

# Do's & Don'ts

## HOW TO PROPERLY HANDLE MISBUILT VEHICLE CONCERNS

If Misbuilt situations are handled properly the dealership will save money in denied claims submitted to Ford. For years we have discovered dealers losing justified money because the claims are not filed in a timely manner or the repairs are completed before the claim is rejected or paid from the ACES II payment system. Here are some guidelines to follow to reduce your dealerships likelihood of non-payment or chargeback of claims.

### TYPES OF MISBUILT VEHICLES:

- Incorrect option installed by the assembly plant.
- Option not ordered on unit or invoiced.
- Option ordered and invoiced but not on the vehicle.
- Standard equipment not found on the vehicle.

### MISBUILT TIPS:

- ❖ **Never repair the vehicle or order parts until the claim is paid.**
- ❖ **MUST initiate claim within two working days of receipt of the vehicle.**
- ❖ **Claim must be signed and dated by an authorized dealership personnel.**
- ❖ **Misbuilt conditions MUST be identified during vehicle check-in from the carrier.**
- ❖ **Misbuilt vehicles are those not built as ordered or invoiced.**
- ❖ **Claims for incorrect hub caps will not be paid beyond 7 days.**
- ❖ **Missing items normally shipped loose in the vehicle are filed on a carrier claim.**
- ❖ **Assembly plants will supply parts when an assembly or costly parts are required.**
- ❖ **Misbuilt claims denied and then paid under warranty could be viewed as fraud.**
- ❖ **Only the Misbuilt Vehicle Claims Section is allowed to authorize repairs.**
- ❖ **Condition codes 39(wrong part) or 38(missing part) may be used for submission.**
- ❖ **List the parts(#'s except on assemblies) and labor(operations) required on the claim.**

When submitting the claim always state the option and/or item ordered and what was on the vehicle as it was received. This information must be clearly defined in the technician area on the claim to prevent the claim being returned for further information.



**IMPORTANT:** *Corrective action of any kind (i.e., ordering parts and/or making repairs) cannot be taken until the repair appears in the repair register under the "PAID REPAIRS" section. The repair is then approved. Failure to adhere to this policy could result in denial of the claim. This could result in loss of vital cash to the dealer.*

The moral of the story is submit your claim within two days and wait for a response by Ford. When submitting claims always refer to the ACES II Users Manual & the Warranty and Policy Manual for examples of proper claim submission. If you have any questions contact the Misbuilt Vehicle Claims Section at 1-800-423-8851 or Summers Dealer Services.