

Request for Over-the-Counter Part Warranty

Customer Name: _____ Today's Date: _____

VIN: _____ Mileage (recommended): _____

Original Part Checklist

Attach copy of Original Parts or Service Invoice:

Invoice #: _____ Date of Purchase: _____ Mileage at purchase (recommended): _____

Confirm warranty coverage based on invoice date (varies by component)

Refer to Warranty & Policy Manual Section 3 – SPW for details of warranty coverage

Receive Defective Part. Hold for OWS disposition

Powertrain Assistance Center Approval Code (for powertrain assemblies): _____

PAC Phone #: 800-392-7946

Attach copy of installer's repair order clearly documenting diagnostics and test results

Description of Issue: _____

Warranty & Policy allows for labor reimbursement (removal & installation only) when requested by a Fleet or Installer.

Powertrain Assembly Labor Reimbursement Calculation

Labor reimbursement will be calculated based on the standard hours listed in the Ford SLTS Manual multiplied by the Dealer's approved warranty labor rate, or the OTC customer's actual labor amount, whichever is less.

Fleet/Installer Labor Hours: _____ x Fleet/Installer Labor Rate: _____ = Total Labor: _____

Attach copy of labor time documentation from Fleet or Installer

Ford SLTS Labor Hours: _____ x Dealer Warranty Labor Rate: _____ = Total Labor: _____

Non-Powertrain Assembly Labor Reimbursement Calculation

Labor reimbursement will be calculated based on the standard hours listed in the Ford SLTS Manual or the over-the-counter customer's actual labor hours, whichever is less, multiplied by the over-the-counter customer's actual labor rate (up to \$75/hour).

Fleet/Installer Labor Hours: _____ x Fleet/Installer Labor Rate: _____ = Total Labor: _____

Attach copy of labor time documentation from Fleet or Installer

Ford SLTS Labor Hours: _____ x Fleet/Installer Labor Rate: _____ = Total Labor: _____

Ford recommends retaining a copy of this document in the Customer Service File to support warranty claim submission.



FORD PARTS



Motorcraft



Omnecraft