

Ford Authorized Distributor Policy and Procedure Manual

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MOTORCRAFT BATTERIES

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NOTE: All references to FADs in this section also include Special market Accounts who hold sales agreements with Ford Customer Service Division.

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SECTION A – BATTERY RECEIVING AND HANDLING PROCEDURES

The following procedures describe proper receiving and handling procedures for Motorcraft batteries. FADs must comply with all requirements of battery handling and storage.

Freight Claims

The carrier is responsible for batteries that are damaged en route from the factory to the FAD. This includes damage caused by breakage or acid leakage from batteries tipped during transit. Freight claims may be filed as follows:

Vendor Direct Shipments

See Section 4200 of this Manual for instructions in filing claims through DOES II with the Parts Claim System. Only Special Market Accounts and Battery Only Distributors who do not have access to DOES II should file the FCS-8500 paper claim form. **The Company will not accept warranty claims for batteries that are damaged in shipment or handling after they leave the factory.**

Common Carrier Shipments

See Section 4200 of this Manual for instructions in filing claims through DOES II with the Parts Claim System. Only Special Market Accounts and Battery Only Distributors who do not have access to DOES II should file FCS-8500 paper claim forms.

Battery Storage Procedures

- Batteries will discharge in storage over varying time periods, depending upon storage conditions. They must be tested periodically and fully recharged if their state-of-charge falls below 12.40 O.C.V. (open circuit voltage) to avoid shelf-dead product, customer dissatisfaction and potential loss of revenue.
- All batteries must be stored in an upright position and stacked no more than three layers high. Under no circumstances should pallets be stacked on each other, as this will cause damage to the bottom layers of batteries. Batteries damaged by mishandling are not eligible for warranty replacement.
- Batteries should be stored in a manner that permits the regular rotation of inventory and allows accounts to operate on a “first-in, first-out” inventory flow. Recommended storage temperatures are between 32° and 80° Fahrenheit.
- Under no circumstances should new or used batteries be stored outside the warehouse or in any other manner that exposes them to weather or the outdoor environment. Batteries should never be stored near floor drains. Batteries should be stored off the floor on wood pallets with cardboard inserted between layers.

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- Battery accounts are required to have appropriate, FCSD-approved battery testing and charging equipment available on the premises to test and maintain their inventory. For more information on proper testing and charging equipment, contact your Motorcraft Battery Regional Manager.
- FADs must comply with all Federal, State and Local EPA laws and regulations with regard to the storage, handling and disposal of new and used batteries.

Stock Rotation & Maintenance Procedures

Place incoming, new batteries in inventory so that older stock will be sold first.

Good business practice dictates that batteries should be handled in a manner that will assure customer satisfaction at all levels. In general, the initial and long-term performance of a battery depends on proper stock rotation and maintenance procedures. FADs should establish and maintain their own programs for stock rotation and proper battery stock maintenance.

Batteries may require boost-charging, depending on the length of time they have been stored. As a general rule, battery voltage should be checked at least every 90 days. Batteries found to have voltage readings below 12.40 volts (O.C.V.) should be recharged. The warranty does not cover batteries that have not been maintained according to published instructions.

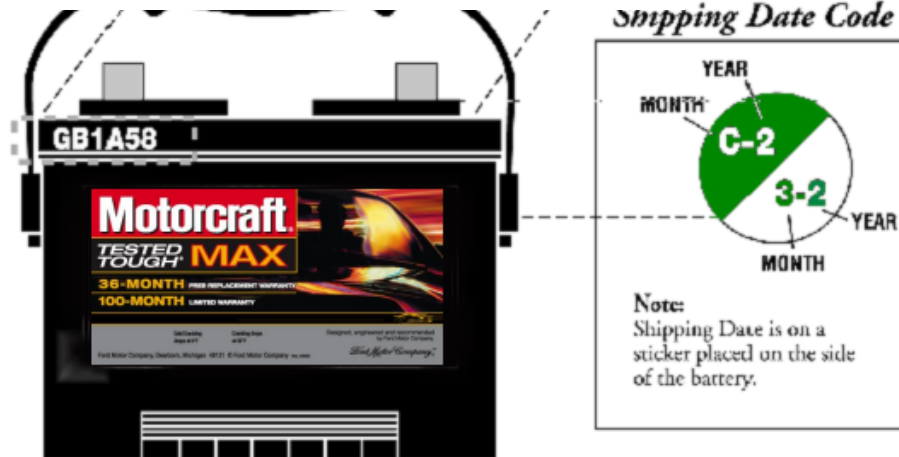
For information on appropriate stock maintenance programs, consult your Motorcraft Battery Regional Manager.

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Shipping Date Codes

You must indicate the shipping date code on battery warranty claim forms.



SECTION B – GENERAL WARRANTY INFORMATION

Battery Warranty Terms and Conditions

The Motorcraft Battery Limited Warranty does **not** cover:

- Failure as a result of use in applications other than those recommended in Motorcraft catalogs.
- Damage to case, cover, or terminals caused by abuse, negligence, freezing, or improper installation.
- Cost of recharging while in dealer stock or use of rental battery.
- Labor to remove and replace battery in vehicle (except batteries originally installed at a Ford/Lincoln/Mercury dealership).
- To the extent allowed by law: loss of time, inconvenience, loss of use of the vehicle or other consequential damages.
- Discharged batteries that can be recharged and returned to service.

THERE IS NO OTHER EXPRESS WARRANTY ON MOTORCRAFT BATTERIES. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Claim Handling Procedures for FADs

- Dealers, Fleets and Retailers should return the defective battery along with the required supporting documents to the FAD to receive warranty replacement of Motorcraft batteries. The FAD will then submit claims for reimbursement.
- When a battery that was replaced under the New Vehicle Warranty subsequently fails beyond the end of the new vehicle warranty, the customer is entitled to the warranty stated on the battery.
 - The dealer should provide the warranty document that identifies the date of installation to the customer.
 - Use this date to calculate the warranty reimbursement amount.

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Required Attachment of Warranty Stickers

Warranty claims submitted for batteries must include the warranty sticker along with the owner's proof-of-purchase invoice or receipt showing the battery part number and date purchased. The sticker is located on the corner of the top label on the battery.

Commercial fleets (any vehicles not privately owned /used) that purchase batteries in advance of installation are not required to furnish proof-of-purchase invoices; however, the warranty sticker must be submitted with the claim.

The warranty sticker is required for all warranty adjustments.

Lost Proof-of-Purchase Receipts

Occasionally, retail customers misplace or lose their proof-of-purchase receipt. For those customers who have the battery warranty sticker and no proof-of-purchase receipt, Motorcraft will allow a warranty allowance to be made on a defective battery under the following guidelines:

- Customers must have the battery warranty sticker with a serial number matching the serial number on the battery cover (top).
- The battery must be tested and charged (if necessary) according to standard test procedures to determine if the battery is defective.
- Use the battery shipping date code to determine the age of the battery.
- Customer allowances given must be used toward the purchase of a new Motorcraft battery. No refunds are allowed.
- A copy of the replacement receipt with the customer's name, address and daytime phone number must accompany the battery warranty sticker and must be approved (signed) by the FCSD Representative authorizing the claim.
- Claims submitted under the exception policy without the documentation noted above will be denied.

Battery Testing and Charging

The FAD must properly test and recharge (if necessary) all batteries presented for warranty to determine that they are defective. If they are not, they should be returned to the customer/dealer without submitting a claim. The Company will not accept warranty claims for batteries found to be discharged only. FADs are required to maintain approved testing and charging equipment at their location. For information about approved testing and charging equipment contact your Motorcraft Battery Regional Manager.

Batteries that have been stored without proper rotation or recharging in the FAD/Fleet/Dealer inventory are **NOT** eligible for replacement under warranty.

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New Defective Batteries

“New Defective” batteries are defined as units presented for warranty that have never been placed into service and are less than six months old, determined from the shipping date code. These batteries must be tested and charged, if necessary, to ensure that proper stock maintenance instructions have been followed. Batteries found to be discharged-only are not eligible for warranty. Batteries found to be defective due to poor stock rotation and maintenance procedures are not eligible for warranty as new defective.

To maintain high quality, all batteries found to be new defectives must be held for inspection by the Motorcraft Battery Regional Manager on his/her next visit.

SECTION C – BATTERY WARRANTY COVERAGES

Determining Months in Service

Determine months in service by counting the **whole** months that have elapsed since the battery was purchased or a warranty-covered battery replacement payment (pro-rata) was received. Partial months are not counted as part of the months in service. For example:

Original Date of Sale:	July 15, 2007	
Date Replaced:	September 15, 2010	(current date)
Count the whole months in 2007 after July.		5 months
Count the whole months in 2008.		12 months
Count the whole months in 2009.		12 months
Count the whole months in 2010 prior to September.		<u>8 months</u>
Total months in service		37 months

If the battery has been replaced at no cost to the customer during the gratis period, the original Date of Sale is always used for calculating months in service. **The Original Date of Sale does not change until the customer’s battery is replaced under the Pro-Rata portion of the warranty.** For example:

Original Date of Sale:	January 2, 2007
Date first Replaced:	February 5, 2008
Date next Replaced:	November 10, 2008 (current date)

Count the **whole** months **between** January and November (exclude January and November):

9 months + 12 months (1 year) = 21 months in service.

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The battery in the example has 21 months of service for warranty purposes. If the customer was required to pay a Pro-Rata portion of the warranty, the new Original Date of Sale for future warranty adjustments would be November 10, 2008. If this battery were replaced as gratis again, the Original Date of Sale would remain January 2, 2007.

Original Date of Sale Recording

When replacing batteries under the “no cost” (gratis) portion of the warranty, the customer’s Original Date of Sale should be recorded on the new Proof-of-Purchase receipt for future reference. This date will be used for calculating months in service on subsequent replacements.

Determining Warranty Type

To determine which warranty is in effect for a particular battery, match the label to the pictures in this section. **Specific warranty coverages are listed under Type A in this section. NOTE: All warranties previously listed as Type B and Type C have expired.**

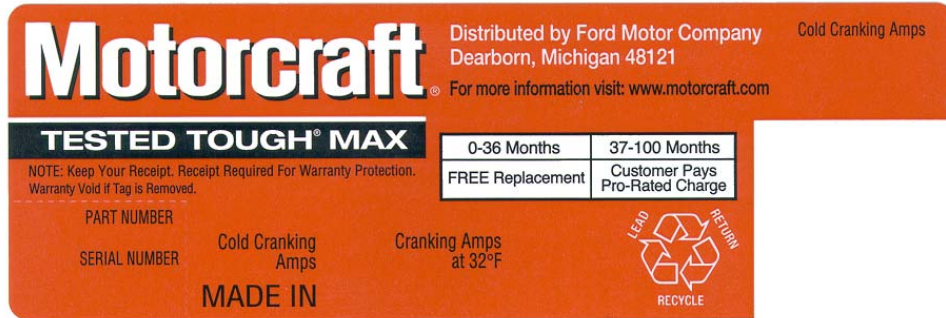
PLEASE NOTE: The Ford GT service replacement battery carries the standard Ford service part warranty of 12 months/12,000 miles.

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Battery Label Examples

WARRANTY TYPE “A”



Motorcraft Distributed by Ford Motor Company Dearborn, Michigan 48121 Cold Cranking Amps
 For more information visit: www.motorcraft.com

TESTED TOUGH[®] MAX

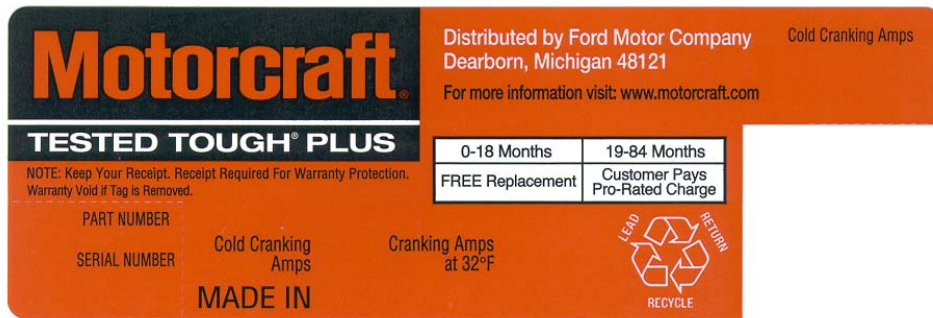
NOTE: Keep Your Receipt. Receipt Required For Warranty Protection. Warranty Void if Tag is Removed.

0-36 Months	37-100 Months
FREE Replacement	Customer Pays Pro-Rated Charge

PART NUMBER Cold Cranking Amps Cranking Amps at 32°F
 SERIAL NUMBER
 MADE IN

LEAD RETURN RECYCLE

Tested Tough MAX



Motorcraft Distributed by Ford Motor Company Dearborn, Michigan 48121 Cold Cranking Amps
 For more information visit: www.motorcraft.com

TESTED TOUGH[®] PLUS

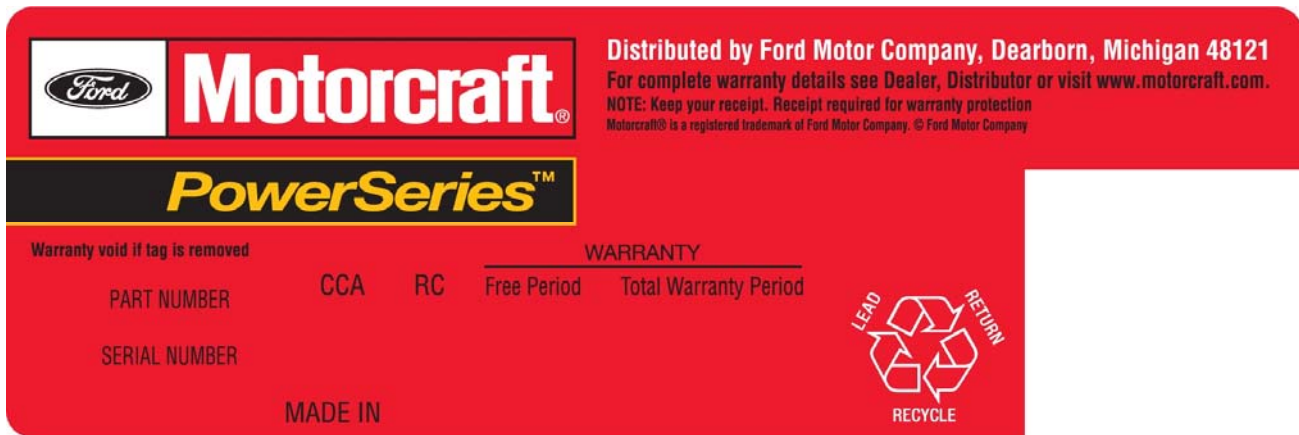
NOTE: Keep Your Receipt. Receipt Required For Warranty Protection. Warranty Void if Tag is Removed.

0-18 Months	19-84 Months
FREE Replacement	Customer Pays Pro-Rated Charge

PART NUMBER Cold Cranking Amps Cranking Amps at 32°F
 SERIAL NUMBER
 MADE IN

LEAD RETURN RECYCLE

Tested Tough Plus



Ford **Motorcraft** Distributed by Ford Motor Company, Dearborn, Michigan 48121
 For complete warranty details see Dealer, Distributor or visit www.motorcraft.com.
 NOTE: Keep your receipt. Receipt required for warranty protection
 Motorcraft® is a registered trademark of Ford Motor Company. © Ford Motor Company

PowerSeries[™]

Warranty void if tag is removed

PART NUMBER	CCA	RC	WARRANTY	
			Free Period	Total Warranty Period

SERIAL NUMBER
 MADE IN

LEAD RETURN RECYCLE

Power Series

NOTE: All Type B and Type C warranties have expired.

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Coverage

Warranty Type A applies to all batteries sold on or after June 1, 2002. Ford Motor Company warrants batteries with this label to the consumer with the terms shown on the label. Warranty coverage periods for Type A are:

Private Passenger Cars and Light Trucks

Warranty Periods		
Battery Type	Warranty Coverage	Gratis Period*
BXT – Tested Tough MAX	100 months	36 months
BXL – Tested Tough Plus	84 months	18 months
BXS – Power Series	60 months	18 months
BH- Commercial	Various coverages; see Motorcraft Battery Catalog for specific information.	

Fleet and Commercial Vehicles

Warranty Periods		
Battery Type	Warranty Coverage	Gratis Period*
BXT – Tested Tough MAX	50 months	36 months
BXL – Tested Tough Plus	42 months	18 months
BXS – Power Series	30 months	18 months
BH- Commercial	Various coverages; see Motorcraft Battery Catalog for specific information.	

*For batteries replaced under the Gratis (no-cost to the customer) portion of the warranty, you **must** note the **original date of purchase** from the customer's retail receipt or replacement paperwork. This date is used as a starting point for future adjustments.

Until the customer pays a Pro Rata amount for a replacement battery, the warranty is calculated from the original date of purchase.

Required Documentation

For replacement, you must supply specific information, as follows:

Non-Commercial Service	Original, dated purchase receipt, warranty sticker*
Commercial / Fleet Service	Installation date, warranty sticker*

***IMPORTANT:** The dealer or owner of the battery **must not** remove the warranty sticker (tag) on this battery. When the customer requests warranty adjustment, **only** the FAD may remove the sticker. Removing the sticker from a non-defective battery voids the warranty.

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Replacement Procedures

After the FAD tests the battery and determines that it is unserviceable, the Dealer/Retailer receives an equivalent Motorcraft battery in exchange for the Pro Rata amount collected from the vehicle owner, or at no cost (Gratis basis) as described on the label. The Dealer/Retailer cost of replacement on Pro Rata claims is based on published Non-Commercial cost per month:

Example: \$1.00 Cost per Month x 39 Months Service = \$39.00 Replacement Cost

In the above example the Dealer/Retailer would pay \$39.00 to replace the battery. FADs will receive a credit from FCSD based on Warehouse Distributor Lowest Acquisition Cost (WDLAC) **less** the Replacement Cost **plus** a claim handling allowance of \$2.25. If the amount collected from the Dealer/Retailer exceeds WDLAC, no credit will be issued. This example reflects a consumer replacement Pro Rata adjustment. For Fleet-installed batteries, use the commercial warranty Cost per Month. (See below.)

How to Calculate Cost per Month

- Calculate the Published cost per month for Consumer (Non-Commercial) by using the following formula:

Present Published List Price ÷ Number of Months Coverage = Cost per Month

- For Fleet and Commercial service, calculate the Cost per Month at one-half the Months Coverage for passenger car and light truck batteries (BXT, BXL & BUC series) and published Cost per Month for commercial (BH series) batteries.

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SECTION D – REIMBURSEMENT, RETENTION, CLAIM APPROVAL

Replacement Reimbursement Rates

Ford Customer Service Division will issue credit for Ford-approved battery warranty claims based on Warehouse Distributor Lowest Acquisition Cost (WDLAC) distributor price less 2% cash discount, according to the following reimbursement rates:

- Replacement Within Gratis Period - No cost to owner. WDLAC, plus \$2.25 handling allowance.
- Replacement Within Pro Rata Period - WDLAC, plus \$2.25 handling allowance, less owner's replacement (Pro Rata) cost.

Revisions to Reimbursement Rates

All Motorcraft battery warranty reimbursement rates and allowances are subject to revision by separate communication from the Company.

Claim Approval Procedures

The FAD must submit a FAD Battery Claim through the ACESII system within **60 days** of the replacement date of the battery. Claims require an approval code from the FAD's AZM.

Batteries submitted for warranty claims must be tested, and the accompanying paperwork must be verified and matched to the battery by the AZM. See "Section E – "Claims" in this Section.

Batteries that are discharged-only or that are abused are not eligible for warranty reimbursement.

Warranty Battery Retention

Retain batteries submitted for warranty until credit is issued. If a claim is rejected, the batteries may be examined a second time. After the credit appears on your Parts Statement, you may recycle the batteries. Follow recommended procedures.

Battery Recycling

It is your responsibility to recycle spent batteries properly. Each FAD must comply with all laws, rules, and regulations applicable to the disposition of batteries and should consult with his/her legal counsel or Risk Management personnel for clarification of those laws.

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SECTION E – CLAIMS

Submit warranty claims through ACESII within **60 days** of the replacement date of the battery.

How to Access ACESII Main Menu

- Go to www.mcdistributor.com > SPW (ACES II).
- Click on "Access Service Part Warranty."

NOTE: If you are a first-time user, please see instructions in Section 9300 ACESII Manual.

- On the next screen, enter your P&A Code.
- Tab past the SUB field.
- Type 'USA' at the GSC (Geographic Sales Code) field.
- Enter your ACESII password. Press Enter.

If you forget your password, contact the Warranty Assistance Team at 800-423-8851. Identify yourself as a FAD.

To change your password, type '21' for the selection type. Press Enter. For detailed instructions, see Section 9300 ACESII Manual.

- On the ACESII Main Menu screen, type '50' for FAD Battery Entry/Inquiry. Enter. Your P&A Code and GSC are automatically carried over to this screen from your login.

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```
Session B - [24 x 80]
File Edit View Communication Actions Window Help
DM1ACEBV *** Ford ACES II FAD Battery Claim Entry *** 09/16/2002 10:19:39
==> P&A: 30012 / GSC: USA Stat: =>CHG
R0/Rpr: 091002 01 PgmCd: FADB Repair Dt: 2002/09/10 CONTROL: UZ2XD2J
Apvl: 1 Cmt: BATTERY_CLAIMS_FOR_THE_PRIOR_MONTH
MMYYYY MMYYYY
Ac Part Number Sl Dt Repl Dt T U DiagCd Ea Amt Pr Amt Credit
A
B
C
D
E
F
G
H
I
J
K
L
M
N
>
F2=NEWPG F3=END F6=STAT F9=ERROR F10=TOT F11=HOLD F12=RTN
A000 LPWAR721
MA b 02/007
Connected to remote server/host tn3270 using port 5031 HP LaserJet 4Si on \\rcb00002\pr12686
```

Enter Claim Information

- Enter program code 'FADB' in the PgmCd field.
- Enter a **repair/claim number** in the Ro/Rpr field.
It is your choice on how to assign repair numbers. This number is necessary for retrieving the claim. **Suggestions:** You may use the number from pre-printed ROs, or a date format. The number can be up to six digits. ACESII will fill in zeroes at the beginning of the number if it is shorter than six digits.
Example: repair number 42 will become 000042.

You may use the claim number multiple times, using different line numbers.

- Enter the **line number** '01' to the right of the repair order/claim number. If you are submitting multiple claims under the same claim number, use 02, 03, etc. for the additional lines.
- Enter the **current date** (mm/dd/yyyy) in the Repair Dt field.
- Enter the **Approval Code** in the Apvl: field. (Enter this after you have totaled the claim and the AZM has inspected the batteries and tags. See "Approval Code" in this section.)

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- Enter **comments** in the Cmt field, if you wish. (Enter any comments you wish, such as any references that may help you in accounting for these parts internally.)
- Press **Enter**.

Battery Information

NOTE: See claim example on page 18.

- In the **Ac** (Action) column, cursor to 'A' (add).
- In the **Part Number** field, type the battery part number.
- In the **SI Dt:** field, enter the sale date in mmyyyy format.
- In the **Repl Dt:** field, enter the replacement date in mmyyyy format.
- **Under T, enter "A" for the warranty type (batteries sold since 6/1/02)**
- Under **U**, enter type of usage:
 - **P** for passenger (private use)
 - **C** for commercial (fleet use)
- When all lines on this page are filled with part entries, press F10 to total this page. Then press F8 to advance to the next page.

NOTE: ACESII will calculate the amounts for each line when you press Enter. You will see the calculations for:

- Price of each battery in the EaAmt field (at WD price)
- Replacement cost (prepay amount from customer (Pr Amt)
- Credit – reimbursement amount

NOTE: When all lines are filled, you may use the same claim number with a different line number.

The Diagnostic Code (DiagCd) is not required at this time.

Total the claim

- Press F10 when you complete a page; press F10 also when you complete the whole claim. ACESII will automatically calculate the following fields:
 - PTC – the total of the "Ea Amt" column
 - Credit – what the FAD will be paid
- NOTE:** The Cntry Disct% and MU% fields do not apply.

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ACESII calculates battery credit at the WDLAC price level (distributor price less 2% cash discount).

WDLAC – replacement cost + \$2.25 = amount of credit

Errors

- If you see an error code in the bottom left corner of the screen, press F9 for an explanation.
- Press F12 to return to the claim screen to correct the information.
- Be sure to press F10 to re-total the claim.

To Change the Claim

If it is necessary to change/correct/delete information on the claim, you may do one of the following:

- In the Ac column, type 'C' (change) and re-enter the correct information. Press Enter.
- In the Ac column, type 'D' (delete) to delete the line. Enter 'Y' to confirm or 'N' to cancel your action. Press Enter.
- In the Ac column, type 'A' (add) to add a new line. Enter the appropriate information. Press Enter.

After any of these actions:

- Be sure to press F10 to re-total the claim.

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```
Session C - [24 x 80]
File Edit View Communication Actions Window Help
DM1ACEBV *** Ford ACES II FAD Battery Claim Entry *** 11/07/2003 13:41:48
==> P&A: 30012 / GSC: USA Stat: =>CHG
R0/Rpr: 110703 01 PgmCd: _FADB Repair Dt: 2003/11/07 CONTROL: VQ8WB3L
Apvl: 1 B87LZ Cmt: BATTERY_CLAIMS_FOR_THE_PRIOR_MONTH
MMYYYY MYYYYY
Ac Part Number Sl Dt Repl Dt T U DiagCd Ea Amt Pr Amt Credit
A * BXT65650 111999 082002 C P 52.14 26.56 26.78
B * BXL40R 072002 072002 A C 41.54 0.00 42.95
C * BXT58 042001 082002 B P 42.37 0.00 43.77
D
E
F
G
H
I
J
K
L
M
N
> PTC 136.05 CREDIT 113.50 Cntry Disct% 000 MU% 000
F2=NEWPG F3=END F6=STAT F9=ERROR F10=TOT F11=HOLD F12=RTN
5781: TOTALS HAVE BEEN CALCULATED AND CLAIM READY FOR SUBMISSION LPWAR721
MA c A 04/023
Connected to remote server/host tn3270 using port 5031 HP LaserJet 45i on \\rcb00002\pr12686
```

Approval Code – Battery Claims

- Obtain an approval code from your AZM.
 - The AZM will review warranty sticker/battery tags and proof of purchase receipts and give you an approval code beginning with 'B.'

Suggestion: After you have totaled the claim (by pressing F10), make a **print of the screen** for the AZM. Attach stickers and proofs of purchase to the claim. Retain this documentation until the claim is paid.

- Return to the claim screen and enter the Approval Code in claim field Apvl: 1.
- Press F10 to re-total the claim.

Submit the claim

- Press F10 again to submit the claim.
- Print the claim. This will serve as your Credit Memo.

To Verify Claim Payment

Eligible claims are credited to your Parts Statement; the date of credit depends on the

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date the claim was submitted and your statement cutoff date.

- View the claim on the next business day. (See "Accessing a Repair Register" in Section 9300.) View the status or print a copy of the register.

Returned Batteries

When warranty batteries are returned to a plant for evaluation, the scrap value will be paid to the FAD, based on the junk price in effect on the date the batteries are picked up by the supplier.