

SPW – Service Part Warranty Claim Example

Repair Information

Repair Line Number:	A	Claim Type:	21-SERVICE PART	Sub-Code:	SPW
Repair Line Completion Date:	6/1/2015	Odometer Reading at Repair Completion:	38383	Customer Concern Code:	L87
Approval Code:		Approval Code:		Pre-Defined Repair Code:	
Engine Operating Hours at Repair Completion:		Manual Review Required Indicator:	<input type="checkbox"/>	Condition Code:	42
Install Date:	5/1/2015	Elapsed Odometer:	2222	Original Repair Order/Invoice Number:	544A62
Status:	DEALER ACTION REQUIRED				

Comments

Customer Comments: CUSTOMER STATES THE HEATING CORE IS LEAKING
Characters Left: 1957
Maximum 2000 characters

Technician Comments: REPLACED CORE-HEATER
Characters Left: 1980
Maximum 2000 characters

Parts Information Parts Total: 117.94

Causal	Part Number	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
<input type="checkbox"/>	F81Z19476AA	CORE ASY HEATER	1	84.24		33.70	117.94

Labor Information Labor Total: 599.81

Labor Operation Code	Description	Technician ID	Hours	Labor Rate	Invoice Number	Amount
18476A	Core-Heater - Replace	047854	6.1	98.33		599.81

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 Ford Motor Company:

- Claim Type 11
- Sub Code: "TWC"
- Customer Concern Code (use one of the unique tire defect codes)
- Condition Code 42
- Technician Comments: Enter the replaced tire(s) tread depth and identify location on vehicle of replaced tires. <0 r> use MIS C . E X P . code TREAD .
 - 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 "TWC01".
 - it's important to enter TWC01 on the first line to generate a PEARS return tag
 - Do not enter tire costs on the same line as the causal part
 - Do not enter tire defect claims using "1007" or "TIRE" as causal part.
- Tire Part Number: Enter the complete FCS D tire part number.
- Labor Operation: Enter the appropriate Ford S L T S labor operation. (e.g., 1007AF). Normal O S L guidelines are applicable, if O S L is claimed enter explanation of what O S L was used for in the technician's comments.

- Diagnostic Trouble Code: Enter the complete 10 - 12 digit Department of Transportation (DOT) code from the failed tire on the "F5" Diagnostic Code Entry Screen (example DOT: MAL9ABCD012).

NOTE: DOT codes are required to be entered on all Ford warranty claims when tires are replaced (e.g. TW C01, 1007, TIRE, ALBAL, FRONT etc.).

Claim Example For Ford Covered Tire Replacement:

Repair Line Number: 02 Claim Type: 11-VEHICLE COVERAGE Sub-Code: TWIC

Repair Line Completion Date: 3/27/2015 Odometer Reading at Repair Completion: 12345 Customer Concern Code: TA3

Approval Code: Approval Code: Pre-Defined Repair Code: Condition Code: 42

Convey Delivery Date: Manual Review Required Indicator: Dealer Participation: Customer Participation:

Comments

Customer Comments: CUSTOMER NOTICED BULGE IN SIDE WALL
 Characters Left: 1265
 Maximum 2000 characters

Technician Comments: CHECKED RIM FOR DAMAGE, NO ROAD HAZARD INVOLVED
 Characters Left: 1265
 Maximum 2000 characters

Parts Information Parts Total: 167.47

Causal	Part Number	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
	TWCD1	TIRE DEFECT WARRANTY		0.00		0.00	0.00
	9001137407585	TIRE	1	119.92		47.55	167.47

Labor Information Labor Total: 435.80

Labor Operation Code	Description	Technician ID	Hours	Invoice Number	Amount
1007A*	Center/steer - Replace (includes Instrument Panel R&R)	125792465	0.3		435.80

Miscellaneous Information Miscellaneous Total: 0.00

Miscellaneous Expense	Description	Num of Days	Hours	Invoice Number	Amount
TREAO	MEASURED TIRE TREAO DEPTH			1332	

Test Results

MIL On Indicator:

Type	Code					Add	
REPLACED TIRE DOT CODE	AC1844304						
REPLACEMENT TIRE DOT CODE	AC1044305						

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

Ford and Lincoln Mercury Dealerships not enrolled in the Ford Tire Program are to administer tire warranty claims under New Vehicle Limited Warranty as follows:

- All replacement tires must be purchased through the Ford Tire Program. Non-tire program Dealers can enroll in the tire program by calling the Ford Tire Program
- Headquarters at 888-353-3251 or by clicking on [FMCDealer.com/Parts & Service tab/Parts Product Line Information/Tires/Getting Started/Ford Tire Program Enrollment Form](http://FMCDealer.com/Parts&Service/tab/PartsProductLineInformation/Tires/GettingStarted/FordTireProgramEnrollmentForm).
- The full Ford tire part# must be entered on the warranty claim, O.S.P. 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 Ford or Lincoln Mercury dealership enrolled in the Ford Tire Program authorized by the original equipment tire manufacturer. A complete listing of these locations is listed on [FMCDealer.com/ Parts & Service tab/Parts Product Line Information/Tires](http://FMCDealer.com/Parts&Service/tab/PartsProductLineInformation/Tires).
- Normal O.S.L. guidelines are applicable. If O.S.L. is claimed, enter the explanation of what O.S.L. **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

Ford has developed unique defect codes for tire concerns. Enter the appropriate CCC in the customer concern code field when submitting warranty claims to Ford.

- H62 – Improper Tire Wear
- TA1 – Entire or Partial Tread Separation from Tire
- TA2 – Tire Sidewall Blowout or Sudden Air Loss (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 – Tread Chunks Missing
- TB0 – Tire will not balance
- TB1 – Spare tire/emergency repair kit/jack trouble
- TB2 – Flat Tire (only applies for self-sealing tires)
- TB3 – Vibration/Out of Round
- TB6 – Slow Leaks / valve stem troubles
- TB7 – Premature Tread Wear
- TB8 – Pulls/drifts (not caused by alignment)
- TC8 – Other (requires description)

NOTE: Tread 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.

NOTE: 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 TWC.

Tire Parts Disposition

Ford Dealers performing tire warranty repairs must return the defective tire(s) along with the WPA C P E A R S tag issued by Ford as identified on the P E A R S register available through F M C D ealer.com.

The shipping process for tires is the same as presently used to return all warranty parts. Your Regional Core Recovery Center (R C R C) is responsible for picking up of Powertrain Core Returns, Small Parts Core Returns, and all Warranty Return (Warranty Parts Return Document/FCS-700 tag) parts including tires.

Additional shipping information:

- Print a copy of FCS-700 Warranty Parts Return Document from F M C D ealer.com (no photo copies) on a “High Quality” (i.e., Laser Jet) printer. (Note: dot matrix printers cannot be used.)
- Mark the defective area of the tire with tire chalk or a grease pen and write the Tag number on the side of each tire.
- Attach the original FCS-700 Warranty Parts Return Documents and shrink-wrap to the tire.
- If the tire is a Michelin, BF Goodrich, or Uniroyal brand, attach a complete Michelin Passenger & Light Truck Tire Limited Warranty 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.

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

Michelin Claim Form

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

- Always obtain the customer information and have the customer sign the form.
- Always complete the required fields shown in yellow on the form.
- The Michelin form can be obtained on the Dealer eStore item #: 78148494.
- 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.

All Michelin tire warranty repairs including Michelin, BF Goodrich and Uniroyal brand tires must include a complete Michelin Passenger & Light Truck Tire Limited Warranty Claim form (*available through the Dealer Store*, Item Number: 78148494).


1. Write the date (month, day and year) the adjustment is being made.
2. **Required Field:** This section must be completed by the consumer at the time of 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.
4. **Required Field:** Write the 17 digit VIN (vehicle identification number) of the vehicle from which the tire was removed.
5. Sidewall 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.
7. **Required Field:** MSPN number of tire being installed (this 5 digit number is on the new tire label).
8. Not required for tires replaced under the Ford Tire Warranty.
9. **Required Field:** Check the box indicating whether the tire being returned was original equipment on the vehicle or purchased as a replacement tire.
10. **Required 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.
11. The selling dealer's retail invoice number (Ford dealership repair order number).
12. Write the name, street, city and zip code for the authorized dealer responsible for providing warranty service.
13. **Required Field:** The 7 digit " ship to number" MUST be included and is found in the right hand corner of this block. The Ship to Number is the dealership Michelin Tire Ordering Code.
14. **Required Field:** Any combination of claim types 1, 2 and 6, may appear on a claim form, 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 – Workmanship and Materials: 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.
15. List the DOT code for each tire being removed and submitted for adjustment
16. Not required for tires replaced under the Ford Tire Warranty.
17. Indicate the wheel position from which the tire was removed
 - LF for left front
 - RF for right front
 - LR for left rear
 - RR for right rear.
 If a tire in dual configuration comes out of service, indicate whether it was in the inner or outer wheel position (i.e. RRI for right rear inner, RRO for right rear outer, etc.)
18. **Required Field:** Tread depth (in 32/ nds of an inch) for each tire listed.
19. Not required for tires replaced under the Ford Tire Warranty.
20. Not required for tires replaced under the Ford Tire Warranty.
21. Briefly 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. At this time, Ford does not require Michelin authorization for tires replaced for vibration concerns within the Ford Tire Warranty.

NOTE: The Ford FCS-700 Return Document (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 "A A" 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 "A A" 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 Michelin Claim

Once Michelin has denied a warranty claim due to a missing form or lack of required information, Michelin scraps the tires. When this occurs there is no opportunity for Ford to appeal the Michelin denial. Because of this, there will be no dealer appeals accepted for these charge backs.

FILL OUT COMPLETELY - AREAS SHADED IN YELLOW ARE REQUIRED FIELDS



PEARs #
014059009-Z
014059010-9



Michelin North America, Inc. *RR4975763*

PASSENGER & LIGHT TRUCK TIRE LIMITED WARRANTY CLAIM FORM

MONTH 10	DATE OF CLAIM DAY 26	YEAR 2005	(1) PASSENGER & LIGHT TRUCK TIRE LIMITED WARRANTY CLAIM FORM
-------------	-------------------------	--------------	--

OWNER INFORMATION AND CERTIFICATION (2)

NAME OF OWNER: Jane Consumer

ADDRESS: 1212 Lucky Rd

CITY/STATE/ZIP: Dearborn, MI 48126

TELEPHONE NUMBER: (313) 555-1212

HOME: (313) 555-1212 WORK: ()

I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product(s) presented for claim and that the product(s) described was/were not involved in any accident, personal injury, consequential damage or other loss. I accept this equipment in lieu of all further claims. I understand that the product(s) returned for replacement become the property of Michelin North America.

I further certify that the condition of the product(s) for which this claim is submitted is not covered by any other mileage, road hazard, or other warranty or protection plan purchased from or provided by the selling Dealer at the time of, or subsequent to, original purchase.

OWNER'S SIGNATURE: *Jane Consumer* DATE: 10/26/05

VEHICLE / TIRE INFORMATION (3)

YEAR: 2005 MAKE: Ford MODEL: Freestar

VIN (Vehicle Identification Number) (4): 2FMZA58445BA12741

NEW TIRE SIZE AND DESCRIPTION INSTALLED (5): P235/60R x 16

DATE OF PURCHASE (6): 6/5/05 MSPN OF NEW TIRE (7): 65211 CURRENT RETAIL PRICE (8):

TRIPLE ORIGINALLY OBTAINED REPLACEMENT ORIGINAL EQUIPMENT

REMOVED TIRE MILEAGE (10): 8611

RETAIL INVOICE NUMBER OR WORK ORDER NUMBER (11): 24648

DEALER BRANCH (12): ABC Ford

SHIP TO NUMBER: 1172382

STREET ADDRESS: 435 Michigan Ave.

CITY/STATE/ZIP: Dearborn, MI 48126

DEALER INFORMATION (13)

ASSOCIATE/SUB-DEALER NAME: ()

ASSOCIATE ACCT. NO.: ()

STREET ADDRESS: ()

CITY/STATE/ZIP: ()

LINE #	TYPE OF CLAIM	1 WORKMANSHIP/ MATERIAL		2 MNA MILEAGE WARRANTY		3 NEW UNDESIRABLE RETURN (DAMAGED IN TRANSIT RETURN)		4 MSPN (FOR CLAIM TYPE 3 & 4)		5 WHEEL TREAD DEPTH		6 THREAD CHARGE TO CONSUMER		7 REASON(S) FOR REMOVAL / RETURN	
		DOT NUMBER(S) OF TIRE(S) REMOVED													
1	1	B93V239X	2800				(16)	RF	12/32					Bubble on sidewall	
2	1	B93L239X	2800					LF	12/32						
3	(14)							(17)	(18)	(19)	(20)		(21)		
4									/32						
5									/32						
6									/32						

DEALER CERTIFICATION

I hereby certify that to the best of my knowledge the foregoing statements are correct.

I further certify that the condition of the product(s) for which this claim is submitted is not covered by any other mileage, road hazard, or other warranty or protection plan purchased from or provided by the selling Dealer at the time of, or subsequent to, original purchase. I further understand that should Michelin North America learn of any other warranty or protection plan being applicable, it will, at its sole discretion, reject this claim or charge back any and all credits resulting from the processing of this claim.




DEALER'S SIGNATURE: *Joe Dealer* DATE: 10/26/05

PROCESSING AUTHORIZATION

The insertion of an authorization code received from MNA, is for the sole purpose of authorizing the processing of this claim. It is not a certification or verification of the claim's validity. Should subsequent verification of the information contained herein indicate that any information is fraudulent or incorrect, MNA will, at its sole discretion reverse any credits resulting from the submission of this claim and take any other remedial action it deems appropriate.

AUTHORIZATION CODE: (23)

DATE: ()

White - MNA Inspection Canary - Dealer Headquarters Blue - Customer Copy Pink - Retail Store Stock No. XMW40841 (Rev. 01/02)

Tire replacement under the Loyalty Program

Tire 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

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

- Claim Type 13
- The MIL On Indicator box in the Test Results section MUST be set to blank
- **When entering DOT codes, do not precede the code with “DOT”.**
- Enter each individual DOT code in the appropriate fields:
- DOT codes from the NEW (replacement) tires should be entered in the Test Results section and Type “Replacement Tire DOT Code” fields.
- DOT codes from the OLD (replaced) tires should be entered in the Test Results section and type “Replaced Tire DOT Code” fields.

DOT Code Claim Example

The screenshot shows a software interface for entering DOT codes. At the top, there is a blue header bar with the text "Test Results". Below this, there is a section titled "MIL On Indicator" with a small square icon. The main area contains two rows of input fields. Each row has a "Type" dropdown menu and a "Code" input field. The first row has "REPLACED TIRE DOT CODE" selected in the dropdown and "ACX844P4805" entered in the code field. The second row has "REPLACEMENT TIRE DOT CODE" selected in the dropdown and "ACX844P4304" entered in the code field. Each code field is followed by four empty input boxes and an "Add" button. There is also a trash icon next to each "Add" button. At the bottom left of the form, there is a small icon with a plus sign and a right-pointing arrow.

Tire Federal Excise Tax (FET)

Dealers can request reimbursement for the Federal Excise Tax 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, Loyalty Program or FSA when an applicable tire has been replaced. Be sure to choose the appropriate Claim Type.

Tire Federal Excise Tax (FET) Claim Example

Claim Status Report CU-250433

Repair Line Completion Date: 3/27/2015 Customer Meeting at Repair Completion: 12345
 Approval Code: Approval Code: M
 Customer Concern Code: TA3
 Pre-Defined Repair Code: Condition Code: 42

Convey Delivery Date: Engine Operating Hours at Repair Completion: 5 Manual Review Required Indicator: Dealer Participation: Customer Participation:

Comments

Customer Comments: CUSTOMER NOTICED BULGE IN SIDE WALL
 Characters Left: 1985
 Maximum 2000 characters

Technician Comments: TREAD DEPTH: 13/32, VERIFIED BULGE ON FRONT LEFT SIDE WALL. INSPECTED RIM FOR DAMAGE. NO ROAD HAZARD INVOLVED.
 Characters Left: 1859
 Maximum 2000 characters

Parts Information Parts Total: 121.50

Causal	Part Number	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
	TWC01	TIRE DEFECT WARRANTY		0.00		0.00	0.00
	900140284155		1	87.00		34.50	121.50

Labor Information Labor Total: 435.00

Labor Operation Code	Description	Technician ID	Hours	Invoice Number	Amount
1007A*	Core/Hosier - Replace (Includes Instrument Panel RSA)	135792485	0.3		435.00

Miscellaneous Information Miscellaneous Total: 0.00

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
FET	MEASURED TIRE TREAD DEPTH				

Test Results

MIL On Indicator:

Type	Code
REPLACED TIRE DOT CODE	AC1344N304
REPLACEMENT TIRE DOT CODE	AC1344N305

Authorized Tire Brand Change

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.

NOTE: Unauthorized brand change replacement for customer satisfaction reasons MUST be submitted under the Loyalty Program (P 18 / P 11).

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

Tire Warranty coverage is prorated for the parts coverage based on vehicle mileage intervals. This Policy 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, OWS will automatically pro-rate the part amount
- **IMPORTANT:** Tire pro-rata is not eligible for reimbursement under the Loyalty Program.
- Tires that fail due to defects in other components covered under the New Vehicle Limited Warranty 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 claim TOW 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-transit units) that require towing, add to the warranty repair as follows:

- Enter the actual cost (not more than normal retail charge) as miscellaneous expense code "TOW".

NOTE: 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 Ford personnel. Enter 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. The following info should be entered in this log:

- Amount 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/SSM Usage & Warranty Application

Technical Service Bulletins (TSBs) and Special Service Messages (SSMs) are provided to assist technicians with specific and focused repair procedures. Per the Company's Warranty & Policy Manual, technicians are required to use TSB procedures and labor times when provided if applicable.

TSBs 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" TSBs 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 & SSMs NEVER circumvent the coverage limitations or policies as provided in the Warranty & Policy Manual.