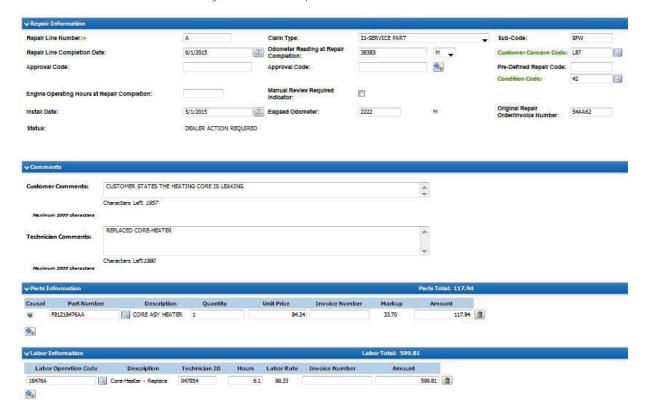
## SPW - Service Part Warranty Claim Example



# Tire Warranty "TWC" (within New Vehicle Limited Warranty)

Ford Motor Company New Vehicle Limited Warranty Tire Claims are for 2001 and newer model year cars and light trucks up to and including F550 series.

# Servicing Dealership

All replacement tires must be purchased through the Ford Tire Program.

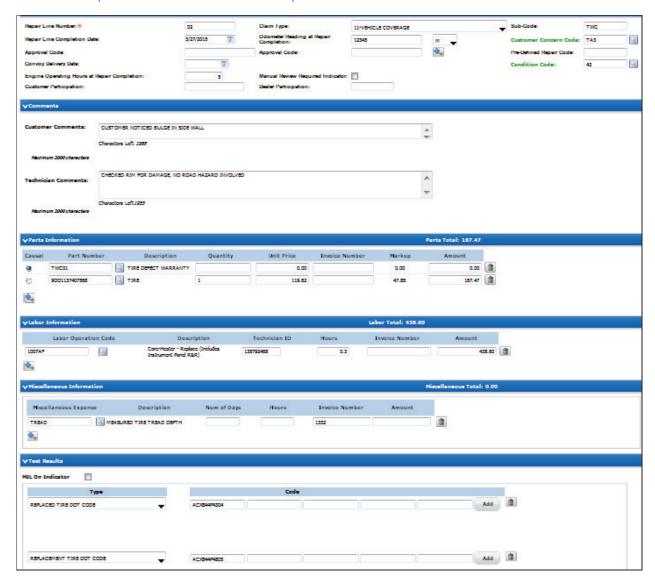
The following are the unique entries that are required on your warranty claim for any tire repairs submitted to F ord M otor  $\mathcal C$  ompany.

- Claim Type 11
- S ub Code: "T W ℂ"
- C ustomer C oncern C ode (use one of the unique tire defect codes)
- C ondition C ode 4 2
- Tech Comments: Enter the replaced tire(s) tread depth and identify location on vehicle of replaced tires. < 0 r> use MISC. EXP code TREAD.
  - o Miscellaneous expense "TREAD" Enter tread depth and identify location for each tire replaced. 0 WS will accept multiple entries of "TREAD" when multiple tires are being replaced.
- Causal Part Number: On first line, enter "TWCD1".
  - it's important to enter TWC01 on the first line to generate a PEARS return tag
  - D o not enter tire costs on the same line as the causal part
  - Do not enter tire defect claims using "10 0 7" or "T IR E" as causal part.
- I ire P art N umber: E nter the complete F C S D tire part number.
- Labor 0 peration: Enter the appropriate Ford SLT S labor operation. (e.g., 10 0 7A F). N ormal 0 SL guidelines are applicable, if 0 SL is claimed enter explanation of what 0 SL was used for in the technician's comments.

• Diagnostic Trouble Code: Enter the complete 10 - 12 digitDepartment of Transportation (DOT) code from the failed tire on the "F5" Diag Code Entry Screen (example DOT: MAL9ABCDO12).

NOTE:DOT codes are required to be entered on all F ord warranty claims when tires are replaced (e.g. TWCO1, 1007, TIRE, ALBAL, FRONT etc.).

# Claim Example For Ford Covered Tire Replacement:



#### Administration at Dealerships Not Enrolled On the Tire Program (Non-ATW Dealers)

F ord and L incoln M ercury D ealerships not enrolled in the F ord T ire P rogram are to administer tire warranty claims under N ew V ehicle L imited warranty as follows:

- A II replacement tires must be purchased through the F ord T ire P rogram. N on-tire program D ealers can enroll in the tire program by calling the F ord T ire P rogram
- Headquarters at 888-353-3251 or by clicking on FMCD ealer.com/Parts & Service tab/Parts ProductLineInformation/Tires/GettingStarted/FordTireProgramEnrollmentForm.
- I he full F ord tire part# must be entered on the warranty claim, 0 SP will not be accepted.
- If your dealership is not equipped to service the tires, have the warranty repairs completed on behalf of the customer at another F ord or Lincoln M ercury dealership enrolled in the F ord T ire A uthorized by the original equipment tire manufacturer. A complete listing of these locations is listed on F M C D ealer. com/ P arts & S ervice tab/P arts P roduct Line Information/T ires.
- N ormal 0 SL guidelines are applicable. If 0 SL is claimed, enter the explanation of what 0 SL was used for in the technician's comments.
- If repairs are performed by a tire retailer authorized by the original equipment tire manufacturer, dealerships are to submit claims to F C S D for a 0.2-hour administrative allowance plus any pro-rata adjustment or other related charges paid for by the dealership.

# Tire Warranty Defect Codes

F ord has developed unique defect codes for tire concerns. E nter the appropriate C C C in the customer concern code field when submitting warranty claims to F ord.

- H62-ImproperTireWear
- TA1-Entire or Partial Tread Separation from Tire
- I A 2 Tire Sidewall Blowoutor Sudden AirLoss (not due to road hazard)
- TA3 Bubble/Bulge(s) in Sidewall (not due to lap-splice or ply-overlap indentation or impact break)
- TA4 Splits/Cracks in Sidewall/Tread (not separation)
- TA5 T read C hunks M issing
- TBO -Tire will not balance
- TB1-S pare tire/emergency repair kit/jack trouble
- TB2 FlatTire (only applies for self-sealing tires)
- TB3 Vibration/OutofRound
- TB6 SlowLeaks/valve stem troubles
- TB7 P remature T read W ear
- TB8 -P ulls/drifts (not caused by alignment)
- TC8 0 ther( requires description)

N 0 TE: T read wear may be covered within 12/12 if condition is caused by improper caster/camber settings or tire out of balance. Claim as normal warranty; code appropriately to "Front," "FRBAL," or "RRBAL," etc. Do not claim as TWC.

N 0 TE: Tire problems caused by vehicle misalignment are covered under the new vehicle limited warranty within 12/12. Claim as normal warranty; code appropriately to "FRONT". Do not claim as TW  $^\circ$ C.

## Tire Parts Disposition

F ord D ealers performing tire warranty repairs must return the defective tire(s) along with the WPACPEARS tag issued by F ord as identified on the PEARS register available through FMCD ealer.com.

The shipping process for tires is the same as presently used to return all warranty parts. YourRegional CoreRecoveryCenter(RCRC) is responsible for picking up of PowertrainCoreReturns, SmallParts CoreReturns, and all Warrantyreturn(WarrantyPartsReturnDocument/FCS-700 tag) parts including tires.

A dditional shipping information:

- P rint a copy of FCS-700 W arranty P arts R etum D ocument from FMCD ealer.com (no photo copies) on a "High Quality" (i.e., Laser Jet) printer. (Note: dot matrix printers cannot be used.)
- M ark the defective area of the tire with tire chalk or a grease pen and write the T ag number on the side of each tire.
- $\bullet$  A ttach the original FCS -700 W arranty P arts R etum D ocuments and shrink- wrap to the tire.
- If the tire is a M ichelin, B F G oodrich, or U niroyal brand, attach a complete M ichelin P assenger & Light Truck Tire Limited W arranty Claim form with the customer signature.

NOTE: If more than one tire is replaced, it is recommended that a copy of the Michelin Tire form be attached to each tire returned.

Improperly tagged tires will not be received and will be shipped back at dealer's expense and could result in a charge back of repairs.

Mchelin Tire Claim Requirements (Ford Tire Warranty & Mchelin Tire Company)

#### Mchelin Claim Form

In an effort to prevent any potential dealer charge backs for the M ichelin claim form, the following are some guidelines to follow in completion of the form:

- A Iways obtain the customer information and have the customer sign the form.
- A Iways complete the required fields shown in yellow on the form.
- I he M ichelin form can be obtained on the D ealer eS tore item #: 78 14 8 4 9 4.
- Place the Michelin form with the FCS-700 Return Document (700 tag) and shrink-wrap it to the tire to be returned.

IMPORTANT: Entries listed as REQUIRED FIELDS on the Michelin AA claim form that are not completed or are completed incorrectly may result in a denial for coverage by Michelin. This would result in a chargeback to the dealership with no appeal.

A II M ichelin tire warranty repairs including M ichelin, B F G oodrich and U niroyal brand tires mustinclude a complete M ichelin P assenger & Light Truck Tire Limited W arranty Claim form (available through the DealereS tore, Item Number: 78 148 494).

- W rite the date (month, day and year) the adjustment is being made.
- R equired Field: This section must be completed by the consumer at the time of 2. adjustment CLAIMS WILL NOT BE PROCESSED WITHOUT COMPLETE CONSUMER INFORMATION AND SIGNATURE.
- 3. Make and model year of the vehicle from which the tire was removed.
- R equired Field: Write the 17 digit VIN (vehicle identification number) of the vehicle from which the tire was removed.
- S idewall size designation of the tire taken from the dealer's inventory and installed on the consumer's vehicle.
- 6. Not required for tires replaced under the Ford Tire Warranty.
- R equired Field: MSPN number of tire being installed (this 5 digit number is on the new tire 7. label).
- Not required for tires replaced under the Ford Tire Warranty. 8.
- R equired Field: Check the box indicating whether the tire being returned was original equipment on the vehicle or purchased as a replacement tire.
- R equired Field: FOR MILEAGE CLAIMS ONLY: Enter the difference between the odometer reading when tires were originally installed and the odometer reading at the time of removal.
- The selling dealer's retail invoice number (Ford dealership repair order umber). 11.
- 12. W rite the name, street, city and zip code for the authorized dealer responsible for providing warranty service.
- R equired Field: The 7 digit" ship to number" MUST be included and is found in the right 13. hand comer of this block. The Ship to Number is the dealership Michelin Tire Ordering
- R equired Field: A ny combination of claim types 1, 2 and 6, may appear on a claim form, 14. however, the claim can represent only one brand/size/type of tires and one consumer (and must be signed by the consumer). The Type of Claims to be used for Ford Tire Warranty. 1-W orkmanship and M aterials: Claims for tires considered warrantable.
  - 2 MNA Mileage: Claims for Mileage tires that did not deliver the warranted Mileage. 6 - Ride/Vibration: Claims for tires that exhibit these conditions.
- List6 the DOT code for each tire being removed and submitted for adjustment
- Not required for tires replaced under the Ford Tire Warranty.
- Indicate the wheel position from which the tire was removed
  - LF for left front
  - RF for right front
  - LR forleftrear
  - RR for right rear.

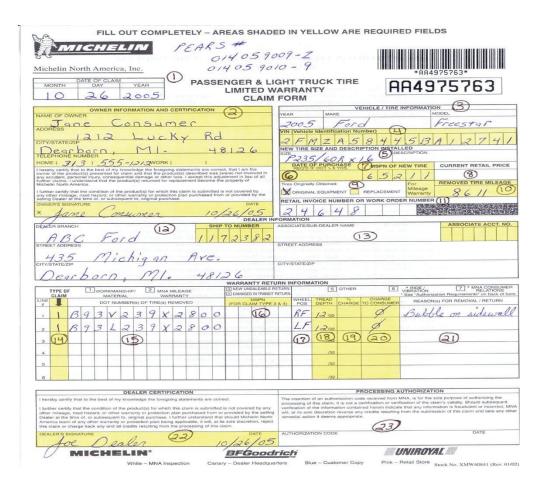
If a tire in dual configuration comes out of service, indicate whether it was in the inner or outerwheel position (i.e. R R I for right rear inner, R R O for right rear outer, etc.)

- R equired Field: T read depth (in 32/nds of an inch) for each tire listed. 18 .
- Not required for tires replaced under the Ford Tire Warranty.
- 20. Not required for tires replaced under the Ford Tire Warranty.
- B riefly describe the condition that brought the tire out of service or why it is not saleable.
- 22. Required Field: This section must be signed by the dealer submitting the claim form.
- 23. A tthis time, F ord does not require M ichelin authorization for tires replaced for vibration concerns within the F ord T ire W arranty.

NOTE: The Ford FCS-700 R etum D ocument (700 tag) numbers must be written at the top of this form. For multiple tire replacements list all PEARS numbers for the same VIN. There are six peel and stick bar-coded stickers on the last page of the Michelin "AA" form package. For any non-vibration claim, those are intended to be used for that purpose. Each has a barcode that matches the one on the front of the "AA" form number, and three blank lines for comments. Michelin suggests putting the Ford tag number and the dealer's address on those lines as well. Once you have completed the claim form, put one label on each tire, near the DOT marking.

#### Denied Mchelin Claim

0 nce M ichelin has denied a warranty claim due to a missing form or lack of required information, M ichelin scraps the tires. W hen this occurs there is no opportunity for F ord to appeal the M ichelin denial. B ecause of this, there will be no dealer appeals accepted for these charge backs.



#### Tire replacement under the Loyalty Program

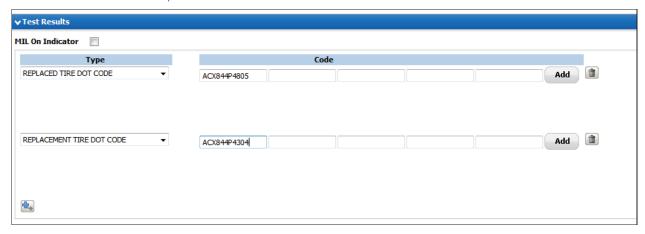
I ire replacement coverage will be included in the Loyalty Program (Ford & Lincoln Loyalty) guidelines for 2001 and newer vehicles. All Ford and Lincoln Dealers can provide Dealer Loyalty Program assistance for tires. As always, Loyalty Program decisions should be made on a case-by-case basis with the goal of favorably influencing customer repurchase intentions.

# **Entering DOT Codes**

D 0 T codes are within 10 - 12 characters in length and each individual D 0 T code should be entered in its own box.

- Claim Type 13
- I he MIL 0 n Indicator box in the I estR esults section MUSI be set to blank
- When entering DOT codes, do not precede the code with "DOT".
- Enter each individual DOT code in the appropriate fields:
- D O T codes from the N E W (replacement) tires should be entered in the T estR esults section and Type "Replacement Tire DOT Code" fields.
- D 0 T codes from the 0 L D (replaced) tires should be entered in the T estR esults section and type "Replaced Tire DOT Code" fields.

## DOT Code Claim Example



## Tire Federal Excise Tax (FET)

D ealers can request reimbursement for the F ederal E xcise T ax incurred on tires for light trucks that have a load bearing capacity of 3,500 pounds or greater. The FET is eligible for reimbursement within warranty, ESP, LoyaltyProgram or FSA when an applicable tire has been replaced. Be sure to choose the appropriate Claim Type.

# CU-250433 × Approvel Code: Manual Review Required Indicator: Engine Operating Hours at 1 CUSTOMER NOTICED BULGE IN SIDE WALL Characters Left 1985 TREAD DEPTH: 13/33, VERIFIED SUBSILE ON PROVIDENT SIDE WALL, DISPECTED RIM FOR DAMAGE, NO ROAD HAZARD INVOLVED. Characters Left 1889 Description TIRE DEFECT WARRANTY 0.00 . 121.80 0 87.00 -435.60 à 4

# Tire Federal Excise Tax (FET) Claim Example

# Authorized Tire Brand Change

MIL On Indicator

REPLACED TIRE DOT CODE

REPLACEMENT TIRE DOT CODE

When a tire brand change is authorized by a Company publication or because the original tires are no longer available, file the repair using causal part "TIRE". Program code "TWC" is required.

ACX84474805

Add 🛅

NOTE: U nauthorized brand change replacement for customer satisfaction reasons MUST be submitted under the Loyalty Program (P18/P11).

#### Tire Pro-rata (MY 2007 & Newer Cars & Lt. Trucks)

T ire W arranty coverage is prorated for the parts coverage based on vehicle mileage intervals. This P olicy change may require customer co-pay for parts based on vehicle mileage at the time of repair. Labor is reimbursed at 100% and is not prorated. Refer to the Warranty & Policy Manual for details on coverage, including the prorated tables.

- Enter tire part number as normal, 0 W \$\text{ will automatically pro-rate the part amount}
- IMPORTANT: Tire pro-rata is not eligible for reimbursement under the Loyalty Program.
- I ires that fail due to defects in other components covered under the N ewV ehicle L imited W arranty are fully covered at any mileage interval throughout the coverage period. For example, tire replacement required due to a tie rod defect will be fully covered.

## Towing

IMPORTANT: DO NOT claimTOW for sold units that are eligible for Roadside Assistance. Refer to the Warranty & Policy manual - Roadside Assistance for program eligibility.

For a unit that is **not** eligible for Roadside Assistance (unsold units, Dealer demos, in-transitunits) that require towing, add to the warranty repair as follows:

E nter the actual cost( not more than normal retail charge) as miscellaneous expense code
 " T 0 W ".

N 0 TE: Intransit repair dealer or destination dealer for warranty repairs - Enter "Intransit Repair" in the comments section.

If the towing is sublet, retain a copy of the towing invoice in the dealership for possible review by F ord personnel. E nter the invoice number in the concern description area.

If the tow truck is dealer-owned, a towing log number must be entered in the tech comments area on the back of the form. I he following info should be entered in this log:

- A mount claimed
- Date of towing
- Log number
- Tow truck driver's name
- "In and out" odometer reading on the
- "In and out" time
- VIN of vehicle towed

# TSB/SSMUsage & Warranty Application

T echnical S ervice B ulletins (TSBs) and S pecial S ervice M essages (SSMs) are provided to assist technicians with specific and focused repair procedures. P er the C ompany's W arranty & P olicy M anual, technicians are <u>required</u> to use TSB procedures and labor times when provided if applicable.

ISBs and SSMs are provided as a means to help technicians more easily diagnose and perform a repair, they do not affect the warranty eligibility. All warrantable ISBs have the following statement included:

" Eligible under the provisions of New Vehicle Limited Warranty Coverage.

IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part"

When determining the warranty "eligibility" of a TSB repair (or SSM), you should use the same process as any other warranty repair. TSBs & SSMsNEVER circumvent the coverage limitations or policies as provided in the Warranty & Policy Manual.