Publish Date:	January 1, 2024	Due Date (If Applicable):	N/A
Information:	*EFC13746 Ford and Lincoln Roadside Assistance Program Enhancements - Increase of Tow Refund Amounts -- Effective January 1, 2024*		
Target Dealer Group:	All Ford & Lincoln Dealers		
Target Audience:	Dealer Principals, Sales Managers, Sales Consultants, F&I Managers, Service Managers, Parts Managers		

Target Dept(s): ☐ New Sales ☐ Used Sales ☐ Ford Pro ☐ Finance ☒ Parts ☒ Service ☐ Model e ☒ Warranty ☐ Training

ACTION REQUESTED
Become familiar with the new Ford and Lincoln Roadside Assistance Refund Amounts:
- New rates will be available for Repair Orders opened on or after January 1, 2024
  - $140 per tow event for F-250 and below
  - $250 per tow event for F-350 and above
    - Does not apply to ESP claims
- Dealerships will have the ability to submit roadside reimbursements using the OWS(One Warranty Solutions) system.

SUMMARY
Benefits of OWS Submissions:
- Provides line of sight of claim status
- Next day reimbursement via parts statement
- Workload reduction at dealer level

OWS QUICK REFERENCE GUIDE –

OWS SUB CODE: RSA CAUSAL PART: ROADASST CLAIM TYPE: 13-POLICY	REIMBURSEMENT AMOUNT	OWS MISC EXPENSE CODE
Tow: F-250 & Below(Ford & Lincoln Passenger)	$ 140.00	RSATOW
Tow: F-350 & Above(Ford Commercial)	$ 250.00	RSATOW
Battery Jump Start	$ 50.00	RSABATT
Flate Tire Change	$ 50.00	RSATIRE
Fuel Delivery	$ 50.00	RSAFUEL
Does not apply to ESP Claims		

HOW TO SUBMIT FOR REIMBURSEMENT
Dealers who perform service or submit for client reimbursement must adhere to the following guidelines.
- Dealer must verify RSA coverage eligibility prior to submission.
  - Ford vehicles have 5 year / 60,000 miles from WSD
  - Lincoln vehicles have 6 year / 70,000 miles from WSD
- Dealer must generate a repair order prior to OWS submission and follow all Warranty & Policy guidelines
- If customer is requesting reimbursement dealer is advised to keep a copy of receipts on file

QUESTIONS
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