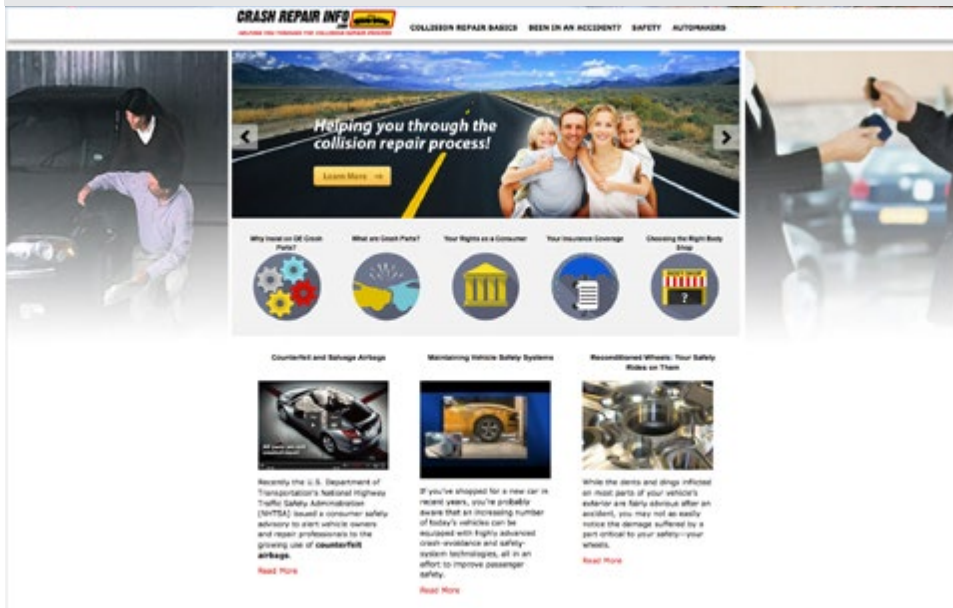


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New Ford F-150 Repair Information Draws Crowd at NORTHEAST® 2014

The popular NORTHEAST® trade show, in Secaucus, N.J., was the backdrop as the Ford Motor Company recently gave the collision repair industry its first official close-up look at the all-new 2015 F-150—a vehicle that boasts an improved, high-strength steel frame and, for the first time, a body that predominantly utilizes high-strength, military-grade, aluminum alloys.

Serving as a show-sponsor, Ford exhibited a 2,000-square-foot display built to promote the reparability aspects of the new truck. The property included a body-in-white of the F-150—highlighting its new materials and unique repair characteristics—as well as a showcase of some of the bare aluminum-alloy body parts.

Ford damageability/repairability engineers were on-hand to answer technical questions about Ford-approved repair procedures for the new truck, and also presented several seminars that introduced technicians to many of the new repair techniques available. These include separately serviceable lower control arm brackets; inner fender reinforcements that can be replaced more easily; floor pan, cross-member

and rocker panel sectioning opportunities; and a new B-pillar design that can be replaced without disturbing the roof.

“While aluminum isn’t a new material for repairers to work with, the new F-150 represents a substantial increase in terms of our overall usage of the material,” said Larry Coan, damageability product concern engineer for Ford Customer Service Division. “We thought it was important to be at the forefront of the truck’s launch and answer technicians’ questions face-to-face.”

“The 2015 F-150 was designed with the repairer in mind,” said Ford Senior Damageability Engineer Gerry Bonanni. “NORTHEAST® 2014 was a great opportunity to convey that information to them directly.”

Also at the show, Melissa Lester, collision marketing manager at FCSD, hosted additional seminars detailing Ford’s new National Body Shop (NBS) program and its aluminum repair requirements—developed to help build a national network of aluminum-capable dealer and independent body shops ready to repair the 2015 F-150 when it arrives at dealerships later this year. “It is important that body shop owners understand the NBS aluminum requirements as well as the many benefits a shop can enjoy by qualifying for and taking part in the program.” (For more information about Ford’s National Body Shop program, see story 3.)

Ford plans to exhibit the same display at two more



Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



Figure 6

industry trade shows this year—late July’s International Autobody Congress and Exposition (NACE) in Detroit and the Specialty Equipment Market Association (SEMA) show in Las Vegas in November—to continue

providing the industry with the latest information on the new F-150 as well as the benefits of using Ford genuine collision parts.

(Fig. 1) The all-new, 2015 F-150 body-in-white was a big draw at 2014 NORTHEAST®, seen here with a curtain wall. (Fig. 2) Ford Senior Repairability Engineer Gerry Bonanni (centered) discusses the vehicle’s apron tubes with a group of interested repairers. (Fig. 3) Spectators examine the parts display, which showcased many of the 2015 F-150 components in their bare aluminum form. (Fig. 4) Larry Coan, Ford’s damageability product concern engineer, points out a new repair feature of the truck to an attendee. (Fig. 5) Melissa Lester, FCSD collision marketing manager, hosted a series of panels discussing Ford’s new National Body Shop Program, which includes aluminum-specific requirements. (Fig. 6) FCSD Powertrain and Collision Product Marketing Manager Paul Massie takes an opportunity to chat with attendees. “The NORTHEAST® show has always been great for Ford to support,” said Massie.



TECHNOLOGY TARGET
NEW TECHNICAL SERVICE BULLETINS

Ford Motor Company has released two collision repair-related Technical Service Bulletins (TSBs) in recent months, covering important information repairers need to know in order to fix their customers' vehicles right the first time. Here are the details on each:



TSB 13-9-3: Front Lower Control Arm Noise Over Bumps (Supersedes TSB 13-7-8)

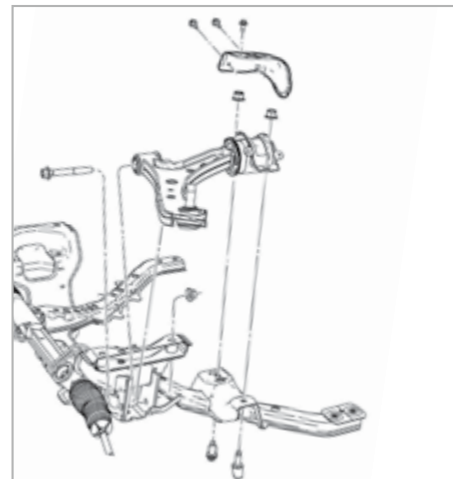
Issue: Some 2011-2014 Mustangs may exhibit a grunt/creak/chirp/squeak noise from the front lower control arm hydro bushing. These noises may occur over large vertical bumps like speed bumps, pot holes, rough roads and driveway approaches.

Service Procedure:

1. The hydro bushing is the large diameter bushing at the rear of the control arm. Some noise from the bushing is normal due to hydraulic fluid flow. Attach Rotunda Wireless Chassis Ears or equivalent on both lower control arm hydro bushing bracket tabs to verify noise is coming

from hydro bushing. Typically, there is a difference from side-to-side on a unit with a noisy control arm.

2. If the noise is not emanating from the hydro bushing, this article does **not** apply; refer to the Work Shop Manual (WSM) Section 204-00 for normal diagnostics.
3. If the noise is confirmed from the hydro bushing, replace the affected lower control arm with a new lower control arm, shield and three (3) screws. Refer to WSM Section 204-01.



Dealers can get complete details on each of these TSBs at FMCDealer.com, while independent repairers should contact their local Ford or Lincoln wholesaling dealer for more information.

TSB 13-12-1: Creak-Type Noise From Vehicle Front

Issue: Some 2013-2014 Taurus Police Interceptor vehicles equipped with an aftermarket push bar may exhibit a creak-type noise from the front of the vehicle while driving on a driveway approach or incline. This may be due to a crack in the front of the bumper bracket.

Service Procedure:

1. Remove the front bumper cover; disconnect and set aside the ambient air temperature sensor and harness.
2. Remove the left, right and top radiator-opening flexible air baffles, then remove the fasteners and set aside the auxiliary transmission fluid cooler and tubes (WSM Section 307-02).

3. Loosen the four (4) inner bumper bolts approximately 10 turns (**Figure 1**).
4. Inspect the original bumper brackets for any cracks or tears. If present, weld into proper position, referencing WSM Section 501-35 (**Figures 2 and 3**).
5. Position the right-hand bumper reinforcement plate and temporarily secure with two (2) nuts on backside of inner bumper bolts (**Figure 4**). Ensure the reinforcement plate is seated flush against right inner body rail. The two brackets look similar so ensure you have the correct bracket for each side of the vehicle.
6. Drill four (4) holes in the right inner body rail; remove the

previously installed nut and upper bumper bolt.

7. Clean all surfaces and apply Motorcraft® Anti-Corrosion Coating to the drilled holes and welded repair areas. Coat the inside of the rail where welding heat may have damaged the e-coat.
8. Using a heavy-duty riveter and two (2) rivets, secure top of reinforcement plate to the right inner body rail.
9. Remove the previously installed nut and lower bumper bolt; using a heavy-duty riveter and two (2) rivets, secure bottom of reinforcement plate to the right inner body rail. Install the two (2) right inner bumper bolts and a nut on the back side of each bolt.

10. Repeat steps 5-9 on left side of vehicle to install the left-hand bumper reinforcement plate.
11. Install the auxiliary transmission fluid cooler and tubes (WSM Section 307-02), and the left, right, and top radiator-opening flexible air baffles. Next, position and install the ambient air temperature sensor and harness; finally, install the front bumper cover (WSM 501-19).

Parts / Tools Utilized: DG1Z-17N775-A (bumper bracket kit); PM-13-A (Motorcraft® Anti-Corrosion Coating); Rotunda MAR39010 ("Big Daddy" Heavy-Duty Riveter)

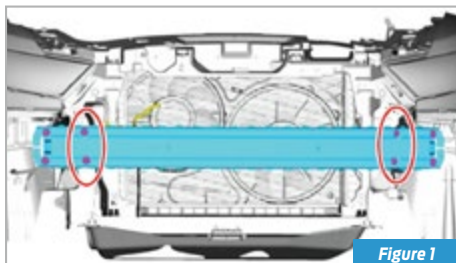


Figure 1



Figure 2

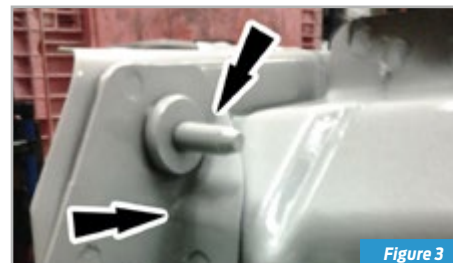


Figure 3



Figure 4



Ford's New National Body Shop Program Includes Aluminum Requirements

As Ford Motor Company prepares for the fourth-quarter introduction of its all-new, 2015 F-150, Ford Customer Service Division is working hard to build its new Ford National Body Shop (NBS) program. Launched late last year, it comes complete with Ford-specific aluminum repair requirements intended to help ensure both dealer and independent collision repair shops are ready to properly repair the F-150's high-strength, military-grade, aluminum-alloy body.

With the ever-increasing use of advanced materials and technologies in today's vehicles, using the right parts and repair procedures is more important than ever to make sure collision repairs are done correctly, and efforts are ramping up around the industry to let vehicle owners know they've got choices and rights in the collision repair process.

The new NBS program will play a role in that as well,

according to FCSD Collision Marketing Manager Melissa Lester. "Educated consumers will seek shops that have the right tools, equipment, training and facilities to repair vehicles back to manufacturer specifications, and with the National Body Shop network, we can point Ford and Lincoln vehicle owners in the right direction."

The program is open to all dealers, as well as independent collision shops sponsored by a Ford or Lincoln dealer, and is being administered by Assured Performance, a leader in the body shop certification arena.

Participation requires shops to meet not only Assured Performance's significant general collision repair requirements, but also the Ford-specific aluminum repair capabilities necessary to properly repair the 2015 F-150. These include some equipment specifications, such as

having a separate hand/tool kit dedicated for aluminum, and successful completion of three technical training courses—"Collision and Body Shop Essentials," which is available at MotorcraftService.com, and two I-CAR courses: "Welding Training & Certification" and "2015 F-150 Structural Repair Training," both of which will be open to independent repairers in June.

While Ford will not restrict parts sales in any way for the new F-150, it is strongly encouraging both dealer and independent shops to get the tools, equipment, training and facilities to make proper aluminum repairs and avoid the possibility of galvanic corrosion between steel and aluminum, and says becoming an NBS participant is a good way to highlight that dedication to quality repairs with their customers.

To aid their cause, shops can leverage their program

participation in local marketing and promotional efforts; will have access to signage, marketing materials and Assured Performance's business development process; and will be included in National Body Shop program online shop locators.

With the new F-150 scheduled to reach showrooms sometime late this year, shops accepted into the NBS network will have until the end of 2014 to become aluminum capable and maintain their membership.

For more information about the National Body Shop program, including the enrollment process, contact Assured Performance at 949-221-0010 or visit www.FordCertifiedShop.com.

New Collision Repair Website Targets Consumers

The OEM Collision Repair Roundtable has launched a new website intended to provide consumers with information that will help them navigate the process of getting their vehicles repaired following a collision.

CrashRepairInfo.com includes information on topics such as: what are crash parts?; types of crash parts available; choosing a good body shop; consumers' rights; insurance policies; and a glossary of terms consumers may encounter.

The site was built with the group's mission—"continuously improve the quality of collision repair available to vehicle owners"—and first guiding principle—"the interests of all parties involved in the collision repair process are best protected when vehicle owners are allowed to make informed decisions regarding collision repairs to their vehicles"—in mind.

"We know the collision repair process is often challenging and frustrating, and that the majority of consumers have very little familiarity with most aspects of it," said Gary Ledoux, assistant national manager of wholesale parts marketing at American Honda and current chairman of the OEM Roundtable. "We hope this site will help improve their repair experience and that collision shops interested in providing their customers with an easy resource to learn more will find it useful as well."

In addition to the collision repair basics,

CrashRepairInfo.com contains information, videos and automaker positions on important safety-related subjects, including reconditioned wheels, counterfeit and salvage airbags, and the importance of maintaining vehicle safety systems.

"The Roundtable takes seriously its mission of improving the quality of collision repair, and we think the more informed

consumers are about the process the better their chances of having a positive experience," said Paul Massie, Ford powertrain and collision product marketing manager and the Roundtable's immediate past chairman.

CrashRepairInfo.com

was developed by the group over the past year, and is intended as an easy-to-use resource for both consumers and collision repair shops—a number of repair shops have already added a link to CrashRepairInfo.com to their own websites, making it easier for their customers to access the information and understand the repair process.

Meanwhile, the Roundtable's other website—OEMIStop.com—will maintain its focus on boosting repair technician access to OEM repair procedures and other technical repair information. OEMIStop.com offers direct links to the collision and mechanical repair websites of 37 vehicle makes as well as current electric and hybrid vehicle handling guidelines.



Crash Parts Legislative Updates

Collision-repair related legislation has been introduced or carried over in at least 20 states and Congress so far this year, with non-OEM parts restrictions (six states), counterfeit airbags (six states), electronic vehicle data (five states & Congress) and the required use of a particular vendor (four states) the most frequently introduced. Here's a rundown:

GOV. ENTITY	BILL NUMBER	BILL STATUS AND DESCRIPTION	GOV. ENTITY	BILL NUMBER	BILL STATUS AND DESCRIPTION
AL	S 163	Signed. Adds counterfeit and non-functional airbags to airbag fraud law.	NM	H 193	Died. Prohibits manufacture, sale and installation of counterfeit and substandard airbags.
CA	S 994	In comm. Disclosure of and access to vehicle-generated data.		S 19	Signed. Bans texting while driving.
	S 1242	In comm. Requires BAR to demonstrate need for its continued existence.	NY	S 3779	In comm. Airbag repair fraud measure; allows installation of salvage airbags.
FL	S 754	Awaiting governor's signature. Adds counterfeit and non-functional airbags to fake airbags law.	OH	H 177	Signed - effective 3/20/14. Adds counterfeit and non-functional airbags to fake airbags law.
IA	S 2023	Died. Prohibits insurers from requiring use of a particular vendor; requires insurers to pay for new OEM parts for five years unless owner consents to aftermarket.		H 526	In comm. Anti-steering measure.
KY	H 109	Withdrawn. Requires OEM parts while vehicle is under warranty unless owner consents to aftermarket.	PA	H 1659	In comm. Prohibits importation, manufacture, sale and installation of counterfeit and non-functional airbags.
LA	S 32	Signed - effective 5/16/14. Adds counterfeit and non-functional airbags to fake airbags law.	RI	H 7404	Held for further study. Expands definition of aftermarket parts to include all replacement parts, not just body parts. Companion to S 2835.
MD	H 574	Unfavorable comm. report. Prohibits insurers from requiring use of a particular vendor or shop; requires insurers to pay for new OEM parts for five years unless owner consents to aftermarket. Companion to S 487.		H 7405	Held for further study. Prohibits insurers from requiring use of salvage or reman. airbags or suspension parts unless it's agreed parts are no longer in production. Companion to S 2833.
MI	H 5339	In comm. Prohibits use of non-OE structural parts and any non-OE unless certified; prohibits requiring use of a particular vendor; prohibits paint caps and disregarding a shop's labor rate without proof of range in the market.		H 7406	Held for further study. Prohibits rental car companies from using vehicles with salvage titles as rentals.
	S 169	Signed. Allows testing of self-driving vehicles on roads.		H 7796	Held for further study. Establishes two levels of collision repair license.
MN	H 2690	Died. Anti-steering measure and prohibits requiring use of a particular vendor. Companion to S 2542.	SD	H 1177	Signed - effective 7/1/14. Bans texting while driving.
	H 2017	Died. Limits on access or use of EDR data. Companion to S 2038.	TN	H 1749	In comm. Limits on access or use of EDR data. Companion to S 2241.
MS	H 1425	Died. Adds counterfeit and non-functional airbags to airbag fraud law.	VT	H 362	In comm. Prohibits requiring use of aftermarket parts for two years or 30,000 miles; requires disclosure of aftermarket parts and that they be like, kind and quality to OE parts in terms of fit, quality and performance.
MO	H 1332	In comm. Limits on access or use of EDR data. Companion to S 762.	US	HR 1663	In comm. Reduces length of crash parts design patents from 14 years to 30 months. Opposed by ASA. Companion to S 780.
NJ	A 196	In comm. Limits on access or use of EDR data. Companion to S 406.		S 1925	In comm. Prohibits retrieval of EDR data by government or private entities without vehicle owner consent.

INSIDE THE INDUSTRY

NHTSA Issues Rear-Camera Ruling

The National Highway Traffic Safety Administration has finalized rules requiring automakers to install back-up cameras on all vehicles by May 2018. The rules call for 10 percent of vehicles to include the technology by May 2016 and 40 percent by May 2017. In response, automakers are asking for permission to remove side-view mirrors and replace them with cameras in an effort to improve fuel efficiency.

Collision Avoidance Systems Cut Insurance Claims

A new study conducted in Israel finds that collision avoidance systems can cut accident claim frequency by 44 percent. The study involved nearly 10,000 vehicles equipped with forward collision and lane-departure warning systems.

Travel Recovers in March

The Federal Highway Administration reports vehicle miles traveled (VMT) nationwide in March ticked up to 249.1 billion, up 0.2 percent from the same month a year ago. This marks the first month of increased VMT vs. 2013, after record-breaking inclement weather led to decreased travel in January and February.

Households with Vehicles on the Decline

The percentage of U.S. households without a vehicle has increased over the last several years. Research by the University of Michigan Transportation Research Institute puts the 2012 figure at 9.2 percent, up from 8.7 percent in 2007. The number also increased in 21 of the nation's 30 largest cities.

Older Drivers' Crash Rates Down, Miles Driven Up

A new study by the Insurance Institute for Highway Safety finds the fatal crash rate for drivers 70 and older fell 42 percent from 1997 to 2012, while the rate for non-fatal crashes dropped a similar amount during that time frame. By comparison, the fatal crash rate for drivers ages 35 – 54 declined by 30 percent.

Meanwhile, a new report by the AAA Foundation for Traffic Safety shows drivers 65 and older have increased their miles traveled by 33 percent over the last 20 years, with the number of work-related commutes more than doubling over that time.

Texting While Driving Up in Michigan

A new survey finds 16.3 percent of drivers in Michigan admit to texting while driving, double the 8.2 percent who admitted to the practice in a 2012 survey. The Michigan Office of Highway Safety Planning survey also finds 31 percent admit to looking at text messages while driving, up from 17 percent, while 59 percent say they make and accept phone calls, up from 56 percent.

Continued on page 5



Truckload Program Rolls into Spring with New Part Offerings

Ford Customer Service Division (FCSD) has updated its popular Collision Parts Truckload Program with the addition of 38 new parts that deliver an average overall list price reduction of 11 percent. Included in the new additions are two new part categories for the program—step pads and fender shields.

“The Truckload Program now offers almost 500 Ford and Lincoln parts that are currently among the highest-in-demand on repair estimates and provides them to repairers at competitive prices,” said George Gilbert, Truckload Program manager for FCSD. “We are continually updating the list of available parts in an effort to help collision repairers deliver

high-quality, cost-effective repairs to their customers.”

By offering Ford and Lincoln wholesaling dealers—the exclusive distributors of genuine Ford collision replacement parts—competitive prices on bulk purchases of high-volume collision parts, the program—now in its 17th year—provides insurance companies, body shops and most importantly, consumers, with a high-quality, cost-effective alternative to non-OEM copy parts and other parts frequently specified by insurers.

The 38 part additions include two wheels, one radiator, five grilles, 12 exterior lights, two fender shields, two mirrors, four

step pads, and 10 fascias.

The Truckload Program currently covers over a dozen replacement part types, including bumper fascias, steel bumpers, bumper bars, valances, exterior lighting, mirrors, car and truck radiators, wheels, grilles/GORs/GOPs, isolators/impact pads/shafts and now step pads and fender shields.

For more information on FCSD's Collision Parts Truckload Program, or for a list of the parts currently available, contact your local Ford or Lincoln collision parts wholesaling dealer or the Ford Collision Parts Hotline at cphep@ford.com.

Bumper Fascias			
Part Number	MY	Vehicle	Description
AE8Z17K835AACP	11 - 13	Fiesta	Rear Bumper Fascia
AN7Z17K835AACP	09 - 12	Fusion / Milan / Lincoln Zephyr	Rear Bumper Fascia
AR3Z17K835AACP	09 - Current	Mustang	Rear Bumper Fascia
AE8Z17D957AACP	11 - 13	Fiesta	Front Bumper Fascia
AH6Z17D957AACP	9 - 12	Fusion / Milan / Lincoln Zephyr	Front Bumper Fascia
AR3Z17D957AACP	09 - 12	Mustang	Front Bumper Fascia
AR3Z17D957BACP	09 - 12	Mustang	Front Bumper Fascia
BB5Z17D957BCP	13 - Current	Explorer	Front Bumper Fascia
BT4Z17D957BCP	11 - Current	Edge / Lincoln MKX	Front Bumper Fascia
9L7Z17D957ACP	08 - 10	Lincoln Navigator	Front Bumper Fascia

Exterior Lighting			
Part Number	MY	Vehicle	Description
BC3Z13008ECP	11 - 12	F-250-550 Super Duty	Right Headlamp
BC3Z13008FCP	11 - 12	F-250-550 Super Duty	Left Headlamp
BE8Z13008ACP	11 - 13	Fiesta	Right Headlamp
BE8Z13008BCP	11 - 13	Fiesta	Left Headlamp
DL3Z13008EBCP	13 - 14	F-150 / Lincoln Mark LT	Right Headlamp
DL3Z13008ECCP	13 - 14	F-150 / Lincoln Mark LT	Left Headlamp
BG1Z13404ACP	11 - 12	Taurus	Right Tail Lamp - Stop and Flasher
BG1Z13405ACP	11 - 12	Taurus	Left Tail Lamp - Stop and Flasher
9N7Z13404ACP	09 - 12	Fusion / Milan / Lincoln Zephyr	Right Tail Lamp
9N7Z13405ACP	09 - 12	Fusion / Milan / Lincoln Zephyr	Left Tail Lamp
9H6Z13008ECP	10 - 12	Fusion / Milan / Lincoln Zephyr	Right Headlamp
9H6Z13008FCP	10 - 12	Fusion / Milan / Lincoln Zephyr	Left Headlamp

Step Pads			
Part Number	MY	Vehicle	Description
6L2Z17B807AAACP	05 - 10	Explorer / Mountaineer	Step Pad
8L8Z17B807AACP	07 - 12	Escape / Tribute / Mariner / Hybrid	Step Pad
F81Z17B807AACP	03 - 05	Excursion	Step Pad
F81Z17B807ABCP	03 - 05	Excursion	Step Pad

Fender Shields			
Part Number	MY	Vehicle	Description
4L1Z16102AACP	05 - 06	Expedition	Fender Shield
4L1Z16103AACP	05 - 06	Expedition	Fender Shield

Grilles / GORs / GOPs			
Part Number	MY	Vehicle	Description
AE5Z8200DACP	09 - 12	Fusion / Milan / Lincoln Zephyr	Grille Assembly; Radiator
4L3Z8200BACP	04 - 08	F-150 / Lincoln Mark LT	Grille Assembly; Radiator
AE5Z8A284ACCP	09 - 12	Fusion / Milan / Lincoln Zephyr	Grille Opening Reinforcement Panel
8L8Z8A284ACP	07 - 12	Escape / Tribute / Mariner / Hybrid	Grille Opening Reinforcement Panel
6L2Z16153AACP	05 - 10	Explorer / Mountaineer	Radiator Support

Mirrors			
Part Number	MY	Vehicle	Description
BC3Z17682AACP	11 - 12	F-250-550 Super Duty	Right Mirror - Rear View Outer
BC3Z17682BACP	11 - 12	F-250-550 Super Duty	Left Mirror - Rear View Outer

Radiators			
Part Number	MY	Vehicle	Description
CV6Z8005ACP	06 - Current	Focus RS	Radiator

Wheels / Wheel Covers			
Part Number	MY	Vehicle	Description
AL3Z1007KCP	08 - 12	F-150 / Lincoln Mark LT	Aluminum Wheel
8C2Z1015DCP	07 - 09	Econoline	Steel Wheel

INSIDE THE INDUSTRY

Continued from page 4

CREF Celebrates Industry Support; Organizes Regional Groups

The Collision Repair Education Foundation says it was able to provide almost \$9.4 million in product and monetary donations to high school and college collision programs last year, nearly two times what it was able to do in 2012. Since 2008, industry donations through the CREF have eclipsed \$20 million. Meanwhile, the foundation says it has launched an effort to create regional groups that could help the industry work more closely with local schools and eventually boost the pool of entry-level technicians. Southern California and Philadelphia are the initiative's first markets.

ASA Announces First Supporting Association

The National Alliance of Paintless Dent Repair Technicians, a non-profit organization headquartered in North Carolina, has become the first supporting association member of the Automotive Service Association, a newly added membership category. Together, the two associations plan to address common problems affecting both collision and paintless dent repair facilities.

SCRS Welcomes New Affiliates

The Society of Collision Repair Specialists has welcomed two new affiliate members — the Indianhead Auto Body Association (IABA) and the Louisiana Collision Industry Association (LaCIA). The IABA, founded in 1986, represents the interests of the collision repair industry in the 22-county Indianhead region of west central and northwestern Wisconsin. The LaCIA, founded just this past January, marks the first SCRS affiliate in Louisiana.

Legal Update

- The Indiana Autobody Association and 14 collision shops have filed a lawsuit against a dozen auto insurers and their subsidiaries, accusing the insurers of attempting to artificially depress repair rates. The case is similar to suits previously filed in Florida and Mississippi.
- A collision shop in Pennsylvania has filed suit against seven auto insurers, claiming they've illegally conspired to control repair costs through the use of their DRP networks.
- A judge in Illinois has set up a schedule in the racketeering case related to the landmark *Avery v. State Farm* non-OEM parts decision. Trial is now expected in January 2016, with depositions and discovery due to be completed by this September.



Get it right.



SHARE YOUR THOUGHTS

The purpose of **On Target** is to provide Ford and Lincoln dealership parts departments and independent collision repair shops with the general and technical information needed to deliver efficient, high-quality repairs to Ford, Lincoln and Mercury vehicle owners. In addition, information on parts wholesaling policies and procedures, and collision repair industry activities will also be featured. **On Target** is scheduled to be published three times a year.

Your comments and article ideas are welcome. You can contact **On Target** through e-mail at: cphelp@ford.com.

Additional copies of **On Target** are available through Ad Creator or FMCDealer.com. Independent collision repair shops should contact their Ford or Lincoln wholesaling dealer. **On Target** is also available free of charge at Motorcraft.com under technical resources / quick guides.

On Target

Produced for Ford and Lincoln wholesaling dealers and their collision repair customers.

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George Gilbert

Contributors

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Steven Lubinski Andrea Presnell

From the source.

Ford and Lincoln Dealers are the one-stop source for all of your collision repair needs.

Not only are they a great source for technical and repair information, their Ford Motor Company Genuine Parts can help your body shop reduce cycle time, improve relationships with insurance companies and satisfy customers. So call your local Ford or Lincoln Wholesaling Dealership today for all your Genuine Parts needs.





Dealership Information

Crash Parts Order Form

Use this form to provide us with the information necessary to make certain we deliver the right parts on time ... the first time!

The information below can be found on the certification label located on the driver's-side door jamb. If the vehicle is damaged in this area provide us with the Vehicle ID# located on the driver's-side front corner of the dashboard.

VEHICLE ID# <small>(Need all 17 Digits)</small>			
TRIM CODE	YEAR	DAMAGE AREA (Circle)	
MLD6 CODE	MAKE	FRONT	REAR
BODY CODE	PHONE: ()	LEFT SIDE	RIGHT SIDE
CONTACT:	SHOP:	UNDERBODY	LEFT / RIGHT

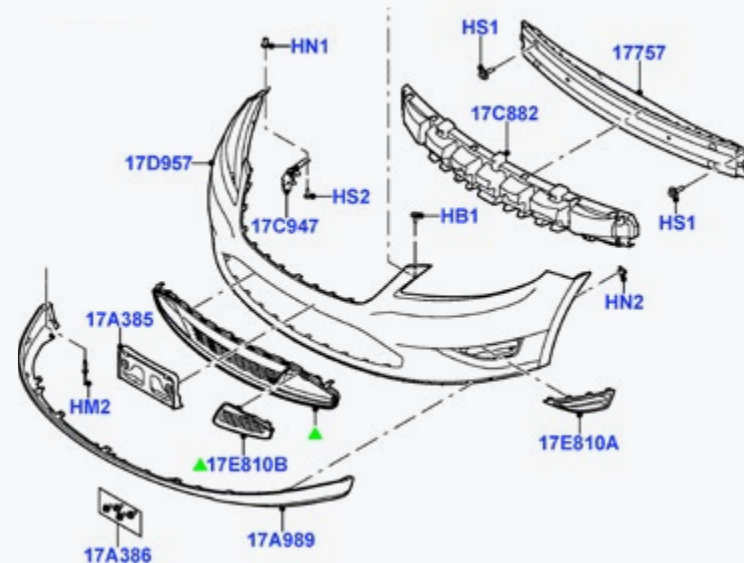
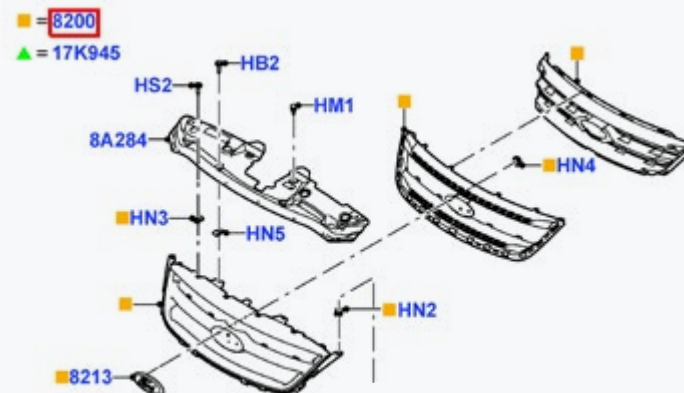
2014 FORD TAURUS

Date Ordered: **PARTS ORDER** Date Needed:

QUANTITY	PART NUMBER / PART DESCRIPTION

NOTE: Refer to vehicle diagrams for part identification and numbers.

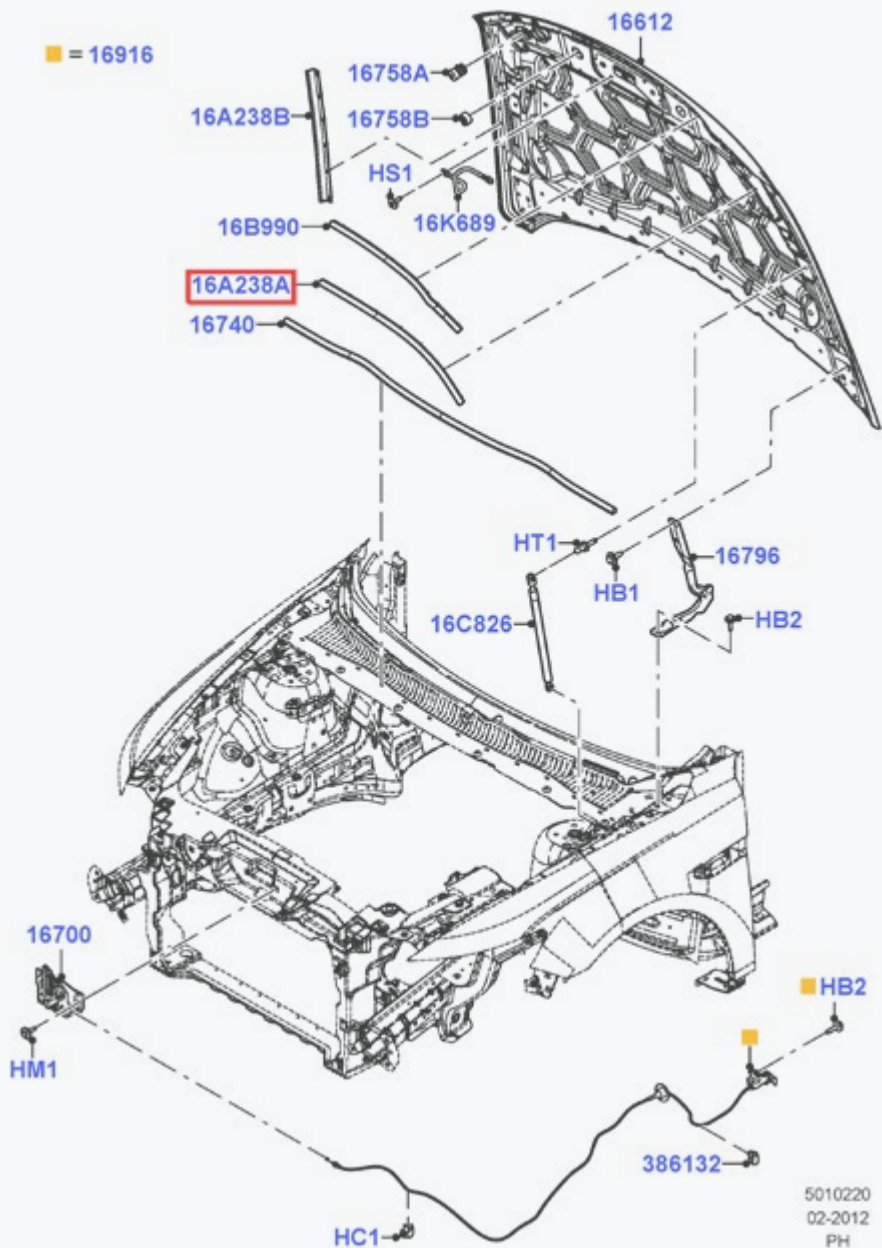
Front Bumper



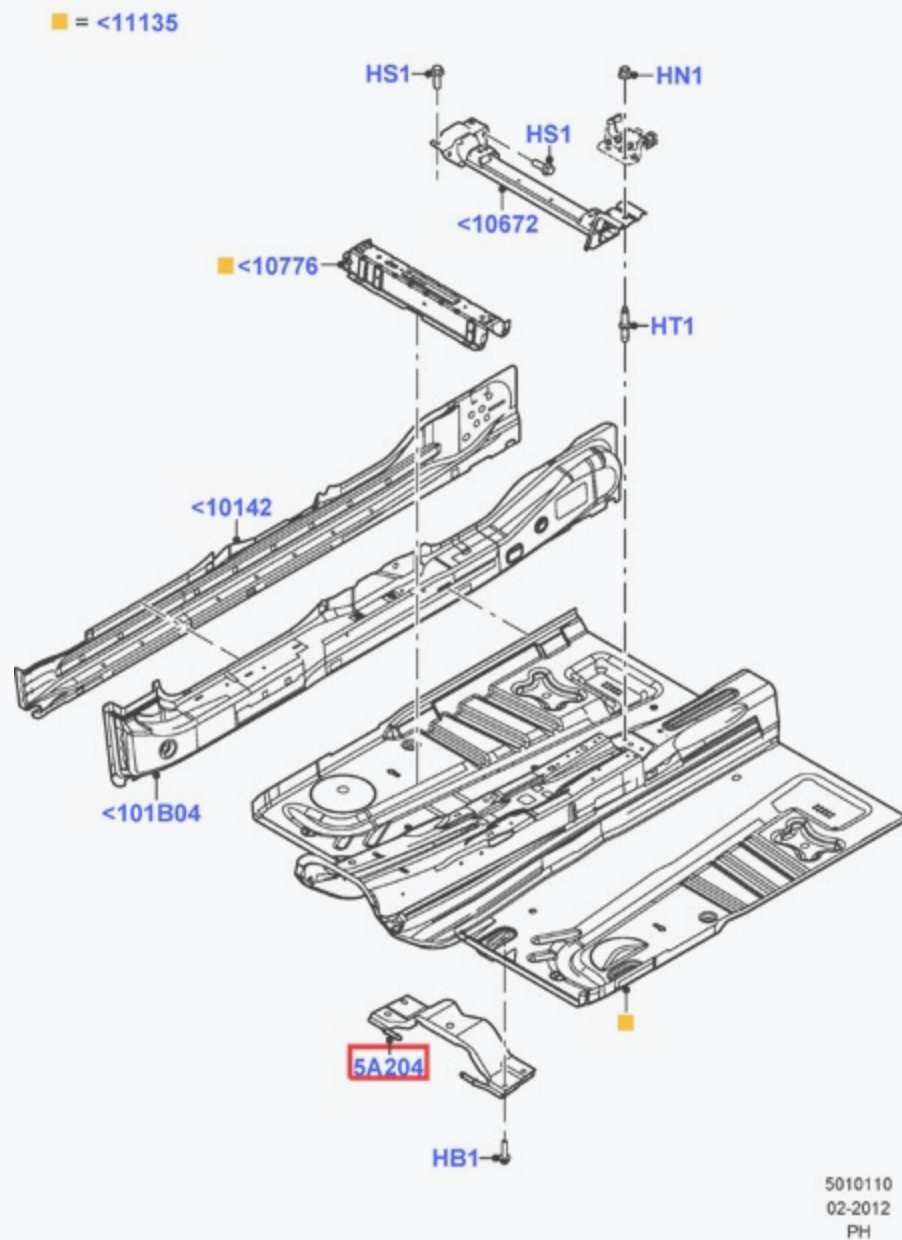
 Mild Steel	 Yellow
 Bake Hardened (BH)	 Light Blue
 Solid Solution Strength	 Pink
 High Strength Low Alloy (HSLA)	 Dark Blue
 Dual Phase (DP) 500, 600 Class	 Green
 Dual Phase (DP) 700, 800, 900 Class	 Fuchsia
 Laminate Steel	 Teal
 Ultra High Strength Steel (UHSS) Martensitic, Boron	 Red
 Transformation Induced Plasticity Steel (TRIP)	 Gold
 Aluminum	 Purple



Hood

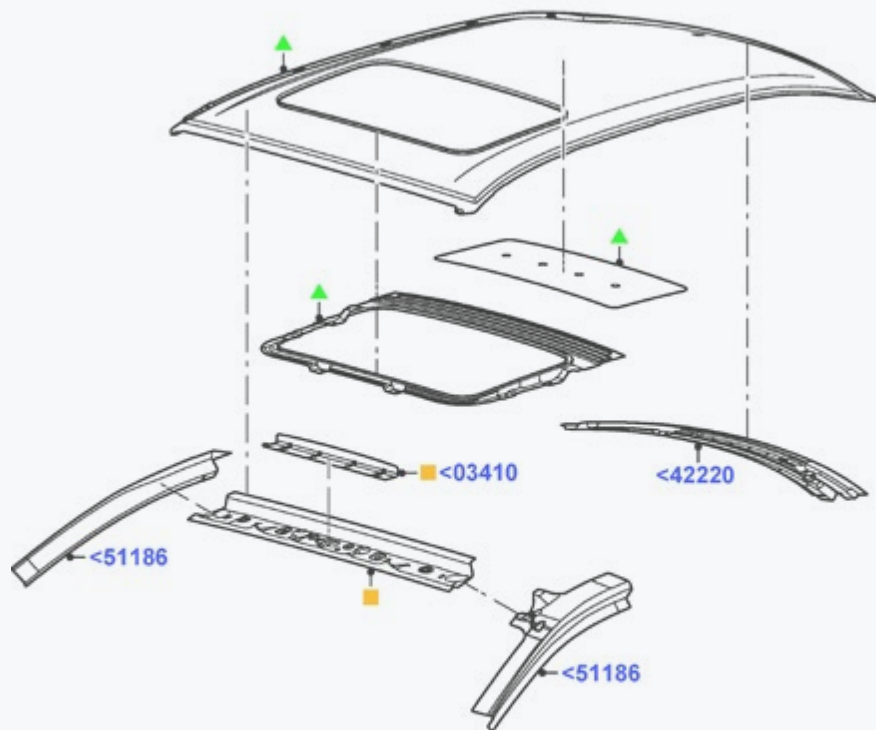


Front Floor Pan



Roof

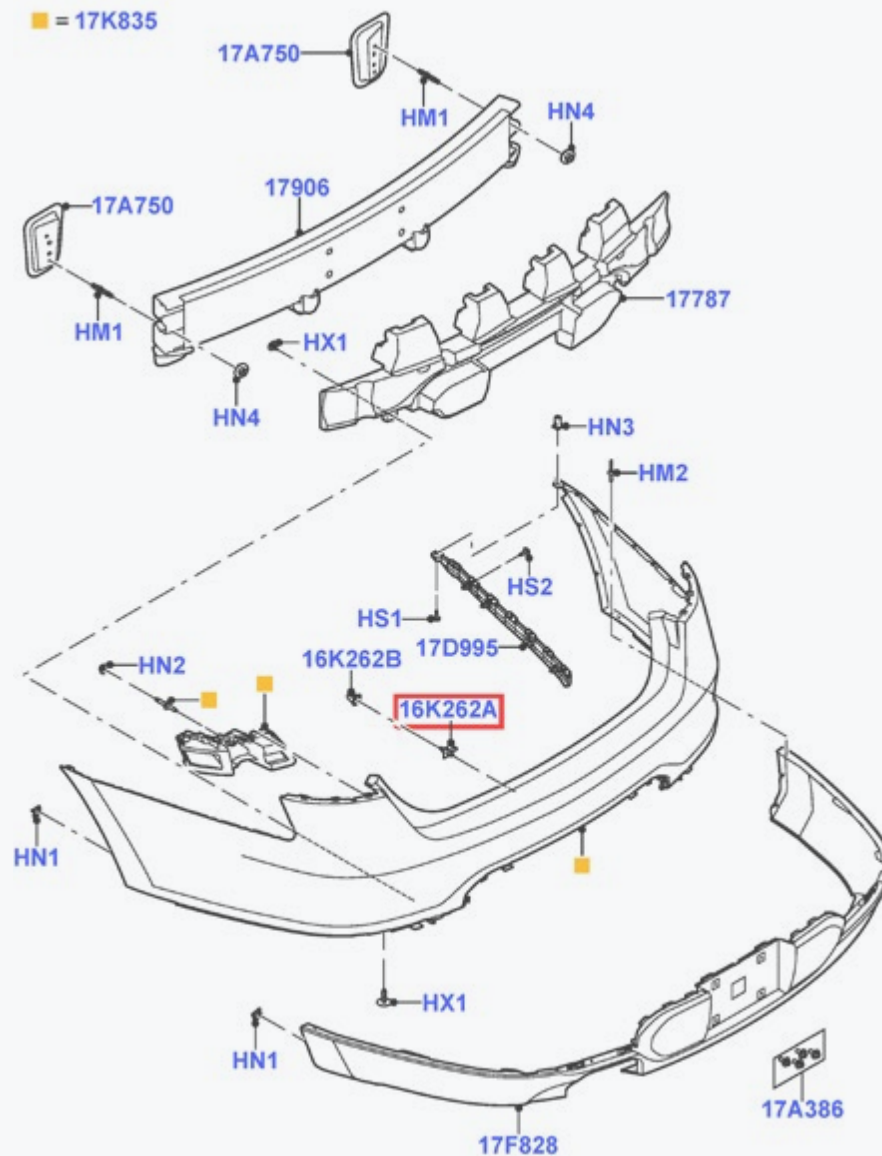
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 02-2012
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Rear Fascia

■ = 17K835



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