

PROGRAM OVERVIEW

What is Ford Motor Company's FCS-900 Form?

The FCS-900 Form is a document, available in either an on-line or paper version, that allows Ford Motor Company customer to request a Delayed Warranty Start Date warranty coverage extension for an individual Ford or Lincoln vehicle that may qualify for this benefit.

Why is the FCS-900 Form important?

The new vehicle limited warranty coverage for a Ford Motor Company vehicle begins when a Ford or Lincoln Dealer sells the vehicle to an individual or organization, or when a vehicle is first put into service (i.e., demo unit, driven to trade shows, etc.). The sale or in-service date becomes the vehicle's recognized warranty start date (this is the date when the new vehicle's limited warranty coverage begins). The vehicle's mileage warranty coverage begins at zero miles.

In some special cases, however, the vehicle's original warranty start date may need to be updated. This is referred to as a Delayed Warranty Start Date warranty coverage extension. Requests for a warranty coverage extension for an individual vehicle may be made if a new vehicle was:

- Purchased from a body manufacturer, special equipment company or their retailers and not a Ford, Lincoln Dealer.
- Not put into service immediately after it was purchased due to the installation of a special body or equipment.
- Driven (not transported) from assembly plants to dealers or to body companies and then to dealers or retailers before it was finally delivered to the owner.

Note: Vehicles used by a body manufacturer, special equipment company or retailer for demonstration, show, rental, or any other purpose are not eligible for a Delayed Warranty Start Date.

The customer and vehicle information submitted via the on-line or paper FCS-900 Form is used to update, in Ford Motor Company's databases, the name and address of the original vehicle owner (end-user) and the actual and original date and mileage that an individual vehicle was sold or placed into service. This action helps ensure that the original vehicle owner (end-user) is properly listed in Ford Motor Company's databases and that they receive the full benefit of their new vehicle's limited warranty coverage as offered by Ford Motor Company.

Note: FCS-900 Forms should be completed and submitted to Ford Motor Company as soon as possible.

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How can I verify the Warranty Start Date and Mileage of an individual Ford or Lincoln vehicle?

Ford Motor Company's Online Automotive Service Information System (OASIS) can be used to ascertain an individual vehicle's warranty start date and mileage. It can also be used to verify that a request made through the on-line or paper FCS-900 Form process has properly updated Ford Motor Company's databases. Vehicle information listed in OASIS can be accessed by your local Ford or Lincoln Dealer or if you are a recognized commercial fleet through the Ford Fleet Website at www.fleet.ford.com.

Who is eligible to participate in the FCS-900 Forms Program?

All Ford and Lincoln Dealers, Fleets, Qualified Vehicle Manufacturers (QVM), Authorized Pool Accounts, vehicle retailers, and private owners can participate in the FCS-900 Form program. Those customers that want to participate in and submit the on-line version of the FCS-900 Form are required to review and accept the Participant Roles & Responsibilities and complete and submit the Program Registration Form provided in this website. The paper FCS-900

Form process does not require customers to pre-register; however, they must still comply with all of the policies and procedures listed within this website.

What vehicles can be included in the FCS-900 Program?

The FCS-900 Form Program can accept updates on new vehicles manufactured by Ford Motor Company, specifically built for and destined for sale in the United States. Vehicles manufactured by Ford Motor Company but intended for sale in Canada, Mexico, Europe or other countries are not eligible. Additional vehicle restrictions also apply. These are listed in the Warranty Start Policy section of this website.

How do I start?

1. Please review all the documents and information contained within this website.
2. If you elect to become Registered Participants of the on-line FCS-900 Form Program, complete and submit the Program Registration Form provided in this website. You will then be eligible to submit both the on-line and paper FCS-900 Form.
3. If you elect NOT to become Registered Participants of the on-line FCS-900 Form Program, you will then be eligible to submit the paper FCS-900 Form only.
4. Subsequently, if you purchase or sell a new Ford or Lincoln vehicle that meets the requirements for a Delayed Warranty Start Date warranty coverage extension, you may complete and submit an on-line or paper FCS-900 Form to Ford Motor Company.
5. On-line or paper FCS-900 Forms, submitted on newer vehicles, take approximately 3 to 5 business days to process. Forms submitted on older vehicles may take up to thirty (30) business days to process.

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Are all submitted FCS-900 Forms (requests) automatically approved?

Submission of an on-line or paper FCS-900 Form does not imply an automatic approval of a request for a Delayed Warranty Start Date Warranty Coverage Extension by Ford Motor Company on an individual vehicle. Information submitted on these Forms is closely evaluated, and after review, the request may be accepted or denied.

- If the request has been accepted, Ford Motor Company's databases will be updated; however, the customer will not receive any formal notification.
- If a request has been denied, Ford Motor Company's databases will not be updated. We will attempt to contact requestors to alert them to this action; however, this cannot be guaranteed.

Therefore, it is the customer's responsibility to verify that a submitted request, on-line or paper FCS-900 Form, has been accepted and that Ford Motor Company's database has been updated. Your local Ford, Lincoln dealer can verify that the requested warranty start date as submitted on the FCS-900 Form is properly listed in Ford Motor Company's Online Automotive Service Information System (OASIS). Recognized commercial fleets can also verify OASIS updates through the Ford Fleet website at www.fleet.ford.com.

NOTE: Failure to request (submit an on-line or paper FCS-900 Form) a Delayed Warranty Start Date warranty coverage extension may reduce the period of effective warranty coverage for an individual vehicle.

Can customer or vehicle information be accessed through this program?

The <https://fordwsd.com> website was developed specifically to communicate Ford Motor Company's policies and procedures for requesting a Delayed Warranty Start Date warranty coverage extension on an individual Ford or Lincoln vehicle. This website also provides our customers the means to submit these requests via either the on-line or paper FCS-900 Form.

This website was not intended to and will not provide:

- Links to other Ford Motor Company or outside websites.
- Vehicle specifications, sales or service information, history reports, etc.
- Access to any customer, dealer or company information.
- New vehicle warranty information other than what is specifically related to the Delayed Warranty Start Date warranty policies.

Who do I contact if I have questions concerning Ford Motor Company's New Vehicle Limited Warranty and/or the FCS-900 Form Program?

Questions regarding Ford Motor Company's New Vehicle Limited Warrant may be obtained from the Owner's Guide, Ford or Lincoln Dealership personnel or one of the organizations listed in the Contacts section of this site.

Questions regarding the functionality of the FCS-900 Program website can be directed to the Ford Fleet Coordinator at 734-374-8325 or via e-mail at ford@renkim.com.