

# Do's & Don'ts

## DANGER OF BRAKE REPAIRS UNDER WARRANTY

It has been brought to our attention that Ford auditors will charge back all claims for brake repairs that have pads or shoes replaced for wear. When pads or shoes are replaced the technician **must** state in their comments the reason these wear items were replaced. Reason for replacement must state a defect in material or workmanship, or if they are replaced due to related damage. This must be clearly defined in technicians comments.

Rotor replacement will only be allowed when the rotor is broken or does not have enough material to allow turning. Such replacement must be authorized by service management on the hard copy with details to support replacement. Exceptions are rear rotors on Town Cars, Grand Marquis, Crown Victorian, Mustang, and front rotors on F350 heavy duty light trucks. On these vehicles, rotors cannot be machined on or off the vehicle. Service management authorization is not required for these exceptions per Ford Warranty & Policy pages 3-91 and 92.

## BEWARE OF THESE COSTLY MISTAKES!

