

## **Roles and Responsibilities**

For those that elect to participate in and submit the on-line FCS 900 Form, the following Roles and Responsibilities must be reviewed and accepted.

### **All Registered Participant's must:**

- Understand that the <https://fordwsd.com> website was developed specifically to communicate Ford Motor Company's policies and procedures for requesting a Delayed Warranty Start Date on any 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 specification, 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 policies.
- Read, understand, and follow Ford Motor Company's policies and procedures, as listed within this website and contained in other Ford Motor Company publications, relating to the qualification and application of requests for Delayed Warranty Start Date on any individual vehicle.
  - Utilize the on-line or paper FCS-900 program only to update vehicle owner and warranty start information on those vehicles that qualify for this benefit.
  - Understand that the information provided by the registered participant, via the on-line or paper FCS-900 Form is used to help ensure that the vehicle owner of these vehicles receive the maximum benefit of Ford Motor Company's New Vehicle Limited Warranty coverage.
  - Fully complete and submit the on-line FSC-900 Program Registration Form. The information required, which includes: the customer's or their organization name, mailing address, telephone number, e-mail address, classification and, if applicable, their organization's P&A or FIN Code.
  - Develop a User ID (e-mail) and a unique confidential Password to identify themselves within the FCS900 Program website. This user ID and password will be used within the website to gain access to and submit the on-line FCS-900 Form.
  - Accurately record on the on-line or paper FCS-900 Form the vehicle owner's name and address (purchaser/end-user), the actual and original date that a vehicle was sold or put into service and mileage.
  - Understand that Ford Motor Company's On-Line Automotive Service Information System (OASIS) is the sole source for verifying an individual vehicle's warranty start date. OASIS information for an individual vehicle can be accessed for you by your local Ford or Lincoln Dealer, or if your organization is a recognized commercial fleet, OASIS can be accessed through the Ford Fleet Website at ([www.fleet.ford.com](http://www.fleet.ford.com)).

## **Roles and Responsibilities**

- o Understand that the information collected on this site is considered confidential. For additional information on this topic, please refer to the Privacy Statement contained with this site.
- o Accept Ford Motor Company's decision regarding the approval or denial or requests for a Delayed Warranty Start Date.
- o Provide supporting documentation, as requested, on individual vehicle records to support a request made through the on-line or paper FCS-900 Form process.
- o Allow FCS-900 Program Headquarters to communicate with you and assist with information requests on issues relating to individual requests or the FCS-900 Program.
- o Consult the vehicle's owners guide or contact their local Ford or Lincoln Dealer, Ford Motor Company Customer Relationship Center or Ford Motor Company Sales or Service Representative for questions concerning Ford Motor Company New Vehicle Limited Warranty Policies.
- o Contact the FCS-900 Program Headquarters Helpdesk, telephone number 734-374-8325 or e-mail address - [ford@renkim.com](mailto:ford@renkim.com), for questions relating specifically to the functionality of the FCS-900 Program website.
- o Ford Motor Company reserves the right to:
  - Modify its policies and procedures regarding the Delayed Warranty Start Date and/or format, content and/or scope of this website.
  - Suspend and/or prevent requesters from becoming Registered Participants or submitting FCS-900 Forms for failure to comply with the Registered Participant Roles and Responsibilities or other issues.
  - Deny a request for a Delayed Warranty Start Date and/or In-Transit Mileage Accumulation Warranty Coverage Extension that was submitted through either the on- line or paper FCS-900 Form process.