



## **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 the dealer 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 dealer'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 or warranty parts that are accidentally picked up as core will not be returned to the dealership by the RCRC and no credit will be issued.

- All parts must be assembled and drained. Cap and/or wrap all assemblies that held fluids of any kind. Parts being return for core credit must be in the Ford/Motorcraft packaging of the replacing part; the part must match the labeling on the 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.

### 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.
- 700 tag issued parts should be prepared for return as soon as possible, preferably on the date of tag issue.
- **NOTE:** If the RCRC does not pick up according to this schedule, and this action causes a warranty part to be received after the 50-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 prior to the due date.
- 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.



## WARRANTY PARTS - Policy

### Part Retention

All Dealers must hold all 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
- 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.

**NOTE:** Instrument Clusters are exchanged through the online ordering system utilizing the Online 1878 Form but are claimed through OWS. They will 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.
- Electric Vehicle High Voltage (HV) battery packs and arrays are ordered as exchanges but are claimed as a quantity of one through OWS. They will appear on the Dealership's Parts Status Report. **NOTE:** The Parts Status Report may disposition these as "scrap," although they need to be retained and returned.

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.

**WARRANTY RETURNS; CORE RETURNS**

## Transportation Damage Parts:

- There are three categories of parts that a carrier may request for retrieval. Wheels, Carbon Fiber Parts, and Removable Hard Top for 2-Door and 4-Door Bronco's are required to be held for 4 weeks.
- All other parts would be considered ineligible to request hold for retrieval. However, these parts can still be physically reviewed by the carrier in-person
  - 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 disposes the parts as "Scrap"
    - It is the Dealer's 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 6-9 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 13 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 13 days to allow time for manual intervention by the WPAC. After 13 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 UPS or TForce must be returned within 15 days from the part return request date as listed on the Parts Status Report

**WARRANTY RETURNS; CORE RETURNS**

- 12-volt batteries returned via Central Transport must be returned within 35 days from the part return request date as listed on the Parts Status Report
- HAZMAT Parts returned via FedEx must be returned within 35 days from the part return request date as listed on the Parts Status Report
- 700-tagged parts returned via the Regional Core Recovery Center (RCRC) must be returned within 50 days from the part return request date as listed on the Parts Status Report

In the event a part cannot be returned before the stated deadline, contact the WPAC helpline via the webform to request an extension. Dealers will be provided one extension on the tag that will be up to 30 days of additional time for extenuating circumstances.

**NOTE:** Requests must be submitted before 5:00 PM (ET) during business days. Once the tag due date has been exceeded resulting in a P66 Chargeback, we lose the ability to extend the deadline.

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.

### ***Dealership Buy/Sell: What to do with Warranty and Core Parts***

In the event the dealership is going through a buy/sell, there are a few steps that can be taken to finalize any Warranty or Core Parts for the previous P&A code:

- The dealership will need to request access to the previous P&A code. Up to 6 months of access will be provided by following the steps below:
  - Contact the Web Support Group: 1-800-790-4357, Option 2, 2 or Chat via Dealers Ask Ford
  - Contact your Regional Office or Market Representative Manager
- The Online Parts Status Report should be reviewed daily. Parts will be dispositioned (RETURN PART, CORE, or SCRAP) within 13 days of claim payment. This will allow the dealership to actively clear out warranty and core parts
- The Online Parts Status Report is available in 90-day increments and can go back up to two years
- When all claims are paid and all parts are dispositioned, the dealer will be complete with warranty/core parts retention for the previous P&A code

## **PARTS STORAGE AND PREPARATION**

### ***Parts 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."

**WARRANTY RETURNS; CORE RETURNS**

- Core and warranty returns must be separate from the Dealership's inventory of new parts. New parts or warranty parts that are accidentally picked up as core will not be returned to the dealership by the RCRC and no credit will be issued.

***Parts Return Preparation***

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

- Cleaned, drained, and flushed of all fluids (Components that may still contain residual fluid after draining and flushing, such as pumps, reservoirs, torque converters, oil/transmission coolers, lines, etc. should have ports capped/taped off and 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 printer paper and a high-quality laser printer, print a copy of the return document for **each** part the OWS Parts Status Report directs your dealership to return.

- Dealers have the option of requesting that parts that are charged back be returned to the Dealer at Dealer's expense. To do this, locate the section at the bottom of the return document ("If Part rejected, return at Dealer expense"). Provide the Dealership's UPS shipping account number for the return. (If the account number and carrier name are not entered, the part will not be returned to the Dealership.)



**WARRANTY RETURNS; CORE RETURNS**

- Fold the FCS-700 Return Document along the fold line so the printed information is visible and place inside the box. **NOTE:** 700 tagged parts returned via RCRC, the tag document should be affixed to the outside of the box.
- If the part is not returned in a box, staple the return document to a wire tag or use tape to affix to the part.
- 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 and transmissions 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.

- **700-Tagged Engines:**
  - Drain the fluids from the component, cap/tape off any fluid ports 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.
- **700-Tagged Transmissions:**
  - Transmissions must be placed in the packaging that the service part transmission arrived in. Transmissions that arrived in a black case (coffin/cocoon) or wood crate, should be returned in that packaging, along with following the draining and securing steps below.
  - Transmissions that arrived on a pallet must be prepared for return in the following fashion:
    - Mounted on a secure pallet
    - Reassemble all parts (loosely assembled is acceptable)
    - Transmission and Torque Converter drained of fluid
    - Torque Converter Strap securely in place
    - Plastic or bagging around the entire transmission assembly
    - A single sheet of cardboard placed over the assembly
    - Metal banding or ratchet straps or sufficient plastic banding securely holding the transmission to the pallet



**WARRANTY RETURNS; CORE RETURNS**

- 700 tag and shipping label affixed
- For transmissions that are being returned on a pallet, a box or carton are **NOT** to be placed over top of the 700-tagged transmissions.
- **Penalty For Non-Compliant Shipments on 700-Tagged Transmission:**
  - If the plant finds the Dealership did not follow the guidelines mentioned above, a parts debit or loss of core value will occur based on if a box was put over the transmission (over boxed) or other non-compliance issues.
  - Over boxed
    - Dealer incorrectly placed a box over a 700-tagged transmission
    - A \$2,000 parts debit will be processed on the claim
    - The transmission will be rejected and returned to the dealer
    - The dealer will have a second chance to properly prepare the transmission (without box) for return following the guidelines in this communication and the podcast
    - Dealer will be responsible for shipping the transmission back to the plant at their expense. Once the transmission is shipped, the Dealer will need to submit a WPAC web-based appeal with shipping information.
    - Upon receipt to the plant, the assembly will be inspected to verify the correct process was followed. If so, a \$2,000 part credit will be issued on the claim.
  - Other non-compliance
    - Dealer didn't follow the correct process relating to strapping down, fluids not drained (leaking), Torque Converter Strap not securely in place, etc.

## 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)
- TForce (Freight)
- Expedited Return for urgent analysis (typically FedEx)
- Central Transport (12-volt Batteries)
- 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 provided 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:

**WARRANTY RETURNS; CORE RETURNS****UPS and TForce**

Parts Status Report disposition indicates “UPS/TForce”

- 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/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.
- For powertrain (or other) components that are required to be shipped on a pallet but have a weight less than 150lbs; enter a weight of 155lbs. This will trigger a freight label, as components on a pallet cannot be shipped UPS ground.
- In this situation, a Bill of Lading (BOL) will also be required 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.

**WARRANTY RETURNS; CORE RETURNS**

- 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).
- Refer to the instructions below on how to properly complete the Customs invoice. Note that customs invoices that are not completed properly could result in shipment delays, Customs holds or penalties.
  - In OWS, the “Valuation” field will need to be filled out on the same screen where the package’s weight and dimensions are entered. The valuation is determined by the following guidelines:
    1. For parts with core value, enter the core value
    2. For parts without core value, enter the Dealer net price of the part
  - After entering the weight, dimensions, and valuation, and clicking “Generate Shipping Label,” the “Customs Invoice” button will then be available
  - Several other fields are prepopulated by OWS and require no input from the dealership
  - Not every field on the Customs invoice needs to be completed. **If no instruction is provided below, leave those fields blank**
  - Customs invoice instructions:
    1. Freight to Border \$: Check “Prepaid & Included.”
    2. Border to Destination \$: Check “Prepaid & Charged.”
    3. Currency of Sale: Indicate US Funds with an “X.”
    4. Invoice Prepared by and Phone: Enter information for the dealership employee preparing the invoice.
    5. Country of Manufacturing:
      - a. Review part for label or outer packaging to identify the correct country of origin (Made in ...).
      - b. If there is no label and you are unable to validate the country of origin/manufacture, leave this field blank.
    6. Invoice Unit Quantity: Quantity of parts included in this carton.
    7. Preparer: Enter the name of the dealership employee preparing the invoice.

**Reminder: All other fields, that do not have instructions above, are to be left blank.**
  - For additional information, please refer to the *Warranty Parts Return Customs Invoice Preparation* document on FMCDealer.
- Dealers must print and sign three (3) copies of the Customs invoice and attach them securely to the outside of the package. It is recommended to put the Customs invoices inside an envelope or UPS pouch for international paperwork and attach it to the outside of the box.



### ***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).
- When the 700 tag is issued, print a copy and an additional copy of the shipping label to provide to your local RCRC driver to scan
- Core Credit will be paid through the standard process once scanned by the RCRC driver. **NOTE:** If you do NOT receive a 700 tag for the part and you are due core credit, you MUST e-mail a copy of the expedited form to the Warranty Expeditor listed to ensure core credit is issued.
- 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.

### ***12-Volt Battery Returns via Central Transport***

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

- The VIN or Repair Order number must be documented on the battery when it is removed from the vehicle. *(It is essential that Ford receives the exact battery that was replaced on the claim so that we can perform valuable failure analysis.)*
- The Battery must be held until disposition is given on the OWS Parts Status Report
- When a 12-volt battery is requested for return in the Parts Status Report ("Return Part" status), print the FCS-700 tag and match it to the exact battery that was replaced on that claim
- Fasten the battery(s) to a pallet following the procedures outlined in the job aid **NOTE: Do not use metal straps**
- Attach the corresponding HAZMAT labels for the type of battery(s) being returned
- Contact Central Transport to request pick-up as outlined in the job aid
- Complete and print the Central Transport Bill of Lading available at FMCDealer
- The battery return resources can be found on FMCDealer, Warranty Administration and Parts Return homepage, Part Return and Related Info Section, Warranty Battery Return (Central Transport)
- The time limit for returning the correct battery after a Part Return tag has been issued in the Parts Status Report is 35 days.

**WARRANTY RETURNS; CORE RETURNS**

- If timely/correct return cannot be accomplished and the reason is outside of Dealer control, Dealers must contact the WPAC Helpline through the webform by clicking Dealer Warranty Assistance on the right side of the OWS homepage.
- When a 12-volt battery is returned to Ford for analysis, the Dealership will need to provide a copy of both the parts return tag document and the Bill of Lading, to your local RCRC driver to scan for core credit. Core credits will still be found on the Daily Credit Memo and on the Dealer Parts Statement. **NOTE: RCRC drivers will only be scanning the tag and BOL to provide the core credit; they are not the shipping method for these batteries.**
- 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.

**Part 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 using 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 for additional detail. **NOTE:** If the shipping destination on the 700 tag document is not included in the HAZMAT Return Kit, please contact the WPAC through the Warranty Assistance link on the OWS homepage.

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 the Dealership's local Environmental Protection Agency (EPA) office with 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.

High voltage batteries (replaced under warranty)- Follows the communicated return process (700 tag, expedited or RCRC pick up) and the Repair Order number must be documented on the battery when it is removed from the vehicle.

**WARRANTY RETURNS; CORE RETURNS**

High voltage batteries (replaced outside of warranty coverage)- Required to be returned for recycling. Please contact an expeditor ([ebatrtn@ford.com](mailto:ebatrtn@ford.com)) for further direction.

Dealerships are responsible for the disposal of airbags that are replaced under warranty or FSA and receive a disposition of "SCRAP" or replaced outside of warranty coverage. Please refer to section 501-20B (General Procedures >>Pyrotechnic Device Disposal) in the Workshop Manual for additional information on the disposal procedure for airbags.

### ***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) - Provide a copy of both the parts return tag document and the shipping label to the RCRC driver to scan for your core credit

## **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 submitted via the WPAC Web 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 (WPAC 700 tag Web Appeal (P61-P69)) or FMCDealer. (Please Note: Attempts to appeal WPAC Chargebacks in OWS are not viewed by anyone at Ford and 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:

- 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. **Dealers are advised to check their Debit Warning Report daily.**

## 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.



**WARRANTY RETURNS; CORE RETURNS**

- 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.

**WARRANTY RETURNS; CORE RETURNS****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:

- FMCDealer Message Center
- One Warranty Solution Messages (scrolling section)
- Parts Return Messages in the OWS Online Parts Return Status Report

**CORE RETURNS****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.

### **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 Information**

- Core credit (core return or warranty return) is generated electronically and is reflected on the Daily Credit Memo the next business day.
  - Warranty core returns are listed with Reason Code “HA”
  - Standard core returns are listed with Reason Code “HC”
- This information is also condensed into the Dealer Parts Statement.