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# Dealer Parts Policy & Procedure Manual

## Section 4300:

### WARRANTY RETURNS; CORE RETURNS

#### GENERAL INFORMATION

##### Warranty (FCS-700 Return Document) Returns – "700 Tags"

Warranty returns are parts that the Dealership is directed to return via the Parts Status Report in OWS after submitting a warranty claim. After the claim is approved for payment, the Parts Status Report issues the FCS-700 Return Document with disposition instructions. These parts are referred to as "700 Tag" parts.

Warranty parts are returned to Ford through a variety of methods outlined in this section.

##### Core Returns

Core returns are parts on which the Dealership paid a core deposit (Powertrain/Service Parts) and that the Dealership is returning for credit of the deposit paid. Parts with core are retrieved at the Dealership by the Regional Core Recovery Center (RCRC) driver, who initiates the Dealership's claim for credit. **A Dealership representative must be present during the retrieval process.**

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## Section 4300: WARRANTY RETURNS; CORE RETURNS

### DEALERSHIP GUIDELINES

- The dealership is responsible for preparing and packaging returns and storing them in designated holding areas, separated and clearly identified as "Core Returns" or "Warranty Returns."  
NOTE: New parts must be separated from core and warranty returns. **New parts that are accidentally picked up as core/warranty will not be returned to the dealership by the RCRC and no credit will be issued.**
- All parts must be drained and assembled.
- Parts must be in the Ford/Motorcraft packaging of the replacing part; the part must match the labeling on the packaging.
- Please note exceptions later in this section for radiators returned as warranty parts, SDS part returns and parts in UPS replacement packaging.
- Labels on core packaging must be original Ford/Motorcraft labels. Copies are not allowed. If labels are not original, any core credit issued will be charged back.
- **A designated dealership representative must be present to supervise core and warranty retrieval. The representative must also sign the Claim Summary Receipts at the end of the process.**
- Retain Claim Summary Receipts for two years from the date of retrieval.
- Parts must be prepared, packaged and labeled according to the directions in this section.
- Dealers may not reproduce Genuine Ford or Motorcraft labels or provide boxes to third parties.

## **WARRANTY PARTS**

### **POLICY**

#### **Part Retention**

All Dealers must hold all of the following parts until claims are paid in the OWS Claiming System and disposition instructions are posted on their Parts Status Report:

- Warranty Parts including One-Time use parts
- Ford & Lincoln Protect Extended Service Plan Parts
- Ford/Lincoln Loyalty funds
- Service Parts Warranty (SPW/SSP/OTC) Parts
- Parts from Customer Satisfaction Programs and Field Service Actions (Recalls)
- Parts from Warranty Sublet Repairs, including glass

Exceptions include the following:

- All Multimedia components (Audio, Sync, My Ford/Lincoln Touch, Navigation & Family Entertainment Systems) are separately exchanged through the online ordering system utilizing the Online 1878 Form. They will not appear on the Dealership's Parts Status Report.
- Licensed Accessory replacements are provided by the Accessory manufacturer and are not claimed through OWS. They will not appear on the Dealership's Parts Status Report.

#### **Legal Parts**

- Parts from vehicles involved in an accident or fire, personal injury, and/or property damage MUST NOT be scrapped until authorized by the dealer's FCSD Regional Office Representative. (For additional information, refer to Section 3 — "ACCIDENT or FIRE CLAIM" in the Warranty & Policy manual)
- As these part numbers will not appear on the Warranty Claim, they will also not appear on the Dealership's Parts Status Report.

#### **Transportation Damage Parts**

- It is the carrier's responsibility to tell the dealership what to do with salvage parts
- If the Dealer has been contacted by the carrier within 48 business hours to hold a part:
  - Hold the salvage part(s) for 5 business days after all repairs are completed on the vehicle, even if the Parts Status Report dispositions the parts as "Scrap"
  - It is the Dealers responsibility to notify the carrier when repairs are completed on the vehicle
- See section 2.1.02 (Time Bound Policies) of the Warranty & Policy Manual for additional details

#### **Part Disposition**

Disposition instructions for replaced parts will be posted on the Dealership's Parts Status Report in OWS.

- After the warranty claims have been accepted for payment by the Company, the Status will immediately be put on Hold.
- Parts will stay in a disposition of hold for 3-6 calendar days at which time they will be dispositioned to RETURN PART, CORE, or SCRAP (note that SCRAP parts on occasion may take up to 8 days for disposition).

- Return Part – these parts must be returned to Ford via the method listed on the Parts Status Report
- Core – these parts must be returned to Ford via the RCRC
- Scrap – these parts must be scrapped/destroyed in an environmentally appropriate way within 10 days of receiving the disposition instructions. (Note: see exceptions for Legal Parts and Transportation Damage parts in the section above.)
- In the rare instance that status is not provided for a part, first verify that the claim was approved for credit. If the claim was approved for credit, please retain the part for 7 days to allow time for manual intervention by the WPAC. After 7 days, the part can be scrapped or returned for core credit (if applicable).

### **Part Return Deadlines**

All parts that are required to be returned to the Company as notified on the Dealer's Parts Status Report must be received by the due date listed on the Parts Status Report. The number of days between request date and due date varies by return method and are listed below:

- Parts returned via the Regional Core Recovery Center (RCRC) must be returned within 35 days from the part return request date as listed on the Parts Status Report
- Parts returned via UPS must be returned within 20 days from the part return request date as listed on the Parts Status Report
- HAZMAT Parts returned via FedEx must be returned within 20 days from the part return request date as listed on the Parts Status Report

In the event a part cannot be returned by the stated deadline, contact the WPAC helpline via the webform to request an extension.

Parts that have not been received within the time limit will result in the part / claim being charged back as "P66 - Parts Not Received" via the OWS Claiming system.

## **PART STORAGE AND PREPARATION**

### **Part Return Storage**

- The dealership is responsible for preparing and packaging returns and storing them in designated holding areas, separated and clearly identified as "Core Returns" or "Warranty Returns."
- Core and warranty returns must be separate from the Dealership's inventory of new parts. New parts that are accidentally picked up as core/warranty will not be returned to the dealership by the RCRC and no credit will be issued.

### **Part Return Preparation**

Any part returned to the Company or to the RCRC must be:

- Cleaned and drained of all fluids (Components that may still contain residual fluid after draining, such as pumps, reservoirs, lines, etc. can be placed inside a plastic bag and sealed with tape to help prevent "wet box" package refusal/shipment delay.)
- Reassembled and complete (for assemblies and fuse/relay panels)
- Tagged with the FCS-700 Return Document (if one was issued)

- Packaged in the same container which held the replacement part, if available. (If a part is placed inside another box for return, make sure the box is representative of the OEM packaging to protect the part during shipping and does not contain any hazardous markings such as ORM-D, Flammable/combustible warnings, or statements that the package contains aerosols. Utilizing incorrect packaging could result in a DOT fine of up to \$50,000 for a first-time offense.)
- Pad and package the parts carefully to prevent transit damage that could increase potential for chargebacks.
- Visual defects on the returned part must be identified with a permanent marker or grease pencil
- Labeled with the Repair Order number on the outside of the packaging
- HAZMAT returns must be packaged according to DOT regulations. Refer to HAZMAT
- Cap air conditioner assemblies using caps from the replacement unit

If the dealership desires the return of a part in the event of a chargeback for a non-warrantable condition, Dealership personnel must enter the dealership's UPS account in the appropriate field at the bottom of the 700 tag.

#### **Labeling – FCS-700 Return Document Procedure**

Using Ford provided adhesive-backed paper or printer paper, print one copy of the return document for each part the OWS Parts Status Report directs you to return. (Order adhesive-backed paper at no cost from the Dealer eStore, QC WPRC-0010.) Use a high-quality laser printer.

- If adhesive-backed paper is not available, printer paper can be used to print a copy of the return document. Only the left upper hand corner needs to be affixed to the outside of the box. Fold the rest of the document and place inside the box.
- You have the option of requesting that parts that are charged back be returned to you at your expense. To do this, locate the section at the bottom of the return document ("If Part rejected, return at Dealer expense"). Provide your UPS shipping account number for the return. (If you do not enter the account number and carrier name, the part might not be returned to you.)
- Peel the FCS-700 return label from its backing. Adhere it to the outside of the box on a flat surface, not on a seam.
- Fold the remaining FCS-700 Return Document along the fold line so printed information is visible. Staple it to the wire tag attached to the part(s) (inside the box). (Do not use tape for this step.) NOTE: If the part is not properly tagged, it is subject to chargeback

#### **Shipping Large Components on a Pallet**

Due to environment and safety concerns on engines being returned to Ford, Dealerships must band the engine/ transmissions securely to the pallet. Please ensure that engines and transmissions are secure and safe. Guidelines are provided below.

- Drain the fluids from the component and wrap in plastic if necessary to prevent leaking during transportation. If the fluids are not drained, they can leak, contaminating other freight, trailer/truck beds and create a slip hazard.
- The engine should ideally be fastened to the pallet by at least a ratchet strap. Professional style plastic or steel banding with at least 2 bands should be acceptable. All straps and bands should be protected where they touch the engine to prevent chafing/sliding. If they are not securely fastened to the pallet, they may detach and damage other freight during transportation.
- Fastening to the pallet with rope, shrink wrap, tape, straps that are not secured, or plastic/metal bands that have not been affixed by a machine or are not tight, ARE NOT acceptable methods.

Acceptable alternatives are industrial standard plastic straps or steel banding that are available for purchase. Polypropylene Strapping Kits are inexpensive and can be procured locally.

## RETURN METHODS AND PAYMENT

Ford arranges and pays for transportation of warranty parts returns and core using the following methods (explained in greater detail below):

- UPS (Ground) or TForce (Freight)
- Expedited Return for urgent analysis (typically FedEx)
- Hazmat
- Regional Core Recovery Centers (RCRC)

Under no circumstances should the Dealership return parts using the Dealership's own shipping account. Ford does not reimburse Dealerships for transportation charges.

In the event the dealership uses the Ford provide shipping label and is incorrectly being billed by the transport company, immediately submit a WPAC webform, so that Ford can investigate and take appropriate action.

Dealerships should not return any warranty part back to Ford Motor Company unless the part return request is one of the following approved processes:

### UPS and TForce

Parts Status Report disposition indicates "UPS Ground or UPS Overnight"

- The Parts Status tag will contain a hyperlink to generate the UPS label
- OE part package does not contain Hazmat labeling
- Parts requested for return should be shipped as soon as possible, preferably on the date of tag issue.
- Clicking on the web hyperlink to generate the return labels automatically sends a pickup notification to UPS. \*\*\*Checking with Mitch to verify this is true for TForce\*\*\*

Dealerships click on the web hyperlink to generate the shipping label and enter the dimensions of the package.

### UPS Small Pack

- Returns that are eligible for UPS Small Pack will create the appropriate return label and automatically send a pick-up notification to UPS

### TForce Freight returns:

- When the return package is greater than 150lbs or 165" in total dimensions (Length + 2x Width + 2x Height) a freight return label (with 9-digit PRO number) will be generated instead of the normal UPS small pack label.
- In this situation, a Bill of Lading (BOL) will also be required in order to ensure accurate delivery, billing and return credit. The link to generate the BOL will automatically be created next to the link utilized to generate the original TForce label (on the Box Screen in OWS). Dealers must print

and sign the BOL and provide a copy to the driver when the part is picked up. Failure to provide this BOL will result in the dealer being billed for this shipment.

- TForce and/or FEDEX may not have the capability to scan your 700 tag. In these instances, your local RCRC driver can scan the 700 tag to close it based on your proof of shipment via TForce/FEDEX. In cases where RCRC driver is unable to scan, please contact the WPAC through the Warranty Assistance link on the OWS homepage.

Additional Details for UPS/TForce returns:

Ford systems match the UPS tracking number to the 700 tag. Therefore:

- Dealers must only utilize the return label and BOL generated through the Parts Status Report or chargeback and/or billing issues may result.
- Each part requires its own unique UPS/TForce label to be printed and utilized for return so that return credit can be applied in Parts Status Report. Do not return multiple parts in one box or "Part Not Returned" chargeback may occur.
- Be sure to include a copy of the tag inside the box with the part and ensure that the 700 tag number for the part being returned matches the number indicated in the reference field on the UPS/TForce shipping label (this is how return credit is provided).

International returns:

- When a part is being returned to an International address (Canada) a customs invoice is required to ensure accurate delivery, billing, and return credit.
- The link to generate the customs invoice will automatically be created next to the link utilized to generate the original UPS or TForce label (on the Box Screen in OWS).
- Dealers must print and sign **three copies** of the customs invoice and provide them to the driver when the part is picked up.

### **Expedited Return via (FedEx) Powertrain and Urgent Analysis**

In some cases, Ford may ask for a part to be returned before the 700 tag can be issued, or after scrap disposition has been issued (if still available). This primarily involves powertrain parts and parts required to address critical issues.

- A WPAC Expeditor will contact the Parts Manager to request expedited part return assistance.
- A formal request form will be provided to the Dealership via email and include the expeditor's name, phone number and email address. A copy of the request must be printed and retained in the Dealership's part return files.
- All Expedited parts are to be returned per the instructions provided using the included prepaid shipping labels (typically XPO, Con-way or FedEx).
- If someone other than a WPAC Expeditor requests a part be returned outside of the Parts Return tag process, please inform them that the request does not adhere to Warranty and Policy and refer them to the WPAC team.

### **Part Return Tag Return - Hazardous Materials (HAZMAT)**

Parts Status Report indicates "Return Part"

- UPS hyperlink is not present on the Parts Status Report or Part Return tag
- OE part package contains Hazmat labels



HAZMAT parts are identified by HAZMAT labeling on the original service part box.

Hazmat Parts requested for analysis must be returned through the use of a Hazmat Return Kit (Item FCS-12637R-16) available from the Dealer e-Store. HAZMAT parts are shipped via FedEx with prepaid shipping using the materials provided in the FCS-12637R-16 kit. Refer to the Hazmat Website on [FMCDealer.com](http://FMCDealer.com) for additional detail.

In the event a 700 tag is issued with HAZMAT as the return method, but the part is not HAZMAT part, please submit a WPAC webform to alert an expeditor to retrieve the part manually.

Questions or concerns regarding Hazmat part return should be directed to the HAZMAT Hotline at 1-800-633-7446. Call your local Environmental Protection Agency (EPA) office if you have any additional questions or concerns about hazardous materials.

Ford and Lincoln Dealerships are solely responsible for complying with all applicable local, state and federal hazardous material transportation requirements, including HAZMAT certification. Ford and Lincoln Dealerships are also responsible for scrapping or disposing of any hazardous material in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

Batteries – When a battery is replaced under warranty, it must be retained until disposition has been issued in the OWS Parts Status Report (Return Part, Core or Scrap).

- The Repair Order number must be documented on the battery when it is removed from the vehicle.
- The Battery must be held, not returned to your Ford Authorized Distributor (FAD)/RCRC.
- The Part Return Tag “ship to” address indicates Hold for Battery Return.
- When a 12 volt battery is requested for return in the Parts Status Report, a WPAC Expeditor will contact the Parts Manager to request expedited part return assistance.
- Do not attempt to return a 12 volt battery without the assistance of a WPAC Expeditor.
- For additional information of best practices, refer to the Hazardous Materials Parts Return section of [FMCDealer](http://FMCDealer.com).
- The time limit for returning the correct battery after a Part Return tag has been issued in the Parts Status Report is 20 days.
- If timely/correct return cannot be accomplished and the reason is outside of Dealer control, Dealers must contact Ford WPAC Helpline by clicking Warranty Assistance on the right side of the OWS Homepage.
- Batteries returned to Ford for analysis are provided core credit on the paid warranty claim after receipt. WPAC issues the core credit after the correct OE battery is received – no Dealer action required.
- Due to the prohibitive costs in returning hazardous material, if a battery claim is charged back to the Dealer, the battery will not be returned.
- Ford and Lincoln Dealers are responsible for appropriate legal disposal / recycling of warranty batteries that are issued a scrap disposition.
- Consult your Dealership’s legal counsel for any clarification of local/state/federal battery disposal laws.

High voltage batteries (replaced under warranty)- Follows the normal 700 tag process and the Repair Order number must be documented on the battery when it is removed from the vehicle.

High voltage batteries (replaced outside of warranty coverage)- Please contact **End of Life Vehicle Solutions (877-225-3587)** for disposal.

### **Regional Core Recovery Centers (RCRC)**

Please refer to **RCRC GUIDELINES** for additional information.

### **Core Credit on 700 Tag Parts**

Warranty parts with core value, that are requested via 700 tags, will receive core credit through a variety of processes, depending on the return method:

- Returned via RCRC – will receive core credit when the RCRC driver scans the part
- Returned via UPS Ground or TForce freight – Provide a copy of both the parts return tag document and the shipping label to the RCRC driver to scan for your core credit
- Returned via FedEx (Expedited Returns) - Core credit is issued internally through OWS once the part is received

Core credit on 700 tag parts is generated electronically and appears on the Dealer Parts Statement. It is also reflected on the Daily Credit Memo the next business day. Warranty Core returns are listed with Reason Code “HA.” Warranty return credit is generated electronically and appears on the Daily Credit Memo. It is condensed into the Dealer Parts Statement.

## **WPAC CHARGEBACKS AND APPEALS**

### **WPAC Chargebacks**

All returned warranty parts are inspected. Claims may be charged back for any (but not limited to) the following reasons:

- Part not defective (P61)
- Part damaged (P62)
- Wrong part returned (P63)
- Part disassembled or incomplete (P64)
- Over repair (P65)
- Part not received (P66)
- Non-genuine part returned (P67)

### **Appealing WPAC Chargebacks**

WPAC Chargeback appeals must be made via the Web-Based Appeal Process within 45 days (appeal submission time limit) of the date the chargeback notification was received. The Web-Based Appeal Process can be accessed through the OWS homepage or FMCDealer. Please Note: Be sure to use the appropriate appeal code that is listed on the claim. (Please Note: Attempts to appeal WPAC Chargebacks in OWS are not viewed by anyone at Ford and also prevent our Analysts from viewing the claim. Please cancel any OWS appeals before submitting a web-based appeal.)

### **Reasons we will close a tag for you**

There are circumstances in which Ford will close a 700 tag upon request. Please submit a WPAC webform and provide a thorough explanation. Common examples include the following:

- Part missing from vehicle- Part not available for return due to defect that resulted in part separating from vehicle
- Parts not installed- Input on claim in error
- Fluids called back- UPS will not ship fluids
- Ford Expeditor retrieved the part manually
- Significant disruption to dealership operations – Fire, Natural Disaster, etc.

## **WARRANTY RETURN MANAGEMENT TOOLS**

### **Parts Status Report**

The Parts Status Report, accessed through OWS, provides the following information:

- Part disposition and return deadlines
- FCS-700 tags
- UPS and TForce shipping labels
- Customs Invoices for international shipments

The Parts Status Report can be downloaded to Excel to facilitate management of the data and storage on a local computer.

### **Debit Warning Report**

The Debit Warning Report, accessed through the Parts Status Report on OWS, lists 700 tagged parts that have not yet been received and are at risk of being charged back for non-return within the next 10 days.

## **COMMON CAUSES**

### **Common Causes of P66 Chargebacks for non-return**

- Not monitoring Debit Warning in OWS Parts Status Report- Please see **Debit Warning Report** for additional information.
- Part shipped past due date- It is recommended the part is shipped as soon as 700 tag is issued. Please refer to **Part Return Deadlines** for additional information.
- Shipping part with methods outside of Parts Status Report- This is not recommended. Outside shipping method information (tracking, pick up, delivery) will not make it to the Parts Status Report.
- Shipping multiple parts in same box- Only one shipping label will be scanned and information sent to the Part Status Report. Each 700 tag should be shipped separately.
- Not returning part- Please wait until disposition in Parts Status Report before scrapping part. Please see **Part Disposition** for additional information.
- Not including Bill of Lading (BOL) on freight shipment or customs invoice on international shipment- Please see **TForce Freight Returns** and **International Returns** for additional information.
- Providing visiting Engineer part- This should not be done unless scrap disposition has been issued or has been contacted by a WPAC Expeditor. Please refer to section 1 of the Warranty & Policy Manual for additional information.

### **Common Causes of Engineering Chargebacks**

- No Problem Found (NPF)- Part returned was tested/inspected and no defects were found per warranty claim submission.
- Over Repair- Component/Assembly did not require replacement and concern outlined in warranty claim submission could have been resolved at a lower level (repair, lower-level component, TSB, SSM).
- Part damaged- Part returned is damaged and not defective. Part may not be able to be tested due to damage or concern present may be due to damage.
- Wrong Part Returned- Part returned does not match the part number on the 700 tag.

### **Common Causes of difficulties printing shipping documents (i.e. UPS labels)**

#### **Shipping labels can be viewed but not printed**

- The most common cause is that the user does not have the appropriate permissions in OWS
- Contact the Web Support Group at 800-790-4357 to review and correct permissions
- Some users may also need to clear their cache and/or try a different browser

#### **Shipping label link is present; NONE of them open**

- The most common cause is that pop-up blockers are preventing the label from opening. Users will need to check their browser settings.
- Some users may also need to clear their cache and/or try a different browser

#### **Shipping label link is present; SOME will open but others will not**

- This may be an IT issue on Ford's end
- Click "Warranty Assistance" on the right side of the OWS homepage. Navigate to the bottom of the screen and click WPAC Webform. Complete and submit the webform with the concern.

#### **After entering weights and dimensions, the UPS label will not generate**

- This may be an IT issue on Ford's end
- Click "Warranty Assistance" on the right side of the OWS homepage. Navigate to the bottom of the screen and click WPAC Webform. Complete and submit the webform with the concern.

#### **Entered incorrect weights and dimensions and generated the wrong type of shipping label**

- The part may need to be expedited by the WPAC team
- Click "Warranty Assistance" on the right side of the OWS homepage. Navigate to the bottom of the screen and click WPAC Webform. Complete and submit the webform with the concern.

### **Alerts**

In the event there is a disruption in the parts return processes or related IT functions, we will communicate with you via the following methods:

- FMCDDealer Message Center
- One Warranty Solution Messages (scrolling section)

- Parts Return Messages in the OWS Online Parts Return Status Report

**CORE RETURNS**

## RCRC GUIDELINES

- RCRCs are required to pick up cores and warranty returns once per month in rural areas and twice per month in metropolitan and suburban areas.
- **NOTE: If the RCRC does not pick up according to this schedule, and this action causes a warranty part to be received after the 35-day deadline, please contact the Ford WPAC Helpline by clicking Warranty Assistance on the right side of the OWS Homepage, to request an extension of the deadline.**
- The driver uses a PDA to scan information on parts being returned. The PDA generates two copies of the Claim Summary Receipt, a summary of the parts being retrieved. This process initiates the claim and documentation of the return. If the return is not processed through the driver's PDA, the return will not be documented and credit will not be issued.
- The RCRC driver must sign the receipts, obtain the dealership representative's signature and leave one signed copy with the representative.

## CORE RETURNS – POLICY

- Cores returned to FCSD may not exceed the quantities of the same new or remanufactured parts purchased by the dealer from a FAD or FCSD within the last 12 months. Excess returns may be subject to chargeback; the core will not be returned to the dealer.
- Core returns must be genuine Ford/Motorcraft parts or a competitive part replaced by a Ford/Motorcraft part, returned in the replacing part packaging.
- Core returns must be like-for-like, that is, the part represented on the packaging must be the same as the part inside the package. RCRC drivers will not pick up core returns that are not in the replacing part packaging.

### Exceptions:

- SDS parts shipped without traditional Ford packaging
- Parts shipped in UPS packaging with a UPS-generated part number label (When UPS damages/destroys original Ford/Motorcraft packaging and must re-package and re-label, the return is allowed.)
- FCSD will credit the dealer for the cores from Ford or Motorcraft parts purchased from other dealers only if the specific part was used by the purchasing dealer to repair a customer's vehicle. The claiming dealer must file supporting documentation detailing the purchase for two years from the date of purchase. Otherwise, FCSD will not credit dealers for cores purchased from other dealers' inventories.
- FCSD will not credit dealers for cores purchased from dismantled vehicles, from brokers or from any other sources.

## CORE RETURNS – PROCEDURE

- Drain all parts. Parts not drained of fluids will not be picked up by the RCRC driver.
- Re-assemble all parts. All parts in an assembly must be included.
- Place part in OE replacement part packaging.
- Leave the package open for inspection.

- Place package in designated pick-up area.
- The driver scans the part number on the packaging to verify that it matches the part; the driver verifies eligibility for core credit.
- The driver creates a barcode label and places it on the packaging.
- The driver initiates two copies of the Claim Summary Report on a PDA. Both copies must be signed by the driver and the dealership representative. Each entity must retain the receipt for two years.

#### **Powertrain Core Returns – Product-Specific Guidelines**

- Clutch Disc and Pressure Plate; Torque Converter: Place a plastic shipping cap over the hub to prevent oil leakage or hub damage.
- Ford Remanufactured Transmission/Engine: Transmission core must include torque converter, which must be firmly bracketed to the core.
- ZF Manual Transmission: Use original triple-layer corrugated box, if possible.
- Motorcraft Remanufactured Gas Engine, Cylinder Head and Crankshaft: Gas engine (6V009 and 6V012) – include oil pump with the assembly. Core must be fully assembled with all components and as complete as the replacing Motorcraft engine. It must include block, cylinder head(s), crankshaft, camshaft, main caps, etc.
- Air conditioning compressors must be capped using caps from replacement assemblies.
- When returning diesel turbochargers, high pressure oil pumps, turbocharger pedestals and injectors, include the diesel diagnostic form.

#### **Storing**

- Hold the returns in the dealership's RCRC retrieval area. Be sure to separate core returns and warranty returns and sign each area clearly.

#### **Retrieval**

- The driver transports the returns to the RCRC location, uploads information to FCSD and ships the returns to the assigned destination.

#### **Credit**

- Core credit is generated electronically and appears on the Dealer Parts Statement. It is also reflected on the Daily Credit Memo the next business day. Standard core returns are listed as "HC" on the Daily Credit Memo.