

Do's & Don'ts

ACTUAL PART PRICE CLAIMING

We discovered during claims processing, warranty practice reviews, or through phone contacts that there is confusion on when you are able to collect excess parts cost. The past ACES II payment system would provide payment any time you have a greater cost by using "A" in the key field. Many times the circumstances do not fit the parameters of the program guidelines. Remember when your dealer signed the Ford Sales & Service Agreement they agreed to use only **GENUINE PARTS** in performing warranty repairs. The key to when you can claim actual part cost is when the customer is traveling or the parts are out of stock nationally (D-99) and this is an **EMERGENCY REPAIR** situation. Supporting documentation of the D-99 status **MUST** be retained in Customer Service File for one year following payment. Be sure one of the following requirements apply when claiming actual part cost:

- ❶ The **customer is traveling** and cannot return home during the repairs.
- ❷ The **customer can return home** but the part is **D-99 only from Ford**.

If one of the above statements fits your situation then follow the list below for part usage priority:

- ❶ New Ford part from your inventory or another Ford dealership locally.
- ❷ Company remanufactured part or a FQR assembly.
- ❸ Ford Authorized Remanufactured from your local supplier (see note below).*
- ❹ New Non-Ford part (see special notes below).*

Letter dated May 12, 1997 on Simplified Warranty Parts and Labor Pricing , changed the procedure in claiming actual part pricing. Now, when claiming the difference between the Ford price and the additional amount the dealership is requesting you **MUST** use code "**PRDIFF**" in the miscellaneous expense field with the appropriate dollar amount. Also, an explanation for requesting additional credit **MUST** be entered in the technician comments field of ACES II. If a **NON-FORD** part is required follow the procedure outlined in the ACES II Manual. **Always refer to the Warranty & Policy Manual (3-24 thru 3-25) or the ACES II (3-23 thru 3-24) for clarification.**

*If a FAR part or a new non-FORD is required then the reason requires documentation, the name of the member of the dealership's management that authorized the use of the non-Ford part/FAR assembly and the last four positions of the authorizing individual's Social Security Number. All this information **MUST** be entered in the comments area of the warranty claim and entered in DWE.

