

## **Warranty Start Policies**

### **Overview**

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., is used as a demonstrator, 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 and/or warranty start mileage may need to be updated. This is referred to as a Delayed Warranty Start Date and/or In-Transit Mileage Accumulation 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 and/or In-Transit Mileage Accumulation.

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 immediately.

### **Warranty Start Date**

Ford Motor Company's Online Automotive Service Information System (OASIS) can 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. OASIS vehicle information 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).

### **Delayed Warranty Start Date**

A request for an update to an individual Ford Motor Company vehicle's warranty start date may be made if the vehicle meets the criteria listed in the Overview and the FCS-900 Form Standards sections of this document. A vehicle's warranty start date is considered to be the date when the vehicle is originally sold or when the vehicle was first put into service.

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### **In-Transit Mileage Accumulation**

Occasionally LCF/F650/750 trucks are driven from assembly plants to dealers or to body companies and then to dealers or other locations. The owner should complete the Notification of In-Transit Mileage Accumulation Form in the customer Warranty Guide to record the extended mileage. The extension is equal to the actual number of miles accumulated before delivery up to a maximum of 4,000 miles.

**IMPORTANT:** It is not necessary to submit the Notification of In-Transit Mileage Accumulation Form to Ford Motor Company for a mileage extension. The customer must maintain a copy of this form to support the mileage extension if a repair is required beyond warranty but within the mileage extension period.

### **FCS-900 Form Standards**

Requests for a Delayed Warranty Start Date for an individual vehicle will only be granted if the vehicle/request meets the on-line FCS-900 Form Standards (listed below) **and** the criteria listed previously in the Overview Section of this document. Individual vehicle records that are submitted through this program that do not meet the on-line FCS-900 Form Standards will be denied, and Ford Motor Company databases will **NOT** be updated. Ford Motor Company reserves the right to deny any request for a warranty coverage extension.

### **On-Line FCS-900 Form Standards**

- The on-line FCS-900 Form will accept requests from those individuals that have properly registered with the <https://fordwsd.com> website.
- The on-line FCS-900 Form will accept requests for new Ford or Lincoln vehicles that are specifically built for and destined for sale in the United States only. Vehicles manufactured by Ford Motor Company but are intended for sale in Canada, Mexico, Europe or other countries are not eligible.
- The on-line FCS-900 Form will accept requests on vehicles where all the required information is provided only (i.e. - Ford Motor Company assigned Vehicle Identification Number -VIN, vehicle owner name & address, requested warranty start date and mileage, etc.).
- The on-line FCS-900 Form will accept requests on the ten most current model year vehicles only. For Example -if 2024 vehicles are currently in production, the on-line FCS-900 Form will accept requested updates on 2015-2024 model vehicles only. Requests for warranty start updates on 2014 and prior model vehicles will not be accepted.
- The on-line FCS-900 Form will not accept requests where the individual vehicle record has been updated previously through the on-line or paper FCS-900 Form process or Ford Motor Company's Fleet Service Notification Program. The on-line FCS-900 Form allows for a one-time only update of an individual vehicle record.
- The on-line FCS-900 Form will accept requests when the requested warranty start date is equal to or prior to the date of the Form submission only.

## **Warranty Start Policies**

### **Supporting Documentation**

On requests for a Delayed Warranty Start Date, you may be asked to provide supporting documentation. This may include the new vehicle sales invoice, state registrations or other documents that can be used to authenticate the requested warranty start date. When requested, copies of these documents, along with a properly completed paper FCS-900 Form can be e-mail to [ford@renkim.com](mailto:ford@renkim.com).

### **Request-Approval**

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 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 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](http://www.fleet.ford.com).

### **General Information:**

- Additional information regarding Ford Motor Company's New Vehicle Limited Warranty policies and provisions may be obtained from the owner's guide or your local Ford or Lincoln Dealer.
- Questions concerning the eligibility of a vehicle for a Delayed Warranty Start Date can be directed to your local Ford or Lincoln Dealer, Ford Motor Company's Regional Sales Representative, the Fleet Service Hotline at 1-800-34Fleet or the FCS-900 Program Headquarters at 734-374-8325.

### **Additional Terms and Conditions**

#### **Ford Motor Company reserves the right to:**

- Modify its policies and procedures regarding the Delayed Warranty Start Date and/or the format, content and/or scope of this website.
- Suspend and/or prevent individuals from becoming Registered Participants or from submitting FCS-900 Forms for failure to comply with the Roles & Responsibilities or other issues.
- Deny any 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.