 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 Parts & Service Zone Manager.



CUSTOMER LOYALTY PROGRAM (CLP)

The Customer Loyalty Program (CLP) is designed to provide Dealers with authority and accountability in the decision making process to help drive customer loyalty for repair assistance beyond any applicable warranty or ESP coverage.

CLP authority is provided in an effort to:

- Increase empowerment at the Dealer level so you can make timely and knowledgeable decisions
- Increase the likelihood that funds are spent to increase owner loyalty
- Better align company resources to focus on customers loyal to Ford, Lincoln or Mercury brands.

Dealer decisions to provide assistance under the CLP program should be made quickly and proactively, rather than as a reaction to the customer. For additional information to assist you in deciding whether or not to provide assistance, refer to the Customer Handling Roadmap guidelines posted on FMCDealer.com under the Parts & Service Tab / Customer Satisfaction.

Customer Loyalty Program Time/Mileage Guidelines

6 years / 100,000 miles (Ford / Mercury)

7 years / 100,000 miles (Lincoln)

6 years / 150,000 miles (Ford Diesel Engines, Ford GT, LCF & F650/750)

Customer Loyalty Program (CLP) Authority Limits

As a result of increased Dealer self approval authority limits, effective with repairs dated April 1, 2009 Dealership personnel are no longer required to contact the CRC if a claim falls within the eligible Dealer's CLP guidelines detailed below. These claims need to either be approved or denied at the Dealership level and not escalated to the Customer Relationship Center. The primary role of the CRC is to uphold the Dealer's documented CuDL decision.

Program Approval			All Dealers -	Misc. Expense Codes	
Code	code type	Vehicle Claim Total		REFUND & CONSEQUENTIAL	RENTAL
	Dealer Authorized				
P18	No Code Required	Car & Lt Truck	\$10,000	\$7,500	\$2,500
P18	No Code Required	Ford Diesel Engines, Ford GT, LCF & F650/750	\$15,000	\$12,500	\$5,000

Dealer Authorized CLP Claim Eligibility

Eligible

- Warranty-type repairs only
- If a repair is still eligible for any warranty coverage, including Ford ESP coverage, do not submit repair under CLP.
- Authorized Exceptions
- Maintenance items
- Refunds (i.e., deductibles)
- Consequential Expense (i.e., hotel bills)
- Rental
- Retail, Small business or Commercial use vehicles

NOTE: All CLP transactions are subject to Warranty and Policy guidelines as well as corporate audit and review procedures

Ineligible

- Any vehicle with a non-Ford Service Contract, Maintenance Contract, Used Vehicle Limited Warranty, or similar coverage, is ineligible for any and all Dealer Customer Loyalty Program adjustments.
- Vehicles with branded titles or warranty coverage restrictions (as noted in OASIS)
 when the failed part is within the area of cancellation
- Non Ford/Lincoln & Mercury vehicles
- Any Dealer owned vehicles (including used vehicles in Dealer stock (Ford or non-Ford)
- Repeat repairs
- Claims/repairs that have been previously submitted for payment under warranty or ESP and were returned unpaid or adjusted
- Claims/repairs related to accidents, fires, or road hazards
- Dealer administration issues (late claim submissions, failure to obtain prior approval, etc.)

CLP DEALER/CUSTOMER PARTICIPATION

It is encouraged to have dealers/customers participate in the repair cost. Increased dealer/customer participation will assist in extending dealer budgets resulting in satisfying a broader range of customers.

Claiming Guidelines

Refer to the ACESII Manual for specific claiming instructions for CLP repairs.



Dealer CLP Budget & Reports

Dealership budget amounts are available via the Global Warranty Measurement System (GWMS) website available in FMCDealer/Parts & Service Tab/Warranty Administration & Warranty Parts Return/Warranty Trend and Customer Loyalty Program

Budget Allocation

Dealership CLP budget allocations will be provided on a Quarterly basis with the following exception:

 Dealers with a budget amount of \$2000 or less will receive their budget once at the beginning of the program year as an annual allocation.

End of Quarter/Annual Balance

In the event that your dealership has unexpended CLP budget at the end of the quarter or year:

- Dealers will be reimbursed 33% of their unused balance
 - Example: Dealer quarterly budget is \$3,000 and spends \$2,000, Dealer will receive \$333 (33% of \$1,000 budget balance)
- Dealer Parts Statements will be credited with the appropriate funds approximately 75 days after quarter/annual close.

Budget Overrun

CLP BUDGET OVER RUN CLAIM SUBMISSION – 33%

If a Dealer has utilized 100% of their allocated budget, they can submit up to 2 incremental claims during the budget period. The incremental claims paid at 33% are calculated *after* customer and/or Dealer participation is deducted from the original claim total.

Example:

Total amount of the claim	
Customer participation	
Dealer participation	
Ford amount:	

Note: The 33% will be deducted from the Ford amount

33% of the claim that will be paid by Ford (\$400 x 33%)	
Dealer Responsible for:	
Dealer participation	\$100
Remaining amount of claim (\$400 - \$132)	
TOTAL Dealership	

Before submitting a CLP claim, please make sure you verify the repair is not covered under a Ford warranty or covered program (i.e. ESP, emissions, powertrain, and diesel engine warranty).

CLP Reports

CLP budget reporting for Dealers can be accessed through the Global Warranty Measurement System (GWMS) available in FMCDealer / Parts & Service tab / Warranty Administration & Warranty Parts Return / Warranty Trend and Customer Loyalty Program Reports. This site will be updated daily as claims are paid. The following information will be reported:

- Quarterly/Annual budget
 - o Budget spend to date and remaining budget balance
- Claims detail (e.g., VIN, RO number and repair detail)

Customer Data Link (CuDL) System Documentation

Dealerships are required to timely and accurately open and/or update CuDL for all CLP offers including denials. As a part of this requirement, Dealers should document all CLP offers and denials on the same business day the decision was made and include the CuDL case number in the comments section of the claim.

CLP Repair Submission Time Limit

• CLP repairs must be submitted within 30 days from the repair order date for payment.

Note: There are NO exceptions for CLP claims submitted beyond the 30 days. CLP claims are not eligible for On-line or web-based appeal submission.



SECTION 4 – CUSTOMER LOYALTY PROGRAM (CLP)

CUSTOMER LOYALTY PROGRAM - Super Duty/E-Series

This new program supplements the existing Customer Loyalty Program and is designed to enhance the current program by providing an integrated customer and warranty handling process for our Super Duty and E-Series owners.

Program Guidelines

- Super Duty F-250-550, E-Series E-250-450, including strip chassis and cutaway
- Financial assistance is limited to vehicles whose new vehicle limited warranty has expired and have less than 6 years / 150,000 miles
- Claims with repair order dates on or after April 1, 2009
- Since the vehicle is beyond warranty, it is appropriate to have dealers/customers participate in the repair cost

Eligible requests:

- Warranty-type repairs only
 - o If a repair is eligible for any warranty coverage, including Ford ESP coverage, do not submit a repair request under the Super Duty/E-Series Customer Handling Program.
- Authorized Exceptions
 - o Maintenance items
 - o Refunds
 - o Consequential Expense i.e., deductibles
 - o Rental
- Program code "P32" is to be used only for only retail and small business customers.
 Small business customers are defined as purchasing 1-10 vehicles for business use and do not have a Fleet Identification Number (FIN) code.

NOTE: All Super Duty/E-Series Customer Handling Program transactions are subject to Warranty and Policy guidelines as well as corporate audit and review procedures.

Ineligible requests:

- Any vehicle with a non-Ford Service Contract, Maintenance Contract, Used Vehicle Limited Warranty, or similar coverage, is ineligible for any Customer Loyalty Program adjustments.
- Vehicles with branded titles or warranty coverage restrictions (as noted in OASIS) when the failed part is within the area of cancellation
- Any Dealer owned vehicles (including used vehicles in Dealer stock)
- Claims/repairs that have been previously submitted for payment under warranty or ESP and were returned unpaid or adjusted
- Claims/repairs related to accidents, fires, or road hazards
- Dealer administration issues (late claim submissions, failure to obtain prior approval, etc.)

SECTION 4 - CUSTOMER LOYALTY PROGRAM (CLP)

Super Duty/E-Series Program Web Form

Effective April 1, 2009, Dealers can request financial and/or technical assistance for Super Duty/E-Series customers using the web form located on the PTS website.

- Dealer will submit request for assistance via the web form, which can be accessed by running OASIS (using the correct symptom code) on the PTS web site. The link to the form will be near the Prior Approval link on the OASIS screen. The link can be accessed via FMCDealer.com/Parts & Service role/Technical Tools/PTS/OASIS.
- Dealers should complete all required fields for web form review. Required fields are identified on the web form. Dealers cannot submit request without completing all required fields.
- The request for assistance will be reviewed by a dedicated Super Duty-E-Series Dealer Care specialist. If appropriate, the specialist may engage the Technical team for support or repair clarification. All requests will receive a response within 1 business hour of web form submission/update.
- The dealer will be notified via web form if the request is approved, denied or requires additional information.
- Once financial assistance has been approved and final repairs have been completed,
 Dealer will update the existing web form with repair order date, line number, and claim total
- A five digit approval code starting with a "4" will be provided via the same web form.
- Dealers will also receive a "03" CuDL case or case update when new information is added to the web form. These cases will be closed automatically by the Super Duty/ E-Series Dealer Care specialist.
- If a Dealer would like to speak to a specialist, they should indicate this request in the completed web form. The response time guidelines remain the same as stated above.
- Requests will be reviewed Monday-Friday: 8:30am-8:00pm EST. (Web forms submitted outside of normal operation hours will be reviewed the next business day)

CLP Super Duty / E-Series Claiming Information

- Repair orders dated on or after April 1, 2009 are eligible for review under this program.
- Approved requests will require the following:
 - "P32" program code for Super Duty/E-Series CLP Ford authorized claims. There is no change to the current Fleet/commercial program.
 - Approval code beginning with the digit "4" must be submitted with the claim
 - All repairs must be quoted and claimed at warranty labor rates and times
 - Dealers have 30 days from the repair date of the claim to submit for payment.
 - o There are NO exceptions or appeals beyond the 30 day timeframe.



SECTION 5 - REIMBURSEMENT POLICIES - LABOR

SECTION 5 - REIMBURSEMENT POLICIES

LABOR REIMBURSEMENT POLICIES

Access Time

Actual time taken to remove a Ford or non-Ford part (including body conversions such as motor homes) in order to perform a warranty repair — reimbursable.

When a vehicle has been sublet to an outside shop and a Ford or non-Ford part must be removed to perform a warranty repair, the following steps must be followed:

- When possible, the dealership should remove the component and clock the time to be added to the repair as actual time.
- If dealership removal of the component is not possible, the outside shop must provide detailed comments regarding the time required to remove the Ford or non-Ford part. The outside shop must list actual time separately and payment is based on actual cost if the cost is reasonable.

Actual Time Usage Requirements

An actual time labor operation is used only when there is no published labor operation in the Ford Service Labor Time Standards or for highly unusual repair situations when additional time is required to complete the repair. A full description of the need for the actual time operation must be listed on the form and the request must be reasonable. Actual time labor operations to be used are as follows:

- "B" for body repair time.
- "MT" for labor operation not published, or a published labor operation requires additional time due to unusual circumstances, or for abnormal diagnosis time.
- "NPF" for no problem found.

Dealerships that have dealer self-approval privileges are authorized to self-approve actual time. The benefits resulting from the self-approval of actual time are:

- Improved quality repairs.
- Improved customer satisfaction because more vehicles are fixed right the first time.
- Reduced shop comebacks by providing more flexibility to use actual time.
- Reduced administrative workload.
- Faster payment of warranty claims.
- Improved standard labor operations through better reporting.
- Provide the flexibility for the dealer to take the time needed to fix vehicles right on the first repair visit.

Continued

SECTION 5 – REIMBURSEMENT POLICIES - LABOR

Actual time Usage Requirements (continued)

The requirements listed below apply to the self-approval of actual time.

NOTE: Many of these same requirements also apply to the normal administration of warranty and must be followed even if you do not have self-approval of actual time.

- All actual time repairs must be properly time recorded (refer to Section 1 – "<u>Time Recording</u>").
- Technicians must provide detailed comments on the hard copy explaining why actual time was required.
- Actual time repair codes B, MT, and NPF must be entered on the claim (Refer to the ACES II User Manual).
- All applicable Ford Service Labor Time Standards must be used in claims preparation.
- Actual time may not be claimed for time spent calling the Technical Hotline, for checking OASIS, or for obtaining prior approvals.

IMPORTANT: Non-compliance with the above requirements or abuse of this authority may result in up to a 90-day conditional approval period or program cancellation. In the event of cancellation, at least 90 days must elapse before a Dealer can be reconsidered for the Dealer Self-Approval of Actual Time.

Administrative Allowance

Certain repairs may provide an administrative time allowance. The administrative allowance may be claimed as noted below:

- Sublet Repairs on competitive make vehicles covered under Extended Service Contracts (0.5 hr admin. time).
- Tire warranty repairs dealers not enrolled in the Ford Tire Program may claim .2 hr. admin. time for tire replacements they have performed at Ford Tire Program dealerships or original equipment tire manufacturer authorized retailers.

"DIAG" Usage Requirements

DIAG is a causal part number used for claiming technician time for diagnostics when no repair is performed and the customer's <u>driveability</u> related concern cannot be verified. In instances where a customer concern is not driveability related and the concern cannot be verified, the no problem found (NPF) operation may be claimed (Refer to Section 4 - <u>NPF Usage Guideline</u>s). The following DIAG claiming requirements apply:

- DIAG reimbursement is limited to 1.5 hours per repair.
- DIAG can only be claimed when diagnosing driveability concerns where no cause has been identified.
- Prior to claiming DIAG, an OASIS Symptom Code inquiry must be done to access all service recommendations.
- When claiming DIAG, all valid diagnostic trouble codes (DTC's) must be entered with the DIAG repair.

Continued

SECTION 5 – REIMBURSEMENT POLICIES - LABOR

"DIAG" Usage Requirements (continued)	 DIAG Must Not be Claimed: As an ESP claim (not reimbursable). When a cause has been identified and the part is not available to complete the repair. Standard labor operations for diagnosis time should be claimed when the repair is completed. For vehicle inspections when the customer has not identified a specific driveability complaint (e.g., Add-On Repairs). On dealer-owned vehicles such as new inventory, unsold used vehicles, and dealer daily rental units unless some driveability symptom was reported by a customer. If the customer's complaint is exclusively for poor fuel economy. To reprogram the POWERTRAIN CONTROL MODULE (claim as indicated via technical service bulletins). DIAG Service Management Responsibilities Assign the appropriate technician based on ability and training. Attach the listing of Special Service Messages, ARNs and suggested TSBs 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. NOTE: Diagnostic time claimed in which a repair has been initiated and is not properly claimed using "DIAG" as the causal part will be subject
Diagnosis Time	Normal diagnosis time is not reimbursable. - Included Time — An allowance for basic diagnosis requiring only limited time and equipment, as called out by the shop manual is included in each labor time standard to cover diagnostic tasks. It is not reimbursable separately unless specified in the Ford Service Labor Time Standards. - Obvious Repairs — Repairs which are easily determined by the senses (sight, touch, smell, hearing). Service management is responsible for: o identifying these repairs road testing if necessary sisuing repair instructions to technicians - Non-warrantable Repairs — When diagnosis determines that a repair is non-warrantable, (i.e., damage resulting from modifications, customer abuse, etc.) the related diagnosis is not covered under warranty regardless of whether Company personnel are involved with the repair or not.
Continued	<u>Diagnostic Labor Operations</u> — Specific labor operations listed in the Ford Service Labor Time Standards are reimbursable.

SECTION 5 – REIMBURSEMENT POLICIES - LABOR

Diagnosis Time (cont.)	Abnormal Diagnosis Time is reimbursable ("MT" time) Reimbursement is allowed for diagnostic time spent beyond normal diagnosis or where diagnosis time is not covered in the labor standards. An explanation of why the abnormal diagnosis time ("MT" time) was necessary must be entered in the repair description section of the claim and submitted to Ford. Labor to take an assembly apart and put it back together again is reimbursable when it's necessary to determine whether the assembly can or cannot be repaired. Refer to Section 3 — "Replacement or Repair" Policy.
	Non-reimbursable labor operations:
Labor-Only Operations	 Inspections, adjustments, alignments, and clean-up included in predelivery. Installing loose items placed in the vehicle at the assembly plant unless otherwise stated in Company publications (Refer to the Predelivery Service Record checksheet). Adding oils, lubricants, and other fluids (except refrigerant). Inflating tires. Touching up paint chips, scratches, or minor blemishes. Reimbursable labor operations:
	All other labor-only operations are reimbursable unless stated
	otherwise in this Manual or other Company publications.
Labor Performed at Other Than Authorized Dealerships	 Reimbursable when: The dealer sublets work to an outside specialty shop. Performed on an emergency basis and Ford and Lincoln Mercury dealerships are closed. Also refer to <u>Sublet Repair</u> in this section.
Labor Reimbursement	Labor reimbursement is normally based on standard hours shown in the Ford Service Labor Time Standards Manual multiplied by the dealer's approved warranty labor rate in effect on the date of repair.
Labor Rate Policy	It is the Company's policy to reimburse dealers for warranty repairs at an hourly rate that is fair, reasonable, and competitive. This policy is administered through one of the available labor rate request options. LimoCare, Electric, and Compressed Natural Gas (CNG) certified dealerships, as well as those who service a minimum of 12 motor homes annually, are eligible to receive a secondary P&A code and labor rate for qualifying repairs. The following guidelines apply: LimoCare -The labor rate for Limousine repairs is established using the dealer's current labor rate. The Retail Labor Rate Option Process may be used to increase the labor rate provided the retail rate is fair, reasonable, and competitive. Only Warranty and Extended Service Plan (ESP) repairs performed on approved Limousines/Hearses vehicles as identified in OASIS. Refer to Section 3 — "Limousines" for a definition of approved conversions.

SECTION 5 – REIMBURSEMENT POLICIES - LABOR

Labor Rate Policy (continued)

Electric – The labor rate for Electric Vehicle repairs is set at a rate 15% higher than the dealer's warranty labor rate. Only warranty repairs on Electric Rangers with engine code 1 or 7 (VIN position 8) are eligible for reimbursement at the higher labor rate.

CNG – The labor rate for CNG repairs is set at a rate 15% higher than the dealer's warranty labor rate. Only repairs to the following vehicles are eligible for reimbursement at the higher labor rate:

Vehicle Line	System/Fuel	Engine	VIN CODE (pos.8)
Contour	Bi-fuel NGV	2.0L GFP I-4	Z
Cr. Vic	Ded. NGV	4.6L V-8	9
E/F Series	Bi-fuel NGV	5.4L V-8	Z
E/F Series	Ded. NGV	5.4L V-8	M

Motor homes – The labor rate for Motor home repairs will initially be set at the dealer's standard warranty labor rate. The Retail Labor Rate Option Process may be used to increase the labor rate provided the retail rate is fair, reasonable, and competitive. Only Warranty and Extended Service Plan (ESP) repairs performed on motor homes with body style E30, E35, E3F, E40, E45, E4F and F53 may be submitted under the secondary P&A code.

Labor Rate Request Options

Index Rate Option

The Index Rate Option is a three-year program that automatically increases a dealer's warranty labor rate each year, based on the change in the national Consumer Price Index (CPI), plus an adjustment factor. Once enrolled in this program, the hourly warranty labor rate is no longer dependent on the dealer's retail labor rate.

- A dealer enters the program by returning a signed enrollment form to the FCSD Regional Office during the enrollment period (each April). Enrollment forms will be provided each April to dealers.
- The dealer will receive increases each June 1, based on the change in CPI plus the adjustment factor, while enrolled in the program.
- The adjustment factor is the relationship between the most recent 10-year rolling average of dealership service costs (as reported in Dealer Financial Statements) and the Consumer Price Index.
- For additional information, contact your FCSD Regional Office Representative.

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.

SECTION 5 - REIMBURSEMENT POLICIES - LABOR

Labor	Rate
Reque	est
Option	าร
(continu	ıed)

NOTE: To ascertain labor rate pricing for competitive dealers in the dealer's area of service responsibility, Ford is NOT recommending that dealers discuss pricing practices with competitive dealers. Rather, providing evidence of competitive retail labor rate pricing practice should be limited to publicly available information (e.g., posted retail labor rates).

- A consistent retail service pricing practice that demonstrates a retail service labor rate at least equal to the requested warranty labor rate.
- To assist in preparing a retail repair order analysis, a consistent practice of listing on the office copy the number of actual, or standard, hours and tenths of hours being charged for each repair order shown on a repair order. Listing of the hours on the customer copy of the repair orders is optional, unless required by state or local law or regulation.
- A reasonable relationship between warranty and policy labor sales and total shop labor sales.

NOTE: Once approved, an increase in the dealer's warranty rate is effective on a going-forward basis only.

Standard Form (Long Form) Option

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 Parts & Service Zone Manager.

Overlapping/ Duplicate Labor

Overlapping labor is not reimbursable. Overlapping labor is that in which two operations include duplicate repair steps. The overlapping labor amount must be deducted from the second operation; the remaining labor amount of the second operation must be claimed as actual time.

RECAL / RECALEM Usage Requirements

RECAL (Recalibration) and RECALEM (Recalibration-Emissions) are causal part numbers used for claiming technician time for reprogramming a powertrain control module (PCM). RECAL and RECALEM have replaced 12A650 as the causal part for claims where the fix is reprogramming. For situations where the PCM cannot be reprogrammed, follow Powertrain Control Emissions Diagnosis Manual diagnostic procedures and warranty claiming instructions.

RECAL or RECALEM claiming is reimbursable:

- When performing an authorized reprogramming of a PCM.
- Using RECAL for non-emission-related driveability concerns.
- Using RECALEM for emissions-related concerns (e.g., check engine light on).

Ford Motor Company WARRANTY & POLICY MANUAL

SECTION 5 – REIMBURSEMENT POLICIES - LABOR

RECAL/RECALEM			
Usage	For PCM diagnosis or replacement.		
Requirements (continued)	NOTE : If no problem is found and the customer's concern cannot be verified, refer to " <i>DIAG Usage Requirements</i> " in Section 5 for claiming procedures.		
Road Test	A supplemental allowance to perform a road test is provided in all respective labor operations when it is clearly stated in the published (Work Shop Manual, Recall, ARN or TSB) repair procedure that it is necessary to do so. Pre-or post repair road testing that is conducted when not specifically instructed to do so in the published repair procedure or conducted as part of analyzing or defining a customer complaint is the responsibility of dealership service management (Service Manager, Shop Foreman, Service Advisor, etc.).		
	Refer to "Service Supervision Responsibilities", Section 1. Exception: No Problem Found (NPF) situations may be eligible. Refer to "NPF Usage Guidelines", Section 4.		
	Labor Reimbursement		
Sublet Repair	 Sublet Labor Warranty/ESP repairs — When there is a comparable Ford Service Labor Time Standards Manual operation, either the standard operation or the actual OSL amount may be claimed. If the actual OSL charge is claimed, the OSL amount CANNOT exceed the standard operation amount at the dealer's approved warranty labor rate. Actual time must be listed separately and payment is based on actual cost if the cost is reasonable. Loss/Damage Claims — Outside purchased parts and labor will be reimbursed at actual cost not to exceed the price of the comparable Ford part or labor operation amount. For Glass Replacement refer to Section 3 behind Ford/LM Cars and Light Trucks, or 600 and Higher Series Trucks Tab for reimbursement information. Payment for the repair or replacement of the radiator core, heater core, or soft trim (including "frenched" back window glass) is based on actual cost. Labor for removal and reinstallation should be claimed using Ford Service Labor Time Standards Manual operations where applicable. Sublet Repair Transportation Allowance — When a repair to a radiator or heater core, or soft trim is sublet to a specialty shop without pickup and delivery service, the dealer may claim a transportation allowance of either 10 percent of the reimbursable sublet labor amount or the actual time required to make the delivery and pickup. When actual time is claimed, it must be recorded in a "log." The log must Include VIN, "out" and "in" time and mileage on the delivery vehicle, date of delivery and pickup, amount claimed, and the driver's name. 		

PARTS REIMBURSEMENT POLICIES

Assemblies	Refer to Powertrain Exchange Allowances
Battery	The battery parts allowance is not reimbursable separately. The net amount shown in the Parts and Accessories Price List includes the parts allowance.
Core Reimbursement	Refer to Section 1 – Warranty Parts Return Policies.
Cummins Engine Parts	Reimbursement for Ford FD 1060/1460 Diesel Engine Parts In instances where dealerships must obtain parts directly from Cummins to complete warranty repairs on 1997 and prior model year vehicles, Ford part numbers may still be used. Reimbursement will be at the Ford price plus the applicable parts mark-up. If the amount charged by Cummins exceeds the Ford part price, dealers may claim the price difference using "PRDIFF" in the miscellaneous expense claim field.
Customer Installed Warranty Part	Occasionally, an owner will request the dealership to provide parts covered under the new vehicle warranty for installation by the owner because returning the vehicle to the dealership is a major inconvenience.
	While Ford does not encourage this practice, if there is no other way to satisfy the owner, a dealership may elect to furnish the parts to the owner after determining the concern is a warrantable condition. The dealership is responsible for any subsequent repairs caused by: - Incorrect diagnosis, - Improper installation, or - Damage to the supplied or related parts. Consequently, situations requiring labor intensive or technically advanced repairs should be considered carefully. The "Parts Only" claim, with a complete explanation in the comments
	area, should be submitted via DWE/ACES II. All administrative requirements apply, as applicable, including retaining the defective parts to meet the parts retention and return requirements.

	Daviantusia Evaluaria		
Dowertroin	Powertrain Exchanges		
Powertrain Exchange Allowances	All exchange engine and transmission assemblies which are catalogued and priced should be claimed for the net amount. For all engine and transmission assemblies, a fixed handling allowance is paid. These assemblies are not eligible for normal parts mark-up unless otherwise notified by the Company. Refer to the Powertrain Reference Guide for specific information.		
	FAR assemblies used in	emergency repair war	rranty situations, After-
FAR Reimbursement	Warranty Assistance, ESP, or other program repairs paid by Ford that subsequently fail are to be claimed from the FAR. Refer to the FAR Warranty and the FAR Lifetime Parts Guarantee Coverage reimbursement table below for specific parts and labor reimbursement responsibilities. In the event the FAR reimbursement does not cover the		
	applicable parts allowand		
	may be claimed from F		
	subsequent failure occurs coverage period. The re		
	must be entered in the		
	entered in DWE/ACES II.		
	FAR REPAIR COVERAGE	FAR PAYS	FORD PAYS
	Covered by FAR Warranty	PartsLabor	Applicable Parts Allowance on FAR Exchange Price
	Covered by FAR Lifetime Parts Guarantee	• Parts	Labor Applicable Parts Allowance on FAR Exchange Price
Fluids	The following list contain	s Pre-Delivery Pseudo	Causal Part Numbers
113.00	for items identified as check and fill on the pre-delivery checklist. These may only be claimed at the time of predelivery.		
	ANTI Eng	scription gine Coolant (Anti-Freez	ze)
		ke Bleeding	y used after pre delivery)
		Refrigerant (can also be el ("L63" Fuel Shortage on	
		sher Fluid (Front)	-,,
	RWASH Wa	sher Fluid (Rear)	
	NOTE: Fluids not ident checklist are not eligible for		Il on the pre-delivery

Freight Charges / Emergency Order	In instances where parts are not available from Ford Motor Company and must be purchased from Cummins or Freightliner to complete repairs warranted by Ford on Ford 600 & Higher Series Trucks, any related freight or emergency order charges from Cummins or Freightliner are reimbursable at cost. Claim freight charges using miscellaneous expense code "FRGHT". Refer to ACES II User Manual Section 5 - Miscellaneous Expense entries for claiming procedures. Dealerships must retain transportation receipts to support charges claimed.	
Glass Reimbursement	Refer to Section 3 – "Glass Replacement" under Cars and Light Trucks, or 600 and Higher Series Trucks Tab for reimbursement information. • Replace glass only with Carlite glass.	
Outside Purchased Part		

- Enter the miscellaneous expense code "PRDIFF" in the miscellaneous expense field, and enter the price difference for the part in the amount field, if eligible.
- Parts transportation charges are not reimbursable.

Ford or Non-Ford part purchased from an outside source (Carrier Loss and Damage Claim)

 Payment is made at actual cost not to exceed the cost of the comparable Ford part.

Non-Ford part purchased from an outside source (Warranty/ESP Repairs)

- Payment is made at actual cost plus the applicable parts allowance, if the cost is reasonable.
- Parts transportation charges are not reimbursable (Exceptions: Certain Cummins engine & Freightliner parts).

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SECTION 5 - REIMBURSEMENT POLICIES - PARTS REIMBURSEMENT POLICIES

Outside Purchased Part (continued)	 Supporting Document Requirements Retain a copy of the outside parts purchase invoice for one year following Company notification of payment. Retain a printout of the applicable DOESII screen showing that the Ford part was not available (e.g., D-99 status). The DOESII print out must be retained for one year following Company notification of payment. 		
Paint Material	The warranty paint material allowance for 1998 and newer models is calculated as follows: Calculate the material allowance by multiplying the paint repair labor hours on the claim by \$23.00. (effective w/ repairs dated 9/1/2009 & later) The normal parts mark-up will automatically be calculated by ACES II. For Example: Labor Operations P101 D.5 hrs. P10 + 1.9 hrs. Total hours Material allowance system calculation: - 2.4 hrs. X \$23.00 (fixed amount per hour) = \$55.20 - \$55.20 X 40% (or applicable parts Mark-up) = \$22.08 Total Material Allowance \$77.28 To claim paint and all associated materials, place the word "Paint" in the parts basic column, then insert the total of the paint labor hours including tenths of an hour into the parts quantity column on the same line. The material will be priced automatically.		
Parts Transportation Charges	Critical parts handling charges to dealers by Ford Customer Service Division are not reimbursable.		
Parts Reimbursement	Payment for Ford parts is based on the Dealer or Exchange Price , in effect on the date of repair, plus a parts allowance, or at "Net," whichever is applicable. Following are terms that apply to Ford and non-Ford parts: Parts Allowance		
	Unless otherwise specified by Ford in writing, the parts allowance on Ford-paid repairs is: 40 percent.		

SECTION 5 - REIMBURSEMENT POLICIES - PARTS REIMBURSEMENT POLICIES

Parts Reimbursement (continued)	 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 (refer to "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 refer to Section 3 - "Emergency Repairs"). For non-Ford parts purchased from an outside source (e.g., parts used by a specialty shop), payment is normally made at Actual Cost plus the applicable parts allowance. In both cases, the maximum payment is limited to the Dealer Price of the comparable Ford part plus the applicable parts allowance.
Shop Supplies	Normal shop supplies such as adhesives, lubricants (tubes or sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless specifically stipulated as being required in the repair procedure for emissions or safety recalls, customer satisfaction programs, TSBs, or other Company publications that their cost is reimbursable.
Standard Parts	In many instances standard parts can only be ordered in a package with multiple pieces. Reimbursement for standard parts packaged in this manner is based on the actual quantity used to complete a repair. For example: If a technician completes an A/C repair using three "O" rings from an "O" ring kit (standard part number 391304S100 - contains 6 "O" rings) the correct quantity that should be claimed is three.

Sublet Repair	Sublet repairs must be completed using Ford parts. If Ford parts are not available: — Payment for non-Ford parts (when comparable Ford parts
	are out of stock nationally from the Company) is based on actual cost, not to exceed the Dealer Price of the comparable Ford part, plus the applicable parts allowance. - Payment for non-Ford parts (when comparable Ford parts are not offered by the Company) is based on actual cost plus the applicable parts allowance, if the cost is reasonable.
	If an outside repair source, such as a collision shop, installs a new Ford authorized component properly on a Ford vehicle still under warranty, using professional workmanship, Ford's new vehicle warranty against defects in factory workmanship and material applies. If repairs made by an outside repair source or installation of non-Ford parts cause or contribute to the failure of a Ford component, the resulting cost is not covered by Ford's new vehicle warranty.
	IMPORTANT: These parts (OSP) are eligible for parts allowance when listed on a warranty repair form. They are not eligible for the parts allowance when listed on an In-transit Loss & Damage repair.
Tires	Dealerships enrolled in the Ford Tire Program are eligible to perform tire warranty replacements. Unless otherwise specified by Ford in writing, reimbursement for tires will be at the FCSD dealer price plus 25% dealer mark-up.
	Dealerships not enrolled in the Ford Tire Program should have tire warranty replacements performed at a Ford Tire Program dealership or an original equipment tire manufacturer authorized tire retailer. No claim should be submitted for the cost of the replacement tire or labor, however a claim may be submitted for any pro-rata adjustment or other related charge paid by the dealership and for a .2 hr administrative allowance.
Transportation Charges (Inbound and/or Premium)	These parts handling charges assessed by Ford Customer Service Division are not reimbursable. This includes critical parts transportation charges.
Transportation Charges (Parts recalled to Warranty Parts Analysis Center)	Non-Reimbursable: All parts for Company paid repairs to be returned to the Warranty Parts Analysis Center (WPAC), suppliers or other Company locations are being picked up by the Regional Core Recovery Center (RCRC) process. No freight charges are incurred by dealers for return of these parts. Under no circumstances should parts be returned directly to the WPAC; parts returned directly will not be reimbursed for freight charges incurred by dealers.



SECTION 5 – REIMBURSEMENT POLICIES – CHARGEBACKS & APPEAL PROCEDURES

CHARGEBACKS AND APPEAL PROCEDURES

Chargebacks

Any payment for a warranty, policy, recall, Customer Satisfaction Program, Special Service Instruction, or service contract repair can later be charged back if the payment is not justified. These chargeback's are made for claims which are duplicated, unsubstantiated, or which do not meet the requirements stated in this Manual.

Dealers should be **aware** of their obligations with respect to their warranty repair and service requirements as specified in Paragraph 4(b) of the Ford Sales and Service Agreement and the TH!NK 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 actions of the dealerships, 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 NOTE THAT CUSTOMER STATEMENTS OR AFFIDAVITS ARE NOT AN ACCEPTABLE ALTERNATIVE IN LIEU OF THE DOCUMENTATION REQUIREMENTS IN THIS MANUAL.

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

Supporting Documents Review

Ford Motor Company has a separate ongoing program designed to review selected paid warranty claims for the documentation required to support the request for payment. When a claim is selected, the dealer will be notified via the ACESII Repair Register (Supporting Documentation Request Form).

The Supporting Documentation Request Form will be preprinted with the following information:

- Repair Order Number
- Repair Number
- Repair Payment Date
- Documentation Due Date
- Documentation Required

SECTION 5 - REIMBURSEMENT POLICIES - CHARGEBACKS & APPEAL PROCEDURES

Supporting Documents Review (continued)

 Mailing Address (mail to the address specified on the Supporting Doc request form only)

The dealer requirements are as follows:

- Attach a copy of the repair order in question to the request form.
- Attach copies of the documents indicated on the Supporting Doc request form.
- Manually enter any dealer comments on the request form.
- Mail the request form and all attachments to the address at the bottom of the form.

IMPORTANT: To preserve the integrity of the dealer's files, please do not send original documents to the mailing address on the Supporting Documents Register as Ford usually does not return them to the dealer.

IMPORTANT: Include your dealership's Parts and Accessories (P&A) code on all documentation mailed to Ford to ensure proper credit.

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Dealers must provide requested supporting documentation to Ford within (45) days of the date of dealer notification on the ACES II repair register. If Ford does not receive supporting documentation within the 45-day period, the claim will be charged back automatically to the dealership. Appeals for documentation not received within the required time limit will not be considered for reversal without detailed receipts of when the documentation was mailed. If the supporting documentation received is insufficient to support claim payment (e.g., all requested documents are not provided, information provided does not meet Warranty and Policy requirements, etc.), the claim may be debitadjusted or charged back. The complete explanation for the debit/chargeback will appear on the ACES II repair register.

Appeals Procedure

Appeals for the following paid repairs must be submitted through ACES II On-Line PROCEDURE Appeal System.

General Office Chargebacks

NOTE: For In-Transit Loss and Damage Appeals call 888-445-4234 for assistance.

NOTE: An appeal request made for any of the repair types listed above requires dealer comments to be entered in the Appeal Comments field.

SECTION 5 - REIMBURSEMENT POLICIES - CHARGEBACKS & APPEAL PROCEDURES

Appeals Procedure (continued)

The following appeals CANNOT be processed through the ACES II On-Line Appeal System. Follow the instructions listed with each type.

- WPAC Chargeback (Warranty Parts Analysis Center) Requests for appeals of chargebacks must be made via the Web-Based Appeal process on FMCDealer.com within the appeal submission time limit from the date the chargeback notification was received.
- Regional Warranty Audit Reversal requests must be made in writing through the Regional Office from which the chargeback was generated.
- Supporting Documentation Chargeback
 Requests for appeals of chargebacks must be made via the Web-Based Appeal process on FMCDealer.com within the appeal submission time limit from the date the chargeback notification was received.

NOTE: DO NOT submit an appeal for supporting documentation debit/chargeback via ACES II.

IMPORTANT: Include your dealership's Parts and Accessories (P&A) code on all documentation mailed to Ford to ensure proper credit.

WEB-BASED APPEAL

When a claim AND an ACESII On-line appeal have been adjusted or denied, dealers can request a second level of appeal via the Web-Based Appeal Evaluation on FMCDealer.com. (See ACES II manual for detailed claims submission instructions.) Claims that are eligible for web-based appeal must meet the following criteria:

- A previous on-line appeal must have been submitted through ACESII.
 This appeal must have received either an ADJUSTED or DENIED response from Ford.
- There must be NEW, pertinent information that would support payment of the claim.
- Claims are eligible for ONE web-based appeal only. No further requests for review will be honored.

NOTE: If a web-based appeal was accepted / denied, and then it was subsequently realized that a miscellaneous expense such as handling was missing from the appeal, dealers can submit an appeal via ACESII.

 Due to the nature of questions on the web-based appeal form, it is recommended that dealership representatives with an in-depth knowledge of warranty and policy guidelines (e.g., service manager, parts & service director) submit the appeal.

NOTE: Disagreements with Warranty and Policy guidelines should not be addressed via web-based appeal.

Web-Based appeals must be submitted for:

- Denied ESP Prior Approval Claims
- Warranty Parts Analysis Center chargebacks
- Supporting documentation chargebacks



SECTION 5 - REIMBURSEMENT POLICIES - CHARGEBACKS & APPEAL PROCEDURES

Appeals Procedure (continued)

30-DAY RULE FOR APPEALS/REVERSALS

- Appeal submission time limit is reduced to 30 days from the date of payment or the date of a previous charge back.
- Appeals are NOT eligible for review beyond 30 days by the Submission Time Limit Review Board.

LOSS AND DAMAGE CLAIM CHARGEBACK PROCEDURE

- In instances where a Loss & Damage claim is charged back and you receive a message that instructs you to "file as a warranty claim" and the repair has now exceeded the 90 day repair submission time limit, file a warranty claim within 90 days from the date of the chargeback and enter the following comments in the Tech Comments Field of the claim "Resubmission of In-Transit Damage Chargeback as Warranty Repair." Repairs submitted without this statement may be returned as being "Beyond 90 Days."
- For chargeback's after 9/1/2009, the Loss & Damage chargeback's referred to above must be submitted to the Submission Time Limits Review Board for approval prior to resubmission in ACESII if the submission time is beyond 30-days from the date of repair.



SECTION 5 - REIMBURSEMENT POLICIES - MISCELLANEOUS

MISCELLANEOUS POLICIES

Consequential Expense	Not reimbursable under warranty. This includes such items as commercial loss, lost wages, loss of perishables, salaries, storage, etc.
Customer Loyalty Program	 Customer Loyalty Program (CLP) repairs <u>must</u> be at warranty rates. Effective with repairs submitted 1/4/2010 and later, sales tax is no longer reimbursable on any CLP repair.
Delay in Submitting Claim	 When a repair is delayed because parts are not available and/or are back-ordered the dealer must retain all documents showing that: 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. NOTE: See ACES II User Manual for claim preparation procedures.
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 under the Customer Loyalty Program (P18). Refer to Section 4 – "Customer Loyalty Program".
Refunds	Owner/Dealer Refunds for Field Service Actions When all or a portion of a repair covered by a Field Service Action is performed prior to the release of the program, both the owner and the dealer are eligible for a refund if refunds are specifically authorized in the program dealer bulletin and customer letter. Refer to Section 4.

SECTION 5 - REIMBURSEMENT POLICIES - MISCELLANEOUS

Repair Submission Requirements

Revised!

Ford's repair submission policy is for all dealers to submit a warranty claim immediately after the repairs have been completed. Warranty claims will not be accepted beyond 30 days from the date the repair order is written, regardless of the number of times a claim has been submitted and/or returned to the dealer, unless returned by a claims assessor (unless local laws mandate a longer time-period for submission). This submission time limit applies to:

- ALL Warranty claims (including Misbuilt)
- ESP and QFC
- Field Service Action claims
- Customer Loyalty Program (P18)
- Transportation Assistance Program

NOTE: Loss and Damage repairs are not included in this reduction. Loss and Damage repairs must be submitted within 90 days from the Carrier drop-off date.

EXCEPTIONS

Dealers are authorized to submit claims beyond 30 days for the following unique circumstances (self-approval is not eligible on CLP repairs):

- Dealer Self-Approval 31-60 Days:
 - o **DDDPD** For repairs delayed due to parts availability issues (i.e. D99, or parts delay greater than 5 business days) Supporting documentation must be retained in customer's service file.
 - DDDTA For difficult repairs that require Tech Hotline or FSE assistance to complete the repair, OR delays due to an ESP Inspector. (Requires documentation by Tech Hotline or FSE in CQIS database).
 - DDDBC For severe body corrosion repairs that involve 4 or more panels (causal part "ENTRE").
 - o **DDDDR** For any repair, related to a vehicle with a Ford diesel engine (7.3L, 6.0L, 6.4L, 6.7L and 4.5L).
- Repairs beyond 30 Days from the date of repair that are not one of the three exceptions listed above can be submitted for review (except P18 repairs) to the Submission Time Limit (STL) Review Board. The (STL) Review Board link can be accessed via the Dealers Ask Ford tool on FMCDealer.
- Transportation Assistance Program (TAP) claims should be filed with the associated repair. Even though allocations are for the entire model year, claims must be filed within 30 days of the end of the month in which the TAP days were used.
- Customer Loyalty Repairs (P18) must be submitted and paid within 30 days of the original repair date. NOTE: P32/W32 repairs that exceed 30 days are eligible for review to the STL Board.

IMPORTANT: Customer Loyalty Program (P18) repairs will continue to be limited to 30 days submission – NO Exceptions or Appeals.

NOTE: Self-approved claims beyond 30 days are subject to review through the Company's Supporting Documentation program.

SECTION 5 - REIMBURSEMENT POLICIES - MISCELLANEOUS

Submission Time Limit (STL) Review Board

A special review board has been established to provide a fair and reasonable review of legitimate circumstances when additional submission time is justified. Under these circumstances, the Submission Time Limits Board will review your request with the following guidelines applying. The Submission Time Limit (STL) Review Board link can be accessed via the Dealers Ask Ford tool on FMCDealer.

- All requests will be reviewed on an individual basis.
- Dealers will be notified in writing via e-mail as to the final determination of the request.
- Appeals (On-line & web-based) are not eligible for submission to the STL Review Board

<u>DEALER PROCESS FOR REPAIR SUBMISSION TO THE STL</u> REVIEW BOARD

All dealers must follow the process below for repairs that are not eligible for dealer self-approval and have exceeded the submission time limits.

- Logon to FMCDealer, access Parts & Service / Dealers Ask Ford tab.
- Select "STL Review Board" request form.
- Complete all fields as indicated on the request form.
- Ensure that the e-mail provided is valid (if an invalid e-mail address is provided the dealership will not receive a reply, as all replies will be made via e-mail).
- Requests must provide the rationale justifying payment beyond the submission time limits.
- If supporting documents are required your dealership will be notified via e-mail.
- Submit only one request per repair.
- Approved requests will be provided a unique approval code that will begin with the number "8" and is required for claim submission. The provided approval code must be entered on the repair and re-submitted to ACESII.

The determination of the STL Review Board is final (further reviews for the same repair will not be considered). **NOTE:** Only the STL Review Board has the authority to approve a repair beyond the submission time limits, no other activity including the Regional Office can override a repair that has been denied for submission limits.

NOTE: An approval code issued by the STL Review Board allows a repair to be submitted beyond the system-controlled submission time limits. The prior approval code does not mean the claim will be automatically paid by Ford at the full amount requested by dealer. Normal ACESII processing rules, and potential selection for manual review, apply.

SECTION 5 - REIMBURSEMENT POLICIES - MISCELLANEOUS

Tax (Sales)

Customer Loyalty Program

• Effective with repairs submitted 1/4/2010 and later, sales tax is no longer reimbursable on any CLP repair.

ESP Repairs

In some states, sales tax is charged on the sale of service contracts, and these taxes should be charged to the customer by the selling dealer and remitted to the state.

NOTE: Effective with repairs submitted 1/4/2010 and later, sales tax is no longer reimbursable on any ESP plan provided at no charge to the customer.

In some states, sales and/or use tax is charged on the cost of parts and/or labor used in service contract repairs. In some instances, Ford Motor Company reimburses the dealers for these taxes and the customer should not be charged. Refer to the ESP Program Manual for a list of states that tax repair parts and/or labor covered by the contract.

- Refer to Claims section for directions for claiming taxes which are reimbursed by Ford Motor Company.
- Ford does not reimburse dealers for state or local sales and use taxes on repairs covered by:
 - 36-month/36,000-mile Manufacturer's Bumper-to-Bumper Warranty
 - 24-month/24,000-mile Scheduled Maintenance and Limited Warranty Program
 - 48-month/50,000-mile or 72-month/60,000-mile Luxury Car Warranty
 - 60-month/50,000-mile Emissions Warranty
 - 60-month/60,000-mile or 72-month/70,000-mile Powertrain Warranty
 - 72-month/100,000-mile Corrosion Perforation Warranty
 - 60-month/60,000-mile Safety Restraint Warranty
 - Royal Shield Used Vehicle Limited Warranty (UVLW)



SECTION 5 - REIMBURSEMENT POLICIES - MISCELLANEOUS

State Tax Reimbursement Requirement	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. NOTE: Effective with repairs submitted 1/4/2010 and later, sales tax is no longer reimbursable on any ESP plan provided at no charge to				
	the customer. Dealers must include sales taxes on ESP claims in order to be reimbursed through the Automated Claims Editing System (ACESII). A 6-month time limit for submission of claims will be in effect. For repairs on or after this date, sales tax must be included on the ESP claim for reimbursement within the 6-month limit.				
Terminated Dealers	When a dealer terminates, regardless of the reason, all credits or collections from Ford (including payments for warranty and policy "claims") will be made to the dealer of record on the day the vehicle was repaired. Questions related to credits or collections involving a terminated or replacing dealer are to be directed to the Vehicle Division's Regional Market Representation Manager.				
	Unpaid Warranty Claim Resolution Terminated Dealerships with outstanding unpaid warranty repairs can submit these repairs via the ACESII On-line system in the event that the dealership's ability to submit via DWE is no longer available. Outstanding unpaid claims for dealers that have undergone a buy/sell agreement must be resolved under the original P&A code that initiated the repair. The purchasing dealer cannot submit repairs under their new P&A code that were initiated prior to the effective date of the new dealership's P&A code.				
Transportation Assistance Program	Refer to Chapter 6				

SECTION 6 - FORD PROGRAMS

POWERTRAIN EXCHANGES

This section explains the proper use of Ford new and Ford remanufactured powertrain assemblies used in Warranty, ESP, and Customer Loyalty Plan (CLP) Repairs. Program details, including Repair Cost Caps and Handling Allowances, are found in the Powertrain Reference Guide.

Ford New and Remanufactured Assemblies

Ford new and remanufactured small parts, engine and transmission assemblies are priced and part numbered (catalogued) assemblies distributed through Ford Authorized Distributors and are available for use in all repairs AFTER new vehicle delivery including New Vehicle Warranty, Extended Service Plan (ESP), Customer Loyalty Plan (CLP), Service Part Warranty, and retail. Ford Remanufactured assemblies are remanufactured to Ford Motor Company Specifications.

Warranty Repairs

Ford remanufactured engine and transmission assemblies are REQUIRED for use in warranty covered repairs when the estimated repair cost exceeds the cost of an assembly. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'

- Ford Remanufactured small parts, when available, must be used in all warranty repairs.
- Motorcraft/FAR assemblies may only be used in those emergency repairs for which a
 Ford remanufactured assembly is not available, and the required Ford parts to complete
 the repair are out-of-stock nationally (D99).
- If a remanufactured assembly is not available (i.e., D99 or one does not exist for a vehicle application) then the next least expensive repair alternative should be performed. Either replace with a new assembly if one is available or repair the assembly if the repair cost is less than the cost of replacement using a new assembly.
- If a remanufactured assembly is not available, or one does not exist for a vehicle application, obtain documentation from your Ford Powertrain Distributor that the part is out of stock. Retain the documentation in the customer's service file. Enter dealer self approval code DDDR4 on the warranty claim upon submission.

SECTION 6 - FORD PROGRAMS

ESP Repairs

- Motorcraft or Ford remanufactured engine and transmission assemblies, when available, must be used in all ESP repairs where the estimated repair cost exceeds the cost of an assembly. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'
- Motorcraft or Ford remanufactured small parts, when available, must be used in all ESP repairs.

CLP Repairs

• Motorcraft or Ford remanufactured engine and transmission assemblies, when available, are recommended for use in all CLP repairs where the estimated repair cost exceeds the cost of an assembly. The decision whether to repair or replace an engine or transmission assembly is obtained by completing a Cost Cap analysis using the Cost Cap Tool. To access the Cost Cap Tool, log onto to the Professional Technician Society (PTS) Website, run OASIS by entering a vehicle VIN, a symptom code and then select 'GO', on the OASIS report, scroll to the very bottom and select 'COST CAP TOOL'

Handling Allowance

All exchange engine and transmission assemblies which are catalogued and priced should be claimed for the net amount. For all engine and transmission assemblies, a fixed handling allowance is paid. Refer to the Powertrain Reference Guide for specific information.

Warranty Coverage on a Replacement Assembly

Ford new and Ford remanufactured engines are warranted by Ford for the duration of the Ford Service Parts Warranty or the remaining portion of the New Vehicle Limited Warranty, whichever is greater.

Replacement of 6.7L, 6.4L, 6.0L and 7.3L Diesel Engines under the New Vehicle Limited Warranty

Effective June 1, 2005 the diesel engine replacement procedure was revised to reflect a procedure consistent with the gas engine and automatic transmission warranty procedure.

- New Original Equipment diesel engines (6007 base part number) are allowed under the New Vehicle Limited Warranty for the first 12 months / 12,000 miles, whichever occurs first. Dealers may elect to use Ford remanufactured engines (6006 base part number), at their discretion during this period.
- A Ford remanufactured 6.7L, 6.4L, 6.0L or 7.3L diesel engine complete assembly (base part # 6007) may be used in a Ford company-paid repair (i.e., New Vehicle Limited Warranty, Service Part Warranty, Extended Service Plan or Customer Loyalty Plan).
- If a remanufactured assembly is not available, obtain documentation from your Ford Powertrain Distributor that this part is out of stock and order a new assembly. Retain the documentation in the customer's service file. Enter dealer self approval code DDDR4 on the warranty claim upon submission.

SECTION 6 - FORD PROGRAMS

LIFETIME SERVICE GUARANTEE PROGRAM

The Lifetime Service Guarantee is a service merchandising program offering a limited warranty on most customer-paid service repairs (cars and light trucks up to 11,000 lbs. GVW).

IMPORTANT: The Lifetime Service Guarantee program was discontinued as of January 1, 1992. Repairs performed prior to January 1, 1992, under the Lifetime Service Guarantee program will continue to be eligible for lifetime coverage under the Lifetime Service Guarantee program using the guidelines outlined below.

THE FOLLOWING REQUIREMENTS DO NOT APPLY:

- Parts retention and return requirements (except on Company remanufactured products).
- Parts repair vs. parts replacement guidelines.
- Time recording procedures.

NOTE: Exceptions to LSG Program Eligibility:

- Not Covered
 - Vehicles used for emergency service (e.g., police, taxi, and fire vehicles).
 - Parts replaced under the new vehicle limited warranty.
 - Parts paid by a previous owner on a sold unit.
- Covered
 - F-Super Duty trucks with a GVW of 14,500 lbs.
 - New parts replaced under ESP.

USE THESE GUIDELINES:

- If the original customer-paid repair fails within 90 days or 4,000 miles, submit a Service Parts Warranty repair.
- If the original customer-paid repair fails beyond 90 days or 4,000 miles (and the ESP, if any, has expired), submit an LSG repair.
- If the original repair (made under ESP coverage) fails beyond 90 days or 4,000 miles and is still covered by ESP, submit two repairs on the same form.
 - An ESP repair for parts and labor reimbursement.
 - A Lifetime ESP Deductible Repair to reimburse the deductible fee. (Lifetime protects the customer from fee payment when all LSG requirements are met.)
- If a part needed for a Lifetime repair is no longer stocked or serviced by Ford, reimburse
 the customer the cost of the original repair (parts and labor) and submit a Lifetime Refund
 Repair.
- If a customer has moved or is traveling, and is over 50 miles from the original repairing dealer, he/she may go to any Ford or Lincoln Mercury dealer and have an eligible LSG repair performed. The second dealer submits an LSG Portability Repair.
- If a customer cannot return to the original repairing dealer, and you as the original repairing dealer wish to provide Lifetime coverage, submit a Lifetime Emergency Repair for a customer refund.
- If a part is covered by Powertrain or Major Component Coverage, but the repair is coded ESP to reduce the deductible amount, there is no LSG coverage.

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

remanufactured part after the ESP contract has expired. A new part will be replaced for the failed remanufactured part unless the remanufacturer provides his own coverage.

NOTE: Refund the amount paid for parts **and** labor to the customer. File a repair for the amount paid for parts.

 If a third repair (part failure) is necessary and it is beyond 90 days or 4,000 miles from the customer-paid repair, but within 90 days or 4,000 miles of the second repair, submit an LSG Repair.

- If the customer requests service for an eligible repair originally made by a Lifetime dealer no longer in business, submit an LSG Repair.
 - Parts cost plus applicable parts allowance is allowed if the repairing dealer chooses to absorb the labor cost.
 - Parts cost plus applicable parts allowance and labor costs are allowed if the former dealer purchased the Contingent Liability Protection Plan upon closing the dealership.
- If you exceed your predetermined 12-month Labor Liability Cap, at the beginning of the following calendar year, submit a repair for the difference between the Labor Liability Cap and the total amount of labor expense incurred.

The preceding information explains the types and uses of LSG repairs. Procedures for preparing the repair form follow.

Lifetime Refund/Emergency Repair

- If a part needed for a Lifetime repair is no longer stocked or serviced by Ford, reimburse the customer the cost of the original repair (parts and labor) and submit a Lifetime Refund Repair.
- If a customer cannot return to the original repairing dealer, and you as the original repairing dealer wish to provide the customer a refund under Lifetime coverage, submit a Lifetime Emergency Repair for a customer refund.

NOTE: Parts allowance is not reimbursable on this repair.

IMPORTANT: Repairs which cannot be claimed for Refund are identified in the "Lifetime Service Guarantee Marketing Manual."

SECTION 6 - FORD PROGRAMS

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

ROADSIDE ASSISTANCE PROGRAM

Roadside Assistance for Ford, Lincoln, Mercury Cars and Trucks

Eligible Vehicles

1998 and Newer Model Year Ford, Lincoln, Mercury cars and light trucks (up to and including F750s and LCF trucks) sold or leased in the United States or its federalized territories (including Puerto Rico and the U.S. Virgin Islands) still within the New Vehicle Limited Warranty Bumper to Bumper coverage period or the Extended Powertrain Assembly Warranty coverage period (effective beginning with the 2007 Model Year) are eligible for Roadside Assistance services.

Ford, Lincoln and Mercury customers should call the following phone number (available 24/7) for Roadside Assistance service requests. **800-241-FORD (3673)**

The Roadside Assistance Program is administered by Cross Country Motor Club.

- Ford/Mercury Vehicles
 - 1998 through 2006 Model Year vehicles are eligible for Roadside Assistance for the duration of the New Vehicle Limited Warranty Bumper to Bumper coverage period, 3 years/36,000 miles (whichever occurs first)
 - 2007 and newer Model Year Ford and Mercury passenger cars and light trucks are eligible for full Roadside Assistance for the duration of the 5 years/60,000 miles (whichever occurs first) extended powertrain warranty coverage period.
- Lincoln Vehicles
 - 2003 and Previous Model Year Lincoln vehicles are eligible for Roadside Assistance (Lincoln Commitment) for a period of 4 years from the date of sale.
 - 2004 through 2006 Model Year Lincoln vehicles are eligible for full Roadside Assistance for the duration of the New Vehicle Limited Warranty Bumper to Bumper coverage period, 4 years/50,000 miles (whichever occurs first).
 - 2007 and newer Model Year Lincoln passenger cars and light trucks are eligible for full Roadside Assistance for the duration of the 6 years/70,000 miles (whichever occurs first) extended powertrain warranty coverage period.
- Additional Vehicle Types Eligible for Roadside Assistance
 - Ford Rental Car System ("FRCS")
 - Lincoln Mercury Rental Car System ("LMRCS")
 - Ford, Lincoln and Mercury Company Vehicles
 - Dealer Demonstrators
- Other Vehicles

Selected Major Daily Rental Vehicles are excluded. Detailed coverage statements are provided in the Major Daily Rental Vehicle topic that follows.

F650, F750 and Low Cab Forward (LCF) Medium Duty Trucks coverage statements are listed separately within this section.

SECTION 6 – FORD PROGRAMS

Roadside Benefits:

Towing

Program provides for a no-charge towing for both warranty and non-warranty purposes.

- **Towing** During dealer business hours for eligible, Ford, Lincoln and Mercury vehicles will be towed within 35 miles of the disablement location or to the nearest qualified dealer. If a qualified dealer is within the 35 miles of the disablement location, but the customer requests that their vehicle be towed to another dealer over 35 miles, the customer will be responsible for any mileage charges in excess of the 35-mile limit.
- Towing After dealer business hours for eligible, Ford, Lincoln and Mercury vehicles, if the dealer lot is not available the customer's vehicle can be towed to their home if within 35 miles, to a hotel (if the customer is a visiting owner), or to the towing company's lot. A second tow would be available the following day. If the customer request to have their vehicle towed to their home or to a hotel and the distance is over 35 miles, then the customer would be responsible for any mileage charges in excess of the 35-mile limit. If the dealer lot is available after hours but the customer requests to have their vehicle towed home, a second tow the following day will not be available. The customer is responsible for any mileage charges in excess of the 35-mile limit.
- **Drive-shaft Disconnect** For situations that require the towing service to disconnect a vehicle's driveshaft, the receiving dealership can request the time to reconnect driveshaft as actual time (MT4602) and file for reimbursement on the warrantable repair.

Trailers

The Program provides limited benefits for trailers being towed by the vehicle eligible for Roadside Assistance. Trailers will be covered up to \$200 if the disabled eligible vehicle requires service/towing to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Assistance Services.

Lock-Out Assistance

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

Flat Tire Change

Program provides for no-charge spare tire mounting to replace flat tires or disabled wheels only (requires customer to have a usable spare tire or, for Ford GT, a tire inflation kit). If a vehicle has more than one flat tire and cannot be driven, Roadside will tow the vehicle at no charge to the nearest qualified dealer. Tire repair is not covered by this program.

Battery Jump-Start

Program provides for no charge vehicle jump-starts for dead batteries. In the event that the vehicle cannot be jump started, the vehicle is eligible to be towed according to the guidelines listed above.

Fuel Delivery

If not prohibited by state, local, or municipal law, the Program provides for no charge delivery of up to two (2) gallons of fuel (5 gallons if diesel fuel) to a stranded vehicle. Vehicles stranded at a refueling station or dealerships are not eligible for benefit. Fuel delivery service is no charge to the customer for two occurrences within a 12-month period.

SECTION 6 - FORD PROGRAMS

Winch Out

Program provides for no charge winch out – available for stranded vehicles within one hundred (100) feet of paved or county-maintained road.

What is not covered

- Repossessions
- Recoveries (Including Thefts)
- Impounds
- Vandalism
- Dealer Transfers
- In –Transit vehicles

Major Daily Rental Vehicles

Selected Major Daily Rental Companies are eligible to obtain TOWING SERVICES ONLY (non-accident) through the Cross Country Motor Club. Other Roadside benefits such as lock-out assistance, battery jump-start, tire change and accident towing are the responsibility of the Rental Company. Towing is available on eligible Ford/Lincoln/Mercury vehicles within 35 miles of the disablement location or to the nearest qualified dealer. If a major daily rental company requests that a vehicle be towed to a location more than 35 miles from the disablement location, then the rental company would be responsible for any mileage charges in excess of the 35-mile limit.

Dealership In-Stock Vehicles – Only New Dealer stock units are eligible for Warranty tows. The dealership must make its own arrangements for the tow (do not call Roadside Assistance Headquarters). Submit for reimbursement using miscellaneous expense code "Tow" along with the repair. Indicate "Dealer Stock Unit" in comments section of the warranty repair form in ACESII. Used vehicles in stock and dealership "in service" vehicles with warranty start dates are eligible for Roadside Assistance as applicable.

Roadside Assistance for 2000 and Newer Model Year F-650/F-750 and LCF Trucks

Eligible Vehicles

2000 and newer Model Year F-650, F-750 and LCF trucks sold or leased in the United States or its federalized territories (including Puerto Rico and the U.S. Virgin Islands) are eligible for Roadside Assistance within the New Vehicle Limited Warranty/Basic warranty coverage period (F-650 and F750 – 2 years/unlimited miles and LCF – 2 years/ unlimited miles).

Customers can call the following Roadside Assistance telephone number (available 24/7):

Ford, Mercury and Lincoln vehicle owners: 800-241-FORD (3673)

Roadside Benefits

Towing

Program provides for no-charge towing for both warranty and non-warranty purposes.

Eligible, Ford F-650, F750 and LCF vehicles will be towed within 35 miles of the disablement location to the nearest qualified dealer. If a qualified Ford dealer is within 35 miles of the disablement location but the customer requests that their vehicle be towed to another dealer over 35 miles, the customer will be responsible for any mileage charges in excess of the 35-mile limit.

Drive-shaft Disconnect – For situations that require the towing service to disconnect a vehicle's driveshaft, the receiving dealership can request the time to reconnect driveshaft as actual time (MT4602) and file for reimbursement on the warrantable repair.

Trailers

Trailers will be covered up to \$200 if the disabled eligible vehicle requires Roadside service to the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is fully operational, the trailer does not qualify for any Roadside Service.

Lock-Out Assistance

Program provides for no charge service to unlock a vehicle. Key recovery and/or replacements and home site/dealer site service lock-out assistance are not covered.

Battery Jump-Start

Program provides for no charge jump-starts for dead batteries. In the event that the vehicle cannot be jump started, the vehicle is eligible to be towed according to the guidelines listed above.

What is Not Covered

- Flat Tire Change (Tire Service)
- Lock-out Assistance (Home site/
- Dealer site service Lockout Assist)
- Repossessions
- Impounds
- In-transit vehicles

- Unloading Cargo
- Winch Out
- Fuel Delivery
- Recoveries
- Dealer transfers
- Vandalism

Roadside Service Arrangement Options

 Dealer personnel (only) should contact the Dealer Roadside Assistance Center (DRAC) using 1-866-231-1173 to arrange for customer services.

The DRAC will be dispatched services on behalf of the customer with a service provider in the national contracted tow provider network. This option results in a no "out of pocket" expense to the dealer, lower cost to the Company, and service provider arrival confirmation.

Dealer Arranges Service with a local tow Company

Dealer can arrange service with their local tow company (must be an approved contracted provider with Ford's suppliers; Cross Country Automotive Services or Coach-Net) The dealer should contact the Roadside Dealer Assistance Center (866-231-1173) and obtain a Service

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SECTION 6 – FORD PROGRAMS

Provider Purchase Order Number (PO) in advance of the service request that can be provided to the local tow company for payment. Ford's suppliers will reimburse the local tow company at contracted rates and there is no "out of pocket" expense to the dealer. Required Information to obtain a PO includes: Vehicle VIN, customer name, vehicle disablement location, date of event, service provider name, dealer contact name/phone, and vehicle mileage. Should a dealership not call the DRAC and arrange services on their own, the dealership may have their refund request adjusted to market rates, e.g. \$50.

• Dealers can create a Dealer Owned Tower (DOT) relationship

Dealers have the opportunity to provide towing/services to a customer within a predefined coverage area. This option requires establishing a contractual agreement with our Roadside suppliers at competitive prices for services rendered (i.e. towing, lock-out, battery jumpstart, tire change, etc.) along with meeting the following requirements: (1) trucks must have clear company signage (2) drivers must wear uniforms (3) vehicle fleet must exclude "slings" (4) insurance requirements must be met, and (5) DOTs must operate under the current supplier and Ford's performance standards. Services must be recorded in a log and submitted on a monthly basis for payment.

Arranging Roadside Service for the customer (<u>without USAC DRAC involvement</u>) then submit original receipt for reimbursement. Roadside Assistance will only reimburse up to market rates or \$50 for the service.

If the customer submits for reimbursement to Roadside Assistance they will be reimbursed the market cost of the service. **To obtain reimbursement** send the original receipt and the following information (customer name, VIN, vehicle mileage, and payee – <u>customer or dealer</u>) to:

Ford Roadside Assistance Claims Reimbursement PO Box 9145 Medford, MA 02155

Note: Reimbursement amount may be adjusted for the following conditions:

- The billed mileage exceeds the miles from the disablement location to the dealer.
- The vehicle is towed over 35 miles yet a qualified dealer is within 35 miles, the miles over 35 would be deducted from the reimbursement amount

• Extreme Weather Conditions

Certain geographic areas may experience weather or other situations which could temporarily impact Ford Roadside Assistance ability to provide timely Roadside Assistance benefits. In these situations, Roadside Assistance may broadcast a severe weather/disaster message to customers via the -1800 numbers inbound recorded message for affected areas. In the event a dealership's market is affected by weather, contact the Dealer Roadside Assistance Center (DRAC). Dealers will be temporarily empowered to arrange service for their customer and obtain reimbursement at the prevailing market rate. The claims reimbursement request must include dealership name, address, phone, contact person, customer information, vehicle information (including make and model year, VIN and current odometer reading), Roadside service provider name, contact name and telephone number.

DEALER ROADSIDE ASSISTANCE CENTER (DRAC)

Call toll free 1-866-231-1173

SECTION 6 – FORD PROGRAMS

TRANSPORTATION ASSISTANCE PROGRAM (TAP)

Ford, Mercury, and Lincoln dealerships are eligible to participate in the Transportation Assistance Program. For detailed TAP Program information or support materials refer to the TAP Program Manual on FMCDealer.com (a sub-section of the Customer Satisfaction link), or contact TAP Headquarters at 1-800-336-0798. This is a separate non-warranty program.

TAP is available to assist dealers with providing alternate courtesy transportation (loaner or shuttle) to customers when their Ford, Lincoln, or Mercury vehicles are in the dealership for warranty covered repairs. Dealerships are provided an allocation of a reimbursable dollar budget on a six-month basis for Transportation Assistance. Two 6-month programs with launch dates of October 1st and April 1st. Dollar allocations are based on each dealership's prior program TAP claims utilization.

Alternate transportation should be a Ford Motor Company product:

- dealer-provided loaner and/or shuttle service (up to \$30/day for a FM rental/up to \$60/day for F-Series)
- the program allows for use of non-Ford products in extenuating circumstances when your local rental agency has no Ford or LM vehicle available (\$30/day)

All vehicles provided to customers must have less than 50,000 miles (75,000 miles for shuttles) and be from the current model year or the two prior model years. These units may be FRCS/LMRCS vehicles, auction vehicles, program vehicles, vehicles from dealer inventory, or from an outside rental agency. Shuttle service requires use of a dedicated vehicle – and a shuttle log must be maintained documenting each day the shuttle is used.

Daily reimbursement rates are detailed in the TAP Program Manual on www.FMCDealer.com

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 \$36.00 per day reimbursement for a Lincoln brand rental from an outside rental agency from. Up to \$72/day for Navigator.

If additional TAP is needed for a 6 month program period, contact your Regional Office. Additional TAP allocation authorized <u>does not</u> carry over to the next program base allocation. Transportation Assistance Program (TAP) claims should be filed daily via DWE/ACES with the warranty repair order however on a separate line. Although allocations are for a six month period, all TAP claims must be filed within **30 days** after the vehicle service date. At the conclusion of each 6 month program period, <u>the deadline to submit TAP claims expires 60 days later</u>. TAP claims beyond 30 days, can be submitted with the appropriate dealer <u>self-approval codes for delayed submission</u> (such as DDDPD for parts delays).

SECTION 6 - FORD PROGRAMS

Ineligible for the Transportation Assistance Program benefits:

- Non-Ford/Lincoln-Mercury vehicle repairs
- 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

SECTION 6 - FORD PROGRAMS

CERTIFIED PRE-OWNED VEHICLE PROGRAMS

Pre-Owned Vehicle Limited Warranty for Ford, Lincoln & Mercury Vehicles

Pre-owned vehicles certified under the Ford Quality Checked Certified Pre-owned and Mercury Certified Pre-owned Vehicle Programs are eligible for Limited Warranty coverage on 29 critical powertrain components. Pre-owned vehicles certified under the Lincoln Premier Certified Pre-owned Vehicle Programs are eligible for Limited Warranty coverage on 500+ components.

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 as a Certified Preowned vehicle by the dealer to be eligible for this coverage. See the Program website at https://cpo.dealerconnection.com for complete program details.

Warranty Coverage

The Ford Quality Checked, Lincoln Premier and Mercury Certified Pre-owned Programs provided 6 years of limited warranty coverage from the original New Vehicle Limited Warranty start date or up to 75,000 miles on the odometer, whichever comes first. This 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 Bumper-to-Bumper and 5 years or 60,000 miles extended powertrain for Ford and Mercury vehicles or 4 years or 50,000 miles Bumper-to-Bumper and 6 years or 70,000 miles extended powertrain for Lincoln vehicles (whichever occurs first) after the Warranty Start Date.
- Second, the Certified Pre-owned Limited Warranty provides coverage until 6 years from the original New Vehicle Warranty Start Date or a total of 75,000 miles on the odometer (whichever occurs first).

Note that the Lincoln program coverage differs from the Ford and Mercury programs. See "Covered Components" for complete details.

Registering a Vehicle

Complete administration of these programs can be accomplished via the program website at https://cpo.dealerconnection.com. This site allows dealers to certify vehicles, print window labels with standard and optional equipment, report vehicles as sold, run management reports and more. Call Program Headquarters at 888-909-6144 with any questions on this program.

Deductible

The owner **MUST** pay a \$100 deductible per repair visit for covered repairs.

OASIS

Dealerships may verify coverage/eligibility by checking OASIS.

SECTION 6 - FORD PROGRAMS

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.

24-Hour Roadside Assistance

Roadside Assistance is available 24 hours a day, 7 days a week, and 365 days a year – including holidays. Services are provided for the duration of the 6-year/75,000-mile limited warranty coverage period by Cross Country Motor Club or Coach-Net Motor Club and include:

- Flat-tire changes on-site
- Fuel delivery if the vehicle runs out of fuel up to two gallons at no charge
- Battery jump-starts
- Towing assistance up to \$100 for warranty and non-warranty problems, including accidents (excludes impound and repossession)
- Travel expense reimbursement up to \$500 for up to three days' lodging, meals and rental vehicle for travel expenses accrued when the breakdown occurs more than 100 miles from home
- Destination assistance covers taxi, shuttle or rental car expense up to \$75 for emergency transportation to the immediate destination
- Jump starts for dead batteries
- Lockout assistance; up to \$50 to unlock vehicle doors
- Service throughout the 50 United States and Canada

TRAVEL EXPENSE REIMBURSEMENT

The Certified Pre-owned Program provides up to \$500 for up to three days' lodging, meals and rental vehicle if a breakdown occurs more than 100 miles from home

DESTINATION EXPENSE ASSISTANCE

The Certified Pre-owned Program provides up to \$75 to cover the cost of a taxi, shuttle or rental car to get customers to their destination in the event of an emergency.

RENTAL CAR REIMBURSEMENT

The Certified Pre-owned Program provides up to \$28 per day for Mercury and Ford customers and \$35 per day for Lincoln customers for up to five days if the vehicle requires overnight mechanical repairs.

TRANSFERABILITY

This warranty is transferable. Remaining warranty coverage may be transferred to subsequent purchaser.

SECTION 6 - FORD PROGRAMS

ELIGIBLE VEHICLES

- Ford Quality Checked Certified Pre-owned All Ford cars except GT, all Ford SUV's, and all Ford 150-series Trucks and Vans as well as all Mercury vehicles.
- Lincoln Premier Certified Pre-owned Only Lincoln vehicles are eligible.
- Mercury Certified Pre-owned All Mercury vehicles as well as the Ford Focus, Fusion, Mustang, Taurus, Five Hundred, Crown Victoria, Windstar, Freestar, Thunderbird, Escape and Explorer. All other Ford vehicles can not be certified under the Mercury Certified Pre-owned program.
- Current model year, plus previous four model years.
- Vehicles must have no more than 50,000 miles and no history of the following:
 - Frame, fire, flood or hail damage, whether repaired or not
 - Branded title
 - Reacquired vehicle
 - Alterations that would void a new car warranty
 - Vehicles originally used as a taxi, police, or other non-retail type vehicles
- Certified Pre-owned program benefits are not available for fleet, livery, and taxicab accounts

Ineligible Vehicles

The following vehicles are excluded from coverage under this Agreement:

- Incomplete units, or units that have been modified, including any taxi, livery vehicle, shuttle, commuter, emergency or tow vehicles, Mustang Cobra R, all Roush modified or Saleen modified vehicles, Branded vehicles, electric vehicles, compressed natural gas or propane fuel system components, and any vehicles equipped with snow plows."
- Vehicles manufactured for sale outside of the 50 states of the United States, the District of Columbia or Canada.

Covered Components – Ford Quality Checked Certified Pre-Owned and Mercury Certified Pre-Owned

The Ford and Mercury programs provide coverage for 29 critical powertrain components. In addition to mechanical breakdowns, failure of covered components due to abnormal wear resulting from defective materials or workmanship is included. Covered components include:

- Engine All internal lubricated parts, Cylinder block, Cylinder heads, Flywheel, Manifold (exhaust), Manifold (intake), Oil pan, Oil pump, Seals and gaskets, Thermostat, Thermostat housing, Timing chain cover, Timing chain (gears or belt), Turbocharger/Supercharger unit (factory-installed), Valve covers, Water pump
- **Transmission** All internal parts, Seals and gaskets, Torque converter, Transfer case (includes internal parts), Transmission case
- Rear-Wheel Drive Axle shafts, Bearings (front-wheel), Bearings (rear-wheel), Drive axle housing and all internal parts, Driveshaft, Retainers, Seals and gaskets, Universal and constant velocity joints
- Front-Wheel Drive Axle shafts, Bearings (front-wheel), Bearings (rear-wheel), Constant velocity and universal joints, Final drive housing and all internal parts, Hubs, Automatic front locking (four-wheel drive), Locking rings (four-wheel drive), Seals and Gaskets

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SECTION 6 - FORD PROGRAMS

Covered Components – Lincoln Premier Certified Pre-Owned

The **Lincoln Premier Certified Pre-owned Vehicle Program** covers 500+ components, which include many high-tech parts, as well as failures of covered components due to abnormal wear resulting from defective materials or workmanship, in addition to mechanical breakdowns. Covered components include:

- Engine All internal lubricated parts, Cylinder block, Cylinder heads, Diesel injectors and fuel lines, Diesel injector pump, Diesel lift pump, Engine mounts, Flywheel, Flywheel ring gear, Fuel tank and lines, Gas fuel injectors and fuel lines, Harmonic balancer and bolt, Manifold (exhaust), Manifold (intake), Oil pan, Oil pump, Radiator and radiator fan, Radiator fan clutch or motor, Seals and gaskets, Thermostat, Thermostat housing, Timing chain cover, Timing chain (gears or belt), Turbocharger/Supercharger unit (factory-installed), Valve covers, Water pump
- Transmission All internal parts, Governor assembly, Kickdown linkage, Release hubs and bearings, Seals and gaskets, Torque converter, Transfer case (includes internal parts), Transmission case, Transmission linkage, Transmission module (external), Transmission mounts, Vacuum module
- Rear-Wheel Drive Axle shafts, Bearings (front-wheel), Bearings (rear-wheel and axle hub),
 Drive axle housing and all internal parts, Driveshaft, Retainers, Seals and gaskets, Universal and constant velocity joints
- Front-Wheel Drive Axle shafts, Bearings (front-wheel), Bearings (rear-wheel and axle hub), Constant velocity and universal joints, Final drive housing and all internal parts, Hubs, Automatic front locking (four-wheel drive), Locking rings (four-wheel drive), Seals and gaskets
- Steering Column lock (tilt wheel), Cooler and lines, Control valve, Idler arm, Linkages and couplings, Power steering pump, Pulley assembly (power steering pump), Seals and gaskets, Steering gear housing, manual and power (includes all internal parts)
- Front Suspension Ball joints (upper and lower), Control arms (upper and lower), Control arm shafts and bushings, King pins and bushings, Linkage and bushings, Load leveler suspension system, Spindle and spindle supports, Springs (front and rear), Stabilizer bar, MacPherson struts (front and rear), Tie rods
- Brakes Anti-lock brake module and sensor, Backing plates, Brake booster (power),
 Calipers, Combination valve, Lines and fittings, Master cylinder, Parking brake linkage and cables, Retainers and clips, Self-adjusters, Shaft (brake pedal), Springs, Wheel cylinders
- Electrical Alternator, Backglass, heated (electrical only not glass damage or breakage), Charge and volt gauges, Clock (electric), Coil (ignition), Distributor assembly, Distributor Cap and rotor, Distributor housing and shaft, Fuel pump, Ignition lock, Ignition module (electronic), Mirrors, motorized (electrical only - not glass/housing damage or breakage), Radiator fan relay, Starter motor, Starter motor solenoid, Switches (manually operated electrical), Temperature gauge, Voltage regulator, Wiper motors, Wiring harnesses (excluding spark plug wires)
- Air Conditioning and Heating A/C accumulator, A/C clutch, A/C clutch bearings, A/C compressor, A/C compressor head, A/C compressor seals, A/C compressor/clutch switch, Automatic temperature control, Condenser, Evaporator, Field coil, Heater blower motor, Heater control cables, Heater core assembly, Instrument panel registers and air ducts, Pulley

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 or equivalent. If replacement is due to a covered component, Lincoln Premier Certified Pre-Owned Limited Warranty will cover it. If due to a non-covered component, customer is responsible.

• **Emissions** - AIR control valve, AIR idle vacuum valve, AIR supply valve, hose and tube, AIR check valve assembly, Barometric pressure sensor, ECC relay assembly, EGR control valve, EGR pressure sensor, EGR regulator assembly, EGR valve adapter, EVAP vapor storage

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SECTION 6 - FORD PROGRAMS

canister, Idler air control valve, Knock sensor, PCV hose assembly, PCV valve, PCV vapor filter, Temperature sensor (engine coolant), Vacuum restrictor, VAF sensor

- Audio Antenna, radio (base assembly), Brackets, cables and wiring, Controls (rear seat), Cellular phone, receiver, handset, speaker assembly and antenna (factory-installed), Radio (AM, AM/FM), speakers, cassette player, digital CD player, graphic equalizer, premium sound, amplifier (factory-installed), Satellite Radio receiver, antenna and coax cable
- Safety Airbag module assembly, Door ajar warning switch, assembly, Guides, bezels, brackets and supports (safety belts/shoulder straps), Head restraint retainers and sleeves (safety belt), SecuriLock™ key (microchip encoded key), Lock cylinder (door), Lock lever assembly (door), Lock lever assembly (tailgate), Lock lever retainers, clips and brackets, Module (passive restraint), Shoulder strap track assembly, Safety belt buckle (front and rear), Safety belt warning chime assembly, Safety belt motor drive assembly, Safety belt restraint carrier, Safety belt retractors, Safety belt track assembly, Sensors (airbag), Diagnostic module assembly (airbag), Wiring assembly (airbag)
- High-Tech Air suspension, electronic (selected components), Anti-theft alarm (factory installed), Compass and thermometer readout displays, Instrument cluster (electronic, excluding dash pad), Fuel mixer (alternative), Keyless entry system (excluding door handles), Power antenna, Power door locks and retainer clips (excluding door handles), Power seat motors, Power window motors/regulators, Sensor (alcohol), Speed control, Insta-Clear® windshield (electrical only not glass breakage or damage)

Parts and Services Not Covered

- All items not specifically listed under Covered Parts list.
- Repairs covered by the Ford New Vehicle Limited Warranty or recalls
- Service adjustments or cleaning.
- Repairs needed to any engine (including diesels), transmission, or final drive components caused by an aftermarket installed turbocharger/ supercharger.
- Repairs caused by damage or unreasonable use (damage from road hazards, accident, fire
 or other casualty, misuse, negligence, racing or failure caused by modifications or parts not
 authorized by or supplied by Ford).
- Damage from the environment (airborne fallout, acts of war, chemicals, tree sap, salt, hail, windstorm, lightning, etc.)
- Repairs resulting from lack of required maintenance (failures caused by the owner neglecting
 to perform the required maintenance services set forth in the maintenance schedule of the
 Scheduled Maintenance Guide for the vehicle). Costs of these routine maintenance services
 are not covered. Proof of maintenance may be required, which may include inspection of
 maintenance records.
- Repairs needed to a covered part caused by the failure of a non-covered part.
- Repairs to the vehicle if the odometer is altered, broken or repaired/replaced so that the actual mileage cannot be determined.
- To the extent allowed by law, loss of use of vehicle including loss of time, inconvenience, commercial loss, consequential damages, and personal expenses such as motels, food, gas, and mileage.
- Vehicles manufactured for sale outside of the United States and Canada.
- Repairs to the vehicle performed outside of the U.S. and Canada and repairs required because of normal operation outside of the U.S. and Canada.
- Repairs made on or before the effective date of this warranty.
- Repairs to vehicles where the New Vehicle Limited Warranty has been voided or where the vehicle has been title branded, salvaged, totaled, or rebuilt.
- Repairs to vehicles that have been determined to be a "total loss" by an insurance company.

SECTION 7 – BASIC CLAIM PREPARATION

SECTION 7 - BASIC CLAIM PREPARATION

Warranty claims administration is the responsibility of service management. This section describes the requirements of dealership personnel relating to the preparation of warranty claims from initial write-up through claim submission. For additional warranty claims "best practices" for service advisors, service technicians and warranty administrators, refer to the "Service Department Warranty Responsibilities Job Aid" that is available on www.FMCDealer.com under "Warranty Guidelines."

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, License State code, telephone numbers, date, and description of customer concerns.
- Obtain customer signature on repair order.
- Check OASIS for: Outstanding Recalls, Customer Satisfaction Programs, Special Service Instructions, symptom codes, warranty start date, warranty cancellation information, etc.
- Makes preliminary evaluation whether work will be covered under warranty, Extended Service Contract, dealer internal repair, customer pay, etc.
- For ESP repairs verify base part number coverage on OASIS.
- For QFC (Quality Fleet Care), obtain approval for repair/service costs exceeding the fleet company's pre-set spending limit as displayed on OASIS.
- Obtain prior repair approval when required (e.g., ESP repairs as required).
- Review customer service history for indication that current repair requests have been noted/repaired previously.
- Enters 3-digit customer concern code on the claim.

Dispatcher Responsibilities

- Responsible for identifying the employee(s) assigned to the repair(s) by the last four digits of their Social Security Number (SSN).
- Maintains technician's daily time and job tickets and records "on" and "off" times on each job to allow tracking of technician efficiency and productivity.
- Reviews parts and technician repair information and adds appropriate Labor Time Standards Operations.
- Flags repair orders and forwards for close-out and pricing.

Technician Responsibilities

- Identifies him/herself on the repair order using identification number (last four digits of SSN).
- Re-verifies the customer's concern as documented during write-up.
- Enters a complete description of the repair performed including diagnostic test results, diagnostic codes, 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.

SECTION 7 – BASIC CLAIM PREPARATION

Provides daily time and job ticket to dispatcher for clocking them on and off of each job when required (refer to Section 1 – "<u>Time Recording Requirements</u>").

Parts Department Responsibilities

- Records part numbers including quantity and price on work orders used to complete repairs.
- Records part name.
- Stamps work order to indicate when warranty return parts have been turned into parts department.

Service Management Responsibilities (Including Body Shop Management)

- Service management is responsible for all aspects of claim preparation and submission.
- Verifying each customer complaint, where possible, and documenting at the time of writeup any special circumstances under which the problem occurs (e.g., at 45 mph, only when warm, when going over large bumps, etc.).
- Responsible for approving use of non-Ford part, Ford remanufactured or Motorcraft part during an emergency repair situation.
- Responsible for approval of Dealer initiated Customer Loyalty Assistance repairs.
- 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 reviewing claims returned by the ACESII Cost Comparison filter prior to resubmission.

Claims Administrator Responsibilities

- Reviews completed work order and verifies that the appropriate customer concern and condition codes have been entered on the claim.
- Ensures that the appropriate Service Labor Time Standards Operations have been entered on the claim.
- Ensures that Regional authorization commitment code has been entered on the claim when necessary.
- Ensure a fleet authorization code is present on a Quality Fleet Care (QFC) claim if the repair visit exceeds the fleet company's pre-set spending limit as displayed on OASIS.
- Submits claim for payment.

Dealer Principal/General Manager Responsibilities

 Responsible for authorizing warranty repairs on the following vehicles: new vehicles in dealer inventory, dealer demonstrators, used cars in dealer inventory, dealership rental units, parts delivery vehicles, courtesy shuttle.

NOTE: Service Manager may also authorize repairs on dealership vehicles in place of dealer or general manager authorization at the discretion of the dealer.

SECTION 7 – BASIC CLAIM PREPARATION

- Refer to Section 1 for additional dealer responsibilities.
- Review and sign all claims to be submitted to Ford for payment (this responsibility may be delegated – refer to Section 1 - <u>Dealership Administration</u> for details).

IMPORTANT: To the extent that there are any discrepancies between the service department quick reference tool and the Warranty and Policy Manual, the Warranty and Policy Manual governs.

BASIC CLAIM PREPARATION

This section deals with the format and preparation of the paper claim form. If you are using your own in-house repair forms or are on an electronic repair order system, you will need to review the "special" preparation instructions in the ACES II User Manual. Alternative repair order requirements are outlined at the end of this section.

- Form 1863/6125-2 is a handwritten form used for requesting Company payment for warranty, program and service contract repairs performed by the dealer.
- Proper warranty repair order preparation requires a dedicated group effort on the part of your dealership.
- Since one form will be filled out by several key employees, it is important that everyone's contribution be readable, accurate and complete. This will assure a smooth transition between departments and easier processing at the end.
- The following requirements apply to the preparation of ALL warranty repair forms:
 - Hand print all portions clearly with a ball-point pen.
 - A Customer Concern Code, Condition Code, service advisor I.D., technician I.D. (last 4 digits of SSN) and causal part must be entered for each repair listed.
 - List only one part or labor operation on any single line.
 - Use additional forms for parts or labor overflow. Cross reference the additional form(s) to the first one in the way established by the dealership.

NOTE: It is not necessary to complete all of the header information on the additional forms. Normally the VIN and repair date will be adequate.

- Only one vehicle identification number can be listed on each warranty repair form.
- More than one Program Code can be used per repair visit.
- All repairs should be subtotaled in the repair summary area.

Keep all copies of the warranty repair set intact during the Service Write-Up.

NOTE: Some repairs require special preparation. Special preparation procedures can be found in the ACES II User Manual.

Claim Write-Up Service Advisor

Preparation of a warranty repair 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.

SECTION 7 – BASIC CLAIM PREPARATION

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

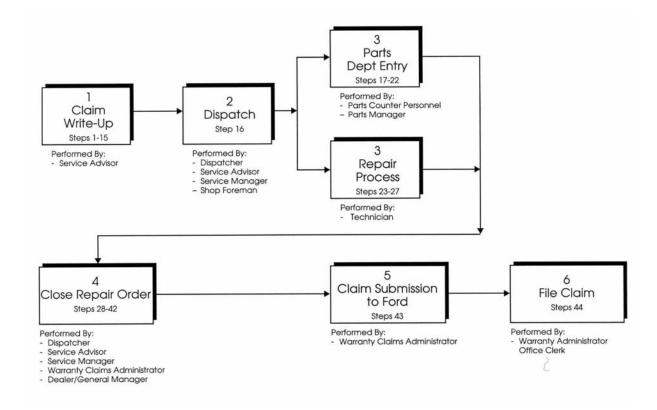
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-	+		+	+-	_	Н	_	\rightarrow	_	++-	\rightarrow	_	$\overline{}$	_			++
1			1	1		1 1 1		- 1		1 1	- 1		1 1				1 1

Back of Form

DIAGNOSTICT	ROUBLE CODES					
ENTER: (PRR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2, 3, or 5 digit (DTC) Diagnostic Trout	le Code, information here					
RPR MIL CO7 DTC				===		
OTHER:				LABOR	RECORD	_
TECHNICIANS COMMENTS INCLUDE DESCRIPTIONS OF CAUSE	RPR NBR	CONDI- TION CODE	PARTS RETURN	EMP NO	COST OR ELAPSED	TIME CLOCK
		0000		- NO	Line	ON
		-		6		OFF
87						ON
						OFF
						ON
		-			1 1	OFF
						ON
						OFF
		1				ON
		-			1 1	OFF
						ON
					1 1	OFF
						ON
		-			1 1	OFF
						ON
					1	OFF
						ON
		-			1	OFF
						1000

SECTION 7 – BASIC CLAIM PREPARATION

Warranty Claim Flowchart



1. Customer Information

- 1. Customer Name and Address
- 2. Vehicle Identification Number
- 3. Customer's Signature (after concerns have been entered)
- 4. Fill in the owner information boxes based on dealer requirements.
- 5. Record the two character state code (e.g., MI for Michigan) and license plate number.

2. Visiting Owner (optional)

Check this box if your dealership did not sell this vehicle.

3. Date of (original) Sale (stock, if not sold)

1. 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)

2. 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.

SECTION 7 – BASIC CLAIM PREPARATION

NOTE: If vehicle was sold in a country other than that in which it is being serviced, enter in the Miles/Km box an "M" if the odometer reading is in miles or a "K" if the odometer reading is in kilometers. If the vehicle is equipped with an electronic odometer, it is not necessary to use this field.

5. OASIS Response

OASIS will confirm original date of sale. If OASIS also indicates an open Recall, Customer Satisfaction Program, or Special Service Instruction, enter the 5-character code number to identify the requirement.

 Check OASIS to verify open Recalls, Customer Satisfaction Programs, Special Service Instructions, symptom codes, 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).
 - 1. If there is a repair or replacement of a service-installed part or accessory, write the date the part or accessory was originally installed.
 - 2. 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.
 - 4. Enter the repair order or invoice number when the part or accessory was originally installed or sold.

7. Date and Odometer Reading at time of vehicle release

- Enter the date and distance when the vehicle was released.

8. Service Advisor Number and Vehicle Information

- Service Advisor Number (required for Warranty Repair submission)
- License Number
- License State Code (required for Warranty Repair submission)
- Model Year
- Model or Name
- Time Received
- Time Promised
- Phone Number (Customer)
- Service Tag Number

9. Description of Concern

This should be a detailed, to the point description of how the customer described his/her concern. Use basic abbreviations.

 Write a clear and complete explanation of the owner's concerns and instructions to the technician. Use the repair number column to assign the customer concerns and instructions to the repair number.

WARRANTY & POLICY MANUAL

SECTION 7 – BASIC CLAIM PREPARATION

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 crossreference 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>	CROSS-REFERENCED TO
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. If an internal dealership ID is assigned to the technician, then the Warranty Administrator must convert it to a valid Ford ID on the claim.

SECTION 7 – BASIC CLAIM PREPARATION

Parts Department Entries

The Parts Department then enters the applicable parts information on the warranty repair form. Parts Department personnel enter the following:

17. Repair Number

Enter the same repair number that was assigned to the customer concern for which this part applies. You may use numbers or letters to indicate the order of your repairs.

• Use the repair number column to assign parts to repair numbers.

18. Part Number & Name

- If the part is replaced, enter the entire part number.
- If the part is adjusted or repaired, enter the full Ford part number. If the full part number is not available, the causal base number is acceptable.
- Part number and name Enter in the prefix, basic and suffix numbers and name of all Ford parts which relate to the repair description in the right hand column. The part name may be entered at the dealer's option (required in some states/provinces).
 - Enter the Motorcraft or Supplier Direct Ship (SDS) part number when used. If this
 is the causal part, enter the equivalent Ford base part number on a separate line
 from the Motorcraft or Supplier Direct Ship part number.
 - When parts are purchased from outside sources, follow the procedure for special preparation of outside part repairs in the ACES II User Manual.

NOTE: Normal shop supplies such as adhesives, lubricants (tubes and sprays), solvents/cleaners, rust inhibitors, thread lock, rags, film, electrical tape, etc., are not reimbursable separately unless stated otherwise in emissions or safety recalls, customer satisfaction programs, TSBs or other Company publications that their cost is reimbursable.

19. Key (Exception Field)

The key column is used to indicate two different codes.

- "O" (Outside Labor) indicates that outside labor has been used.
- "X" (CAUSAL PART) indicates the part that caused the repair.

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.

WARRANTY & POLICY MANUAL

SECTION 7 – BASIC CLAIM PREPARATION

 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: The Parts Department keeps the copies until the repair is completed. When the dealer service (hard) copy is returned, follow these steps:

- Complete the final parts pricing.
- Supply the causal basic part numbers for labor-only repairs.
- Check the parts entries for completeness and accuracy.

Send the form set to the Service Department.

Repair Process

The Service Department is next and is responsible for the labor information and a complete description of the repair(s) performed.

The form is then forwarded to the person responsible for completing the claim to perform final closing entries, total the claim and submit it to Ford for payment. **Double check all entries prior to submission to Ford.**

23. Repair Number

Enter the same repair number that was assigned to the customer concern for which this labor applies. You may use numbers or letters to indicate the order of your repairs.

24. Condition Code (only one per repair)

Enter a Condition Code for the causal part. (Determine the correct condition code from the technician's comments on the dealer service (hard) copy.)

The Condition Code must be entered on the same line as the causal part. Refer to your Condition Code Reference Sheet or the appendix of the ACES II User Manual.

25. Diagnostic Trouble Codes (back of form)

Enter or attach diagnostic equipment test results and diagnostic trouble codes if applicable.

26. Repair Prior Approval Code

If required, contact Ford for approval code prior to performing repair.

WARRANTY & POLICY MANUAL

SECTION 7 – BASIC CLAIM PREPARATION

27. Technician's Comments (back of form)

Enter a complete detailed description of the repair(s) performed and the specific reason for the failure.

IMPORTANT: Enter a complete description of the repair performed. Comments defining how or why parts failed are vital to Company Engineering in their efforts to correct product concerns. If you encounter a product concern that you want to report to Ford, submit an Electronic Dealer Service Report through OASIS, or call in a Job 1 Report on 1-800-322-5621 (1-800-322-JOB1).

NOTE: Sufficient information also must be available on the dealer service (hard) copy and entered electronically to support certain repairs (i.e., explanations of actual time, diagnostic trouble codes, and location and type of defect).

Close Repair Order

28. Labor Operation Number and Scheduled Time

This information can be found in the Ford Service Labor Time Standards Manual or other Company published documents such as TSBs.

- Use the repair number column to assign labor operations to repair numbers.
- Enter the labor operation number(s). If more than one operation is needed, do not use duplicate numbers or numbers with overlapping operations (operations with duplicate labor steps). Complete labor operations must be used for combinations. Do not use labor operation suffix alone.
- Enter the labor hours listed for the operation in the Ford Service Labor Time Standards Manual. If the operation is not listed, enter actual time operations "B, MT, NPF." Refer to Section 4 "Actual Time Labor Operations". (Actual time must be entered by dealer.)

NOTE: Refer to Section 1 - "Time Recording" in this manual.

Enter the labor amount (warranty labor rate multiplied by the hours).

29. Labor Amount

The dealer labor rate multiplied by the scheduled time for the labor operation.

30. Miscellaneous Expense Entry Information

- Repair Number for Miscellaneous Expense

Enter the same repair number that was assigned to the customer concern for which this miscellaneous cost applies. You may use numbers or letters to indicate the order of your repairs.

- Loaner Car

Enter the number of days the loaner car was used and the daily rate for that car. Multiply the number of days by the rate to get the amount.

- Refund: Amount

The amount reimbursed to the customer for an emergency repair paid by the customer.

WARRANTY & POLICY MANUAL

SECTION 7 – BASIC CLAIM PREPARATION

- Towing: Amount

The amount that was paid either by the customer or the dealership to have the vehicle towed (customer must provide receipt). If a dealership tow truck is used — a tow truck log number is required. Only one tow can be claimed per visit. Enter the log number the Tech Comments area on the back of the form. Refer to Section 6, "Roadside Assistance Program".

NOTE: For most 1994 and newer 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 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 Recall or Customer Satisfaction Program.

33. Approvals

There are two types of approvals:

- Approval to perform a repair, and
- Authorization to submit claim.

If a dealer has a self-approval code or has obtained an approval number from a plant, Customer Assistance Center, General Office or regional office, the assigned code must be entered here. If two approvals have been obtained, enter both.

34. Parts Sub Total

Sum of Amount column (21), add up the amount of parts for each repair.

Parts Allowance Total

Sum of parts eligible for applicable parts allowance multiplied by the mark-up rate.

- Calculate the applicable parts allowance total based on the parts sub total.

Core

Sum of Core column (22)

NOTE: Add all of these boxes together and enter the amount in the Parts Total column for each repair.

Parts Total

Sum total of above.



SECTION 7 – BASIC CLAIM PREPARATION

35. Labor Total

Sum of Labor Amount column (29)

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

NOTE: Extended totals for entries 30-35 should be calculated for each repair. As an example, if there are four repairs, the sum of the four totals will be entered in the total column box.

36. Miscellaneous Expense Total

Sum of Miscellaneous section for the repair number (30), Add up all miscellaneous expenses BY REPAIR and enter in the Misc. Total box.

37. Administrative Allowance

Enter the agreed upon time (tenths) and dollar amount allowed for processing recall refunds or for handling certain programs. Enter any authorized administrative allowance in the Admin. Allowance box.

38. Tax

Enter an extended dollar amount (by repair) on those repairs where taxes apply. Calculate any sales tax that is applicable to this repair and enter in the Tax Amount box.

39. Customer/Dealer Participation

Use for After-Warranty Assistance. Some situations may arise where the dealer or Company wishes to pick up some additional expenses beyond the warranty coverage. If dealer and customer participation amounts are involved, enter these amounts in the appropriate boxes.

40. Repair Total

Total summation of all totals and other adjustments for the individual repairs. Add Total Parts, Total Labor, Miscellaneous Total, Administrative Allowance Amount and Tax Amount. Enter in the appropriate Repair Total box. Check the entries for accuracy and clarity.

Dealership Sign-off

41. Authorized Dealership Personnel Signature

- Have the dealer or General Manager or authorized person sign and date the forms. If the forms are prepared by an outside vendor, the following statement must also be included on the face of the form.

"I, the undersigned, have prepared this warranty claim from the information contained on the dealer's repair order # and certify it to be a true transcript of this repair order."						
(Name of Firm)	(Signature)	(Date)				
(ramo or rimi)	(Oignataro)	(Bato)				



SECTION 7 – BASIC CLAIM PREPARATION

42. Authorization to Submit Claim

When authorization is required, the Warranty repair form must show the approval in one of the following ways:

- Obtain a five-digit computer-generated code from your Parts & Service Zone Manager or other authorizing Company activity. Enter the code in the Approval Number box.
- Enter the five-digit code for Concern Definition Panel repairs which are authorized by a Company Plant or Engineering Activity in the Approval Number box. The approval form number must be entered in the Description of Concern area of the claim.

43. Repair Submission

- Submit the repair to the Company immediately after the repairs are completed. Repairs beyond the submission time limit (1) from date of repair will not be accepted.
- (1) Or the time period allowed by state law.

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 the Warranty repair form 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.



SECTION 7 – BASIC CLAIM PREPARATION

ALTERNATIVE FORM REQUIREMENTS (REPAIR ORDERS)

Required Work Order Entry Fields DEALERS MAY USE AN ALTERNATIVE REPAIR ORDER (COMPUTER-GENERATED OR OTHER) ONLY IF:

- All of the following information appears on the repair order (either in designated areas or in a stamped area on the face of the form):
 - Approval Code or Number (if applicable)
 - Causal Part(s) and Condition Code(s)
 - Core Charge
 - Cross Reference Number
 - Customer Description of Concern/Technician Comments/Repair Description/Customer Concern Code
 - Dealer and Customer After-Warranty Assistance Participation Amounts, Including Heavy Truck Pro-rata Amounts
 - Dealer, General Manager or Authorized Person Signature
 - Diagnostic Trouble Codes
 - Distance Indicator (M/KM)
 - Labor Operation Number(s), Scheduled Time and Amounts
 - License State Code
 - Misc. Expense Area for Loaners, Refunds, Handling/Freight, Towing, Administrative Allowance and Tax
 - Odometer Reading/Date of Repair
 - Owner Name, Address and Signature
 - Part Number, Quantities and Amounts
 - Parts Allowance Total
 - Parts Sub Totals
 - Program Code (if applicable)
 - Recall/CSP Related Damage Indicator
 - Repair Number
 - Repair Order Number
 - Separate Customer Deductible Field
 - Service Advisor's Identification
 - Service Installed Parts Original Repair Order/Over-the-Counter Invoice Number, Installation Date and Accumulated Distance
 - Technician's Identification (Last 4 digits of Social Security Number)
 - Time Clocking Section
 - Total Parts, Labor and Claims Amounts by Repair
 - Vehicle Identification Number
 - Date/Odometer reading at time of vehicle release if the repair is delayed while waiting for parts

Warranty Measurement System and Controls Programs

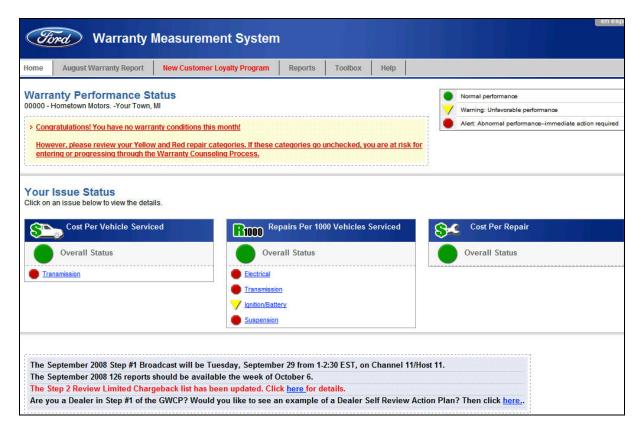
GLOBAL WARRANTY MEASUREMENT SYSTEM (GWMS)

The Global Warranty Measurement System (GWMS) provides an overview of dealership performance of all Ford-paid ACES II repairs. The GWMS includes comparative indicators, which enable dealership management to identify areas that need further review or possible improvement of repair shop processes and controls.

NOTE: The GWMS contains a cumulative six months of data ending with the month indicated (i.e., the November GWMS report represents warranty performance from June through November).

- GWMS may be accessed through Parts & Service, Warranty, and Warranty Trend & Customer Loyalty Program Reports in FMCDealer.com.
- GWMS "Home Page" provides a quick indication of dealership performance in the three Primary Measures:
 - Cost Per Vehicle Serviced (CPVS) Adjusted for comparison group labor rate and parts mark-up differences.
 - Repairs per 1000 Vehicles Serviced (R/1000).
 - Cost per Repair (CPR) Adjusted for comparison group labor rate and parts markup differences.
- Diagnostic colors used to provide warranty performance status:
 - Green / No Condition Code
 - Yellow / Trending Toward Condition Code
 - Red / Condition Code.
- Dealership management can "Drill Down" from Primary Measures on GWMS Home Page to identify potential warranty performance concerns and obtain a targeted claims list.
- GWMS provides additional performance measures such as Customer Loyalty Program, SPW, last two years of vehicle history and diagnostic reference materials with a tutorial on how to navigate GWMS.
- GWMS provides additional materials such as self review documents, reference materials; dealer specific claims lists and reports, and Help functionality.

SECTION 8 – WARRANTY PERFORMANCE MEASUREMENT



Dealership personnel can learn more about the GWMS by taking the following Web-based training courses -

3345W "Warranty: Taking Control of your Performance" 3415W "Metrics Based Warranty Performance"

Warranty Expense Formula

Ford evaluates dealership warranty performance using the three Primary Measures referenced previously. Dealerships may be included in Ford's Warranty Counseling Process (WCP) based on Primary Performance Measures.

Primary Measures

- Cost Per Vehicle Serviced (CPVS): Sum of six months payments divided by six months vehicles serviced (labor costs and parts mark-up adjusted to the comparison groups' average rates).
- Repairs per 1000 Vehicles Serviced (R/1000): Sum of six months repairs divided by six months vehicles serviced multiplied by 1000.
- Cost Per Repair (CPR): Sum of six months payments divided by six months repairs (labor costs and parts mark-up adjusted).

NOTE: All Ford-paid ACES II repairs are included in warranty expense formula except:

- Field Service Actions (formerly Recalls)
- Customer Satisfaction Programs (formerly ONP's)
- Extended Service Plan (ESP) Repairs
- Transportation Assistance Program (TAP)
- Fleet Service Plan (FSP) Billings
- Credit and Debit Advice (Adjustments)
- Miscellaneous Repairs (repairs not captured in measured component groups)
- Transportation Loss and Damage Claims
- Customer Loyalty Programs

Warranty Controls Program

The Warranty Controls Program ensures dealer compliance with effective warranty management practices and processes. Ford administers warranty controls after a review of dealership warranty performance. As administration of warranty improves, warranty controls may lessen. The program offers:

- Flexibility to meet requirements of individual dealers.
- Basis for review of warranty performance to determine need for external controls.

Dealers with satisfactory warranty performance usually have minimal warranty controls. Dealers who do not administer Warranty and Policy effectively may be placed on one or more of the following controls:

- Increased Parts Retention Period
- In-Dealership Claims Review
- In-Dealership Parts Scrap
- Prior Approval for Certain or all Repairs
- Special Labor Controls
- Standard Operation Time Recording
- Special Requirements (tailored to specific dealer)
- Removal of Customer Loyalty Program authority
- Removal of Dealer Self-Approval privileges (actual time, repeat repairs)
- Ford Motor Company reserves the right to update this list of controls and application of controls at any time.

Non-Warranty Counseling Process, Pro-Active Actions

In addition to the measurement and diagnostic tools available through the Global Warranty Measurement System Website, Global Warranty Operations provides three types of counseling to assist dealers in preventing entry into the Warranty Counseling Process. These actions are designed to assist dealers that are experiencing abnormal performance in one or more categories but have not yet exhibited a variance with a condition code on the Warranty Total Row. The Component Group Self-Study, Repair Process Review, and Warranty Specialist contact are all designed to assist in early identification and correction of contributors to abnormal performance in one or more categories, helping to avoid entry into the Warranty Counseling Process.

Warranty Component Group Self-Study

This Program was developed to assist dealers in identifying what action, if any, is necessary to address abnormal warranty performance in an individual component group. It has been designed to support development of an efficient and properly controlled service operation by identifying root cause(s) of abnormal performance and implementation of necessary process improvements. Dealer eligibility criteria are based on flagging a condition code in an individual component group and demonstrating significantly different performance than their peers for that component group. Eligible dealers may receive notification requesting that they perform a Self-Study and directing them to the GWMS website to obtain additional Program materials. These Program materials are available for all dealers interested in performing a Self-Study on their warranty repair and repair shop processes.

Repair Process Reviews (RPR)

Repair Process Reviews are remote claims reviews performed by Warranty Advisors for dealers experiencing high warranty costs and/or frequency on specific repair processes. The reviews are consultative and are intended to help the dealer improve warranty performance on those specific repairs. The RPRs are typically supported by communications to the dealers including Technical Service Bulletins, Warranty Action Notices, Special Service Messages, and FORDSTAR broadcasts. Eligible dealers may receive notification requesting their participation in the program with the objective of identifying improvements that can be applied to future repairs.

FCSD Warranty Specialist In-Dealership Study

The FCSD Field Warranty Specialist is responsible for conducting consultative in-dealership studies to help dealers improve overall warranty processes and performance. Eligible dealers may receive notification requesting their participation in a consultative on-site study with the objective of identifying process improvements and developing an action plan that can be implemented and tracked by the dealer.

THE 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 practices at the dealership. Warranty consultants/auditors will provide evaluations of dealer practices for warranty reviews and audits.

Dealer Notification Letter (Step 1)

This letter advises dealers that they have entered Ford's Warranty Counseling Process at the Self-Review, Step 1. Dealers receiving the letter and entering the Warranty Counseling Process are directed to the GWMS website to obtain Self-Review materials. Self-Review materials, however, may be used by any dealership wanting to perform an examination of warranty repairs and repair shop processes regardless of Warranty Counseling Process status.

False Practices

Exceptions to Dealership Selection and Process Progression

The Company may elect to conduct a review or audit without progressing through the steps of the Warranty Counseling Process.

Examples of when this action may be taken include, but are not limited to, the following:

- Allegations of improper warranty practices have been made
- A follow-up to a previous warranty audit where false practices were uncovered
- All reviews (Step 2) involving false findings will be upgraded to warranty audit (Step 3 action)

Examples of False Claim Categories:

- VIN or Owner name misrepresented
- Repair date misrepresented
- Mileage alteration
- Work not performed as claimed
- Non-Ford part claimed as genuine
- Repairing technician misrepresented
- The knowing submission of claims with omissions of material facts or substantial violations of program requirements

The above list is not intended to be all inclusive. Any other claim category that the Company determines to be false will be so categorized and charged back during any Warranty Counseling Process Action.

Should a Warranty Counseling Process action identify false findings, all claims including ESP submissions, will be included in the audit, regardless of the dealership's ESP performance.

The submission of false 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 claims are identified, termination will be pursued, regardless of whether it is a first time occurrence. All audits involving false findings may require a follow-up audit.

Warranty Review (Step 2)

Dealerships are provided a minimum period of six months following the notification letter to improve their warranty performance before a warranty review will be conducted. A Step 2 Warranty Review will be conducted if a dealer's warranty performance continues to trend abnormally after entering the Warranty Counseling Process. Dealerships are subject to chargeback during the warranty review for the limited disallowance categories listed below:

Overpayment Categories

- Customer and Ford billed for the same repair
- Duplicate claim payment
- Overlapping labor operations only when clearly documented as such in the Service Labor Time Standards Manual
- Rental Reimbursement (ESP) exceeds actual usage*
- No-charge assembly claimed as purchased part
- Sublet towing invoice less than amount claimed
- Used vehicle reconditioned under ESP*
- Ineligible Customer Loyalty Program payments as stated in this Warranty and Policy Manual
- Service part not on original repair order
- Actual time that is not supported. This includes instances where:
 - There is no clocking at all.
 - The total time claimed exceeds clocked time (charge back the difference).
 - The dealer has received a clocking letter and is required to clock actual time separately and does not comply.
- Documentation not available or not provided
- Continuation claim bypasses deductible (deductible eligible for chargeback)
- Actual causal part not covered at time of repair, claim miscoded to obtain coverage
- Vehicle part damaged not defective
- Sublet labor exceeds allowable amount
- Inappropriate use of shop supplies, as stated in the Warranty and Policy Manual
 - Shop supplies such as adhesives, lubricants (tubes or sprays), solvents or cleaners are not reimbursable separately unless specifically stipulated in a Company publication

NOTE: This list provides dealerships with examples of the types of deficiencies that are subject to disallowance during the warranty review. Audits will be more comprehensive in nature.

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

Excluding allegation investigations or actions involving or resulting from the identification of false findings, the determination of whether ESP claims are included/excluded in Warranty



SECTION 8 – WARRANTY PERFORMANCE MEASUREMENT

Counseling Process actions is based on the status of the dealership's ESP loss ratio as described below.

- ESP loss ratio of 100% or greater ESP claims are included in Warranty Counseling Process action.
- ESP loss ratio of less than 100% ESP claims are excluded from Warranty Counseling Process action.

Warranty Audit (Step 3)

A Warranty Audit will be performed in those instances where FCSD determines that dealers have not demonstrated the ability to resolve their warranty performance problems.

Audits are regularly conducted by the Company on claims and claim-supporting records in accordance with the Ford Sales and Service Agreement. All improper claims and claims not supported by dealership records that have been paid by the Company are subject to chargeback. Audit results are discussed with the dealer before closing the audit. Warranty claims beyond one year from notification of payment are not subject to chargeback.

Improper claims include the list detailed in the warranty review section as well as claims including, but not limited to, the following list:

- Lack of identification (SSN) of technician making repair
- Unauthorized replacement of assemblies or parts
- Unauthorized use of non-Ford parts
- Add-on, repeat, and improper repairs
- Unsupported labor time
- Information showing work done in unrealistically short time
- Overlapping or inflated labor time
- Lack of support documents or inadequate support documents
- Repairs not covered by warranty
- Repairs which are not Ford responsibility
- Misuse of Transportation Assistance
- Ineligible Customer Loyalty Program claim submissions

Warranty Follow-up Audit (Step 4)

Step 4 Warranty Follow-Up Audits will be performed in those instances where FCSD determines that dealers do not resolve their warranty process performance problems after a warranty audit. Additionally, any audit involving identification of false practices may result in a mandatory follow-up audit.

Earned Early Graduation Eligibility

Recognizes dealerships that take action to effectively address drivers of abnormal warranty performance in the early stages (Steps 1 and 2) of the WCP.

Dealerships that have either been sent a Step 1 Self Review Letter or had a Step 2 Warranty Review completed will earn early graduation from the WCP if they achieve any six consecutive months (within the 12 month period after the letter or review) with no condition codes (no red indicators in GWMS) in a key measure on the WARRANTY TOTAL row of the Warranty Trend Analysis Report (362-126). The six month counting may begin as early as the first month after completion of a Step 1 or Step 2 action. Dealerships that achieve early graduation and subsequently experience a condition in a key measure will have a Step 1 Self Review, regardless of how long they were previously in the WCP.

Warranty Audit Action Matrix

Launched in September 2000 and effective for all audits with a start date after January 1, 2001, the Warranty Audit Action matrix defines actions that will be taken by Ford Motor Company based on warranty audit findings, regardless of the rationale for initiating the audit (i.e. Warranty Counseling Process progression due to abnormal warranty performance, review upgrade as described in this section, required follow-up audit due to false findings in a previous Company action).

Company actions taken as a result of a warranty audit are based on the nature and severity of the audit findings and the audit step performed.

NOTE: Ford Motor Company reserves the right to update action decision criteria, modify actions taken and/or add/delete actions at any time. Updates will be communicated to dealers via FMCDealer.com.

Warranty Audit Action Matrix Term Definition

- **Scope** Dealership Warranty and Policy Payments for the Audit Period.
- Total Findings The Total Dollars Charged back as a Result of the Audit.
- False Findings as a % of Scope Total of the chargeback Categorized as False, Divided by the Payments for the Audit Period (Scope).

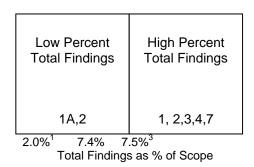
SECTION 8 – WARRANTY PERFORMANCE MEASUREMENT

ALL AUDITS

Initial Warranty Counseling Process Audit



Follow-up Warranty Counseling Process Audit



Additional Follow-up Audit

Low Percent	High Percent
Total Findings	Total Findings
1,2,3,7	1,2,3,4,6

Total Findings as % of Scope

WARRANTY AUDIT ACTION MATRIX

Key Actions:

- Business Counseling Meeting with facing FCSD and Sales General Manager or Regional Manager.
- 1A Business Counseling Meeting with FCSD Parts and Service Operations Manager (PSOM) and Sales General Zone manager or Market Representation Manager.
- 1B Business Counseling meeting with the FCSD PSOM.
- 2. The Dealer must personally sign all warranty claims.
 - Dealer Principal is disqualified from award/program eligibility or recognition for the following: President's Award, 100 Club (Fd), LM Leaders, FLM Masters, Premier Club, Partners in Quality, or any other related award program (with the exception of Ford Blue Oval, Lincoln Mercury Elite see Action 6). Dealership parts and service personnel are excluded from award/program eligibility, travel incentives or any other non-enrollment fee award or recognition programs (for example Employee Excellence), when false findings are identified. Key Action 3 does not apply if dealer principal self-reports false activities prior to Company notification of any WCP action/or identification of false findings.

Additional franchise opportunities are suspended. Actions 2 & 3 are in effect for 12 months from audit close or the next WCP audit action, whichever is earlier.

- Dealership is ineligible for Customer Loyalty Program (CLP) earnback. Where false CLP claims are identified, FCSD reserves the right to initiate 100% CLP claims Review.
- Chargeback (incremental) assessed for all "Memo" items noted during Step 2 Warranty Review (previously not processed for actual chargeback).
- 6. Sales Market Office forwards a recommendation for termination of a Dealer/Account.
 - If notice of termination is issued, Dealer is immediately ineligible for Blue Oval and LM Elite benefits. If certification has not been achieved, has lapsed, or is expired, eligibility for obtaining certification or recertification is suspended for 12 months.
 - If notice of termination is not issued, Action 7 is required.
- Dealer is required to contract for In-Dealer Consulting Initiative at dealer's expense for a period of up to three months. If declined, assigned sales field office forwards a recommendation for termination of Dealer/Account.

Ford Proprietary - Ford Motor Co. reserves the right to modify Matrix and/or Key Actions at any time

¹Less than 2.0% total findings, implement action 1 only.

²Less than 2.0% total findings, implement actions 1 and 2 only.

³In-Dealer is not required if 6 month visit count is I less than 250 AND findings are less than \$5,000 and do not involve any false findings.

SECTION 8 – WARRANTY PERFORMANCE MEASUREMENT

ADDITIONAL ACTIONS – AUDITS WITH FALSE FINDINGS

WARRANTY AUDIT ACTION MATRIX

First Time False Findings

	High False Percent	High False Percent
False Findings % of Scope	Low Total Percent	High Total Percent
5%	1,2,3,4,5	1,2,3,4,5,6
4.9%	1,2,3	1,2,3,4,5
	Low False Percent	Low False Percent
	Low Total Percent	High Total Percent
	9.9%	10%
	Total Findings a	c % of Scope

Total Findings as % of Scope

Second Time False Findings

	High False Percent	High False Perce
False Findings % of Scope	Low Total Percent	High Total Perce
2%	1,2,3,4,6	1,2,3,4,6
1.9%	1,2,3,4,7	1,2,3,4,6
	Low False Percent	Low False Perce
0.5%*	Low Total Percent	High Total Perce
	1.0%* 4.9%	5%
	Total Findings as %	of Scope

Third and Subsequent False Findings

	High False Percent	High False Percent
False Findings % of Scope	Low Total Percent	High Total Percent
1.5%	1,2,3,4,6	1,2,3,4,6
1.4%	1,2,3,4,6	1,2,3,4,6
	Low False Percent	Low False Percent
0.5%**	Low Total Percent	High Total Percent
	1.0%** 1.9%	2%
	Total Findings a	s % of Scope

*Less than 0.5% for false findings <u>and</u> 1.0% total findings, implement actions 1,2,3 only.

**Less than 0.5% for false findings <u>and</u> 1.0% total findings, implement actions 1,2,3,4 only.

Key Actions:

- Business Counseling Meeting with facing FCSD and Sales General Manager or Regional Manager.
- 1A Business Counseling Meeting with FCSD Parts and Service Operations Manager (PSOM) and Sales General Zone manager or Market Representation Manager.
- 1B Business Counseling meeting with the FCSD PSOM.
- 2. The Dealer must personally sign all warranty claims.
- 3. Dealer Principal is disqualified from award/program eligibility or recognition for the following: President's Award, 100 Club (Fd), LM Leaders, FLM Masters, Premier Club, Partners in Quality, or any other related award program (with the exception of Ford Blue Oval, Lincoln Mercury Elite see Action 6). Dealership parts and service personnel are excluded from award/ program eligibility, travel incentives or any other non-enrollment fee award or recognition programs (for example Employee Excellence), when false findings are identified. Key Action 3 does not apply if dealer principal self-reports false activities prior to Company notification of any WCP action/or identification of false findings.

Additional franchise opportunities are suspended. Actions 2 & 3 are in effect for 12 months from audit close or the next WCP audit action, whichever is earlier.

- Dealership is ineligible for Customer Loyalty Program (CLP) earnback. Where false CLP claims are identified, FCSD reserves the right to initiate 100% CLP claims Review.
- Chargeback (incremental) assessed for all "Memo" items noted during Step 2 Warranty Review (previously not processed for actual chargeback).
- Sales Market Office forwards a recommendation for termination of a Dealer/Account.
 - If notice of termination is issued, Dealer is immediately ineligible for Blue Oval and LM Elite benefits. If certification has not been achieved, has lapsed, or is expired, eligibility for obtaining certification or recertification is suspended for 12 months.
 - If notice of termination is not issued, Action 7 is required.
- 7. Dealer is required to contract for In-Dealer Consulting Initiative at dealer's expense for a period of up to three months. If declined, assigned sales field office forwards a recommendation for termination of Dealer/Account.

Ford Proprietary – Ford Motor Co. reserves the right to modify Matrix and/or Key Actions at any time

WARRANTY & POLICY MANUAL

SECTION 8 – WARRANTY PERFORMANCE MEASUREMENT



SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

SECTION 9 – GLOSSARY, RESOURCES FORMS & PUBLICATIONS

GLOSSARY

The terminology, codes and abbreviations used throughout this Manual are defined here in alphabetical order.

ACES II	Automated Claims Editing System	
ARN	Accurate Repair Notification	
Authorization to Submit Claim	The authorization or approval given by a	
(Prior Approval)	Company representative to submit a claim.	
AT-PZEV	Advanced Technology – Partial Zero Emission	
	Vehicle (Hybrid)	
BAC	Business Assistance Center	
CAUSAL PART	The part that caused the repair or replacement	
	of other parts.	
CC	Condition Code	
CCC	Customer Concern Code	
CDS	Computer Dealer Service	
CLP	Customer Loyalty Program	
CPI	Consumer Price Index	
CRC	Customer Relationship Center	
CSP	A Customer Satisfaction Program set up to	
	inspect and, if necessary, repair or replace a	
	component on specified vehicles, or a	
	customer satisfaction program established to	
	provide extended coverage for a component	
	system or condition.	
Company	Ford Motor Company	
CuDL	Customer Data Link	
CVO	Commercial Vehicle Operation	
DAF	Dealers Ask Ford (tool for warranty questions	
	via FMCDealer)	
Deductible	Fee paid by the owner for each repair visit.	
DOES	Direct Order Entry System	
DOT	Department of Transportation	
DRE	Direct Registration Entry	
DTC	Diagnostic Trouble Code	
DWE	Direct Warranty Entry, a computer system	
	submitting claims to the Company.	
EBOM	Electronic Bill of Materials	
ECU	Engine Control Unit	
EEC	Electronic Engine Control	
EPA	Environmental Protection Agency	
EPP	Environmental Protection Plan	
ESC	Extended Service Contract	
ESP	Extended Service Plan	
FAD	Ford Authorized Distributors	

SECTION 9 – GLOSSARY	, RESOURCES	, FORMS & PUBLICATIONS
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FAR	Ford Authorized Remanufacturer	
FCSD		
Ford	Ford Customer Service Division	
Foreign Vehicles	Ford Motor Company Vehicles sold in another country which carries	
i oraigii variicias	the warranty of the country in which they are	
	purchased.	
FRCS	Ford Rental Car System	
FSA	Field Service Action	
FTC	Federal Trade Commission	
GCR	Global Concern Reporting	
	, v	
GTDI (EcoBoost engines) GVWR	Gasoline Turbocharged Direct Injection	
	Gross Vehicle Weight Rating	
Heavy Duty Engine	Any engine which the engine manufacturer	
	could reasonably expect to be used for motive	
Hoovy Duty Vohiolo	power in a heavy-duty vehicle.	
Heavy Duty Vehicle	Any motor vehicle rated at more than 8,500	
	pounds GVWR, or that has a vehicle curb	
	weight of more than 6,000 pounds, or that has a basic vehicle frontal area in excess of 45	
	square feet.	
ICC	Interstate Commerce Commission	
Light Duty Truck	Any motor vehicle rated at 8,500 pounds	
Light Duty Truck	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	
Light Duty Verlide	capable of seating 12 passengers or less.	
LMRCS	Lincoln Mercury Rental Car System	
LPG	Lifetime Parts Guarantee	
LPG	Liquid Propane Gas	
LSG	Lifetime Service Guarantee prior to 1/1/92	
MDPV	Medium Duty Passenger Vehicle	
MORS II/MORS III	Master Owner Relations System	
MVC	Misbuilt Vehicle Claims	
NPF	No Problem Found — an actual time repair	
1411	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	
OGC	Office of the General Counsel	
OPD	Order Processing Department	
OSL	Outside Labor	
OSP	Outside Parts	
OTC	Over-the-Counter	
PCM	Powertrain Control Module (aka – ECU)	
PDC	Parts Distribution Center	
PEARS	Parts Entry and Return System	
Policy	A Company program which pays all or part of	
1 Olloy	certain repairs not covered by warranty.	
PPP	Parts Policies and Procedures Manual.	
FFF	rans ruicles and riocedules Manual.	

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SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

	RY, RESOURCES, FORMS & PUBLICATIONS
Pro-rata	The owner participation amount for repairs
	reimbursed at less than 100% of the claim
575.4	value.
PZEV	Partial Zero Emission Vehicle
QCMPP	Quality Care Maintenance Protection Plan
QFC	Quality Fleet Care
RAP	Roadside Assistance Program
RAV	Reacquired Vehicles - vehicles repurchased by
	the Company
RCRC	Regional Core Recovery Center
RM	Parts packed in a container marked
	"remanufactured" or Ford service parts that end with an "RM" suffix.
Recall	A program to inspect and correct safety,
	compliance or emissions problems in specified
	vehicles.
Sales and Service Agreement	A legal contract between the Company and the
	dealer by which the dealer sells and services
	Ford vehicles.
SBDS	Service Bay Diagnostic System
SDS	Supplier Direct Ship Parts Program (usually
	applies to trucks) or Same Day Service station
	(applies to radio chassis and other audio
	system components).
Second Owner	The second retail owner of a vehicle.
SLTS	Service Labor Time Standards
SSM	Special Service Message
SSP	Super Seal Corrosion Protection
SSV	Special Service Vehicle
STL Review Board	Submission Time Limits Review Board
Subsequent Owner	A vehicle owner who is not the first owner of
	the vehicle.
TAP	Transportation Assistance Program
TSB	Technical Service Bulletin
TSS	Totaled, 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
WPAC	Warranty Parts Analysis 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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SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

RESOURCES

This section lists frequently used names, addresses, and phone numbers of contacts and resources. In addition, there are directions for using and ordering warranty administration and ESP forms.

Frequently Used Contacts

Alternative Fuel Customer Assistance Center	877-343-5338
Archway Publications	734-713-3446 734-713-2971 (FAX)
Assembly Plants	Assembly plant correspondence should be addressed to the assembly plant vehicle scheduling manager.
Bedliner & Cargo Liner	For authorization/replacement at no charge by Manufacturer. 888-FORD-OE1 (Penda)
Branded Title/Warranty Cancellation Inquiry	Fax the required documentation to 1-866-293-9833 to the attention of Warranty Analyst.
Bumper-Master Guard	For authorization to replace bumper and for a replacement bumper at no charge call: 800-541-5834
Cellular Phone Systems — Technical Hotline	Ford Cellular systems technical assistance and Warranty service hotline. 800-755-4161 Send Defective equipment with Form 8560 to: Autocraft Electronics 1612 Hutton Drive Suite 120 Carrollton, TX 75006
Commercial Vehicle Hotline	Ford Parts and Service Assistance on commercial vehicles: 800-782-8627

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Customer Communication	Handle program information inquiries; provide customer and dealer support regarding Ford and Lincoln-Mercury commuter van program. 800-826-7427
System Support Center	800-790-4337
Customer Relationship Center (CRC)	Retail customers call or write with product or service related questions or concerns. Ford Motor Company Customer Relationship Center 16800 Executive Plaza Drive P.O. Box 6248 Dearborn, MI 48121 800-392-3673 (Ford/Mercury) 800-521-4140 (Lincoln) www.customersaskford.com
Dealer Payment Statements	Helpline: 408-856-3321
Dealer Roadside Assistance Center (DRAC)	Provides dealerships with administrative assistance relating to billing, etc., for the Ford Auto Club. Not a customer assistance number. • 866-231-1173
Delayed Delivery & Warranty Start Date Discrepancy for Modified Vehicles	To correct warranty start date discrepancies on qualified vehicles, all requests must be made via Website address: • www.fordwsd.com The FCS-900 form will no longer be accepted.
Digital Imaging Review Center	800-826-4694
DOESII Hotline	800-260-3673



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Extended Service Plan (ESP) - Mail Addresses

Plan Registrations, cancellation, and contract changes

ESP Headquarters

P.O. Box 6045

Dearborn, MI 48121

 Registrations, cancellations, contract changes, customer concerns, QFC payment procedures, and the QFC Part Program

ESP Headquarters

P.O. Box 6065

Dearborn, MI 48121

FORD EPP AND SUPER SEAL CLAIMS CORRESPONDENCE

ESP Claims

P.O. Box 6045

Dearborn, MI 48121

• FORD ESP CLAIMS CORRESPONDENCE

ESP/ESC Headquarters

P.O. Box 6045

Dearborn, MI 48121

COMPETITIVE-MAKE NEW ESC CLAIMS

ESC Headquarters

PO Box 6045

Dearborn, MI 48121

	lines
_ > _	 111146

For inquiries regarding registrations, certificate of provision, and program information:

1-800-521-4144 All U.S. Plans 1-800-367-3317 All Ford of Canada Plans

Super Seal and EPP Headquarters is 1-800-521-4144

1-800-367-3221 - Quality Fleet Care

For prior repair approval

- Ford, Mercury, or Lincoln vehicles, and competitive make vehicles registered through ESPS. 1-800-321-7790 or use Web ESP Prior approval
- Ford ESP Used Claims (sometimes referred to as Used ESC) 1-800-521-4116
- New Competitive-Make vehicles (ESC) 1-800-233-5819

NOTE: ESP toll-free hotlines are operational during normal business hours. They are for dealership and Regional Office use only.

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Ford ESP Used Claims (sometimes referred to as Used ESC)	Ford ESP Used Claims provide prior approval and repair information for contracts on competitive make vehicles. • 800-521-4116
	• 000-321-4110
ESC - Competitive Make New	Handle inquiries, contract enrollments, claims processing and literature requests (contracts, brochures, etc.).
	• 800-233-5819
ESP Administration Hotline	Handle all ESP administrative concerns and questions, credit card payment registrations, issue contract provisions, and process cancellations. Verify active contracts and provide procedures for obtaining service, service locations and rentals. Assist dealerships with claims submission.
	• 800-521-4144
ESP Assistance (Canadian Vehicles in U.S.)	Verify coverage for Canadian vehicle owners located or traveling in the U.S.
	• 800-565-3673
ESP Prior Approval Claims	Dealers requiring prior approval for ESP repairs call for commitment. Also provides information on covered parts, contract restrictions, assistance with and interpretation of rejected ESP and QFC claims and Web ESP Prior Approval • 800-321-7790
Export Operations	Handle inquiries regarding North American built vehicles for shipment out of the U.S. (except Mexico and select territories). • 313-594-4857
Fleet Customer Information	Fleet and rental program information, vehicle specifications, ordering, scheduling, shipping, tracing, government sales.
	800-343-5338313-446-3394 (FAX)

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Floot Complet Hothing	Hotling to avendite name offer to decide a societaria.
Fleet Service Hotline (Car & Lt. Truck)	Hotline to expedite parts, offer technical assistance, and act as liaison between the fleet account and the dealership. • 800-343-5338
Fleet Service Hotline Medium/Heavy Truck	Provides general heavy truck administrative assistance (e.g. parts expediting, warranty clarification). Acts as a liaison between fleet account and dealership. • 800-782-8627
Ford Auto Club - Customer Roadside Assistance Center	Handles customer enrollments, provides membership forms, brochures, roadside assistance, trip routing, and claims processing for Ford Auto Club members. • 800-241-3673
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 Worchester, PA 19490 Attn: Dock C Direct Dealer Dept.
Fordstar Administrative Help Desk	Provide assistance with Fordstar Satellite technical and equipment concerns. • 800-790-4357
Ford Licensed Accessories	• 877- 682-4276 or <u>fla@ford.com</u>
Forms Ordering	Numbers to order Company Forms
	734-713-3446 (FCS-8572-97) Condition Code
	313-865-5000 - Service Publications for Ford (shop manuals, D.I.Y. Scheduled Maintenance Guide, Specifications booklets, troubleshooting manuals, wiring diagrams, owner guides)
	NOTE: A number of forms and manuals are available through FMCDealer.com and/or the dealer eStore.

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Global Concern Report	Dealership personnel may submit a Global Concern Report (GCR) on any product concern that has not been resolved by Ford, particularly those where no fix is available. For additional information, Concern Report administration can be reached at: • Phone - (800-322-5621) • Fax - (800-329-3377) • Email - concern@ford.com
Instrument Clusters	Ford Electronics Service Group • fesg@ford.com or 313-390-3635
In-Transit Claims	• 888-445-4234
Key Codes	Provide key codes and keyless entry codes for 1998 to current model vehicles, access FMCDealer.com / Parts & Service / Parts Dept. Tools / Key Codes
Leer Hard Tonneau Covers	For replacement parts:
	Leer Corporation • 800-525-8046
Lincoln Customer Relationship Center	Handles product and service related concerns for Lincoln Owners. • 800-392-3673
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. • 800-241-3673
Loss and Damage Claims	Respond to inquiries regarding payment of Carrier Loss & Damage claims (vehicles damaged in transit).
	• 888-445-4234
Misbuilt Vehicle Claims	Contact via Dealer Ask Ford on FMCDealer.com

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Mis-invoiced Vehicles	For vehicles with invoice problems only (e.g. invoiced for an option that should have been provided at no charge, or invoiced for an option not ordered and not received), submit letter to: Ford Motor Co. Vehicle Billing Section P.O. Box 6235 Dearborn, MI 48121 USA or FAX Letter to: 313-845-1572		
Mobile-Ease Hands-Free Communication System	For replacement parts:		
	Peiker Acustic, Inc. • 877-734-5375		
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		
Multimedia (Audio, Navigation & Family Entertainment) Systems	Ford Electronics Service Group • fesg@ford.com or 313-390-7300		
Navigation DVD	• 888-628-6277 - NAVTEQ		
Owner Guides	To order Ford and Lincoln Mercury vehicle owner guides. • 800-782-4356 • 313-865-5927 (FAX)		
Parts Assistance Center	Parts Assistance inquiries can be made via FMCDealer.com / Parts & Service / Parts Dept. Tools / PACO – Parts Assistance Center On-line.		
Parts Coverage Directory	FMCDealer.com, Parts & Service / Warranty / Warranty Related Manuals		
Parts Publications- Ford-L/M	 To order Parts Catalogs (paper form or CD), Standard & Utility Parts Catalogs, OSI Catalogs or Cross Reference Catalogs refer to FMCDealer / Dealer eStore and search on "Parts Catalogs" To order Ultrafiche refer to FMC Dealer and search on "Parts Publication Order Forms" or contact Budco at 800-356-0792 To order the Parts & Accessories Price CD or Book (FPS-3642) refer to FMCDealer / Dealer eStore and search on "Price CD" or "Price Book" 		

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Portable Navigation Units	Technical & Warranty questions: contact Garmin Product Support, • 1-800-800-1020
Product Concern Reporting (Job #1 Early concern reporting)	To report product concerns on new Ford and LM vehicles, either submit an Electronic Dealer Service Report (EDSR) through OASIS or call the number noted below. Information is input into database for reference by Company activities. • 800-322-5621 • 734-329-3377 (FAX)
Powertrain Assistance Center (PAC)	Offers product support to DEALER WHOLESALE CUSTOMERS ONLY . The PAC is NOT a general technical "hotline" for aftermarket independent repair facilities. The PAC will only handle calls to support transmissions, gas engines, and diesel engines purchased from Ford/Lincoln/Mercury dealers by wholesale customers. • 800-392-7946 (DEALER WHOLESALE CUSTOMERS ONLY)
QFC - Quality Feet Care Program Administration/Billing	 QFC Administration handles: Contract Questions Fleet Eligibility General Program Questions and Inquiries Fleet Enrollment Procedures QFC Billing handles: Dealer Payment Procedures Fleet Payment Procedures Fleet Account Payment Status General Program Questions and Inquiries: Quality Fleet Care Administrative or Billing P.O. Box 6065 Dearborn, MI 48121 800-367-3221
Racks and Bins	America's Body Company • 800-222-8785, ext. 3290

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Reacquired Vehicle (RAV)	 RAV Resale Disclosure and Warranty Notice (FCS-8520) Your Obligations to the Customer (FCS-8536) Warranty Information Booklet for Reacquired Vehicles 			
	Provides the original title to an RAV purchasing dealer upon receipt of the signed and completed RAV Resale Disclosure and Warranty Notice Form (FCS-8520) and Warranty Repair History.			
	Ford RAV Registration Center 34115 West 12 Mile Road Farmington Hills, MI 48331			
	 800-367-3050 248-488-3703 (FAX) 248-848-5900 (Fax to send completed 8520) 			
Red Carpet Lease Roadside Assistance	Provides emergency roadside assistance for eligible Red Carpet lease customers. • 800-348-5220			
Rescu System (Emergency Assistance System)	Control Modules, GPS Antennas, and Antenna cables are supplied by Autocraft Electronics. Send defective equipment and form 8560 to:			
	Autocraft Electronics 1612 Hutton Drive Suite 120 Carrollton, TX 75006 • 800-755-4161			
Roadside Assistance Program	Assist eligible owners with emergency roadside assistance (i.e. flat tire, dead battery, lockout & towing)			
	Ford/Lincoln/Mercury - 800-241-3673			
Roadside Dealer Assistance Center	• 800-367-3258			
Rotunda	• 1-800 –ROTUNDA			
Roush Performance	• 800-597-6874			

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Saleen Parts	To order unique Saleen parts, contact Saleen at: • 800-888-8945
Service Publications & Training	Provides warranty, owner, shop, and current model labor time standards manuals, etc. as well as service training materials. • 800-782-4356 (Past Model years) • 800-782-4356 (Helm) • 313-865-5927 (FAX) For Ford Shop Manuals, D.I.Y. Scheduled Maintenance Guide, Specifications booklets, Troubleshooting Manuals, Wiring Diagrams, and Owner Guides call: Helm, Inc. 313-865-5000
Special Service Support Center	Dealerships call regarding all Ford Motor Company recalls, Customer Satisfaction Programs, and Special Service Instructions. Recall/CSP/SSI P.O. Box 1904 Dearborn, MI 48121 • 800-325-5621
STARS - Standardized Training & Resource System	Updating dealership sales/service personnel info for use with dealer QCP, recognition, and awards programs. Answer curriculum questions on technical training. • 800-548-3212 • 313-446-9407 (FAX)
Super Seal/EPP Contract Processing	Handle inquiries and provide service authorization approval numbers under the terms of Super Seal and Environmental Paint Protection contracts. Super Seal Headquarters P.O. Box 6045 Dearborn, MI 48121 • 800-321-7790

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Technical Service Hotline	Provide technical assistance on the repair of Ford and LM vehicles. Access via web based requests available on PTS after using VIN and symptom code. Ford, Lincoln, and Mercury vehicles		
	IDS support		
	 Powertrain Prior Approval "My Prior Approval Programs" link on FMCDealer. 		
	Primary Web contact using PTS		
	800-826-4694 requires OASIS contact ID obtained		
	during Web contact		
Tire Program Headquarters	• 888-353-3251		
Transportation Assistance Hotline	Handle inquiries regarding dealer allocation or policy questions regarding TAP policy. • 800-336-0798 or • E-mail inquiries to: TAS@budco.com		
TREAD (Transportation Recall	Early Warning questions - please email:		
Enhancement Accountability and Documentation) Act	<u>1Tread@Ford.com</u>		
VECI/IEI Decal Order Processing	Process orders for replacement vehicle emission control decals. Dealers can obtain a label request form at the Field Service Action page on FMCDealer.com (or call 1-734-374-8316 to obtain the form). Fax the completed form to the phone number shown on the request form.		
Vehicle Security System (Ford Alarm-Dealer Installed)	For Parts Replacement call: • 800-FORD-KEY (3673-539)		
Warranty Assistance Team	Provides assistance on proper preparation, correction & submission of warranty claims for payment. • Contact via Dealer Ask Ford on FMCDealer.com		

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Warranty Claims Payment (Payment & Administration Dept.)	Ford Customer Service Division P.O. Box 1597 Dearborn, MI 48121
Warranty Parts Analysis Center	Handle warranty parts return inquiries. Includes chargeback inquiries for part not returned. Contact via Dealer Ask Ford on FMCDealer.com
Warranty – Reporting of Improper Activity	The Customer Relationship Center occasionally receives calls from individuals seeking to report potential improper warranty practices. An established process is used to route these contacts to the appropriate activity for additional research. Should an individual suspect and wish to report an improper warranty practice is taking place within a dealership, they may report this information by calling one of the following numbers: • Ford Vehicles: • Ford Vehicles: • B00-392-3673 • Lincoln Mercury Vehicles: 800-521-4140 Examples of these types of activities may include, but are not limited to: • Vehicle Identification Number (VIN) or owner name misrepresentation; • Vehicle repair date or mileage misrepresentation; • Work not performed as claimed; • The knowing submission of claims with omissions of material facts or substantial violations of program requirements. All reports will be treated confidentially and the anonymity of the individual reporting the incident will be guarded to the extent possible.

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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	12,400
40,000	24,800
60,000	37,200
80,000	49,600
100,000	62,000
120,000	74,400
160,000	99,200
240,000	148,800

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
- Warning Messages
- Open Recalls, Customer Satisfaction Programs and Special Service Instructions
- Warranty and ESP part coverage information
- QFC Enrollment Information and Pre-Set Spending Limits
- Warranty repair history

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 and Diagnostic Trouble Codes. Applicable Accurate Repair Notifications (ARNs), Special Service Messages (SSM) and Technical Service Bulletins (TSB) are returned in response to this request. In addition, daily OASIS Broadcast Messages (BCMs) notify dealers of TSBs and SSMs released that day, and deliver non-technical information relating to service department processes.

GUIDELINES for OASIS USAGE

General Vehicle/Warranty Information - Perform an OASIS inquiry for every vehicle in for service. This allows dealership personnel to check for open recalls, Customer Satisfaction Programs, Special Service Instructions, view warranty repair history and determine what type of warranty coverage exists for a given vehicle.

BCMs - View or Print Broadcast Messages daily.

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Service Repair Information - Use the VIN and appropriate Symptom Codes and/or Diagnostic Trouble Codes to access information on the latest service repair procedures and vehicle/component functional changes (symptom code 803000). OASIS is a powerful tool for assisting in vehicle repair and Fix-it-Right-the-First-Time by allowing access to Special Service Messages and Technical Service Bulletins.

Symptom codes must always be used in the following situations:

- Repeat repair attempts
- Open MORS III/CuDL Issues
- Legal/Lemon Law/Buyback cases
- Before contacting the Dealer Technical Service Hotline
- When other diagnostic attempts fail to find/fix a concern

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.

OASIS Part Coverage look-up tool

This tool will provide VIN specific warranty coverage verification for the following coverages where applicable for all Ford, Mercury and Lincoln Vehicles, LCF & F650/750 Trucks:

- Basic Warranty
- Bumper-to-Bumper
- Powertrain Warranty
- Safety Warranty
- Corrosion Warranty
- Diesel Engine Warranty
- Unique Hybrid Components Warranty
- Emissions Warranty (Federal and California)
- ESP

How to Use the Part Coverage Look-Up Tool

- Run a normal VIN inquiry via OASIS
- On the OASIS results page, select the link at the top of the page labeled "Part Coverage" –

This launches the Warranty & ESP Part Number verification tool

- The VIN information carries over to this screen
- Enter the causal Ford service BASE part number

NOTE: Ford approved pseudo part #s can also be entered, i.e., FRONT, RECAL, etc.

Enter the odometer value with whole numbers (no comma)

NOTE: default distance type for U.S. Dealers is reflected in miles

Select repair date

NOTE: defaults to the current date

Select vehicle registration as identified by the license plate

NOTE: default for U.S. Dealers is "U.S." but the State of registration must be selected via the drop down menu. This is required to address certain unique State specific coverage's.

Press submit button for results

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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 ARNs, SSMs and TSBs for 10 model years. When a new model year is introduced the oldest year is dropped.

Warranty Start Date Errors or Omissions

To correct errors or missing information in the Warranty Start Date refer to <u>Section 2</u> of this manual.

Warranty Cancellation - Branded Title

For information related to Branded Titles and Warranty Cancellations shown on OASIS refer to Section 3 of this manual.

OASIS Availability

There are many ways to access OASIS, for example:

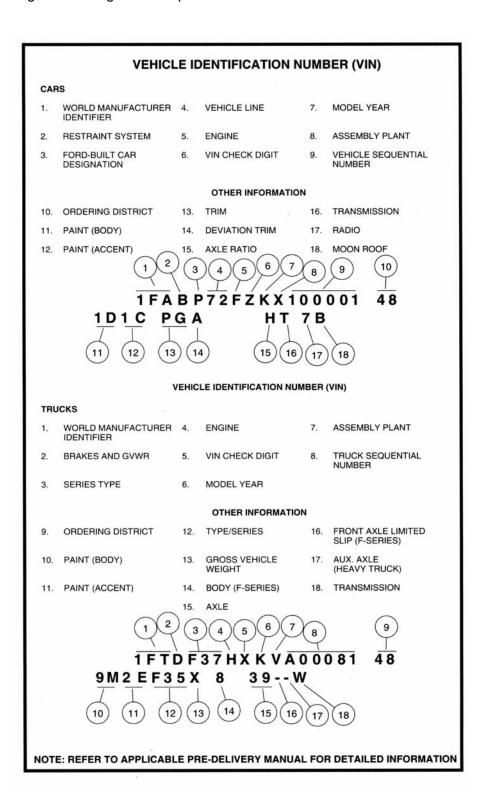
- Dealer Systems Providers
- Personal computers using the CD systems load offered as part of the all dealer solicitation of continuing enrollment for 2001 model year.
- The Web
- WDS (Worldwide Diagnostic System)



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VEHICLE IDENTIFICATION NUMBER (VIN) CODING

The following VIN Coding charts explain the vehicle identification codes.

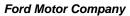




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VIN Positions 1-3

Code	Manufacturer	Make	Туре
Passenge	er Cars		
1FA	Ford Motor Company, USA	Ford	Passenger Car
1LN	Ford Motor Company, USA	Lincoln	Passenger Car
1ME	Ford Motor Company, USA	Mercury	Passenger Car
1ZV	AutoAlliance International	Ford	Passenger Car
2FA	Ford Motor Co. of Canada, Ltd.	Ford	Passenger Car
2FD	Ford Motor Co. of Canada, Ltd.	Ford	Incomplete Vehicle
2L1	Ford Motor Co. of Canada, Ltd.	Lincoln	Incomplete Vehicle - Limousine
2LJ	Ford Motor Co. of Canada, Ltd.	Lincoln	Incomplete Vehicle –Hearse
2LN	Ford Motor Co. of Canada, Ltd.	Lincoln	Passenger Car
2ME	Ford Motor Co. of Canada, Ltd.	Mercury	Passenger Car
2MH	Ford Motor Co. of Canada, Ltd.	Mercury	Incomplete Vehicle
3FA	Ford Motor Company, Mexico	Ford	Passenger Car
3LN	Ford Motor Company, Mexico	Lincoln	Passenger Car
3МЕ	Ford Motor Company, Mexico	Mercury	Passenger Car



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VIN Positions 1-3 (cont.)

Code	Manufacturer	Make	Туре		
Trucks and	Trucks and MPVs				
1F1	Ford Motor Company, USA	Ford	MPV - Limousine		
1F6	Detroit Chassis LLC, USA	Ford	Basic (Stripped) Chassis		
1FB	Ford Motor Company, USA	Ford	Bus		
1FC	Ford Motor Company, USA	Ford	Basic (Stripped) Chassis		
1FD	Ford Motor Company, USA	Ford	Incomplete Vehicle		
1FM	Ford Motor Company, USA	Ford	Multipurpose Passenger Vehicle		
1FT	Ford Motor Company, USA	Ford	Truck - Completed Vehicle		
1MH	Ford Motor Company, USA	Mercury	Incomplete Vehicle		
2FM	Ford Motor Company of Canada Ltd.	Ford	Multipurpose Passenger Vehicle		
2FT	Ford Motor Company of Canada Ltd.	Ford	Truck - Completed Vehicle		
2LM	Ford Motor Company of Canada Ltd.	Lincoln	Multipurpose Passenger Vehicle		
2MR	Ford Motor Company of Canada Ltd.	Mercury	Multipurpose Passenger Vehicle		
3FD	Ford Motor Company (Mexico)	Ford	Incomplete Vehicle		
3FN	Blue Diamond Trucks	Ford	Truck - Completed Vehicle		
3FR	Blue Diamond Trucks	Ford	Incomplete Vehicle		
3FT	Ford Motor Company (Mexico)	Ford	Truck - Completed Vehicle		
4F2	Ford Motor Company, USA	Mazda	Multipurpose Passenger Vehicle		
4F4	Ford Motor Company, USA	Mazda	Truck - Completed Vehicle		
4M2	Ford Motor Company, USA	Mercury	Multipurpose Passenger Vehicle		
5L1	Ford Motor Company, USA	Lincoln	MPV - Limousine		
5LD	Ford Motor Company, USA	Lincoln	Incomplete Vehicle - Limousine		
5LM	Ford Motor Company, USA	Lincoln	Multipurpose Passenger Vehicle		
5LT	Ford Motor Company, USA	Lincoln	Truck - Completed Vehicle		
NM0	Ford Motor Company (Turkey)	Ford	Truck – Completed Vehicle		



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VIN Position 4 - (Passenger Car – Restraint System)

Code	Explanation
F	Manual Belts w/ Driver and Passenger Front Air Bags
В	Manual Belts w/ Driver and Passenger Front Air Bags & Side Air Bags (1st row)
Н	Manual Belts w/ Driver and Passenger Front Air Bags & Side Air Bags (1 st & 2 nd row)
D	Manual Belts w/ Driver and Passenger Front Air Bags & Side Air Bags (1 st & 2 nd row) and Driver Knee Air Bag

VIN Position 4 - Brake System and GVWR Class for Trucks & MPV's

Brake System	GVWR Class	GVWR Range	Trucks with Manual Belts without Air Bags	Trucks & MPVs with Manual Belts and Driver Frontal Air Bag ONLY	Trucks & MPVs with Manual Belts with Driver and Passenger Frontal Air Bags	Trucks & MPVs with Manual Belts, Driver and Passenger Frontal Air Bags and Side Air Bags (1st row)	Trucks & MPVs with Manual Belts, Driver and Passenger Frontal Air Bags and Side Air Bags (1st & 2nd row) *3RD row
Hydraulic	Class A:	Less than 3,000 pounds					
Hydraulic	Class B:	3,001-4,000 pounds					
Hydraulic	Class C:	4,001-5,000 pounds			Y	K	С
Hydraulic	Class D:	5,001-6,000 pounds			Z	L	D, G*
Hydraulic	Class E:	6,001-7,000 pounds				M	E, H*
Hydraulic	Class F:	7,001-8,000 pounds				Ν	F, J*
Hydraulic	Class G:	8,001-8,500 pounds				Р	V
Hydraulic	Class G:	8,501-9,000 pounds	Н	С	N		
Hydraulic	Class H:	9,001-10,000 pounds	J	D	S		
Hydraulic	Class 3:	10,001-14,000 pounds	К	E	W		
Hydraulic	Class 4:	14,001-16,000 pounds	L	F	Х		
Hydraulic	Class 5:	16,001-19,500 pounds	М	G	А		
Hydraulic	Class 6:	19,501-26,000 pounds	N				
Hydraulic	Class 7:	26,001-33,000 pounds	Р				
Air	Class 6:	19,501-26,000 pounds	W				
Air	Class 7:	26,001-33,000 pounds	X				
Air	Class 8:	33,001-55,000 pounds	Υ				



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VIN Positions 5-6-7 (Vehicle Line, Series & Body Type)

FORD/MERCURY CARS	S
VIN POSITIONS 5-6-7	VEHICLE LINE
2011 MY & newer: P4A/P4B/P4C/P4D/P4E/P4F	FIESTA (2011)
P31/P33/P34/P36/P37/P38/P39	FOCUS
2010 MY & newer: P3C/P3D/P3E/P3F/P3G/P3H	
P40/P42/P44/P45/P46/P47/P48/P49	MUSTANG
2005 – 2009 MY: T80/T82/T84/T85/T88/T89	
2010 MY & newer: P8A/P8C/P8E/P8F/P8J/P8K	
P01/P02/P03/P04/P05/P06/P07/P08	FUSION (includes Hybrid)
2010 MY & newer: P0C/P0D/P0GP0H/P0J/P0K/P0L	, , ,
M01/M02/M05/M07/M08	MILAN (includes Hybrid)
2010 MY & newer: M0C/M0H/M0J/M0L	, ,
K00/K01/K02/K03/K04/K05/K06/K07/K08	FREESTYLE / TAURUS X
P52/P53/P54/P55/P56/P58/P59	
2008 - 2009 MY: P23/P24/P25/P26/P27/P28	TAURUS
2010 MY & newer: P2D/P2E/P2F/P2H/P2J/P2K	
P70/P71/P72/P73/P74	CROWN VICTORIA
2010 MY & newer: P7A/P7B/P7C/P7E	
M74/M75	GRAND MARQUIS
2010 MY & newer: M7A/M7F/M7E	
M50/M53/M55/M58/M59	SABLE
M40/M41/M42/M43	SABLE
M40/M41/M42/M43	MONTEGO
P23/P24/P25/P26/P27/P28	FIVE HUNDRED
P60/P62/P63	THUNDERBIRD
P66/P68	CONTOUR
M65/M66	MYSTIQUE
T60/T61/T62	COUGAR
P90	GT
T26	TH!NK City/TH!NK Neighbor
P11/P13	ESCORT
LINCOLN CARS:	
M81/M82/M83/M84/M85/M89	LINCOLN TOWN CAR
2010 MY & newer: L8C/L8E/L8F/L8J	
M93/M94 2010 MY & newer: L9D/L9E/L9F	LINCOLN MKS
M26/M28 2010 MY & newer: L2G/L2J	LINCOLN MKZ
M26	LINCOLN ZEPHYR (MY 2006 only)
M86/M87	LINCOLN LS

Model Year VIN Positions 5-6-7 (Vehicle Line, Series & Body Type)

FORD/MERCURY SUVs. MINIVANS	· · · · · · · · · · · · · · · · · · ·
VIN POSITIONS 5-6-7	VEHICLE LINE
U02/U03/U04/U49/U59/U92/U93/U94/U95/U96	ESCAPE (includes Hybrid)
2010 MY & newer: U06/U0D/U0E/U9C/U9D/U9E/U4K/U5K	ESOAI E (Ilicidaes Hybria)
U29/U39/U56/U57/U81/U87/U91/U97/U98	MARINER (includes Hybrid)
2010 MY & newer: N8B/N8H/N9B/N9H/N2K/N3K	White te (molados riyona)
U60/U70	EXPLORER SPORT
U62/U63/U64/U65/U72/U73/U74/U75/U79/U82/U83/U84/U85 2010 MY & newer: U6D/U6E/U6F/U7D/U7E/U7F/U8D/U8E/U8F	EXPLORER
U36/U37/U38/U46/U47/U48/U66/U76/U86	MOUNTAINEER
2010 MY & newer: N3H/N3J/N4H/N4J	
U23/U31/U33/U51/U53/U67/U77	SPORT TRAC
2010 MY & newer: U2D/U3B/U3D/U5B/U5D	
K51/K52/K53/K62/K63	FLEX
2010 MY & newer: K5B/K5C/K5D/K6C/K6D	
K30/K36/K38/K39/K40/K46/K48/K49	EDGE
2010 MY & newer: K3G/K3J/K3K/K4G/K4J/K4K/K3A/K4A	
S6A/S9A/S7A/S6B/S9B/S7B/S7C/S7D	TRANSIT CONNECT
R10/R11/R14/R15/R44/R45	RANGER
2010 MY & newer: R1A/R1E/R1F/R4E/R4F	
U13/U14/U15/U16/U17/U18/U19/U20/ K15/K16/K17	EXPEDITION
K18/K19/K20	

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OLOTION 3 - OLOGOAKT, REGOOKGES, TO	MINO & FODEIOATIONS
2010 MY & newer: U1F/U1G/U1H/U1J/U1K/U2A/K1F/K1G	
K1H/K1J/K1K/K2A	
F02/F04/F07/F08/F12/F14/F17/F18/X02/X04/X07/X08/X12	F-SERIES F-150
X14/X17/X18	
2010 MY & newer: F0C/F0E/F1C/F1E/X0C/X0E/X1C/X1E	
W0C/W0E/W1C/W1E	
F20/F21/F30/F31/F32/F33/F34/F35/F36/F37/F46/F47/F56	F-SERIES SUPER DUTY (F250-F550)
F57/X20/X21/X30/X31/X32/X33/X34/X35/X36/X37/X46	
X46/X47/X56/X57	
2010 MY & newer: F2A/F2B/F3A/F3B/F3C/F3D/X2A/X2B	
X3A/X3B/X3C/X3D/W2A/W2B/W3A/W3B/W3C/W3D/W4C	
W4D/F3E/F3F/F3G/F3H/F4G/F4H/F5G/F5H/X3E/X3F/X3G	
X3H/X4G/X4H/X5G/X5H/W3E/W3F/W3G/W3H/W4G/W4H	
W5G/W5H	
E11/E14/E24/E29/E31/E34/E39/E49/S24/S31/S34	ECONOLINE
2010 MY & newer: E1B/E3B/S3B/E1E/E2E/E3E/S2E/	
S3E/S1E/E2F/S3H/E3K/E4K	
U40/U41/U42/U43/U44/U45	EXCURSION
E30/E35/E3F/E40/E45/E4F	ECONOLINE MOTORHOME
A50/A51/A52/A53/A54/A55/A56/A57/A58	WINDSTAR FREESTAR (except A53)
A21/A22/A23	MONTEREY
V11/V12/V14	VILLAGER
FORD MEDIUM DUTY TRUC	KS
F65/F66/F75/F76/W65/W66/W76/X65/X66/X75/X76	F-650/750 CHASSIS CAB
2010 MY & newer: F6G/X6G/W6G/F6F/W6F/X6F/F7F/X7F/W7F	
W67	SUPER CREWZER
L45/L55	LOW CAB FORWARD
LINCOLN SUV's & TRUCKS	S
U27/U28/U68/U78/U88	LINCOLN AVIATOR / MKX
2010 MY & newer: J6J/J8J	
U27/U28/L27/L28	NAVIGATOR
2010 MY & newer: J2H/J2J/J3H/J3J	
J5A/J5F 2010 MY & newer: J5F/J5A	MKT
W16/W18 2010 MY & newer: J1G/G1G	LINCOLN MARK LT
W05	BLACKWOOD



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VIN Position - 8 (Engine Type) Passenger Car

VIN POSITION – 8	LITRE	DESCRIPTION
1	3.0 EFI-FFV M85	V-6 (GASOLINE-FFV)
2	3.0 EFI-FFV E85	V-6 (GASOLINE-FFV)
3	2.0 EFI-DOHC	I-4 (GASOLINE)
3	2.5L 4V PFI	I-4 GAS/ELEC
4	3.8 EFI	V-6 (GASOLINE)
5	2.0 EFI-ZETPCSVT	I-4 (GASOLINE)
5	5 KW	ELECTRIC
9	4.6 EFI-SOHC	V-8 NAT. GAS (CNG)
A	2.5 EFI-DOHC	I-4 (GASOLINE)
A	3.9 EFI-DOHC	V-8 (GASOLINE)
С	3.5L DOHC 4V	V-6 (GASOLINE)
G	2.5 EFI-DOHC	V-6 (GASOLINE)
G	3.0L OHC	V-6 (GASOLINE-FFV)
Н	4.6L OHC 3V	V-6 (GASOLINE)
Н	5.4 EFI 4V	V-8 (GASOLINE)
L	2.5 EFI-DOHC	V-6 (GASOLINE)
N	2.0L EFI	I-4 (GASOLINE)
N	3.4 EFI SHO-DOHC	V-8 (GASOLINE)
N	4.0 SOHC	V-6 (GASOLINE)
P	2.0 EFI-SPI	I-4 (GASOLINE)
R	3.7 DOHC	V-6 (GASOLINE)
R	4.6 DOHC RAM AIR	V-8 (GASOLINE)
S	3.0 EFI-DOHC	V-6 (GASOLINE)
S	5.4 DOHC 4V SHELBY	V-8 (GASOLINE)
Т	3.5 DOHC	V-6 (GASOLINE)
Т	3.5L Turbo DOHC 4V (GTDI)	V-6 (GASOLINE)
U	3.0 EFI	V-6 (GASOLINE)
V	4.6 DOHC	V-8 (GASOLINE)
W	3.5L DOHC 4V	V-6 (GASOLINE)
W	4.6 EFI SOHC(R)	V-8 (GASOLINE)
X	4.6 EFI-SOHC	V-8 (GASOLINE)
Υ	4.6 DOHC SC	V-8 (GASOLINE)
Z	2.0 EFI-DOHC	I-4 (GASOLINE)
Z	2.3 DOHC	I-4 (GASOLINE)



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VIN Position - 8 (Engine Type) Light Truck/MPV

VIN POSITION – 8	LITRE	DESCRIPTION
1	3.0 Duratec	V-6 (GASOLINE)
1	76 KW	ELECTRIC
2	4.2 EFI-OHV	V-6 (GASOLINE)
3	2.5L PFI	I-4 GAS/ELEC
3	5.4 EFI-SOHC SC	V-8 (GASOLINE)
4	3.8 EFI-OHV	V-6 (GASOLINE)
5	5.4 SOHC	V-8 (GASOLINE)
5	5.4 SOHC FFV	V-8 (GASOLINE-FFV)
6	4.6 EFI-SOHC(W)	V-8 (GASOLINE)
6	6.2 OHC	V-8 (GASOLINE)
7	71KW	ELECTRIC
7	2.5 PFI	I-4 (GASOLINE)
8	4.6 SOHC 3V	V-8 (GASOLINE)
A	5.4 DOHC	V-8 (GASOLINE)
В	2.0 SEFI-DOHC	I-4 (GASOLINE)
С	2.5 EFI-SOHC	I-4 (GASOLINE)
С	3.5 DOHC	V-6 (GASOLINE)
D	2.3 EFI	I-4 (GASOLINE)
E	4.0 EFI-SOHC	V-6 (GASOLINE)
F	7.3 D-TURBO-DI	V-8 (DIESEL)
G	2.5 DI DOHC TURBO	I-4 (DIESEL)
G	3.0 Duratec OHC	V-6 (GASOLINE)
Н	2.3 4V w/AC Motor	I-4 (GASOLINE) w/ A/C Motor
K	4.0 SOHC-EFI FFV	V-6 (GASOLINE-FFV)
L	5.4 EFI-SOHC(W)	V-8 (GASOLINE)
L	5.4 SOHC FFV	V-8 (GASOLINE-FFV)
M	5.4 EFI-SOHC(W)	V-8 (NATURAL GAS-CNG)
N	2.0L Duratec	I-4 (GASOLINE)
Р	6.0 L	V-8 (DIESEL)
R	3.7L 4V DOHC	V-6 (GASOLINE)
R	5.4 DOHC(R)	V-8 (GASOLINE)
R	6.4 Turbo Diesel	V-8 (DIESEL)
S	6.8 EFI-SOHC	V-10 (GASOLINE)
Т	3.3 EFI-SOHC	V-6 (GASOLINE)
Т	3.5 DOHC	V-6 (GASOLINE)
Т	3.7L 4V DOHC	V-6 (GASOLINE)
Т	6.7L 4V T/C	V-8 (DIESEL)
U	3.0 EFI	V-6 (GASOLINE)
V	3.0 EFI-FFV	V-6 (GASOLINE)
V	5.4 SOHC FFV 3V	V-8 (GASOLINE-FFV)
W	4.6 EFI-SOHC(R)	V-8 (GASOLINE)
W	4.6 SOHC FFV	V-8 (GASOLINE-FFV)
X	4.0 EFI	V-6 (GASOLINE)
Υ	4.9 EFI	I-6 (GASOLINE)
Υ	6.8 EFI 3V	V-10 (GASOLINE)
Z	5.4 EFI-SOHC	V-8 (GASOLINE-GFP)
Z	2.3 EFI	I-4 (GASOLINE)

SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

VIN POSITION - 9 (Check Digit)

VIN Position - 10 (Model Year)

VIN POSITION 10	MODEL YEAR
W	1998
X	1999
Υ	2000
1	2001
2	2002
3	2003
4	2004
5	2005
6	2006
7	2007
8	2008
9	2009
Α	2010
В	2011

VIN Position -11 (Assembly Plant)

VIN DOCITION 44	DI ANT
VIN POSITION 11	PLANT
A	ATLANTA ASSEMBLY PLANT
В	OAKVILLE ASSEMBLY PLANT (1)
С	ONTARIO TRUCK PLANT (1)
D	OHIO ASSEMBLY PLANT
E	KENTUCKY TRUCK PLANT
F	DEARBORN ASSEMBLY PLANT
G	CHICAGO ASSEMBLY PLANT
J	IMMSA ASSEMBLY PLANT (2)
K	KANSAS CITY ASSEMBLY PLANT
L	MICHIGAN TRUCK PLANT
M	CUAUTITLAN ASSEMBLY PLANT(2)
N	NORFOLK ASSEMBLY PLANT
P	TWIN CITIES ASSEMBLY PLANT
R	HERMOSILLO STAMPING & ASSY (2)
T	KOCAELI PLANT (TURKEY)
U	LOUISVILLE ASSEMBLY PLANT
V	KENTUCKY TRUCK PLANT
W	WAYNE ASSEMBLY PLANT
X	ST. THOMAS ASSEMBLY PLANT (1)
Υ	WIXOM ASSEMBLY PLANT
Z	ST. LOUIS ASSEMBLY PLANT
0	DETROIT EMPOWERMENT ZONE (3)
4	NAVISTAR/FORD JV, ESCABEDO, MEXICO
5	AAI (FLAT ROCK, MI)

(1) Canada (2) Mexico (3) Detroit Chassis LLC and MSX International

SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

Assembly Plant Identifier – 11th Position of VIN

CODE		CODE		CODE	
LETTE	२	LETTE	ER	LETT	ER
Α	Ford Motor Company	Н	Ford Motor Company	R	Ford Motor Company
, · ·	Atlanta Assembly Plant		Lorain Assembly Plant	1.	Hermosillo Stamping & Assembly
	340 Henry Ford II Avenue		5401 Baumhart Road		Plant
	Hapeville, Georgia 30354		Lorain, Ohio 44053		c/o Mayer AR Int'l Forwarding Inc.
	, ,		*(Fairlane, Ohio)		161 E. Mayra Drive
В	Ford Motor Company		, ,		Nogales, Arizona 85628
	Oakville Assembly Plant	J	Ford Motor Company, S.A., DE		_
	Queen Elizabeth Hwy.	C.V.		Т	Ford Motor Company
	Oakville, Ontario, Canada L6J5C9		IMMSA Assembly Plant		Edison Assembly Plant
			Av. Unversidad #3655 Norte		U.S. Highway #1
С	Ford Motor Company		Monterrey, N.L. MEXICO 64500		Edison, New Jersey 08818
	Ontario Truck Plant	.,	5 . M O		*(Metuchen, New Jersey)
	Ninth Line at Highway-122	K	Ford Motor Company	l	
	Oakville, Ontario, Canada L6J5E7		Kansas City Assembly Plant	U	Ford Motor Company Louisville Assembly Plant
D	Ford Motor Company		Highway 69 Claycomo, Missouri 64119		Fern Valley Road at Grade Lane
D	Ohio Assembly Plant		*(Birmingham, Missouri)		Louisville, Kentucky 40213
	650 Miller Road		(Birriingnam, Missouri)		Louisville, Refitacky 40213
	Avon Lake, Ohio 44012	L	Ford Motor Company	w	Ford Motor Company
	7.1761.1 201.0, 071.0 1.10.12	_	Michigan Truck Plant	''	Wayne Assembly Plant
E	Ford Motor Company		38303 Michigan Ave.		37625 Michigan Ave.
	Kentucky Truck Plant		Wayne, Michigan 48184		Wayne, Michigan 48184
	3001 Chamberlain Lane		, ,		, ,
	Louisville, Kentucky 40241	M	Ford Motor Company, S.A. DE	Х	Ford Motor Company
		C.V.			St. Thomas Assembly Plant
F	Ford Motor Company		Cuautitlan Assembly Plant		Highway 44
	Dearborn Assembly Plant		KM 36.5 Autopista Mexico-Queretaro		Talbotville, Ontario, Canada N5P3W1
	3001 Miller Road		Cuautitlan, Izcalli	.,	F
	Dearborn, Michigan 48121		Estado de Mexico/MEXICO 54730	Υ	Ford Motor Company
G	Ford Motor Company	N	Ford Motor Company		Wixom Assembly Plant 28801 Wixom Rd.
G	Chicago Assembly Plant	IN	Norfolk Assembly Plant		Wixom, Michigan 48393-0001
	12600 Torrence Avenue		2424 Springfield Ave.		Wixom, Wichigan 40393-0001
	Chicago, Illinois 60633		Norfolk, Virginia 23523	z	Ford Motor Company
			. 10.10.1., 1.19.1.1. 20020	-	St. Louis Assembly Plant
		Р	Ford Motor Company		6260 North Lindberg Boulevard
			Twin Cities Assembly Plant		Hazelwood, Missouri 63042
			966 South Mississippi River Blvd.		
			St. Paul, Minnesota 55116		

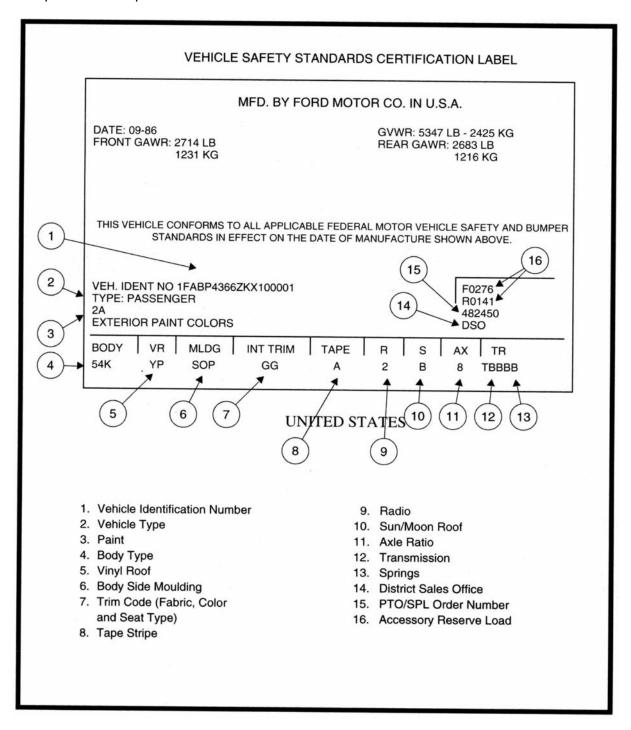
VIN POSITIONS - 12-17 (Vehicle Number)

Unique six digit numeric sequence assigned to each vehicle by the assembly plant.

SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

Standards Certification Label

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





SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FORMS & PUBLICATIONS ORDERING

This Manual refers to the following Company warranty-related publications. If you do not have a copy and need one of these publications in your dealership, please go to FMCDealer.com.

• Extended Service Plan Program Manual

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

Publication Name Ordering Procedure

Publication Name	Ordering Procedure
	FMCDealer / Parts & Service Tab / Marketing & Advertising /
	Dealer eStore to order a hard copy
	OD
ACESII User Manual	<u>OR</u>
	Download at Parts & Service / Warranty Administration &
	Warranty Parts Return / Warranty Related Manuals/ACESII
	Manual
Dealer Parts and Accessories Policy	Contact Budco (800-356-0792)
and Procedure Manual	Contact Budco (000-350-07-92)
Parts and Accessories Price CD	FMCDealer / Parts & Service Tab / Parts Dept. Tools/Parts
or Book (FPS-3642)	Inquiries & Forms / Parts Publication Order Form
Parts Catalogs (paper form or CD), Standard and Utility	FMCDealer / Dealer eStore and search on "Parts Catalogs".
Parts Catalogs, OSI Catalogs or Cross Reference	"Standard Parts", "OSI", or "Cross Reference"
Catalogs	Startdard Farto, Gor, or Gross Rolls for
	Download from FMCDealer.com/Parts & Service Tab/Parts Dept.
Powertrain Reference Guide	Tools/Procedures and Manuals
Owner Guides	Contact Helm (800-782-4356)
Safety, Compliance & Emissions Recall	Download from FMCDealer.com/Parts & Service Tab/FSAs
Bulletins	(Recalls) and Service Bulletins
	Contact Helm (888-737-8782) – Current Model
Shop Manuals	(800-782-4356) – Past Model
Special Service Instructions and	Download from FMCDealer.com/Parts & Service Tab/FSAs
Customer Satisfaction Program Bulletins	(Recalls) and Service Bulletins
Tank sinal Camina Bullatina	Contact Helm (888-737-8782) – Current Model
Technical Service Bulletins	(800-782-4356) - Past Model
	FMCDealer / Parts & Service Tab / Parts Dept. Tools/Parts
Ultrafiche	Inquiries & Forms / Parts Publication Order Form OR Contact
	Budco at 800-356-0792
	Contact the Customer Relationship Center (CRC)
Warranty Guide	Ford/Mercury 800-392-3673
•	Lincoln 800-521-4140

WARRANTY ADMINISTRATION FORMS AND ORDERING PROCEDURES

Forms Procurement

Forms may be ordered through FMCDealer.com.

Additional Forms Ordering

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

Form Number and Name	Ordering Source	Ordering Procedure
FPS-718 - Part Identification	PDC	Stock Order Pad
Tag		
FCS-1863/6125-2 Single- Purpose Handwritten	Local Supplier	
FCS-1878 - Warranty Repair		
Form - Radio, Tape player,		
Premium Sound Amplifier,	PDC	Stock Order Pad
Graphic Equalizer or Clock,		
Electronic Speedometer		
FCS-8571-1108 Customer	FN4CD and an annual	Daniar a Ctara
Concern Code and FCS- 8572-04 Condition	FMCDealer.com	Dealer eStore
8372-04 Condition		
NOTE: To order forms published	ed by Ford Division or Lincoln M	lercury Division (prefixed by
	strative Manager at the Regiona	
Warranty Guide	Customer Relationship Center (CRC)	Ford/Mercury 800-392-3673 Lincoln 800-521-4140
Service Publications for Ford		
Motor Company vehicles -		
including shop manuals, D.I.Y. Scheduled		
Maintenance Guide,	Helm, Inc.	(313) 865-5000
specification booklets,	Tiellii, iiic.	(313) 803-3000
electrical troubleshooting		
manuals, wiring diagrams,		
and owner guides		
Ford Service Publications		
Order Form (Maximum Order	Helm, Inc.	(313) 865-5000
50 Forms)		



SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS



Ford Customer Service Division

ESP Supplemental Diagnostic Call in Sheet

FOR FORD, LINCOLN AND MERCURY VEHICLES ONLY. TO REQUEST AN ESP PRIOR APPROVAL, CALL: (800) 321-7790	FOR COMPETITIVE-MAKE VEHICLES, CALL: (800) 521-4116
P&A Code Repair Order Number	Repair Order Date
VIN	Mileage
Customer Name	
Open Recalls	
Vehicle Modifications	
ESP Coverage Code	Line Number
CONCERN	
Customer Concern	
Concern Verified	
Vehicle Road Test (if applicable)	
CAUSE	
Base Causal Part	
Diagnosis Performed	
Component Tear Down Analysis	
Computer Diagnostic Codes (if applicable)	
Fluid Pressure Test (if applicable)	
Condition of Fluids (if applicable)	
Engine Compression Test (if applicable)	
Engine Compression Test (if applicable)	
Maintenance History	
CORRECTION	
Recommended Repair	
Repair vs. Replace Analysis	
Estimated Labor Hours Actua	I Time Required
Rental Required?	on for Rental:
Estimated Parts Cost \$ Total Repair Co	st \$
ESP Contact Name Date	& Time
ESP Approval Number	
ESP reserves the right to inspect any vehicle for repair verification. Vehicles that are des	

ESP reserves the right to inspect any vehicle for repair verification. Vehicles that are designated for inspection should have the level of tear down explained to the ESP Technical Service Representative. An oil sample and photograph of the oil filter may be required on vehicles with an engine concern. The average time an inspector will take to arrive once the request is made is 24 hours (excluding weekends and holidays). The dealership will normally receive a response back from the ESP Inspection Team within 24 hours after the inspection is performed (excluding weekends and holidays).

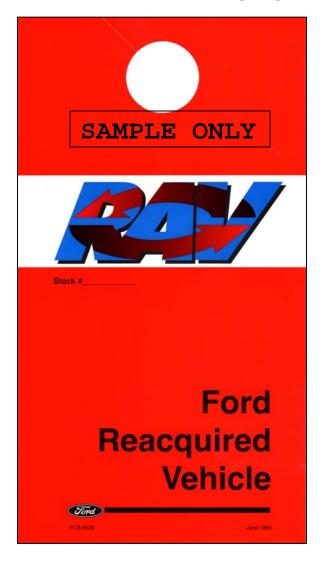
Note: Obtaining prior approval does not exempt a claim from ACESII edits or audits.

FCS-11512 November 2004

SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

RAV FORM samples

FCS-8526 - Vehicle Hang Tag





SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FCS-8520 - RAV Resale Disclosure & Warranty Notice

NOTE: Form shown is generic; some States require a State specific version of this form.

REACQUIRED VEHIC						
MPORTANT: THIS VEHICLE V RETURNED TO THE MANUI MANUFACTURER'S EXPRESS V WAS NOT FIXED WITHIN A RE THE VEHICLE WAS REPAIRED	FACTUR WARRAN ASONAI	ER BE NTY AN BLE TIM	CAUSE I D EITHE ME AS PR	T DID NO R THE NON OVIDED BY	OT CONFORM T CONFORMITY (I STATE LEMON I	O THE
VEHICLE IDENTIFICATION NUMBER	YEAR	MA	KE	MODEL	ODOMETER R	EADING
The previous owner or lessee comp			.E.V.		OR OTHER COMM	MENTS
SAMP	LE	<u> </u>	ON	LY		
**** THE REACOUIRED VEHICI						147
Ford Motor Company Auction Sign		ne comp	Title		ion Code I	Date
Dealer agrees to provide the retail p to all applicable requirements conts Company from any and all claims a to use appropriate disclosure docum	ined in la and cause	aw; and s of acti	to defend, on related	indemnify ar to dealer's fa	nd hold harmless Fo	rd Moto
Dealer Name (print)				Dealer P&A	Code	
Dealer Representative Signature	100000000000000000000000000000000000000			Title	Date	
L	MITED	WARRA	NTY COV	ERAGE		
I understand this vehicle is a used a written manufacturer's warra months/unlimited mileage for veh the vehicle. The written warrant provided in the Warranty Guide	l vehicle t nty for icles reso ty covers	that was 12 mon ld in Ca the ab	repurchas ths or 12, difornia) fr	ed by the ma 000 miles, v om the date ed nonconfor	whichever occurs fi of my purchase or rmities and other i	rst, (12 lease of tems as
of this disclosure before I purcha				nave read, or	nad read to me, th	e terms

SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FCS-8535 – RAV Disclosure Agreement



Reacquired Vehicle Disclosure Agreement

"Disclosure" is the process of notifying a retail purchaser that a vehicle was repurchased by Ford pursuant to a lemon law or Dispute Settlement Board Ruling or for customer satisfaction purposes

This agreement sets forth the resale and disclosure obligations of the dealership listed below ("Dealer"), which is purchasing a reacquired vehicle (RAV) at a Ford-sponsored auction. This agreement shall act as an amendment to the Ford Motor Company Sponsored Auction Agreement with respect to the RAV referenced herein. Dealer purchase of this vehicle, the VIN of which is noted below, constitutes agreement that disclosure of the information listed on the attached Reacquired Vehicle Disclosure and Warranty Notice (Form FCS-8520) and Reacquired Vehicle Repair History Summary will be made by Dealer as provided by law and under this agreement.

- 1. Dealer shall sell the RAV to a retail customer (an individual person or persons only) and shall not sell the RAV to a wholesaler, dealer or any other business entity
- Dealer shall disclose to each potential purchaser of an RAV the fact that the vehicle has been repurchased by Ford. The Dealer shall provide disclosure in accordance with the Ford Motor Company's RAV Disclosure Policy, and any applicable state or federal laws, rules, or regulations.
 In the event Dealer violates the requirements of Paragraph 1 or does not provide disclosure to a purchaser in accordance with Paragraph 2, Dealer will pay Ford liquidated damages in the amount of the paragraph 1.
- 4. Dealer shall reimburse Ford for any costs, penalties, or expenses, including reasonable attorney's fees, that Ford incurs or may incur, as a result of the Dealer's failure to disclose in accordance with the above. Ford may elect to collect these damages, costs, penalties or expenses by debiting any open accounts Ford has with the Dealer
- 5. Any violation of this Agreement shall be considered a violation of the Ford Motor Company Sponsored Auction Agreement, and Ford may, in its discretion, take such action against the Dealer as it may be permitted to take under Paragraph G of the Agreement for such violation.
- 6. Dealer agrees to defend, indemnify, and hold harmless Ford Motor Company from all claims, causes of action, or any liability arising from or related to Dealer's failure to make proper disclosure of attached information.
- 7. Upon written request from Dealer, Ford will repurchase the RAV if it has not been sold to a retail customer after being offered for retail sale by Dealer for at least 45, but no more than 90 consecutive days from the auction purchase date. The repurchase price shall equal the subsequent auction sales price, less auction fees and transportation fees incurred by Ford to sell the RAV a second time.

Dealer agrees to the foregoing terms and conditions.

Vehicle Identification Number	
Dealership Name/Sales Code	SAMPLE ONLY
bearing mane, sales coac	
Dealership Signature/Title	
Date	KS-8535 Revised 5/02
	RAV HEADQUARTERS

SECTION 9 - GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FCS-8525 - RAV Window Sticker

SAMPLE ONLY



IMPORTANT REACQUIRED VEHICLE INFORMATION

DO NOT REMOVE....

....until vehicle has been sold to the first retail owner.

....until FCS 8520 Disclosure and Warranty Registration form has been signed by the owner.

IMPORTANT CUSTOMER INFORMATION REACQUIRED VEHICLE

THIS VEHICLE WAS REACQUIRED BY FORD MOTOR COMPANY BECAUSE IT DID NOT CONFORM TO THE MANUFACTURER'S WARRANTY AND EITHER THE NONCONFORMITY WAS NOT CORRECTED WITHIN THE TIME PROVIDED BY LAW OR THE VEHICLE WAS REPAIRED, BUT THE CUSTOMER REMAINED DISSATISFIED. THE VEHICLE HAS BEEN REPAIRED AND CARRIES A REACQUIRED VEHICLE LIMITED WARRANTY DESCRIBED BELOW.

WARRANTIES FOR THIS REACQUIRED VEHICLE:

Ford covers every Reacquired Vehicle with a special limited warranty. The terms of this warranty include:

- The Reacquired Vehicle limited warranty coverage is 12 months or 12,000 miles, whichever comes first, or 12 months/unlimited miles for vehicles sold in California.
 Please reference the RAV Warranty Information Booklet for further details.
- Reacquired Vehicle limited warranty coverage begins the day the vehicle is delivered to the first retail owner.

In addition to this warranty coverage, you may also be entitled to the remaining original warranty coverage. The warranty start date for this original coverage was the date the vehicle was first delivered or put into service.

FCS-8525

Revised March 98



SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FCS-8521 – RAV Inspection Report

for any and all expenses	th damage or missing equipment, De s incurred to properly repair vehicle. # See attached invoice to verify equ		
Vehicle Identification Number	Customer Name	Dealer	Sales Code
пем	DESCRIBE CONDITION IF UNACCEPTABLE TO RCL GUID		RED REPAIRS
EXTERIOR	SAMPLE O	NLY	
Third Row Seating (If Equipped and Part of Equipped	ed)		
OPERATIONAL			
Orig/Add-on Equip.			
Processing Dealer should collect fur All repairs must be completed by Pr undersigned hereby certify that the about the terms outlined in the vehicle replace ATURES;		cked up. TOTAL ESTIMAT sanner and condition noted a	
TOMER:	DA h damage or missing equipment, Dea	TE:	-11-1-



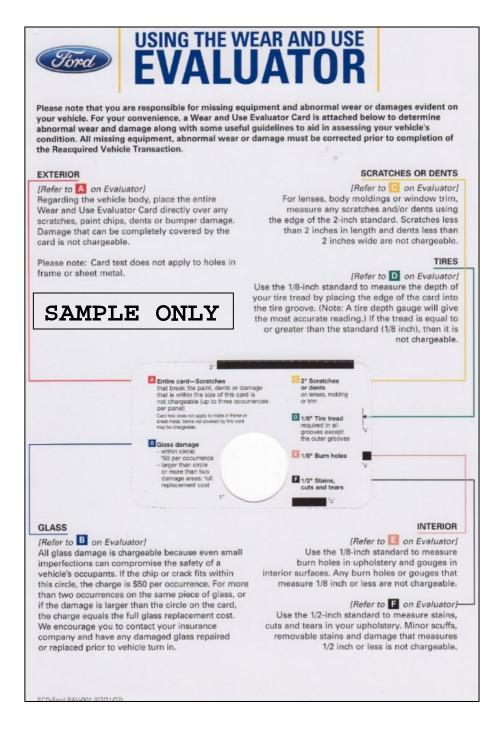
SECTION 9 – GLOSSARY, RESOURCES, FORMS & PUBLICATIONS

FCS-8518 - RAV Bill of Lading

vehic	de to the RAV repair facility. If there is vis	ible damage or missing equipment, the vehic	ne processing dealer, prior to transporting the de should not be accepted. on, additional damage or missing equipment is no
plear	se contact your Repair Analyst at RAV He completed 8520.	sadquarters immediately. White copy of Bill of	Lading must be returned to RAV Headquarters
		VEHICLE INFORMATION	
/IN:	*	Year/Make/Model:	
	PROCESSING DEALER INFORMATION	ON	REPAIR FACILITY INFORMATION
lame:		Name:	
	o/Zip:	Address: City/State/Zip:	
	week.	Onyone Esp.	
	PROCESSING DEALER	TRANSPORT COMPANY	REPAIR FACILITY
E 22		13 MDI T. 0311	
= 0		SAMPLE ONI	1 Y
E			
EXTERIOR		ZHIL DE CIVE	
DAMA			
EXTER			
INTERIOR EXTER DAMAGE DAMA			
	3rd Row Scat (if equipped)	Srd How Seat (if equipped)	3rd Raw Sast (if equipped)
			3rd Row Scal (if equipped) is in vehicle (Y/N)
INTERIOR DAMAGE	3rd Row Scat (if equipped) is in vehicle {Y/N}	Srd Row Seat (if equipped) is in vehicle { Y / N } Windshield:	is in vehicle (Y/N) Windshield:
INTERIOR DAMAGE	3rd Row Scat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	Srd Row Seat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	is in vehicle (Y/N) Windshield: Cracked Broken OK
	3rd Row Scat (if equipped) is in vehicle {Y/N}	Srd Row Seat (if equipped) is in vehicle { Y / N } Windshield:	is in vehicle (Y/N) Windshield:
INTERIOR DAMAGE	3rd Row Scat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	Srd Row Seat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	is in vehicle (Y/N) Windshield: Cracked Broken OK
INTERIOR DAMAGE	3rd Row Scat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	Srd Row Seat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK	is in vehicle (Y/N) Windehield: Cracked Broken OK
GLASS INTERIOR DAMAGE DAMAGE	3rd Row Scat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK Other Glass (Describe):	Srd How Seat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK Other Glass (Describe):	is in vehicle (Y/N) Windshield: Cracked Broken OK Other Glass (Describe):
GLASS INTERIOR DAMAGE DAMAGE	3rd Row Scat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK Other Glass (Describe):	Srd How Seat (if equipped) is in vehicle (Y/N) Windshield: Cracked Broken OK Other Glass (Describe):	is in vehicle (Y/N) Windshield: Cracked Broken OK

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RAV Wear and Use Evaluator guide



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