

UPS In-House Ford Warranty Claim Processes

There are different processes that need to be followed depending on if the in-house claim is for an original component of the vehicle within the vehicle warranty period OR the claim is for a non-original component (service part) that was replaced previously at UPS' expense?

1. Bumper to Bumper or Powertrain Warranty claims process

Claim for an original component of the vehicle within vehicle warranty period



UPS MDC (Kim Nevels, knevels@ups.com) submits the claim to Ford and will need the following supplied by UPS center .



1. VIN
2. Current Odometer
3. Date in service
4. What was driver concern?
5. What was identified as the root cause with adequate disassembly and photo evidence to support
6. What was the correction?
7. Record Diagnostic Trouble Codes (DTCs) present (if any) using Jpro and Ford IDS/FDRS
8. Is the vehicle modified for CNG or other alternative fuel?
9. Submitter contact information including center location, name, cell # and email

2. Service Replacement Part Warranty claims process

Claim for a non-original component (service part) that was replaced previously at UPS' expense



Refer to the following slides

UPS In-House Repair Ford Service Parts Warranty Claim Filing Process **EXCLUDING entire assembly swaps for engines, long blocks and transmissions***

1. UPS tech performs repair in-house involving replacement of a Ford service part at one of its approx. 1,300 centers by one of its approx. 4,000 techs
2. If the part being replaced is not original, has been replaced previously by a genuine Ford OEM part paid for by UPS and is being replaced again within the parts warranty period, the UPS tech submits service parts warranty claim information to UPS MDC Warranty Claims Admin (Suzanne Rhodes, srhodes@ups.com)
 - Service part warranty periods:
 - All parts **except** those on engine, long block and transmission assemblies*:
2 years, unlimited miles
 - Parts on engine, long block and transmission assemblies*:
3 years, unlimited miles
- NOTE: Replacement of the entire engine, long block and transmission service part assemblies requires preauthorization by the Ford Powertrain Assistance Center (PAC). This process is covered in the following slides**
3. UPS MDC Warranty Claims Admin reviews eligibility and if eligible, submits claim to Peach State PDC Parts Cores / Warranty Clerk
4. Peach State PDC Parts Cores / Warranty Clerk confirms eligibility, generates an RO and submits service part warranty claim to Ford
5. Peach State PDC Parts Cores / Warranty Clerk reconciles claims with UPS MDC Warranty Claims Admin

* Assembly base part #s: Engine 6007, long block 6006, transmission 7000.

UPS In-House Repair Ford Service Parts Warranty Claim Filing Process **INCLUDING entire assembly swaps of engines, long blocks and transmissions only***

1. UPS tech performs diagnosis in-house involving a Ford service part engine, long block or transmission assembly at one of its approx. 1,300 centers by one of its approx. 4,000 techs and suspects that the entire assembly needs replaced
2. If the engine, long block or transmission assembly being diagnosed is not original, and has been replaced previously by a genuine Ford OEM assembly paid for by UPS, the UPS tech is to check if the assembly is within the **3year, unlimited mile warranty coverage.**
3. **If the engine, long block or transmission is within the warranty period, the UPS tech is to contact the Ford Powertrain Assistance Center (PAC) for preauthorization to replace the entire assembly.**

NOTE: Replacing components of the assembly does not require pre-authorization (see previous slide)

- Contacting the Ford Powertrain Assistance Center (PAC):
 1. Call 800-392-7946, 8:30A-5:30P EST, can leave voice mail after hours
 2. Email pac@ford.com and phickm12@ford.com.

* Assembly base part #s: Engine 6007, long block 6006, transmission 7000.

UPS In-House Repair Ford Service Parts Warranty Claim Filing Process **INCLUDING entire assembly swaps of engines, long blocks and transmissions only***

Information needed by the Ford Powertrain Assistance Center (PAC).

1. VIN
2. Is the issue an engine or transmission concern
3. *Ford PAC use only:* Is component registered in PTS
4. UPS repairing facility location (address, city, state)
5. UPS contact name, phone # and email:
6. Was the component replaced in the last 30 days
7. Please describe the concern as well as any diagnosis performed
8. Is the issue temperature dependent (startup/ initial warm up/ operating temp)
9. Is the issue intermittent or consistent
10. What is the oil level & condition
11. Are any Diagnostic Trouble Codes (DTCs) present? If so, please list all.
12. If this is a transmission, was the transmission cooler replaced or flushed when the new transmission was installed
13. Is the vehicle modified for CNG or propane
14. Current Miles
15. Miles on component
16. Selling dealer name, contact name, phone # and email: Peach State Truck Centers, Monique Watkins, 281-520-7221, upsengine@peachstatetrucks.com
17. Picture of the component data tag(s)
18. Picture of the vehicle VIN plate or sticker
19. Picture of the Odometer showing current mileage
20. Picture of entire vehicle
21. Picture showing identified cause of failure (technician expected to perform necessary teardown to be able to identify and take picture of failed component)

* Assembly base part #s: Engine 6007, long block 6006, transmission 7000.